

Service Management

What is it?



feedback

We have used your feedback from ITSAC and we know that you want the ability to access a knowledge base and service catalog, and track your IT tickets after they are created.



the solution

We are implementing a new service management system that meets all of these needs while improving workflows and processes to maximize your experience.



knowledge base

The new Knowledge Base will be your first stop on the way to solving your technical issues, with FAQ and answers, helpful articles, and much more!

service portal

Have you ever been frustrated with Helpdesk wait times and back and forth email threads to fix a problem? The new Service Portal will allow you to enter your own tickets with all the information Helpdesk needs. Time to avoid long wait times and ticket backlogs!



happy customers

This new tool will allow customers to have access on mobile devices and on and off campus while still maintaining the ability to contact us by phone. This will maximize communication and transparency leading to a better customer experience.

We need your help.

If you are interested in being part of a student, faculty, and staff review/testing team, please email strietersl@cofc.edu.

more information to come...