

ADMINISTRATIVE PROCEDURE #15

OFFICE OF INFORMATION TECHNOLOGY SERVICES (OITS) SERVICE REQUEST METHODOLOGY

Section

- 15.1 Purpose
- 15.2 Definitions
- 15.3 Request for Enterprise Service
- 15.4 Request for Access to Information Technology Systems
- 15.5 Request for Information Technology Equipment Maintenance, Repair, and Problem Resolution
- 15.6 Request to Move Information Technology Equipment
- 15.7 Request for New Information Technology Hardware or Software
- 15.8 Requests for Information Technology Equipment Using Telecom Connections
- 15.9 Request to Remove Access to Information Technology Systems

Section 15.1 Purpose

The purpose of this administrative procedure is to provide a standard process to be used by the staff of the Department of Children and Family Services (DCFS) when requesting services or equipment from the Office of Information Technology Services (OITS). This procedure shall be followed when requesting all types of services relating to electronic information technology (IT) such as new projects, system maintenance, system enhancements, hardware, software, access to systems, technology training, and consulting services.

New project, system maintenance, system enhancement, and consulting services requests should all be submitted using the **OITS CFS 822, Enterprise Service Request** form. All other requests, such as system access, problem resolution, equipment moves, equipment maintenance, and equipment repairs should be requested by contacting the OITS Help Desk at 1-800-610-2089. Most requests can and should be submitted by submitting the appropriate form via the D-Net Website under the link "OITS."

This administrative procedure provides:

- Guidelines for requesting services from OITS;
- Effective evaluation of requests for services;
- Approval of requests in accordance with State of Illinois initiatives, DCFS and OITS initiatives and OITS resources; and
- Fair and equitable access to OITS resources.

OITS SERVICE REQUEST METHODOLOGY

August 17, 2011 – P.T. 2011.20

Section 15.2 Definitions

“Access” means a permitted connection to any network, internal or external system.

“CMS” means the Illinois Department of Central Management Services.

“Data” means any information that exists in a State-owned medium including but not limited to tapes, cassettes, cartridges, hardcopies, E-mail messages, hard disks, and memory.

“Hardware” means PCs, laser printers, removable disk drives, and etc.

“Help Desk” means the DCFS/OITS Help Desk.

“IT” stands for Information Technology.

“IT Purchases” means any expenditure of funds for IT Services.

“IT Services” means IT training, network access, internal systems access, external systems access, Internet services access, equipment, software, equipment maintenance, equipment repair, equipment moves, application development, application maintenance or consulting services.

“IT Resource” means any hardware, software, data access or staffing service.

“OITS” means the DCFS / Office of Information Technology Services.

Program Management Office (PMO) means the DCFS / Office of Information Technology Services / Program Management Office.

“Software” means any desktop software, third-party vendor software, and non-agency standard software.

Section 15.3 Request for Enterprise Service

- a) Requests for services from the Office of Information Technology Services (OITS) should first be reviewed and approved by the Deputy Director or designee of the requesting user’s Division/Unit. The **CFS 822, Enterprise Service Request** form can be found on the D-Net website under OITS. The **CFS 822** should be completed and submitted via the website to Program Management Office (PMO). Upon receiving a request, the (PMO) will review the request for the following:
 - 1) A determination that the request is clearly defined and all required information is presented;
 - 2) A comparison of the priority of the request in relation to other requests previously submitted by the requesting Division/Unit. The Deputy Director or designee will be contacted for clarification on priority with the division, when the need arises;

OITS SERVICE REQUEST METHODOLOGY

August 17, 2011 – P.T. 2011.20

- 3) A determination that the request meets the strategic goals and priorities of DCFS; and
 - 4) A determination that the request meets the priorities and initiatives of the State of Illinois.
- b) In order for requests to be given proper consideration, the **CFS 822** must include all of the following information:
- 1) A clear description of the objectives or purpose of the request;
 - 2) The specific service improvements or economic and operational benefits to be derived from this request. These improvements and benefits should be described in as much detail as possible;
 - 3) Other organizational areas that might be impacted by the proposed change, if known;
 - 4) A prioritization of this request, by the requesting Deputy Director or designee, as compared to other requests for OITS services within the requesting Division or Unit; and
 - 5) Contact information of the requestor or designee within the requesting Division/Unit who will act as liaison to the PMO.

If necessary, the Program Management Office will request additional information from the originator or designated contact person.

Section 15.4 Request for Access to Information Technology Systems

Requests for access to any DCFS internal Information Technology Network or mainframe systems (i.e. SACWIS, CYCIS, MARS, etc) or external systems (i.e. PACIS LEADS, etc.) are handled as follows:

- a) Any staff member who requires access to the DCFS Internal Information Technology Network must first get approval from his/her Supervisor. The form used to request access is located on the D-Net website under OITS, Request Services, Request New NT Account. The supervisor should fill out and submit this form via the website. If the request is not submitted by the supervisor the request will be held until supervisor approval is received.

Upon approval by the Division or Unit Security Coordinator, the requesting division's Security Administrator, who has been identified by the Deputy Director, is notified of the request for information systems access at email address "Security Admin."

OITS SERVICE REQUEST METHODOLOGY

August 17, 2011 – P.T. 2011.20

- b) All requests for Internet connections (access) will be processed in accordance with Administrative Procedure #20. Requests should be emailed to the OITS Help Desk. Requests must be made by a supervisor and approved at the Regional Administrator or Deputy Director level.
- c) All requests for mainframe access must be approved by the supervisor, manager, Management Systems Specialist (MSS), or RACF coordinator. Access to MARS/CYCIS (IMSA) should be requested by completing and submitting the form found on D-Net website under OITS, Request Services, Request MARS/CYCIS Access (IMSA). Any other type of mainframe access should be requested by emailing a detailed description of the access being requested to the DCFS/OITS Help Desk. All access is subject to review by Security Administration and may require additional approvals.

