

University Of Utah
Network & Communication Services
Technical Support Hotline Access
Authorization Form

The Technical Support Hotline has been established in case of Network Emergencies for faster access to key NetCom groups such as the Network Operations Center, Network System Operations, Field Production, as well as the Institutional Security Office. For urgent problems, calls will be patched to the specific Tier 1 on call person for fast response.

I WILL:

- Access the Hotline for only urgent network problems.
- Have detailed information ready about the problem at hand.

I WILL NOT:

- Access the Hotline for general Help Desk related problems that are not urgent or critical in nature.
- Give the number out to students, faculty or end users who are not IT System Administrators.

I have read and will comply with the provisions outlined above. I understand that if I do not follow the requirements, I will lose access to the Technical Support Hotline.

Signature of Person Requesting Access
Employee/Student ID

Date

Print/ Name of Person Requesting Access

Campus E-Mail Address

Office Phone Number

Department

Keep a copy of this agreement for your records and submit this form via fax to 585-3704, attention: Technical Support.