Reference : ADMINISTRATIVE SERVICES - MIS
Section : ADMINISTRATIVE SERVICES
Title : REQUEST FOR SERVICES
Policy Number : 06-01-07
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Revision Date :

I PURPOSE

A Request for Service (R.F.S.) Form (Exhibit B) is the process for initiating and evaluating a user's request for M.I.S. services. This form can also be submitted via email or logged in the MIS Help Desk.

The Requester with the approval of their management submits the R.F.S. form whenever a need arises which requires the MIS Department to do the following:

1. Procure computer equipment

2.   Procure computer software

3. Acquire additional information technology services from an outside vendor

4. Repair a computer system

5. Move computer equipment to a new location

6. Provide communications support

This form provides MIS with the appropriate control to track projects from their inception to completion.

A Request For Service is not to be submitted when a program malfunctions. Should this occur, call the Help Desk (Ext. 7370)

II POLICY

The R.F.S. should be submitted as soon as the requester determines the need for the service. This should be done in advance of the need for the service as is possible; to give the M.I.S. Department sufficient time to prioritize and schedule the work required to satisfy the request.

Once complete, the R.F.S. is reviewed by the Manager, MIS and forwarded to the appropriate MIS group/individual responsible for completing the request. Within one week, the individual assigned to the R.F.S. will contact the requester to evaluate the request.

This step is done to determine the user stated benefits, estimate resources required to complete the work and prioritize the request.

III PROCEDURE

Follow these procedures to properly complete the Request for Services form. Request_For_Service_Form.doc

REQUESTER

1. Complete the R.F.S. information.
2. Forward all copies of the R.F.S. to the Manager, MIS.

MANAGER, MIS

1. Review the R.F.S. for completeness.

2. Record R.F.S. in Lotus Notes Help Desk system.

3. Record the Assigned to, RFS number from the Help Desk system and date.

4. Sign and date.

5. Forward the pink copy of the R.F.S. to the requester.

6. File the white copy in MIS file.

7. Forward the Yellow copy and any attachments to the MIS person assigned to the project (Program Folder).

ASSIGNED PERSON

1. Contact the Requester by the appropriate date to set-up a meeting to discuss the needs and benefits of the project and resources required to complete the necessary work.

2. Review specifications, time estimates and priority with Manager, MIS and Requester for agreement and approval.

3. Once the Requester accepts the specification, file the Yellow copy for your records

REQUESTER

Has the ability to check the status of RFS until closed in the Lotus Notes Help Desk System.