Form and Process to Submit an IT Trouble Ticket

Dear Laney Community,

To better support instruction on the Laney College campus, we are rolling out new Technology process for requesting Laney computer and peripherals repair or replacement, including Smart Classrooms.

Below are the instructions for completing the Technology Trouble Ticket Form.

1. Please fill out the Trouble Ticket form as accurately as possible. For faster service, include a detailed description of the problem.

2. All Trouble Ticket forms **must include** the PCCD Property Item Number on the equipment. The location of the PCCD (#) may vary. Look for it on the rear or side panels of the equipment. **[Any Smart Classroom ticket does not require the PCCD Property Item Number.]**

   Sample PCCD #:

3. Trouble Ticket forms can be submitted in person at the Technology Center (F170) or by email attachment to laneyhelpdesk@peralta.edu

4. We will contact you within 24 hours to let you know that we have received your Trouble Ticket submission and give you a time frame of when the particular problem will be handled.

5. Each submission will be processed according to its **urgency**. **Urgency** will be based on how the issue 'impacts instruction' and should be explained that way in the 'description' section of the Trouble Ticket.

6. Please submit only **ONE** request at a time. You can submit a second request after the first one has been resolved. If you have multiple problems, please prioritize them.

Laney IT Group
Laney College
510.986.6972
laneyhelpdesk@peralta.edu

Form to Submit an IT Trouble Ticket

Your Full Name:	
PCCD Property Item # (Not needed for Smart Classrooms)	
Your Phone #:	
Department /Discipline:	
Office/ Classroom #:	
Your Email Address:	

Detailed description of the problem below (Attach extra paper if necessary)

OFFICE USE ONLY:

Urgency:	Moderate	Urgent	Very urgent

Open Date:	Close Date: