

# TIERED SUPPORT

**SELF SERVICE**  
servicenow.nd.edu

### HELP DESK 1

- Provides IT support for the Notre Dame community.
- Includes active faculty, staff, and students, affiliates, parents, alumni, and retirees who are accessing IT services currently provided by the Office of Information Technologies.

### ENHANCED SUPPORT SERVICES 3

- Support and consulting for technologies specific to the division (or unit)
- Extension or replacement for central Help Desk and Help Dispatch service offerings
- Service fee determined by the complexity of technologies, size, and skill required to serve the division (or unit).

### EXECUTIVE SUPPORT 4

- Dedicated support for those users that need personalized support
- Same service level as Enhanced Support Services, just offered outside of normal business hours
- Departments are responsible for funding this service

### HELP DESK DISPATCH 2

- Provides deskside support for university-owned computing devices and approved operating and application software for university divisions and colleges.
- Primarily serves University faculty and employees utilizing university-owned workstations
- Limited to ND campus locations.

