CNS /Update Newsletter Feature

Problem Tracking System Gets New, More Prominent Link

CNS Document ID: u040409a
Last Updated: 3/31/2004

UF Information Technology

UFIT
2046 NE Waldo Rd, Suite 2100
Gainesville Florida  32609-8942
(352) 392.2061
<editor@cns.ufl.edu>
Table of Contents

Problem Tracking System Gets New, More Prominent Link ........................................3
Problem Tracking System Gets New, More Prominent Link

A prominent link to our new problem reporting tool has been added to the UF Computing & Networking Services home page. If you need to tell us about a service or system that is not working properly, use this link to go to our CNS Problem Tracking System (CPT).

The system was launched on December 8, 2003, and has already proven to be a valuable resource for receiving and responding to problem reports.

From www.cns.ufl.edu [http://www.cns.ufl.edu] click on the Report a Problem link. This will bring you to our tracking system.

The CPT uses software called Remedy to take in trouble reports (also called tickets) and track their status until resolution.

The Remedy system will send you an e-mail message both when you submit the problem and when the problem is closed (resolved). Please do not reply to either of these e-mail messages. If you need to contact us directly, be ready to supply your problem number and call us at (352) 392-2061; we will be happy to assist you.

The CPT system is designed to handle computing and networking problems. Although Telecommunications is a part of the CNS group, currently all Telecommunications services are still obtained by contacting the Work Management Center at (352) 392-1121. For questions on UF’s Telecommunications services, see www.it.ufl.edu/telecom [http://www.it.ufl.edu/telecom].

CNS is dedicated to keeping our customers working. We invite you to let us know if there is a problem with one of our services or systems. For your convenience, the Problem Tracking system is also available by clicking Trouble Ticket from:

- the CNS Support Link (www.cns.ufl.edu/support [http://www.cns.ufl.edu/support/]);
- the CICS Home Page (www.cics.ufl.edu [http://www.cics.ufl.edu/]);
- the NERSP home page (http://nersp.cns.ufl.edu [http://nersp.cns.ufl.edu/]); and
- the Network Services page (http://net-services.ufl.edu [http://net-services.ufl.edu/])

Your Comments are Welcome

We welcome your comments and suggestions on this and all UFIT documentation. Please send your comments to:

UF Information Technology
Problem Tracking System Gets New, More Prominent Link