



UC SANTA CRUZ
Information Technology Services

**CUSTOMER / CLIENT
QUESTIONS**

**SERVICE PROVIDER
QUESTIONS**

**FIVE SERVICE DEFINITION
QUESTIONS**

1. What is it and how do I get it?
2. How do I get help?
3. What does it cost?
4. How do we support it?
5. How do we deliver it?

IT SERVICE MANAGEMENT AT UCSC:

itsm@ucsc.edu, <http://its.ucsc.edu/itsm/>

**UC Santa Cruz
Academic and Administrative Calendar Key Dates
2011-2014**

Academic Year	2011-2012	2012-2013	2013-14
Independence Day Holiday	7/4 M	7/4 W	7/4 Th
Summer Orientation*	7/19-20, 22-23, 25-26	7/17-18, 20-21, 23-24, 25-26**	7/16-17, 19-20, 22-23, 24-25**
Labor Day Holiday	9/5 M	9/3 M	9/2 M
	Fall 2011	Fall 2012	Fall 2013
Quarter Begins*	9/17 Sa	9/22 Sa	9/21 Sa
Instruction Begins*	9/22 Th	9/27 Th	9/26 Th
Veterans Day Holiday	11/11 F	11/12 M	11/11 M
Thanksgiving Day Holiday	11/24-25 Th-F	11/22-23 Th-F	11/28-29 Th-F
Instruction Ends*	12/2 F	12/7 F	12/6 F
Final Exams*	12/5-8 M-Th	12/10-13 M-Th	12/9-12 M-Th
Quarter Ends*	12/8 Th	12/13 Th	12/12 Th
Grades Due*	12/13 Tu	12/18 Tu**	12/17 Tu**
Winter Closure	12/23-1/2 F-M	12/24-1/1** M-Tu	12/24-1/1** Tu-W
	49 days	49 days	49 days
	Winter 2012	Winter 2013	Winter 2014
Quarter Begins*	1/6 F	1/4 F	1/3 F
Instruction Begins*	1/9 M	1/7 M	1/6 M
Martin Luther King Jr. Holiday	1/16 M	1/21 M	1/20 M
President's Day Holiday	2/20 M	2/18 M	2/17 M
Instruction Ends*	3/16 F	3/15 F	3/14 F
Final Exams*	3/19-22 M-Th	3/18-21 M-Th	3/17-20 M-Th
Quarter Ends*	3/22 Th	3/21 Th	3/20 Th
Grades Due*	3/27 Tu	3/26 Tu**	3/25 Tu**
Cesar Chavez Holiday	3/30 F	3/29 F	3/28 F
	48 days	48 days	48 days
	Spring 2012	Spring 2013	Spring 2014
Quarter Begins*	4/2 M	4/1 M	3/31 M
Instruction Begins*	4/2 M	4/1 M	3/31 M
Memorial Day Holiday	5/28 M	5/27 M	5/26 M
Instruction Ends*	6/8 F	6/7 F	6/6 F
Final Exams*	6/11-14 M-Th	6/10-13 M-Th	6/9-12 M-Th
Quarter Ends*	6/14 Th	6/13 Th	6/12 Th
Commencements*	6/15-17 F-Su	6/14-16 F-Su	6/13-15 F-Su
Grades Due*	6/19 Tu	6/18 Tu**	6/17 Tu**
	49 days	49 days	49 days

<http://reg.ucsc.edu/calendar/>

* ITS restricts service/system changes the first day of each quarter through the first day of instruction (weekdays), the last day of instruction through the last day of the quarter (weekdays; includes final exams), on the Grades Due date, during Commencements, and during Summer Orientation.

** Tentative at time of publication