

AILYSYS TROUBLESHOOTING PROCEDURES: POS TERMINAL OR PRINTER MOVES

1 **PURPOSE** – To ensure a consistent level of quality service as it relates to Auxiliary Services IT Service Desk POS Terminal or printer moves.

2 **STANDARD** – This policy will be frequently used.

3 **SCOPE**- Auxiliary Services: Service Desk Team & Systems Analyst

3.1 Will be used for all Auxiliary Services Employees

3.1.1 Hospitality

3.1.1.1 Radisson

3.1.2 Transportation

3.1.3 Housing

3.1.4 Administration

3.1.4.1 Accounting/Finance, Design, HR and IT

3.1.5 Bookstore

3.1.6 LA Coliseum

4 **DEFINITIONS** –

5 **PROCEDURE** –

5.1 Operations/ Hospitality Systems –

5.1.1 AS Hospitality Systems to send an email to auxsupport@usc.edu with the following information:

5.1.1.1 Current location of POS terminal or printer.

5.1.1.2 Current jack number where POS terminal or printer is connected

5.1.1.3 New location where POS terminal or printer is to be moved.

5.1.1.4 New jack number where POS terminal or printer is to be located.

5.1.1.5 Payment information (Primary G/L Account Number)

5.1.1.6 Desired date the POS terminal or printer move should be completed.

5.2 ASIT –

5.2.1 ASIT Service Desk to notify the Business Unit if any additional information is required.

5.2.2 If firewall is involved, ASIT Service Desk to create additional ticket for NetOps with documented details of desktop PC move. This should include current location, new location, MAC address, and IP address.

5.2.3 ASIT Service Desk escalates ticket to SA with documented details of device or printer move.

5.2.4 ASIT System Analyst is to fill out a Communication Service Request (CSR) depending on the situation.

5.2.4.1 CSR Form can be found online at
<https://webapp.usc.edu/web/its/telecom/csr.php>
(copy and paste the link into a web browser) ** *If you are unfamiliar with this form and need help completing it, please call 213-740-3814*

5.2.4.2 If there will be fees for their services, a quote can be requested from ITS.

5.2.4.3 CSR requests submitted to ITS can take up to 5 business days to complete.

6 **REFERENCES** –

7 **TRAINING / EVALUTION** – This policy fits best with on-the-job training. As long as the necessary procedures are followed, there should not be any issues.