

Policy and Procedure for Contacting PRC

Approved by the PRC Advisory Board on June 26, 2014

Implementation Date: July 17, 2014

Modification Date: October 1, 2015

Background

PRC staff encourages faculty, staff and students to use our services. We prefer scheduled appointments over an open door policy. This prevents interruptions and allows efficient triaging of requests.

Policy

All communications to PRC will be sent to prc@rx.umaryland.edu. A PRC Project Coordinator (PPC) or the Assistant System Administrator (ASA) will assume responsibility for the requests. The appropriate person (PPC/ASA) will triage the request to the PRC staff person able to satisfy the request.

Procedures

1. All communications to PRC will be sent to prc@rx.umaryland.edu.
2. The ASA will take responsibility for software licensing (e.g. PC SAS), server access issues, and account management.
3. The PPC will take responsibility for other requests.
4. PRC will acknowledge receipt within 1 business day.