



## Semester start message for the IT community

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Image courtesy of the University of Utah.

With fall semester starting on **Monday, August 23, 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.

While system monitoring efforts help detect many issues, your assistance remains essential. If you notice an IT service problem, please first check our notification systems 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 **VPN connection**)
- Sign up for **NotifyIT** alerts (SMS and/or email)

If the issue is not actively being addressed, your local IT support staff may be able to assist, or you may contact your respective help desk:

- UIT Help Desk at 801-581-4000, option 1 (833-981-0049 toll-free from Asia campus)
- ITS Service Desk at 801-587-6000

To reduce the likelihood of unplanned IT outages, a **moratorium on IT system and service changes** will be in place from **August 16-27, 2021**.

The demand for network resources can outpace projections as people use more network-connected devices and media-on-demand consumption increases. In the event that network service becomes slow or otherwise degraded, UIT may temporarily reduce non-essential online service access (e.g., Netflix, Hulu, HBO/HBO Max, Amazon Prime Video, and Twitch).

Please note that faculty and staff who have been away from campus for an extended period of time may need to take **certain IT-related actions** to prepare for the fall semester.

Thank you for helping us ensure another successful semester start at the U.



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