

To Request an IT Support Ticket

In an effort to better utilize the skills and knowledge possessed by our (IT) technology support personnel in Chemistry, Biology and Physics and to more equitably distribute workload we are combining our (IT) technology support staff into one functional unit that will provide support to the faculty, researchers and staff connected to the Chemistry, Physics and Biology departments.

As part of this change we are implementing a support request ticket system. The ticket system makes it easy to request support but also helps us track performance and identify trends in support issues.

To request (IT) support, please send an email to sci@classsupport.ku.edu with the details of your request in the body of the message.

For emergency requests that need immediate attention you can continue to contact your primary support technician (**John Clune at 218-9469 or Alan Feltz 864-5164**); if your primary technician is unreachable by phone, please call **864-5198** for help.

If you have any concerns or issues with the quality of support you are receiving, please call me directly at 864-3478.

Regards,

Phil

Phil Hauptman
Director of Technology
College of Liberal Arts & Sciences
University of Kansas
1450 Jayhawk Blvd., Room 200
Lawrence, KS 66045
Phone: 785-864-3478
Cell: 785-691-7583
Fax: 785-864-5331
phh@ku.edu