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Asante ITS Implementing New Service Request System

Beginning Oct. 5, Asante employees can take a more active role in their Information Technology Services (ITS) matters – from ordering equipment online to requesting and tracking technical assistance.



myTECH, a self-service portal intended to improve customer satisfaction and reduce delays, is part of a new Information Technology Service Management System being adopted by Asante ITS. The system was originally scheduled to go live in mid-June, but was delayed because of compatibility issues with the Windows XP operating system that was still in use on many computers around the organization.

All computers have now been upgraded to Windows 7, so the myTech rollout is back on track.

The system is expected to benefit the ITS department by upgrading the management of IT incidents, assets, software licensing and requests for services, all in a single online structure.

Asante employees can still reach ITS by dialing (541) 789-4141, or can access forms and resources on the [ITS homepage of myAsanteNET](#).

The new system's advantage for IT customers is its self-service myTECH portal, which will provide a window into the IT Service Management system. Customers can request and track IT service jobs or purchases, or complete online documents including move requests, hardware and software requests, password resets, Computer User Application Forms (CUAF) and Remote User Application Forms (RUAF).

With all IT service and purchase requests in one system, the Asante ITS department will eliminate the manual routing of requests and offer its customers instant updates on their requests.

Additional information and specific directions for accessing the myTECH program will be made available through Asante's leaders and managers.

Michael Palacios, Asante's ITS Support Services Manager, can be reached by phone at (541) 789-5552 for questions about the new system.

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.

Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.