

# User Support Services

## General Services

Several services are offered to IT users at Jacobs University:

- [Stay Tuned](#): News, subdivided into [Operational Announcements](#) affecting [Service Delivery](#), and other happenstances in and around IRC-IT.
- [IT Support](#): What to do if something doesn't work as expected.
- [Service Level Agreements](#): Read all about the business products IRC-IT provides.
- [IT Literacy](#): Enhancing users' IT capability and effectiveness in employing IT.
- [Documentation](#): Describing use of and configuration for IT services.
- [Reporting](#): Interesting tidbits regarding performance.