

Definitions for the “Type” Drop Down List Box.

Type	Definition
AoA Applications	This is for Agency of Administration applications such as Contract Tracking, ESR Database, FullScore and others.
Data Center	Install, Remove Equipment, Space, Power, or Access Issues
Desktop Applications	Any application that runs on your desktop. MS Office, Adobe, etc.
Desktop Hardware	Any hardware that is physically connected to your desktop computer
Email	Common email requests such as creating or editing a Distribution List, OWA, Rights and Permissions, Calendars, etc.
Enterprise Applications	Applications that are used across the State of Vermont, like Exchange, Monitoring Services, Anti-Virus and Database support.
Mainframe Maintenance (FORM Required)	Service orders, requests for function changes or installation of new products.
Mainframe Problem/Question	Issues (ex. outages, subsystem down, abends, function not working properly), questions about how the Operating System or OS support systems operate, requests for information.
Network Engineering	This is for Network needs that deal with Circuits, routers, switches, firewalls, etc.
Operations Log	This is used by the operators in the Data Center
Rental	This is used to request equipment such as LCD projectors, Laptops, TV/VCR, etc.
User Account Management	This is for New Hires/Terminations, Password Resets, EV problems, and to Unlock Accounts.
Web	This is for State Government Web page problems.
WIC	Any maintenance, problems or questions related to the Dept of Health's Women-Infants-Children (WIC) Prog