Summary: SP&P 3.1 applies to service requests for ITS to develop and/or install new IT capabilities; or to modify/upgrade existing IT capabilities under its responsibilities. The process entails review, approval, development or modification, testing, implementation and notification.

1.0 Purpose

This document describes the process that requests for service from ITS follow, and the responsible parties involved in this process.

2.0 Scope

Criteria to consider in determining if SP&P 3.1 applies to a request made of IT Services are: impact to the campus, costs involved, availability of funding sources, and the planning and management required to complete the request. Appendix A provides examples of requests made of IT Services and which process is used to complete them.
It is the policy of Information Technology Services (ITS) that before any service requests on an ITS managed system be made, the owner or person(s) responsible for that system, approve said request. It is also the policy of ITS that should a requested service on one system possibly affect another system, the owner or person(s) responsible for the subsequent system, approve said request.

Any requests for new capabilities or change, which have been approved by the appropriate proprietary parties, will be analyzed by the appropriate ITS area to determine the possible effects of said request. Any possibilities of unexpected impact will be reported to the pertinent parties.

If the request has passed the analysis, the modification will be tested by the ITS staff performing the request and the requestor.

Before any request is implemented into the production environment the need for training, documentation and notification will be reviewed and addressed.

4.0 Practice

4.1 Requestor Initiates Service Request
A. Completes IT Services’ Request for service form
   1. Request can be forwarded to ITS Service Request Desk if only a Level 0 (best guess estimate) is needed
B. Obtains Dean or Department head signature
C. When appropriate, request referred to governing organization

4.2 Reviewed by Governing Organization
A. ADCAC or ACTITAS may be involved, depending on extent of change or costs involved
   B. If approved, request referred to ITS
   C. If not approved, this party notifies requestor

4.3 ITS Review
A. Request is assigned to appropriate ITS manager and entered in ITS Service Request Database (SRD)
   B. ITS Manager, with assistance from affected areas and stakeholder, creates a Level 0 estimate consisting of:
      1. Feasibility
      2. Resources required
      3. General approach
      4. Time schedule
      5. Cost
      6. Report of these results forwarded to ITS Director
C. ITS Director reviews results
   1. If questions, discusses with ITS Manager, otherwise report sent to requestor

4.4 Requestor Reviews
A. Requestor may cancel request
B. If requestor wants to proceed, request referred back to governing organization
4.5 Governing Organization or Requestor
   A. Establishes funding sources to cover costs, ITPC may be involved
   B. Readjusts their project schedule to include this request
   C. Request sent back to ITS Director

4.6 Project Approved
   A. ITS Director assigns project to appropriate ITS Manager
   B. ITS Manager creates implementation team and directs project
   C. Development and initial testing begins
   D. Finished project goes to Quality Review Team for testing

4.7 Quality Review Team
   A. Tests modification for specified results
   B. Impact on system, has it created any unexpected results or cumbersome process
   C. If testing looks good goes to requestor for final approval

4.8 Final Approval
   A. If requestor approves final result and request does not affect other production systems,
      1. If applicable, ITS Operations will move to production
      2. If not applicable, the request will be completed
      3. Any pertinent IT Services support staff will be notified
   B. If the requestor approves final result but request may affect other production systems, or
      require training or notification, request will go through change management for move to
      production.
   C. If requestor does not approve results, request goes back to developer for further action.

4.9 Change Management Process
   A. Request is presented to change management to review
      1. Impact to any other processes or systems.
      2. Notification of pertinent parties
      3. Training or documentation put in place prior to implementation
      4. Implementation date.

5.0 Responsibilities

5.1 Requestor requiring a modification be made to any ITS managed system is responsible for
   completing the IT Services’ Request for Service form, hereafter referred to as “this form”, on our
   website, (http://www.its.ipfw.edu/docs/forms/request_services.htm), at least two months prior to the
   date change is needed. If the request involves a major system change or significant programming, or
   purchases of hardware or software is required, a longer lead time will be necessary.

5.2 Requestor is responsible for obtaining the approval of their Dean or Director and the appropriate
governing organization for this request.

5.3 IT Services has the responsibility to reject or suggest changes in the request that, for technical reasons, will not run on our system or create problems in other areas. The reasons for this action will be explained to the requestor and governing organization.

5.4 IT Services is responsible for analyzing the requested service request and determining the feasibility of said request and identifying any possible impact it may have on other systems. IT Services is responsible for determining the resources needed and costs incurred to fulfill service request and will provide this information to requestor.

5.5 Requestor will decide whether new service or modification justifies cost and resources. If requestor approves, they will send report to governing organization which will have final decision making authority in this regard. If they approve request, the governing organization is responsible for establishing funding sources and any project readjustments necessary to accommodate this request. They will refer report back to ITS Director.

5.6 The ITS manager in charge of this project is responsible for creating an implementation team consisting of the requestor and members of the ITS areas necessary to complete the request and affected by this request.

5.7 ITS is responsible for completing the service request in an efficient, and effective manner to the satisfaction of the requestor and adhering to the specifications given.

5.8 ITS Quality Review Team is responsible for testing the new service or change before requestor sees final result. Team will determine if the requested service has been completed in an efficient and effective manner.

5.9 Requestor is responsible for final testing and approval.

5.10 If the new capability or change has the possibility of impacting current production systems or will entail notification and training, the request will go through Change Management before it is implemented in the production system. The Change Management process will identify and address training, documentation and notification needs. The best time to implement the new service or change will be selected in accordance with those issues and needs of current system users.

6.0 Record Maintenance

6.1 The ITS Service Request person will open a track and/or enter the information from the Request for Service form in the ITS Service Request database (SRD) and route request to appropriate ITS Manager.

6.2 An ITS Request for Service Estimation form will be initiated by the ITS Manager receiving the
Request for Service form. This form will be updated with the feasibility, resources and time required, costs, general approach and possible impact to other systems. Pertinent data from this form will also be entered into the ITS SRD.

6.3 Estimation form and a copy of original Service Request form will be routed to the requestor for approval or cancellation.

6.4 If requestor approves, they will flag form as such and route to governing organization.

6.5 If governing organization approves, they will flag form appropriately and route to ITS Director.

6.6 ITS Director will assign to appropriate ITS Manager and update ITS Service Request Database. Said Manager will create an implementation team and update form and database with this information. Manager will keep the project table and SRD updated. When project ready for testing, form will be routed to the Quality Control Team.

6.7 Quality Control Team will update form with results of their testing.

6.8 Requestor will perform final testing and sign approval of results on this form and return to ITS.

6.9 Appropriate ITS staff member will complete Change Management form when applicable.

6.10 Change Management team will review Change Management form for approval and implementation and route form back to ITS requestor.

6.11 When is change complete, ITS requestor will complete the Change Management form.
### Appendix A

Guidelines for Which Process to Use

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