How do I know whether a request is a "service" request or a project idea?

Tell Me

1. Identify whether or not the service already exists.
   a. Check the service catalog.
   b. Contact IT through normal channels to find out if it is an existing service or something new.
      i. See this website for contact information for the IT Service Desk.
      ii. Some colleges and units have their own IT departments.
2. If an existing service, put in a service request by contacting the appropriate IT Service Desk or using help.uncc.edu.
3. If it doesn’t exist, follow the project dea process

Related FAQs

• How long does it take for a project idea to be approved for implementation?
• How do I know whether a request is a "service" request or a project idea?
• What is an IT project?
• What is an IT service request?
• What is meant by an "IT service"?