

Introducing the Technology Service Catalog



The Plan

Coming in January, you will see a new website—an easier way to request technology support from the Service Desk and Information Systems. Look for the **Service Catalog** link to be on RacerNet, myGate, the current Support site, and Murray State's Quick Links.

If you called or emailed Information Systems, the Service Desk, or TSCS for technology support in the past, you'll be able to request the same support through the Service Catalog. Think of it as a comprehensive technology catalog: a ticketing system where you can submit and review your service requests at any time, regardless of Service Desk hours, and a support site where you will have quick access to user guides and instructions.

The Purpose

Why are we making this change? By providing a Technology Service Catalog, Information Systems looks to provide a consistent experience for the faculty, staff, and students and improve our communication efforts with the campus community. After you put in a request for technology support or a service, you will be able to track the progress made and receive confirmation when the request has been completed.

We will continue to add more technology services and look for ways to improve everyone's experience with the Service Catalog. We welcome your feedback and suggestions. If you have a question or a need and do not find a relevant technology service, please let us know by using the **We're Listening!** link on the Service Catalog Home page and at the bottom of every service.

The Process

1. On RacerNet, myGate, the Support site, or Murray State's website, click on the **Service Catalog** link (coming in January 2017).
2. Click on the **Request Assistance** button to find the service through its related category -OR- Click on the **Search** button to type in keywords and locate the service or article that best meets your need.
3. If you see a **Request This Service** button, you can log in with your myGate account, fill out the online form to create a ticket, and track its progress through the **View My Requests** button on the Service Catalog Home page.

