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Board: _____
Other: _____

Next Review Date: 3/2020

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Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12A.01

SUBJECT: REQUESTING IT SERVICE

Approved by: Executive Council

Effective Date: December 4, 2009

Date(s) of Revision: Feb 25, 2010; Apr 1, 2013; Mar 21, 2017

Responsible for Implementation: All Staff

Requesting IT Service

There are several types of services available from IT, including: Purchase Requests, General Service and Support, Projects/Enhancements and SACWIS Data management.

- 1) Purchase Requests – These types of requests include, but are not limited to the purchase of: monitor, personal printer, personal scanner, keyboard, phone headset, ear buds, non-standard software installation, etc. Requests for such purchases are explained under policy 12 B.1 for hardware requests or 12B.2 for software requests.
- 2) Requests for New Projects – These are requests for new or enhanced technology or software functionality. All such requests should be routed through the IT Service Desk. See policy 12B.3 for details.
- 3) General Service and Support – These types of requests include, but are not limited to: new user setup, moves, password resets, computer error messages, e-mail assistance, MS Office assistance, requests for access to any system, printer/copier/scanner problems, SACWIS issues, etc.
- 4) SACWIS Data Management – These types of requests are related to validating and resolving discrepancies with SACWIS – related data and include, but are not limited to: Critical Incident Report validation and data entry, Placement Leave Requests validation and data entry, Vendor Invoice Discrepancy research and

resolution, Project Payment Report generation and issue resolution, regional Person Merge request processing, and non-ODJFS Provider Merge request processing.

For assistance contact the IT Service Desk.

Service Priorities:

Service requests are prioritized based on the business critical nature of the request, the number of those affected by the issue, and the timeliness of response that is needed.

Priorities are defined as follows:

<i>Priority</i>	<i>Definition</i>	<i>Response Time</i>
Critical	A critical agency service is unavailable	A technician is assigned immediately 24x7x365, and the issue is immediately escalated to an IT supervisor to ensure proper attention.
High	An agency wide or large work group service is unavailable or severely degraded AND there IS NO satisfactory work around	A technician is assigned as soon as possible during normal business hours, with an intent to resolve within 3 business hours of receiving the request.
Medium	A single client or small work group service is unavailable or severely degraded, OR An agency wide or large work group service is unavailable or severely degraded AND there IS a satisfactory work around	A technician is assigned as soon as possible during normal business hours, with an intent to resolve the issue within 3 business days.
Low	Any request affecting a single client or small work group with no significant impact to agency service, OR A request that can be scheduled for a future date	A technician is scheduled to complete the work during normal business hours within 10 days or before the due date.

Note: The preceding Priority classifications are guidelines to enable the IT support staff to concentrate their efforts on the most important problems first. High priority requests should be directed to the Service Desk Supervisor or the IT Director. Requests for Priority Escalation will be judged on a case-by-case basis.

Procedures:

- 1) Requests for General Service and Support
 - a) Submit a request
 - i) During normal business hours (8am – 5pm on normal business days), call the IT Service Desk at 275-2534.
 - ii) At any time, customers may e-mail 'IT Service Desk' at ITServicesDesk@fccs.us.
 - b) When submitting a request to the Service Desk provide two types of information:
 - i) The symptoms of the problem or request.
 - ii) When a resolution is needed, including the business activities and number of people affected if there has been a service disruption.
 - c) If the request is sent by telephone, the Service Desk technician will attempt to resolve the problem quickly over the phone. If the phone request is unable to be resolved, the Service Desk will open a Service Ticket and e-mail the requestor a copy.
 - d) If the request is sent by e-mail or by voicemail, the Service Desk will open a Service Ticket and e-mail the requestor a copy.
 - e) The IT technician assigned to the ticket will contact the requestor within the Response Time associated with the ticket priority (see above) in order to resolve the problem, or to gather more information and schedule a time to resolve it.
 - f) The IT technician assigned to the ticket will contact the requestor once the work is complete to verify it has been completed to satisfaction.
- 2) Request SACWIS Data Management:
 - a) Submit your request

- i) Critical Incidents, Placement Leaves, and Vendor Invoice Discrepancies, and Person Merge requests can be submitted using the corresponding form on the Services Locator.
 - ii) Any other request should be submitted to the IT Service Desk as described under General Service and Support, above.
- 3) Request Copy Jobs
 - a) Staff should submit their large copy requests to their division Administrative Secretary.
- 4) Get Information about a Previous Request
 - a) Contact the assigned technician or call the IT Service Desk. Please have the ticket number for quickest service.