

From: S 9(2)(a) OIA
To: UC Concerns
Subject: Complaint about IT Service Desk
Date: Wednesday, 29 May 2019 9:30:22 pm
Attachments: S 9(2)(a) OIA

Dear Sir/Madam,

Hello. I am writing to let you know a complaint about IT service.

I have sent a question to the IT service desk via the web portal as I am facing the problem in my project regarding Microsoft application, but they didn't provide any information to solve it and ignored my message. (Please refer the message below)

I was disappointed with the attitude of the IT service desk above and I have no idea who I should contact to deal with this problem. I have also asked the department staff, but there is no solution right now. I think the IT service desk should provide other contact information instead of them because the problem is caused by the UC account (Microsoft account).

Thank you for reading my opinion.

Best regards,
S 9(2)(a) OIA

From: S 9(2)(a) OIA
Sent: Thursday, 23 May 2019 10:48 AM
To: Service Desk
Subject: Re: Request S 9(2)(a) OIA update

Dear Sir/Madam,

Could you tell me where should I contact to solve this problem?

Best regards,

S 9(2)(a) OIA

From: Service Desk <xxxxxxxx@xxxxxxxxxx.xx>
Sent: Thursday, 23 May 2019 10:25:26 AM
To: S 9(2)(a) OIA
Subject: Request S 9(2)(a) OIA update

Update on Request S 9(2)(a) OIA

Below is an update on your Request # [REDACTED]

Hi [REDACTED]

That is not a service provided to students from central IT, unable to action this request.

**Regards
IT Service Desk**

The request summary is:

Event Reference	[REDACTED]
Date Logged	17/05/2019 15:23:24
Reported by	[REDACTED]
Telephone	
Affected User	[REDACTED]
Telephone	[REDACTED]
Service	IT Help & Advice Service
Item	IT Help & Advice Service
Department	[REDACTED]
Building/Zone	Unknown -
Category	New Request
Priority	Low

Description

Hello,

I am writing to know how to access Power BI services.

I am doing my internship project which is a part of courses and I need to use Power BI service during the free trial period. However, my access has been declined (please see the attached file).

Would you please accept my access for Power BI service for two months (free trial period)?

Thank you.

Best regards,

S 9(2)(a) OIA

If you have any questions or would like to view your request, please visit the online [Self Service Portal](#).

If you require further assistance, please contact the Service Desk.

IT Services

Hours: 8am - 5pm Monday - Friday

Phone: 03 369 5000 or Extn 95000

Freephone: 0508 UC IT Help (0508 824 843)

All requests logged after hours will be attended to during business hours.