

# Geos Technical Support Mailbox

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**Aim:**

Use of a mailbox as a tool to centralise all requests for technical support and co-ordinate, within the assigned team, an appropriate and timely answer

**Scope:**

Any request related to buildings, facilities or technical services belonging to the School of GeoSciences within the following 4 major groups: Building Faults, Transport, Field Equipment/Field Support, Lab Equipment (see detailed list)

**Users:**

All GeoSciences staff and students

**Implementation:**

15<sup>th</sup> March 2015 onwards

**Process:**

Users must send their requests to the mailbox [geos.technical-support@ed.ac.uk](mailto:geos.technical-support@ed.ac.uk). Someone from the team will pick up the request and will be responsible for coordinating the response and communicating with the user.

# Geos Technical Support Mailbox – Detailed List

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## Building Faults:

- Furniture (new or removal)
- Small scale movements
- Blinds
- Video conference (set-up or fault report)
- Display board request
- Lifts
- Lights
- Heating
- Plumbing
- Toilets
- Windows
- Doors/security issues
- Building fabric defects
- Keys /swipe card access
- Notification of new staff arrival
- Pest Control request
- Extra cleaning services
- Telephones
- Landscape
- PAT testing
- Waste disposal – EE's, confidential waste, etc

## Transport:

- Booking of School vehicle
- Vehicle Hire
- Coach Hire
- Trailers
- Vehicle Authorisation
- Damage Reports
- Large Deliveries (require forklift)

## Field Equipment/Field Support:

- Request for field equipment
- Request for field support
- Maintenance/checking of equipment
- Modification/adaptation re. field equipment
- Design&Building Services

## Lab Equipment:

- Technical Support for maintenance or installation
- Design&Building Services