



UC SANTA CRUZ
Information Technology Services

FIVE SERVICE DEFINITION QUESTIONS

CUSTOMER / CLIENT QUESTIONS

1. What is it and how do I get it?
2. How do I get help?
3. What does it cost?

SERVICE PROVIDER QUESTIONS

4. How do we support it?
5. How do we deliver it?

IT SERVICE MANAGEMENT AT UCSC:

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

**UC Santa Cruz
Academic and Administrative Calendar Key Dates**

Academic Year	2015-16	2016-17	2017-18
Summer Session Begins*	Sess. I: 6/22 M Sess. II: 7/27 M	Sess. I: 6/20 M Sess. II: 7/25 M	Sess. I: 6/26 M Sess. II: 7/31 M
Summer Orientation*	7/21-22, 24-25, 27, 29-30	7/19-20, 22-27	7/18-28**
Grades Due*	Sess. I: 7/31 F Sess. II: 9/4 F	Sess. I: 7/29 F Sess. II: 9/2 F	Sess. I: 8/4 F Sess. II: 9/8 F
Independence Day Holiday	7/3 F	7/4 M	7/4 T
Labor Day Holiday	9/7 M	9/5 M	9/4 M
	Fall 2015	Fall 2016	Fall 2017
Quarter Begins*	9/19 Sa	9/17 Sa	9/23 Sa
Instruction Begins*	9/24 Th	9/22 Th	9/28 Th
Veterans Day Holiday	11/11 Th	11/11 F	11/10 F
Thanksgiving Day Holiday	11/26-27 Th-F	11/24-25 Th-F	11/23-24 Th-F
Instruction Ends*	12/4 F	12/2 F	12/8 F
Final Exams*	12/7-10 M-Th	12/5-8 M-Th	12/11-14 M-Th
Quarter Ends*	12/10 Th	12/8 Th	12/14 Th
Grades Due*	12/15 Tu	12/13 Tu**	12/19 Tu**
Winter Closure	12/24-1/1 Th-F	12/23-1/2 F-M	12/25-1/2 M-Tu
	Winter 2016	Winter 2017	Winter 2018
Quarter Begins*	1/4 M	1/6 F	1/5 F
Instruction Begins*	1/4 M	1/9 M	1/8 M
Martin Luther King Jr. Holiday	1/18 M	1/16 M	1/15 M
President's Day Holiday	2/15 M	2/20 M	2/19 M
Instruction Ends*	3/11 F	3/17 F	3/16 F
Final Exams*	3/14-17 M-Th	3/20-23 M-Th	3/19-22 M-Th
Quarter Ends*	3/17 Th	3/23 Th	3/22 Th
Grades Due*	3/22 Tu	3/28 Tu**	3/27 Tu**
Cesar Chavez Holiday	3/25 F	3/31 F	3/30 F
	Spring 2016	Spring 2017	Spring 2018
Quarter Begins*	3/28 M	4/3 M	4/2 M
Instruction Begins*	3/28 M	4/3 M	4/2 M
Memorial Day Holiday	5/30 M	5/29 M	5/28 M
Instruction Ends*	6/3 F	6/9 F	6/8 F
Final Exams*	6/6-9 M-Th	6/12-15 M-Th	6/11-14 M-Th
Quarter Ends*	6/9 Th	6/15 Th	6/14 Th
Commencements*	6/10-12 F-Su	6/16-18 F-Su	6/15-17 F-Su
Grades Due*	6/14 Tu	6/20 Tu**	6/18 Tu**

<http://registrar.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 (includes final exams), on the Grades Due date, during Commencements, and during Summer Orientation.

** Tentative at time of publication