



## Semester start message for the IT community

You're receiving this email because you're subscribed to UIT's public email list.

With the start of spring semester on **Tuesday, January 19, 2021**, UIT has again established a monitoring and response team to swiftly address core service degradation that may occur as classes resume.

UIT Help Desk staffing will be adjusted to meet call demands, and technical and support staff will use a dedicated Microsoft Teams channel to quickly resolve any service issues.



The Aline W. Skaggs Biology Building

While system monitoring efforts will help detect many possible service issues, your assistance in reporting issues remains essential. If you notice a UIT service problem, please first check our notification systems (listed below) to see if what you're experiencing is a known issue that we're already working on.

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

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.** The spring semester start moratorium extends from January 15 – January 22, 2021.

The demand for network resources can outpace projections as people use more network-connected devices and as media-on-demand consumption increases. As with previous semester starts, in the event that network service becomes slow or otherwise degraded, we may need to temporarily reduce non-essential online service access, e.g., Netflix, Hulu, HBO/HBO Max, ESPN, Amazon Prime Video, Twitch, and Steam.

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



**Node 4 story idea? Email us:**  
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