What is the ITC?
The ITC (Information Technology Center) is the IT Cluster that was formed by the departments of Biological Chemistry, Neurobiology, Neurology, and Pharmacology to share IT support and provide improved customer service to faculty, staff and all members of the clustered departments.

What kind of support do I receive from the ITC?
The ITC is committed to supporting the clustered departments and making sure that your technology works when and how you want it to. To support this goal, the ITC currently offers two service levels that all hardware/software could fall into based on a defined list of standards:

- **Full Support** – A resolution to your issue is guaranteed for hardware/software that falls into this category. Devices that receive full support are within a manufacturer’s standard (or extended) warranty and were typically purchased through the standard procurement processes. Additionally, these are devices and programs that the ITC has the appropriate skill sets, knowledge, and resources to support.

- **Best Effort Support** – All requests that do not receive full support will receive the ITC’s Best Effort Support. These are instances where the ITC may not be capable of guaranteeing a resolution (e.g., needed software updates are no longer being released), but will provide its best effort in trying to identify a solution and/or work around for the end user.

My computer is broken, what do I do?
With the ITC, users have three easy ways to contact support staff to help with anything from basic computer problems to more complicated development requests:

<table>
<thead>
<tr>
<th>Method</th>
<th>Detail</th>
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<tbody>
<tr>
<td><strong>Online Ticket</strong></td>
<td>Go to <a href="http://ITC.dsgom.ucla.edu">ITC.dsgom.ucla.edu</a> and fill out the online service request form using your Mednet AD and password. You'll get a receipt confirmation immediately to let you know that your request has been received.</td>
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<tr>
<td><strong>E-mail</strong></td>
<td>Send the ITC an e-mail at <a href="mailto:ITCSupport@mednet.ucla.edu">ITCSupport@mednet.ucla.edu</a> with a short description of the problem the best method for responding back (e-mail, phone number, pager, carrier pigeon, etc.). You'll get a receipt confirmation immediately to let you know that your request has been received.</td>
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<tr>
<td><strong>Phone Line</strong></td>
<td>If you have no network availability to request support through our online ticketing system or email, you can reach us at 310-794-9482 (4-9ITC). If we're not available, please leave a voicemail with your name, email address or phone number and brief description of your inquiry. And it'll be treated with the same priority as any of the other contact methods.</td>
</tr>
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But I currently call or visit my IT guy (or gal) down the hall…
As users get used to the new processes, any requests received via direct phone calls and/or e-mails will still be addressed, but the fastest way of getting your problem fixed will be to use one of the methods listed above.

This sounds interesting, how fast can I expect a response?
The ITC is committed to helping you resolve your computing issues in the fastest and most effective way possible and will continuously monitor incoming requests. This also means that there may be times when we’re away from our desks working directly with faculty and staff to resolve issues. In these instances, we promise to get back to you as soon as possible.

- General Business Hours: 7am to 5pm, Monday to Friday (excluding holidays and other exceptions)
- Core Support Hours: 8am to 4pm, Monday to Friday (excluding holidays and other exceptions)

Where can I learn more about the ITC and the hardware/software that is supported?
Visit the ITC Website ([itc.dgsom.ucla.edu](http://itc.dgsom.ucla.edu)) to learn more about the Information Technology Center, including a full version of the Shared Service Level Agreement (SLA) and listing of hardware/software receives full support. The Shared SLA is reviewed on an annual basis to ensure that the ITC can properly meet the needs of all clustered departments. Additionally, reasonable exceptions to the SLA may be made at the discretion of department leadership in conjunction with the ITC Director.