

**From:** George Petasis <[gp398@georgetown.edu](mailto:gp398@georgetown.edu)>  
**Date:** Wednesday, September 15, 2021 at 10:06 AM  
**To:** George Petasis <[gp398@georgetown.edu](mailto:gp398@georgetown.edu)>  
**Cc:** Law. Center. Service. Desk <[lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu)>  
**Subject:** Improvements in IST Service Delivery

Starting today, the following changes will be implemented at the Service Desk for the improvement of our Service Delivery to the community:

### **GoCard Office Relocation:**

The GoCard office services will be relocated to the Service Desk in an effort to streamline our services. You can continue submitting tickets or making appointments to receive support:

- Pickup a Physical NFC GOCard (must be approved)
- Mobile Credentials
- GOCard Deposit Troubleshooting
- Troubleshooting Building Access and Transactions

### **Appointment Request:**

There are two new ways to request support through an appointment:

1. Please use the [SCHEDULE AN APPOINTMENT WITH THE SERVICE DESK AT THEIR OFFICE](#) link on the [IST homepage](#) to schedule a 15-minute appointment to visit the IST Service Desk at McD 152 for a technician to resolve the following issues:
  - Troubleshooting Wifi connectivity
  - Password reset
  - NFC GoCard (must be approved)
  - Mobile credential
  - GoCard deposit troubleshooting
  - Troubleshooting building access and transactions
  - IT Supplies or accessories
2. Please use the [SCHEDULE AN APPOINTMENT WITH THE SERVICE DESK](#) link on the [IST homepage](#) to schedule a 30-minute appointment with the Service Desk for the following services that involve a [member of our team coming to your office](#):
  - Printer installations and connectivity issues
  - Telephone moves, wiring and service issues

- Internet connectivity issues - wired and wireless
- Computer issues - desktop and laptop
- Hardware installation (Monitor/Computer)

The appointment request form will generate a Google appointment for you and the Service Desk as well as a ticket for tracking purposes. This process will streamline our service delivery to you as you will be able to schedule the appointment right away instead of waiting for the Service Desk to get back to you after the submission of a ticket.

The current service desk ticketing system will remain in place to track and manage support requests submitted through the appointment form and directly to [lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu).

**Shipping Packages (Technology Items):**

Please use the following address to ship packages for technology related items so that they can be received and signed by appropriate personnel for tracking and deployment.

**IST**

**Georgetown Law**

**600 New Jersey Avenue NW, Room 152**

**Washington DC 20001**

If purchasing from GMS via PunchOut, the ship-to address should show as the following (search for McDonough Hall to get the best listing):

**600 New Jersey Av NW McD 152**

**Washington, DC 20001**

You can then use the appointment scheduler to request the installation of your technology order.

We appreciate everyone's patience these past few weeks while the Service Desk was dealing with an unprecedented number of tickets, given everyone's return to campus and the beginning of the fall semester.

Please let me know if you have any questions.

Best,

George

**George Petasis** | Assistant Dean of Technology and Chief Information Officer  
GEORGETOWN LAW | [george.petasis@law.georgetown.edu](mailto:george.petasis@law.georgetown.edu)  
600 New Jersey Avenue NW | Washington DC 20001  
Office: 202.662.9004  
**Website | Twitter**

For all your technology needs, please contact our Service Desk:  
[lawhelp@georgetown.edu](mailto:lawhelp@georgetown.edu) | [202.662.9284](tel:202.662.9284) | [AV Requests](#)