



# IT Support Request Procedure

Code	IT.1.05 ENG
Date of adoption	06.03.2017
Date/Revision	06.03.2017/1
Page	1

## 1. Scope

In order to streamline support requests and better serve employees, we utilize the Support Ticket System (STS). Every support request is assigned a unique ticket number which can be used to track the progress and responses online. For reference we provide complete archives and history of all support requests. A valid email address is required to submit a STS ticket.

## 2. Relation to other documents:

2.1 No relation

## 3. Responsibility and Authority

3.1 Head of IT Support Center

## 4. Work Procedure

3.1 All support requests must be sent using the link below:

<https://helpdesk.global.edu.ba/index.php>

3.2 Only in emergency cases like conferences, symposiums etc requests can be made via phone.

3.3 Any other requests made by e-mail will not be considered.

3.4. All requests shall be made in a clear way, the category has to be elected correctly and if possible send a picture/screenshot of the problem.

## 5. Attachments

5.1 No attachments



Prepared by  
Anisa Japalak

Approved by  
Mustafa Đerđević