Faculty/Staff Support Matrix

If you have a problem with:	Please contact:	Or email:
Classroom computer hardware, software, multi-media equipment or facilities.	**x4421** Classroom Emergency	-------------
Computer hardware/software in your office	**x4357** IT Service Center	support@babson.edu
Email, Blackboard/Canvas or Portal	**x4357** IT Service Center	support@babson.edu
Server access during non-business hours (server down)	**x4357** IT Service Center	-------------
If you require training for:	**Please review:**	**Or contact:**
Desktop software (e.g., Word, Excel, Outlook, etc.)	linkedinlearning.babson.edu	**x4357** IT Service Center
eLearning, ePlatform software training (e.g., Blackboard, Canvas, Brainshark)	facultyportal.babson.edu	**x4357** IT Service Center
Request individual training for Blended Learning tool	Please review: Academic Technology Toolbox	atisupport@babson.edu
If you need development assistance with:	**Please contact:**	**Or email:**
Advanced curriculum content (e.g., Canvas, learning object development, curriculum design)	**x4357** IT Service Center	atisupport@babson.edu
Classroom software (e.g., Minitab, SAS)	**x4357** IT Service Center	support@babson.edu
If you require :	**Please contact:**	**Or email:**
Multi-media equipment delivery to a classroom or training (e.g., video camera)	**x4357** IT Service Center	support@babson.edu
Videoconferencing, Web videoconferencing or Teleconferencing	**x4357** IT Service Center	support@babson.edu
If you need to escalate response for:	**Please contact:**	**An agent will:**
Any of the above	**x4357** IT Service Center	1.) Modify ticket or create new ticket as necessary. 2.) Resolve issue, or notify Manager on duty of situation. 3.) Manager on duty will return your call within 15 minutes with an update.
If you need further assistance	Dan Tonelli x6399 Senior Director, IT Enterprise Svcs dtonelli@babson.edu – x6399	

9/10/19