



# MU College of Veterinary Medicine—IT Unit (CVM-IT) Request for Services

<b>Customer Information</b> Name: PawPrint: Preferred (local) Phone: Building and Room Number:	<b>Description of Problem/Service Needed:</b>
<b>Device Information</b> Description (PC, iPhone, etc.): Device ID (MU owned) or SN: System Password (if required):	
<b>Prioritization Guidelines</b> <p>The CVM IT Unit serves the technology needs of the College in fulfillment of its several missions. We believe that this role includes providing a broad range of IT services to members of the CVM community which facilitate their academic and professional accomplishments. In this spirit, we provide service prioritized as follows:</p> <ol style="list-style-type: none"> <li>1. Highest priority is given to University-owned systems. This includes deployment and repair of CVM computers.</li> <li>2. Second priority is given to Faculty/Student/Staff-owned equipment needing support with MU/CVM software or configurations. This includes installation and troubleshooting of MU/CVM-provided software and assistance gaining connectivity to MU/CVM resources.</li> <li>3. Lowest priority is given to Faculty/Student/Staff personal equipment with issues not directly affecting CVM operations, but which may peripherally affect the ability of CVM community members to accomplish their work or which may place CVM resources at risk. This can include malware remediation, consultation regarding purchasing decisions, or other technical support matters within the capabilities of the CVM-IT Unit to address .</li> </ol> <p>Understand that services in category 3 are performed on an as-available basis. There is no guarantee regarding the time such services will take or of the final outcome of such services, though we do strive to help when possible. If services in this category are needed and the resources are not available, or the ambiguity of duration/outcome is not acceptable to the customer, we recommend the services of TigerTech, available on the lower level of the MU Student Center (formerly Brady Commons).</p>	

### Waiver for Work on Privately Owned Equipment

The CVM-IT Unit will provide technical assistance for my computer or other device consistent with the Prioritization Guidelines stated above. I understand the CVM-IT Unit will work to provide resolution in accordance with normal professional standards but that attempts to provide resolution may be unsuccessful and in the course of trying to resolve technical issues, my computer or other device may be damaged or otherwise suffer reduced or total loss of functionality. The CVM-IT Unit will make reasonable efforts to remedy any such problems while they are working on my computer or other electronic device. I will not hold the CVM-IT Unit or the College liable for any problems with my equipment. I understand that any estimates regarding the time required to provide service are not binding and can change substantially at short notice.

The CVM-IT Unit respects the privacy of personal data. However, circumstances exist in which the repair technician may need to view the contents of stored files, such as in the case where a technician may be required to look at the contents of damaged files in the process of recovering data. Any suspicion of illegal materials or activity may be reported to the authorities. Otherwise all private information will remain confidential.

Signature

Date

My signature above attests to my acceptance of the terms stated for services provided by the CVM-IT Unit.