INFORMATION TECHNOLOGY
THE UNIVERSITY OF UTAH

Semester start message for the IT community

With the summer semester to start on **Monday, May 11, 2020**, UIT has again established a special monitoring and response team to swiftly address any core service degradation that may occur as students, faculty, instructors, and staff conduct their teaching, learning, and administrative work.

The COVID-19 outbreak during spring semester led to the addition or enhancement of key IT infrastructure services and resources to accommodate telecommuting members of the U community.

As the new term begins, our technical and support staff will use a dedicated Skype phone bridge and Microsoft Teams channel to quickly resolve any service issues. While our system monitoring efforts will help detect many possible service issues, your assistance in reporting issues directly to the UIT Help Desk remains essential.

If you notice a UIT service problem, please first check our notification systems (listed below) to see if it's a known issue that we're already working on.

- https://uofu.status.io/
- https://twitter.com/uofuitstatus
- https://status.it.utah.edu/ (access requires campus IP address)
- Sign up for NotifyIT alerts (SMS and/or email)

If you don't see the issue listed, we ask that you call the UIT Help Desk immediately to report it: 801-581-4000, option 1.

To reduce the likelihood of unplanned IT outages during key periods this calendar year, moratoriums on IT system and service changes will be in place. View upcoming UIT change moratorium dates.

Additional resources for remote teaching, learning, and administrative work:

- Resources and tutorials for instructors and students
- Remote resources guide
- IT guides for new students, staff, and faculty

If you have any questions, please call the UIT Help Desk at 801-581-4000, option 1.

Node 4 story idea? Email us:
stratcomm@it.utah.edu

it.utah.edu

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