1.0   Purpose

The Information Technology Services (ITS) department work request process provides a mechanism for coordinating requests for non-operational tasks and provides ITS management visibility into the work being conducted by ITS teams. ITS personnel should use this process as soon as they identify a customer's request for assistance as a non-operational. Telecommunications and network services are not currently included in this process. Work requests are not required for emergency situations resulting in work stoppages, or other operational IT support requests which are handled as traditional ITS Help Desk tickets.

Team members should look for every opportunity to use elements (such as tasks lists, test scripts, communication plans, etc.) of the project methodology when completing work requests.

2.0   Prerequisites

1. Requester identifies a need for ITS assistance, of any nature, then submits an ITS Support Request (www.humboldt.edu/tech-help).

2. An automated process takes the information from the ITS Support Request and generates an ITS Support Ticket.

3. ITS Help Desk reviews the information and assigns the ticket to the appropriate ITS Team.

3.0   Workflow

1. ITS Team Member reviews the information and:

    1.1. Changes the Type to 'Work Request.' [Note: This field is only visible to the Ticket Owner.]

    Alternate: If the internal ITS Work Request form is used (http://www.humboldt.edu/its/its-work-request) instead of the ITS Support Request form, the ticket will already be marked as a 'Work Request' and put in the Help Desk queue.

    1.2. Changes the Owner to a specific ITS Team Member

    1.3. Enters Comments (optional)

    1.4. Saves the ticket

2. Assigned ITS Team Member:

    2.1. Opens the Ticket Assigned email and clicks on link to open ticket.

    2.2. Reviews the ticket information

    2.3. Works with the ITS Support Requester to gather the work request information:

2.3.1. In the comments section, add a full description; this should include answers to questions like:

2.3.1.1.　What is the problem that needs to be solved?

2.3.1.2.　Where is the problem (room, system, application)?

2.3.1.3.　Who is affected by the problem?

2.3.1.4.　What are the consequences of leaving things as they are?

2.3.1.5.　Deadline Reason

2.3.1.6.　Alternatives

2.3.1.7.　Considerations (including if confidential information will be accessed and what measures have been implemented to comply with CSU Security Policies),

2.3.1.8.　Dependencies

2.3.1.9.　Prerequisites

2.3.2. Enters the Estimated Hours [Note: This field is only visible to the Ticket Owner]

Alternate: If the ticket does not have any Estimated Hours when the changes are saved, the ticketing system will automatically send an email to the ticket owner. The email will have the following verbiage: "Subject: Please add 'Estimated Hours' to ticket 57898 Content: Work Requests should have a time estimate added to them. Please be sure to update this ticket with your estimate!"

3. Assigned ITS Team Member completes the work in a non-production environment, updating the ticket and adding work as appropriate (by clicking the "Add Work" button next to the Cancel button).

Alternate: Work Request's proposed solution requires CMS Mod Governance prior to the beginning of any work.

3.1. If Mod Governance rejects the Work Request, then Add a Comment and close the ticket with 'Status' = 'Closed'

3.2. If Mod Governance approves the Work Request, then add a Comment and begin work.

4. Assigned ITS Team Member updates ticket to let the ITS Support Requester know that the product is ready for testing and includes any test instructions.

5. ITS Support Requester tests the solution and lets the Assigned ITS Team Member know that everything looked and worked as expected.

5.1. Updates ticket to document ITS Support Requester's confirmation that testing was successful.

Alternate: Solution does not work as designed. Re-work and re-test.

6. Assigned ITS Team Member moves the solution into production. (Reminder: be sure to coordinate with the requester and ensure that all affected parties have been communicated with.)

Alternate: Solution requires ITS Enterprise Change Control Group approval prior to moving it into production, follow their change control process

7. Assigned ITS Team Member updates the ticket:

   7.1. Changes Ticket status to 'Needs More Info'

   7.2. Adds/updates Work Hours (By clicking the "Add Work" button next to the Cancel button)

   7.3. Adds/updates Resolution

8. ITS Support Requester verifies that the work requested was successfully fulfilled. If the ticket is updated by the ITS Support Requester, the ITS Team Member will need to manually close the ticket.

9. An automated process automatically closes the ITS Support Ticket in fourteen days.

   Alternate: Ticket does not have any Work Hours and was, and will remain, closed. The ticketing system will send an email to the ticket owner. The email will have the following verbiage: "Subject: Please 'Add Work' to ticket 57898 Content: This Work Request ticket does not have any work logged to it. Please go back and 'Add Work' to this ticket."

4.0   ITS Support Request Form and Ticket

ITS Support Request Form

ITS Support Ticket

Ticket TICK:57901

[Printer Friendly] [Find Related Articles] [Email Ticket] [New Ticket For Submitter]
[Ticket Actions]

Title:	Test
	(required)
Impact:	1 person can't work ▾
Category:	Business Systems ▾
	CSU Portal ▾
Status:	New ▾
Priority:	Medium ▾
Owner:	Marisa A. D'Arpino ▾ Filter:
	(20/144)
Machine:	Unassigned ▾ Filter:
	(20/836)
Asset:	Unassigned ▾ Filter:
	(20/2167)
PhoneNumber:	
Additional Email Address:	
Location:	
User Name:	mad78
Department:	Academic Support Prg ▾
Request Type:	Work Request ▾
Estimated Hours:	99.99
Due Date: 📝	⦿ None ◯ Feb 23 2012
CC List: 📝	None
Created:	Thu, 23 Feb 2012 08:30:50 PST
Modified:	Thu, 23 Feb 2012 08:30:50 PST
Submitter: 📝	Marisa A. D'Arpino [mad78]
Parent Ticket: 📝	Unassigned
See Also: 📝	None
Referrers:	None
Resolution: 📝	None
Work Date:	February ▾ 23 ▾ 2012 ▾
Work Start:	8 ▾ : 30 ▾ AM ▾
Work End:	8 ▾ : 30 ▾ AM ▾ Adjustment: 0.0 hours
Work Note:	

Session Timeout: 7 hours 19 minutes

[Add Comment] [Save] [Save & Create Child] [Save & List] [Cancel]
[Duplicate] [Create KB Article]

5.0   Glossary

Item	Description
ITS Operational Task	Day-to-day ITS work to support HSU faculty, staff, and students by keeping existing systems available.
ITS Work Request	Non-operational work that will be later categorized as a project or task.
Project	A HSU Project is: 1. Temporary / Defined lifespan 2. Unique / New or one-time effort 3. Result of a multi-task job that performs something specific (i.e. a goal) / Clear and agreed upon objective 4. Involves two or more people and more than 20 hours of work

6.0 Workflow Diagram