



Policy #: IT.001– IT Service Desk Request

Governed by: IT Administration

Approval Date: June 7, 2016

Last Updated: June 7, 2016

Purpose: IT Service Request Policy & Procedure

IT Service Request Policy

To insure that all aspects of notification, tracking and resolution of IT-related requests are properly addressed through formal written request and/or electronic record keeping.

Summary

An IT Service Request form is located on the CEO Intranet under the Resources/IT/Service Request. It shall be used whenever there is an IT related request, incident and/or change within your building or office location.

The IT Service Request form shall also be used by the Human Resources department to request the creation of new user accounts with timely notice prior to their start of employment.

Procedure

An IT Service Request form should be completed for all requests of the IT department. In some cases, it may not be reasonable to submit a request due to the urgency of a situation. If the nature of a request is urgent and does not allow for the completion of an IT Service Request form prior to IT department notification, please contact the IT department at 518.272.6012 ext. 322 or ext. 287.

All IT Service Requests should be submitted by a Manager or a person in direct supervision of the requesting employee. Forms should be emailed to itrequest@ceoempowers.org.

Guidance on rating the level of priority for your request:

- High Priority:** High priority should be indicated when a request must be addressed within 24 hours. This level is typically used for emergency situations that require immediate attention for normal work to continue with limited interruption.
- Medium Priority:** Medium priority should be indicated when a request is not urgent, but requires attention within 24 to 72 hours. This level is typically used for situations that do not cause a significant impact on normal operations.



Low Priority:

Low priority should be indicated when an IT request is not urgent and does not require immediate attention. This level is typically used for IT support that is planned in advance and can be worked into IT scheduling as available.

All IT Service Requests will be assigned for completion on a priority basis. Once the response to a request is scheduled, the IT department will notify that requesting party of the scheduled date and approximate time for support.