Semester start message for the IT community

August 18, 2022

You've received this email because you subscribed to UIT's news and information email list.

With fall semester starting on Monday, August 22, 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 Monday-Friday, August 15-26, 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).

Lastly, instructors and colleges, departments, and other student-supporting organizations are invited to print or email/post this flyer and poster to help inform students about IT resources, or consider directing them to this webpage.

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

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

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