



---

## BUSINESS & FINANCE SUPPORT PLAN MODIFIED SERVICES

---

### Business IT Services (BITS)

#### SUBMITTING TICKETS

BITS is working remotely in all situations possible. There are some exceptions, such as with UPD system support.

The best way to get help from BITS is to open a Team Dynamix (TDx) ticket. Tickets are monitored by all BITS team members.

- Direct link to all Business & Finance TDx tickets:  
<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=8045>

#### Some business areas have specific TDx tickets.

- FMS Specific Support Tickets:  
<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=8046>
- Financial Services Specific Tickets:  
<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9514>
- HR Specific Support Tickets:  
<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9107>
- UPD Specific Support Tickets:  
<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9519>

Requests for Data or Reports:

<https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=2753>

#### REMOTE SUPPORT

A variety of tools will be used to support the users of Business and Finance as our teams work remotely. These will vary depending upon what support is needed. Some examples include the use of the TDx ticketing system itself and through delivered notifications, Zoom, Teams, Bomgar session (remote desktop support sessions), Skype for Business and phone calls.

#### SUSPENDED SERVICES

In person support is currently suspended. All IT support is being done remotely except in rare circumstances where in person support is the only option (e.g. UPD system support).

#### OTHER RELEVANT INFORMATION

UPD after-hours support remains in place and contacts remain unchanged.