

Reference: ADMINISTRATIVE SERVICES - INFORMATION TECHNOLOGY (IT)
Section: ADMINISTRATIVE SERVICES
Title: REQUEST FOR SERVICES
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I. PURPOSE

A Request for Service (RFS) is the process for initiating and evaluating an employee's request for MIS services of the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority"). The request can be submitted via email to help.desk@nfta.com or logged in by the IT Help Desk (Ext. 7370).

The Requester with the approval of their manager submits an RFS whenever a need arises which requires the IT 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 email provides IT with the appropriate control to track projects from their inception to completion.

An RFS is not to be submitted when a program malfunctions. Should this occur, Authority employees should call the IT Help Desk (Ext. 7370)

II. POLICY

The RFS 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 MIS Department sufficient time to prioritize and schedule the work required to satisfy the request.

Within twenty-four hours (24), the individual assigned to the RFS will contact the requestor to further discuss the request if needed.

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 RFS.

REQUESTER

1. Draft the RFS email and send to help.desk@nfta.com.

IT DEPARTMENT

1. Review the RFS for completeness.
2. Record RFS in ServiceDesk Plus Help Desk system.
3. Assign the RFS to an IT Department employee for execution.

ASSIGNED IT DEPARTMENT EMPLOYEE

1. Contact the Requester by the appropriate date 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, IT and Requester for agreement and approval.
3. Once the Requester accepts the specification, proceed with execution of the RFS.

REQUESTER

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