



## SERVICEDESK PROCEDURE

NGIT's ServiceDesk operates from **08.30** to **17.30**, Monday to Friday, excluding bank / public holidays.

Should you require IT assistance, please contact us via one of the following methods:

### During Business Hours

- By Email (preferred option): [service@ngit.co.uk](mailto:service@ngit.co.uk)
- By Telephone: Please telephone our ServiceDesk on the following number, leaving a message if appropriate **01481 750751**

When reporting an issue, please:

- Explain the nature of the problem clearly
- If the problem requires urgent attention please indicate this
- If the problem relates to hardware covered by a maintenance contract with a third party supplier we will log a call with them on your behalf.

### Out of Hours Support

Should you require urgent support outside of business hours please contact us on the above email or phone number and leave a message. We will do our best to respond, depending on the severity of the issue. Please note we cannot guarantee support out of hours and our response will be on a best endeavours basis.