

User Support Service Concept

User support is responsible for keeping the workstations, laptops and printers of the students and staff in good working order and up-to-date. The hardware is intended to be at most five years old. The so called laboratory computers and computers accompanying various devices are not the responsibility of user support.

In addition to hardware, user support is also responsible for the maintenance and installation of the basic software and other software. When a study program or another unit needs a new software product it also provides the funding but user support makes the [acquisition](#).

User support service is built on Requeste, the request management system at <https://hd.metropolia.fi> which ensures that all requests are processed. In addition, [Helpdesk Call Center](#) is available.

[Käyttäjätuen palvelukonsepti](#)