



Local Area Network (LAN) Service Request

Date: / /

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NC Department of Information Technology Service Delivery
 PO Box 17209; Raleigh, North Carolina 27619-7209
 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.service-now.com/sp_dit

***Sign into the Service Now Portal using NCID credentials & attach this form to your request.

SLA (DIT Use): Global / Master

Billing Location Code (DIT Use):

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: () -

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