Local Area Network (LAN) Service Request

NC DIT

NC Department of Information Technology Service Delivery
DIT Home Page Web Address: https://it.nc.gov/
DIT Service Desk:(919)-754-6000;1-800-722-3946
Upload this completed form to the DIT Service Now Portal:
https://ncgov.servicenowservices.com/sp_dit
***Sign into the Service Now Portal using NCID credentials & attach this form to your request.

Date: _ / _ / _

Billing Location Code (**DIT Use**):

SLA (**DIT Use**): Global / Master

NSWAN Site Number (**DIT Use**):

Service Level Agreement

Service Request (**DIT Use**):

Please answer all questions below to expedite processing of this request. Please print or type.

Requestor Name:

Requestor Daytime Phone: ( ) -

Requestor eMail:

Requestor Fax: ( ) -

25-digit Account/Department Code:
(billing information)

Agency Name:

Division(s):

☐ New ☐ Termination ☐ Relocate ☐ Redesign

User Interface: ☐ 10/100 ☐ 10/100/1000

Number of data ports required for each office / cubicle:

Number of End-devices: (i.e. PCs/printers/servers, etc.)

Number of Conference Rooms:

☐ Traffic Prioritization ☐ Security Policies ☐ High Availability
Other:

Future Growth Plans:

Site Name:

Street Address:	City:	County:	Zip Code:	Building Name:	Qty Wiring Closets:

Site Contact Name:

Site Technical Contact Name:

Site Contact eMail:

Site Technical Contact eMail:

Site Contact Phone: ( ) -

Site Technical Contact Phone: ( ) -

Site Contact Fax: ( ) -

Site Office Hours:

Please describe the Service Request in detail.

Customer Information and Responsibilities

- LAN Services delivery in 30-45 days, upon successful completion of assessment and design activities. Additional structured cabling and equipment requirements may delay service delivery. DIT will contact you to schedule a site visit to assess your current LAN, etc. upon receipt and review of this form.
- Each customer location must meet DIT minimum standards including but not limited to documentation, wiring, power, HVAC, access, and security.
- Customer is responsible for replacement or repair of structured cabling or wiring.

Fiscal Office/Budget Authorization Signature: _____

☐ Signature on File