

Auxiliary Services IT

Location: Auxiliary Services

Title: ASIT Agilysys (Quick Reference Guide)



1. How to Submit a Service Request

- Email: hospsys@usc.edu

2. Service Standards

- Auxiliary Services Hospitality Systems is to act as a single point of contact (SPOC) for all Auxiliary Services employees requesting support for all Agilysys support request.
- **DO NOT CONTACT** Auxiliary Services IT directly, contact Auxiliary Services Hospitality Systems; they will troubleshoot the issue and then contact ASIT if necessary.
- All Agilysys support request from Auxiliary Services employees will be submitted to Auxiliary Services Hospitality Systems at hospsys@usc.edu. Please include a description of the incident along with the Venue and Terminal ID Number.

3. Responsibility of Supporting Parties

ASIT services are within the following areas:

- Agilysys workstation operating system
- Agilysys kitchen printer configurations
- Network access

Auxiliary Services Hospitality Systems services are within the following areas:

- Contacting Agilysys support
- Agilysys administrative services
- Agilysys hardware
- Agilysys training
- Agilysys moves and setups
- Third party software and hardware
- Power