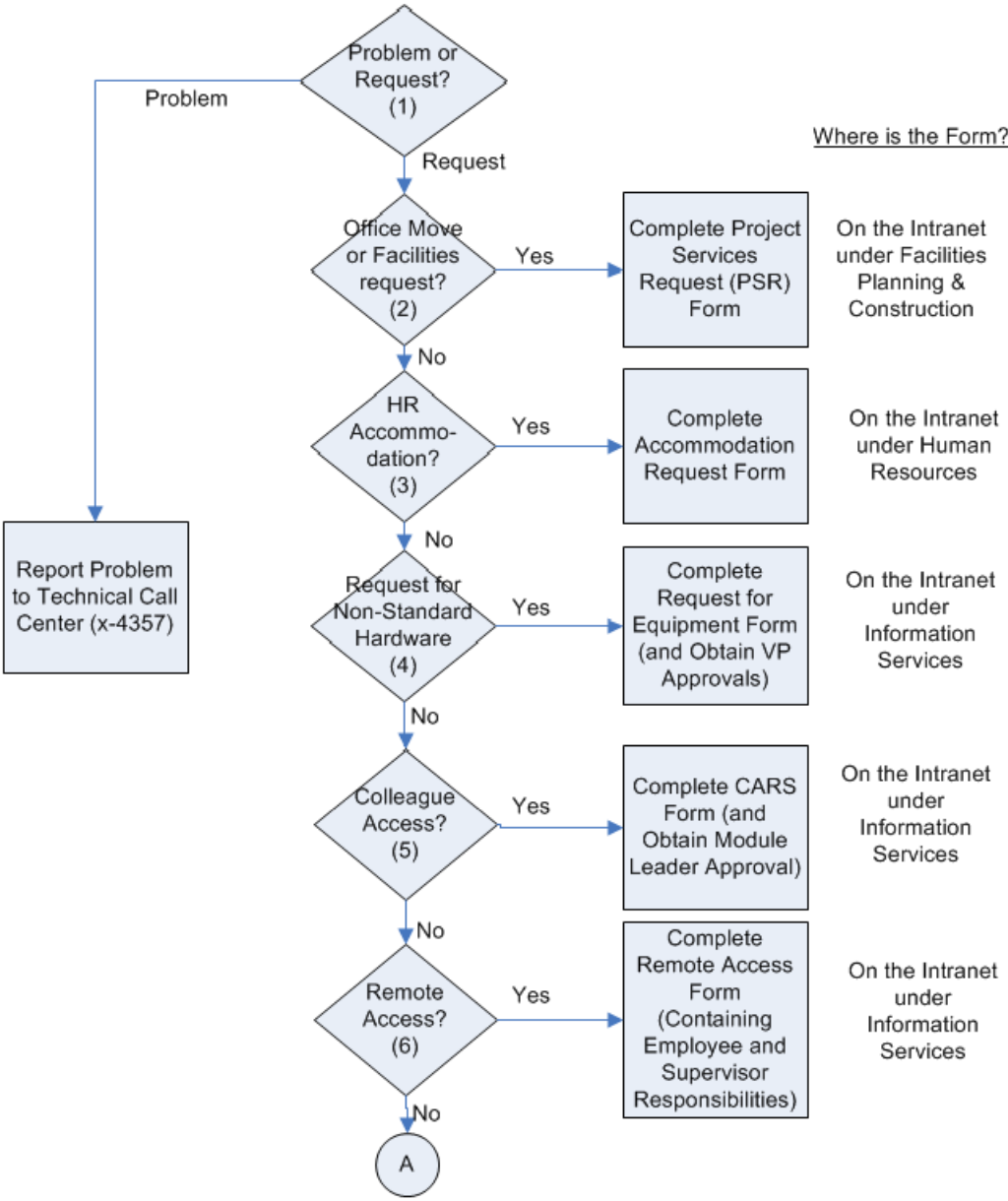


**Procedure**

This procedure documents how faculty and staff shall initiate requests for Information Services (IS). The customer shall notify IS as soon as he or she anticipates the need for IS support. All requests for services can be initiated by either:

- 1) Completing the appropriate form as defined below or
- 2) Contacting the **Technical Call Center (x-4357)** or [helpdesk@aacc.edu](mailto:helpdesk@aacc.edu). Your request will be given a work order number and an IS staff member will assess your request and provide guidance throughout the process.

