APPENDIX A

IM/IT EQUIPMENT SYSTEMS FAILURE PROCEDURE

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IT equipment systems failures can include, but is not limited to, the following critical systems:

- Banner
- The portal, websites
- D2L
- Telephone and Cellular
- Network

If you experience issues with any of the above mentioned systems or other IM/IT equipment please contact the Information Technology Service's Service Desk.

The Service Desk is the first point of contact for students, staff, postdocs and faculty with computing problems or queries.

School of Nursing, School of Pharmacy & Animal Care Research Centre

Clients can access the Service Desk by:

- visiting our counter service (Henrietta Harvey - HH2012)
- submitting an Online Help Request form
  http://www.mun.ca/ITS/services/onlinehelpform.php
- e-mailing help@mun.ca
- calling our Client Support Centre: 864-4595

The Service Desk is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

Faculty of Medicine

Clients can access the Service Desk by:

- visiting our counter service (HSIMS H-1614)
- submitting an Online Help Request form
- e-mailing support@med.mun.ca
- calling our Client Support Centre: 864-6000

The Service Desk at HSIMS is open from 8:30 to 5:00 (8:30 to 4:30 during summer hours).

Communication of IM/IT Equipment Systems Disruptions
Disruptions to services provided by Computing and Communications will be communicated through the ITS Website, the Service Desk answering message, news line and Twitter within fifteen (15) minutes of being notified of the disruption. Regular updates will be provided until the issue is resolved.

Frequently Asked Questions
For answers to commonly asked questions and problems please visit the Computing and Communications FAQ http://www.mun.ca/ITS/faq/