 TED UNIVERSITY	TECHNICAL SERVICE REQUESTS			
	Document No	Pub. Date	Rev. No / Rev. Date	Page No
	KYS-KL-05	27.01.2023	0 / -	1 / 3

Certain procedures are implemented in order to improve efficiency of technical support services provided by the Departments of Information Technology and Administrative Affairs in the University and to increase the level of satisfaction thereof. These procedures include;

- Submitting "Urgent Technical Requests" using the emergency support line available 24/7
- Submitting and tracking all other technical service requests via MyTEDU Portal other than "Urgent Technical Requests"


Further details on these procedures are given below.

Emergency Tech Support Line

Emergency technical requests include the following:

- Projection connection failure during lessons, wireless communication failure, power outage, air conditioner failure, roof leakage and other cases that interrupt education activities.
- Electricity, gas and water leakage, elevator failure, and other failures inside or outside the buildings on the campus that may threaten safety.
- Administrative notifications (Smoking, campus entrance and exit, parking lot usage, security breach notifications, mail and cargo transactions, vehicle allocation)
- Emergency notifications (First aid, fire, search and rescue and evacuation, work accident, attack, sabotage etc.)

Applications for "Urgent Technical Requests" are made by calling (0312) 585 0 585. Requests submitted via this line, which operates on a 24/7 basis, are received by the administrative support officer providing consultancy services during working hours, and by the security supervisor outside working hours, and directed to the relevant person according to the subject. The relevant person takes the following actions:

 TED UNIVERSITY	TECHNICAL SERVICE REQUESTS			
	Document No	Pub. Date	Rev. No / Rev. Date	Page No
	KYS-KL-05	27.01.2023	0 / -	2 / 3

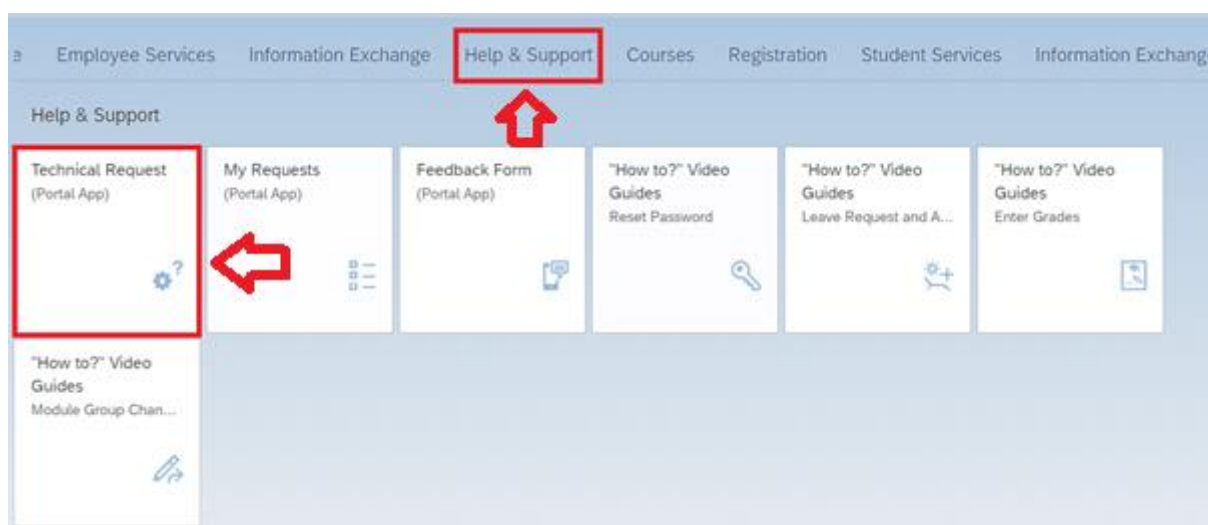
- The relevant officer promptly responds to the issues during working hours or during planned activities outside working hours in case they are on campus.
- The relevant officer responds to the issues as soon as possible outside working hours.

In order to ensure sustainability of these services, the "Emergency Technical Support Line" should be limited to the requests defined above. Suggestions on emergency technical services must be forwarded to the Office of the Secretary General via gensek@tedu.edu.tr.

Technical E-Request System

For all other technical requests that are not within the scope of "Urgent Technical Request", the "Help & Support > Request Help" menu in MyTEDU Portal is used. The request is automatically forwarded to the relevant persons according to the selected categories. For this reason, in order for the request to be directed to the relevant expert and to be processed quickly, the "Request Type/Request Type", "Level1 " and "Level2" categories in the menu must be selected to accurately describe the need. An automatic notification e-mail is sent to the requester after the request is entered and the transactions related to the request are completed and the request is closed systematically. After the request is opened, the status of the request can be tracked from the "Help & Support > My Requests" menu in MyTEDU Portal.

A screenshot of the Technical E-Request System is below.





TED UNIVERSITY

TECHNICAL SERVICE REQUESTS

Document No	Pub. Date	Rev. No / Rev. Date	Page No
KYS-KL-05	27.01.2023	0 / -	3 / 3

TEDU Helpdesk Support Request

* Request Type:

* Level 1:

Level 2:

* Urgency:

* Requested By:

Reported By:

* Short Description:

* Detailed ... :

* Solution F... :

File Name	Description	Size
There are no attachments		

Attach File.....

Save Request