Description	Which Form Do I Use?
<p>(1) Report a Problem. Contact the Technical Call Center (x-4357).</p> <p>(2) Office Move or Facilities Request. Complete <a href="#">PSR Form</a>. Upon approval, Facilities provides IS with all information to support the request.</p> <p>(3) Accommodation Request. Complete <a href="#">HR Accommodation request</a>.</p> <p>(4) Request for Non-Standard Hardware. Complete <a href="#">Request for Equipment Form</a> (with VP approvals). Upon completion, forward to Technical Call Center.</p> <p>(5) Colleague Access. Complete <a href="#">CARS Form</a> with Module Leader Approval). Module Leaders will forward approved forms to IS' Colleague Administrator.</p> <p>(6) Remote Access. Complete <a href="#">Remote Access Form</a> (with signatures acknowledging employee and supervisor responsibilities). Completed forms are to be forwarded to Technical Call Center.</p>	<p style="text-align: right;"><u>Where is the Form?</u></p>  <pre> graph TD     Start(( )) --&gt; D1{Problem or Request? (1)}     D1 -- Problem --&gt; R1[Report Problem to Technical Call Center (x-4357)]     D1 -- Request --&gt; D2{Office Move or Facilities request? (2)}     D2 -- Yes --&gt; F1[Complete Project Services Request (PSR) Form]     D2 -- No --&gt; D3{HR Accommodation? (3)}     D3 -- Yes --&gt; F2[Complete Accommodation Request Form]     D3 -- No --&gt; D4{Request for Non-Standard Hardware (4)}     D4 -- Yes --&gt; F3[Complete Request for Equipment Form (and Obtain VP Approvals)]     D4 -- No --&gt; D5{Colleague Access? (5)}     D5 -- Yes --&gt; F4[Complete CARS Form (and Obtain Module Leader Approval)]     D5 -- No --&gt; D6{Remote Access? (6)}     D6 -- Yes --&gt; F5[Complete Remote Access Form (Containing Employee and Supervisor Responsibilities)]     D6 -- No --&gt; A((A))     </pre>

Description	Which Form Do I Use?
<p>(7) <a href="#">Video/Audio Request</a>: Complete the on-line form.</p> <p>(8) "Standard" Requests. These are requests that are repetitive in nature; they do not require a feasibility study, requirements analysis, purchase or approval(s). Please contact the Technical Call Center at x-4357.</p> <p>(9) <a href="#">Colleague (ERP) Service Requests</a>: operational and strategic requests.</p> <p>(10) All other service requests; requests which require a feasibility study, requirements analysis, research and or programming work. Complete the <a href="#">Service Request Form (SRF)</a> and acquire proper approval(s).</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><u>Examples:</u> AV Equipment Delivery Request Installation of college-standard software</p> <p><u>Examples:</u> Colleague enhancements (new modules, screens, reports) and third-party ERP integrations</p> <p><u>Examples:</u> New applications and web programming changes, Requesting access to a network folder Installation of Software Web enhancements (non-instructional)</p> </div> <div style="width: 45%; text-align: center;"> <pre> graph TD     A((A)) --&gt; D1{Video/Audio? (7)}     D1 -- Yes --&gt; B[Complete Video / Audio Production Request (on-line) form]     D1 -- No --&gt; D2{Standard Request? (8)}     D2 -- Yes --&gt; C[Contact Technical Call Center with Request (x-4357)]     D2 -- No --&gt; D3{Colleague ERP? (9)}     D3 -- Yes --&gt; D[Complete Business Case or Colleague Operational Change form]     D3 -- No --&gt; E[Complete an SRF (and Obtain Approval) (10)]           </pre> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"></div> <div style="width: 45%;"> <p>On the Intranet under Strategic Communications</p> <p>On the Intranet under Information Services</p> <p>On the Intranet under Information Services</p> </div> </div>

The remainder of this document identifies information which is needed on the SRF form. All project requests shall be made via the [Service Request Form \(SRF\)](#). This ensures an audit trail of all requests and provides the necessary information for IS to review and assess the request.

### What is needed on the Service Request Form?

- Customer Information – The customer’s name, contact information and division/department.
- Request description - a clear description of the request with any supporting documentation. Please be as specific as possible. Attach any pertinent information. Software quote and installation requests should include the title, publisher, quantity, installation requirements and proof of licensing.
- Expected Benefit/Usage – Document the business benefit to be obtained by completing the request. Also, define the impact to the business if the request is not fulfilled. This will be used within IS to clarify the request and define the priority.
- Approvals – Approvals from an Assistant Dean or Director shall be present on all project requests. Requests without proper approvals will be returned to the customer.

### Where is the Service Request Form sent?

If you know the supervisor responsible, you may send requests directly to that person. Otherwise, forward your request to the **Technical Call Center** and your request will be forwarded to the appropriate IS area.

Project Type	Responsibility
MyAACC, Intranet or WWW (non-instructional web pages/web)	Web Services Team Leader
Desktop hardware / software installs	Technical Call Center

Other / Unknown	Technical Call Center
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**Will the SRF be accepted electronically?**

Yes. IS will accept approved Service Request Forms via email. Electronic signatures will be accepted as well as an email from the approver stating that the request has been approved (along with the attached form). Alternatively, the approved form can be scanned and emailed. The only form for which IS needs the hardcopy with written signatures is the CARS form.

**IS Procedures**

Service Request Forms will be analyzed and assigned as follows:

- Service requests requiring a feasibility study and/or requirements analysis will be assigned to an IS supervisor. The supervisor will work with the customer to prioritize the request in relation to outstanding requests and IS workloads.
- Procedural requests and problems will be assigned directly to a staff member so that work can begin immediately.

Owner	Director Technology Support Services (TSS)
Subject Matter Experts	TSS Leadership
Initial Date	December 2003
Keyword(s) for Searching	Service, request, form, srf
Description of Update	Modified approvers
Review Cycle	Triennial