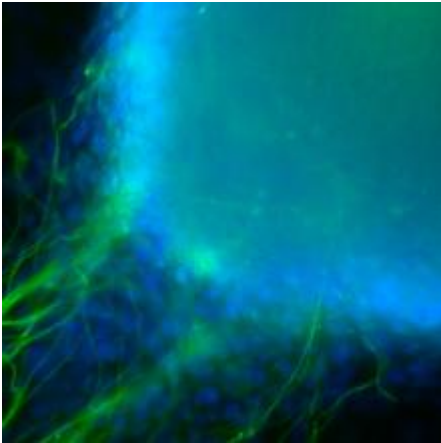


Project or Hourly Field Support



Ray Cheung on January 27, 2020

Project or Hourly Field Support
desktop projects
field support

You can purchase hourly support at a rate of \$82/hr for anything not covered by your existing level of service. For example a basic support customer who requires presentation support ^[1] for an important meeting. After-hours and off-campus events ? those taking place before 7 AM or after 6 PM, or at a non-UCSF location ? are charged time and a half (e.g., if the event takes 4 hours, you will be charged for 6 hours).

Hourly charges will require departmental authorization. The authorization process can delay service in urgent situations, so we are working on a way to allow departments to pre-approve a quantity of hours to expedite service delivery.

Request ^[2]

Faculty

Staff

Information Technology Services

Hourly rate charged for anything that is not covered by the service catalog for basic or premium service.

FAQs for Field Services ^[3]

Basic Support ^[4]

Premium Support ^[5]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

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Source URL: <https://it.ucsf.edu/services/project-or-hourly-field-support>

Links

- [1] <https://it.ucsf.edu/services/event-support>
- [2] https://ucsf.service-now.com/ess/get_it_help.do
- [3] <https://it.ucsf.edu/services/faqs-field-services>
- [4] <https://it.ucsf.edu/services/basic-support>
- [5] <https://it.ucsf.edu/services/premium-support>