

The 5 W's

Network Services Can Help!

Launching a new product, service, or initiative? Have an issue that requires assistance? Help us help you! Whether it's making sure the right people have access to the appropriate resources or ensuring teams can connect to the new services you're activating, Network Services is here to help!

No matter how you're requesting assistance, be it through Latitude, an online contact form, or email (helpdesk@cuanswers.com), use the 5 W's to make the process go more smoothly and quickly!

Please provide the information that applies to your request.



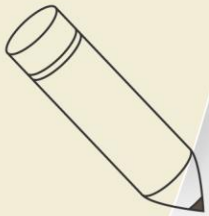
Who



- Who is looking to start a new project?
- Who is experiencing an issue that requires support (just one user or all users)?



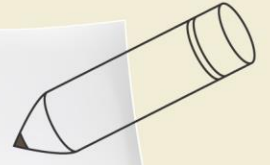
What



- What is the goal of this product, service, or initiative?
- If you are experiencing an issue, please describe it in detail.



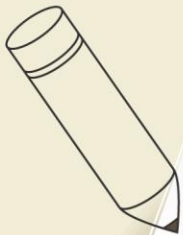
When



- When do you plan to launch this new product, service, or initiative?
- Are there any deadlines involved?



Where



- Where will the resources for this new product, service, or initiative be located?
- What location is experiencing the issue?



Why



- Why are you launching this new product, service, or initiative?