|  |  |  |  |
| --- | --- | --- | --- |
| **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: 7-8787Email: cn.help@oregonstate.eduWeb: [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: 7-8787Email: cn.help@oregonstate.eduWeb: [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: 7-8787Email: cn.help@oregonstate.eduWeb: [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
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|  | * Inteum
 | Susan Tillitt | Call:7-1732Email: susan.tillit@oregonstate.edu |
| Enterprise Computing | * Adhoc Data Warehouse queries
* CORE
	+ Exports
	+ Integration
	+ Imports
* Dashboards
 | Varies | Adhoc Data Warehouse queries – Mark Bierly Call: 7-2842Email: mark.bierly@oregonstate.eduCORE/Dashboards- Pat Hawk/Mark BierlyCall: 7-4933Email: patricia.hawk@oregonstate.edu |
| eRA/IRIS | * Project Management
 | Kartik Dixit |  |