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| --- | --- | --- | --- |
| **Category** | **Examples** | **Primary**  **Responsibility** | **Preferred Contact** |
| Desktop & General IT Support | * Accounts (create & delete) * Computers & Peripherals * Email * General IT questions/issues * Listservs (Mailman/Exc hange) * Network Shares * Networking * Permissions | Community Network (CN) | Call: 7-8787  Email: [cn.help@oregonstate.edu](mailto:cn.help@oregonstate.edu)  Web: [http://is.oregonstate.edu/webfor](http://is.oregonstate.edu/webform/contact-is-service-desk) [m/contact-is-service-desk](http://is.oregonstate.edu/webform/contact-is-service-desk)   * A Service Desk technician will attempt to resolve your issue over the phone or via a remote session * Chad or a CN technician will be dispatched for issues that cannot be resolved via phone/remote session |
| Websites | * Drupal * Wordpress | Chad | Call: 7-8787  Email: [cn.help@oregonstate.edu](mailto:cn.help@oregonstate.edu)  Web: [http://is.oregonstate.edu/webfor](http://is.oregonstate.edu/webform/contact-is-service-desk) [m/contact-is-service-desk](http://is.oregonstate.edu/webform/contact-is-service-desk)   * CN will log the request and assign it to Chad for action |
| Research Office Applications | * Cayuse and other OSRAA apps * IRB Database * LARC Animal Health Reporting * Conflict of Interest * eRA/IRIS | Chad | Call: 7-8787  Email: [cn.help@oregonstate.edu](mailto:cn.help@oregonstate.edu)  Web: [http://is.oregonstate.edu/webfor](http://is.oregonstate.edu/webform/contact-is-service-desk) [m/contact-is-service-desk](http://is.oregonstate.edu/webform/contact-is-service-desk)   * CN will log the request and assign it to Chad for action |
|  | * Inteum | Susan Tillitt | Call:7-1732  Email: [susan.tillit@oregonstate.edu](mailto:susan.tillit@oregonstate.edu) |
| Enterprise Computing | * Adhoc Data Warehouse queries * CORE   + Exports   + Integration   + Imports * Dashboards | Varies | Adhoc Data Warehouse queries –  Mark Bierly  Call: 7-2842  Email: [mark.bierly@oregonstate.edu](mailto:mark.bierly@oregonstate.edu)  CORE/Dashboards  - Pat Hawk/Mark Bierly  Call: 7-4933  Email: [patricia.hawk@oregonstate.edu](mailto:patricia.hawk@oregonstate.edu) |
| eRA/IRIS | * Project Management | Kartik Dixit |  |