



Pathway to Customer Service

TIGER GUIDES



Advanced Training Camp

Self-Help Park



Online Tutorials & Guides

TIGERi integrated technology systems are supported by the IT Service Desk and a network of other resources. End users begin their experience by entering through the BengalWeb portal. Training is offered to prepare them for the journey ahead, and as they continue along the path, an array of self-help features are provided to lend a hand. Advanced training supplies additional knowledge. If further assistance is required, "TIGERGUIDES" in all departments of the university can be called on, and the IT Service Desk is ready to help. When necessary, the Service Desk staff will consult with functional area subject matter experts, ISU IT specialists, and/or technology vendors to efficiently provide the right solutions as quickly as possible. Our goal is to achieve 100% customer satisfaction, and true integration of services — the "i" in TIGERi.