

About computer hardware, software, and peripherals.

TSD Internal procedure--

1. My computer is not working properly. What can I do and who can help me?

A: If your screen is frozen, you may try the following steps before getting help from your POC (point-of-contact) or ITD Helpdesk. Do a CTRL ALT DELETE to END TASK and/or restart your machine. If this doesn't work, turn off the power source and then turn it back on after 10 seconds. If this doesn't work either, ask your POC for additional help. If still, the POC was unable to fix the problem, the POC will report the problem to the ITD Helpdesk.

If a VICTOR screen freezes up on you, skip the POC & call the ITD Helpdesk, x59188.

For other complicated problems, first ask your POC for help. If unable to fix the problem, your POC will report the problem to ITD Helpdesk.

2. I am a POC. How do I report a computer problem to ITD Helpdesk?

A: There are two ways to report a problem to the ITD Helpdesk – call the ITD Helpdesk, x59188, or email helpdesk@itd.umd.edu. Between the two, it is preferable to report the problem via email so that a record can be generated. In either case, also inform the TSD POCs of the problem report via email at tsd-poc@umail.umd.edu. In reporting any problem, always give the workstation number, the location of the machine, and the name of the staff using that particular machine.

3. How do I request for a software?

A: If your request is to reinstall an application that you already have in your machine, call or email ITD Helpdesk to do this. Inform tsd-poc@umail about your request. When making a request, always give the workstation number, the location of the machine, and the name of the staff using that particular machine. You may be asked to complete the request online. The form is available at <http://www.itd.umd.edu/HELP/SOFTWARE/Request.htm>.

If your request is for a new software to be installed in your machine, first get the approval of your group/team leader, then send your request to the TSD Office (to Lulu, currently the division representative to PTIC). Requests for installation of new software may need Director's approval particularly if license fees need to be paid. Once approved by the Director, the TSD Office will complete a software request form to fulfill your request.

4. How do I request for peripherals like barcode scanners?

A: Requests for any kind of computer peripheral must be routed to the Director's Office because this may require some budgetary appropriation. The PTIC representative (currently Lulu) will follow-through the request. The TSD Office will inform the requestor as well as the TSD POCs of any action taken regarding the request.

5. If a computer needs to be moved, what do I do?

A: Inform your POC. Your POC will make the request to the ITD Helpdesk, and also inform the TSD POCs about the request. Be sure to specify the workstation number of the computer that needs to be moved, its location, and where it will be moved to.

6. Why is it important to always inform the POCs for any kind of requests?

A: Because the POCs will keep track of the requests and make sure that the requests have been satisfied, or at the very least, acted upon. Another reason is that when an ITD staff comes around to fix a problem and cannot find you, the staff will be looking for a POC in the division. Once ITD Helpdesk has assigned a work order number to a request, the requestor may follow up this request (using the work order number) directly with the ITD Helpdesk. Once the request is satisfied, inform your POC so that the POC may record this in her/his log.

7. Who are the POCs?

A: The following are designated POCs in TSD: Ingrid (Acq), Julia and Marlene (Cat), Loretta (CatM), Sue (Pres), Arlene (MOSS), and Lulu (TS Office and representative to PTIC).

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