



Semester start message for the IT community

January 7, 2022

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Image courtesy of the University of Utah.

With spring semester starting on **Monday, January 10, 2022**, UIT has established a special monitoring and response team to swiftly address any core IT service issues that may occur as classes resume. UIT Help Desk staffing will be increased to meet help demands.

While system monitoring helps detect many issues, your assistance is 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 to report the problem:

- 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 changes to IT systems and services](#) is in place from **January 7-14, 2022**.

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 nonessential online service access (e.g., Netflix, Hulu, HBO/HBO Max, Amazon Prime Video, and Twitch).

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



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



it.utah.edu

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University of Utah - UIT 102 S 200 E Ste 110
Salt Lake City, UT | 84111 US

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