

How to Request Information Services and Support at the Research Institute

Commonly As a Research Institute employee, your information services (IS) needs and requests are fulfilled by several different teams across both the Research Information Services (RIS) and Enterprise IS departments. Determining who to go to when you have questions can prove challenging. Learn what services each IS department provides, and how to find and submit requests for your IS needs.

RESEARCH IS OR ENTERPRISE IS?

While the RIS department provides many of the IS services and support needed, not every IS need or request falls to RIS teams. For example, [resetting your password](#) or [setting up remote work access](#) are services provided by the Enterprise IS department and can be requested using the [Employee Service Portal](#).

Learn more about the Enterprise IS department and their services on their [@CHOP community page](#). Check out their [FAQs page](#) for solutions to commonly asked questions.

The RIS department will provide most other IS needs and requests. A comprehensive list of the [services](#) we provide and the [applications](#) we support can be found on the [RIS department section](#) of the Research Institute website.

HAVE AN IS QUESTION? START AT WWW.RESEARCH.CHOP.EDU

Finding answers to your IS questions begins with a visit to the Research Institute Website.



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1. Go to the Research Institute Website
2. Use the Search bar found in upper right of the site to search directly for the IS service you need, or view all by visiting [RIS Services](#) and [Applications](#)
3. Submit your request using the service or application “Submit a Request” button

GETTING TO KNOW RIS DEPARTMENT

To learn more about RIS, visit our [RIS department section](#) of the Research Institute website, where each of our teams is listed along with their contact information. Not sure which RIS team to contact? Learn more about each team:

- [RIS End User Technology Services](#) - Support for a mixed environment of computers and software, including purchasing and disposing of devices.
- [RIS Application Services](#) – Support for IS application needs, including data collection, messaging, and multi-solution applications.
- [RIS Business Analytics Services](#)- Support for a wide range of data manipulation services
- [RIS Infrastructure Services](#)- Support for data storage and compute resources in a high availability infrastructure with data backup and recovery available.
- [RIS Web Services](#)- Support for the design, build, and maintenance of an engaging and effective web presence.

The RIS department also hosts [regular events](#) and provides “[Highlighted Technology](#)” articles with in-depth information related to specific technologies support by the department.

STILL NEED HELP? CONTACT THE RIS OUTREACH MANAGER

The [RIS Outreach Manager](#) is always available for Research Institute employees to contact if they are unsure of how to place an IS request or need to escalate an existing request. The RIS Outreach Manager also liaisons with the Enterprise IS team to improve support, communication, and workflows between the two departments.

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Within the RIS Outreach Manager section, the “[Resources](#)” page provides a one-stop shop to resources on specific RIS supported services and technologies. Subscribe to the page using the “Watch this Page” function and stay up-to-date on newly added resources. New and existing employees can familiarize themselves with how to work

with the RIS Outreach Manager and the variety of support and services provided by visiting the [Getting Started page](#).