NOTE: Access to the networks, systems or Internet cannot occur without proper electronic wiring. OITS must coordinate electronic connections with CMS. This inter-agency coordination requires 30 to 60 days advance notice. Requests must account for this timeframe.

Section 15.5 Request for Information Technology Equipment Maintenance, Repair, and Problem Resolution (Help Desk)

OITS is responsible for ensuring that all IT equipment is kept in proper working order. To accomplish this, OITS will provide scheduled maintenance for all IT equipment. IT equipment will be repaired on request. When there is a problem involving computer equipment, software, or access, the DCFS/OITS (Help Desk) should be the first contact for resolution.

- a) The Help Desk will create a Help Desk ticket and perform the initial troubleshooting. If the Help Desk cannot solve the problem, the ticket will be escalated to the proper DCFS/OITS solver group. Calls should not be placed directly to OITS staff.
- b) When a call is placed to the DCFS/OITS Help Desk, the caller will be asked to describe the problem in detail and the actions taken to date to solve the problem. The caller must be prepared to supply the Help Desk with as much of the following information as possible:
 - 1) Name, location, and a phone number where the worker can be contacted;
 - 2) Network ID, IMSA/TSO ID#, or other ID# if an application is the problem;
 - 3) CFS Property Control Tag # and computer name on the equipment.

OITS SERVICE REQUEST METHODOLOGY

August 17, 2011 – P.T. 2011.20

- c) If OITS staff replaces defective leased equipment with another device the CFS Property Control Asset Tag will be installed on the new equipment and Property Control will be notified of the change. If purchased equipment is replaced, and the item has a value of \$100 or more Property Control will install the CFS Property Control Asset Tag on the new equipment.

NOTE: Only properly authorized support staff are permitted to place trouble calls to outside vendors. Staff members should not call software vendors directly as the vendors do not accept trouble calls from end-users. Any DCFS unit, other than the DCFS/OITS Help Desk or appropriate OITS staff that calls a vendor will be charged for the service call.

Section 15.6 Request to Move Information Technology Equipment

IT equipment relocation can be planned and processed as follows:

- a) All IT equipment move requests are to be submitted by filling out the form found on the D-Net website under OITS, Request Services, IMAC (Install, Move, Add, Change) form and submitting the request.
- b) IT equipment must not be relocated by anyone other than authorized OITS personnel. However, site liaisons will work in conjunction with and at the direction of authorized OITS staff, and perform the move on their behalf.
- c) All DCFS issued IT hardware will be returned to OITS when a staff member departs state employment. The return of hardware will be initiated by the Request to Remove Access to Information Technology Systems detailed in Section 15.9.
- d) Any supervisor or manager who knows a DCFS staff member will be going on leave for an extended period of time must initiate an IMAC (Install, Move, Add, Change) request. The request should state that the equipment pickup is required due to the employee being on leave. Any equipment pickup due to the employee being on leave will be tagged and stored until the user returns. When the employee returns the supervisor or manager must initiate a subsequent IMAC request to have the equipment re-installed.

NOTE: No DCFS employee is authorized to take DCFS owned equipment from state premises for use while on leave status

NOTE: When OITS is not notified of equipment movement, the affected office may be without IT services for an extended period of time. Also, OITS distributes computer-generated reports based on the user's last known address. When a user moves and OITS is not notified, the report may not get delivered to the appropriate person in a timely fashion.

OITS SERVICE REQUEST METHODOLOGY

August 17, 2011 – P.T. 2011.20

Section 15.7 Request for New Information Technology Hardware or Software

To request new IT hardware or software, please follow these instructions.

- a) All IT equipment requests shall be submitted by filling the Equipment Request form found on the D-Net website under “OITS”, “Request Services.” If approved, OITS will handle the procurement and installation of the approved request. When the equipment has a value of \$100 or more a CFS Property Control Asset Tag will be installed by the Property Control office.
- b) No DCFS Division/unit staff, other than the Office of Information Technology support staff, should call a vendor for the procurement of new equipment or software.

Section 15.8 Request for Information Technology Equipment

All requests to add, move, or remove any DCFS OITS information technology (IT) equipment that requires telecommunications lines including but not limited to fax machines, equipment utilizing a modem, or TTY equipment may be made by contacting the OITS Help Desk.

NOTE: Because equipment in this category uses telecommunications lines, DCFS and OITS must coordinate telecommunications connections with CMS. This inter-agency coordination requires 30 to 60 days advance notice. Requests must be made sufficiently in advance to account for this timeframe.

Section 15.9 Request to Remove Access to Information Technology Systems

Requests for removal of access to any DCFS internal Information Technology Network or mainframe systems (i.e. SACWIS, CYCIS, MARS, etc) or external systems (i.e. PACIS LEADS, etc.) are handled as follows:

- a) On or before the date of a staff member’s termination the supervisor or manager shall request that the staff member’s access be removed. The form used to request the removal of access is located on the D-Net website under OITS, Request Services, Disable NT Account. The supervisor should fill out and submit this form via the website. Access to all accounts on all systems will be disabled and removed. An IMAC (Install, Move, Add, Change) request will be initiated to pick up any information technology equipment.
- b) All requests to remove access due to a change in responsibilities should be submitted by the prior or current manager or supervisor. Requests may be submitted by completing the forms found on D-Net. If there is no form for the specific request the request should be sent to the OITS Help Desk.