

Hello Stephanie C.,

You have received this email because you recently utilized the IT Assistance Center (iTAC) service. The iTAC team would like to know how your experience was in order to help improve service quality or highlight positive areas iTAC should continue.

With only 5 questions, we encourage and appreciate your participation.

Once submitted, your feedback is included in reports provided to iTAC management. A follow-on phone call from the iTAC Team Leader, Alice Cody, may take place to further discuss your experience. Thank you.

Please Note:

1. Only low-impact, non-sensitive information should be included in your comments. Avoid including IP addresses, home phone numbers, etc.

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**Ticket #** RITM0535286 closed on 5/6/2021 2:43 PM  
**Analyst:** Christopher Miller

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