

IT Contacts

IT is here to support but also to safeguard the IT landscape



WHEN & HOW should I reach out to IT?



WHEN should you contact IT?

Reaching out to IT ensures that **YOUR ORGANIZATION STAYS SAFE** and provides you with all the necessary **SUPPORT** for your Digital Solution.

To know if you need to reach out to IT, please, answer the following 4 questions.

4 Questions

1. Does your Digital Solution host Syensqo's Data?
2. Do you need a contract to use your Digital Solution?
3. Do you expect any future support from IT?
4. Do you have any Digital Issues, and do you need IT assistance?

If you've answered **YES** to one or more of the above questions, then **reaching out to IT** is your next step!



HOW should you contact IT?

Whenever you need to contact IT, there are **2 OPTIONS** available for reaching out!

Option 1

Reach out to your **IT Counterpart** or **Digital Champion** for ideas or enhancements related to existing applications or IT topics.

Your **IT Counterpart** or **Digital Champion** is not just your link to IT but also the go-to person for figuring out what comes next. Plus, if your Digital Solution encounters any complexities, they'll ensure you find the easiest and most efficient path forward!

They are the ones that will make your Digital Solution go through the right Portfolio Process.

Find your IT Counterpart here:

- [IT Counterpart | Contact Table](#)
- [IT Counterpart | Contact Table \(Google Slide\)](#)

Option 2

Submit a **ticket** through [SyRa](#) for any of the following needs:

- Incident resolution
- Service requests
- Access inquiries
- Change requests

USEFUL LINKS

Contact Your IT Contarpart!

IT COUNTARPART CONTACTS

