

INFORMATION TECHNOLOGY

Requesting IT Services from the Office of Information Technology

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PURPOSE

To provide a high level of customer service, this MAPP establishes new procedures for requesting information technology (IT) services from the Office of Information Technology (OIT). This MAPP introduces the concept of Level I and Level II services at CDER and establishes the OIT Services Manual as the vehicle for maintaining up-to-date procedures for Level I and Level II services.

BACKGROUND

OIT receives numerous requests for IT services. These requests are generated from various sources, received by multiple OIT personnel, and disseminated through various channels for resolution/completion. To provide a higher level of customer service, enable improved planning, and foster communication, a more systematic and standardized approach has been developed. Specifically, OIT has defined the following levels of service:

- **Operational** – time-critical service to resolve an operational failure (e.g., localized PC problem, network outages, password problems, ORACLE malfunctions, e-mail errors, problems running a production application such as EES, NDE/MIS)
- **Level I** – routine services
- **Level II** – non-routine service

Level I and Level II services are described further at the end of the Procedures Section. OIT services in support of operational failures are well established, and existing Help Desk procedures for this support will continue to be followed. If you are experiencing an IT operational failure, please report the problem to the Help Desk as soon as it occurs. Operational problems are time critical and will be

given immediate attention. The Help Desk phone number is 827-0911. The e-mail address is HELP or HELPDESK.

DEFINITIONS

- Requester Any CDER employee or contractor who requires OIT service
 - Office: A CDER organization with a direct report line to the Center Director—sometimes referred to as “Super Office”
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PROCEDURES

All requests for Level I and Level II services must be sent to the CDER Help Desk. This can be accomplished by a telephone call, e-mail, or an electronic service request form that is available on the OIT Intranet Home Page. A paper copy of the service request form is also available from the Help Desk. Each service request must include a requested date for completion. When a service request is received, it will be routed to the appropriate service provider(s) where the level of service will be determined. An acknowledgment of receipt showing the OIT point of contact will be sent to the service requester.

Detailed procedures for Level I and Level II services have been established for both the service requester and OIT and will be maintained in the OIT Services Manual. The OIT Services Manual describes the types of services available and the level assigned to each service.

The OIT Services Manual is available on the OIT Intranet Home Page and is also posted on the CDER X: drive (\\CDFDA\common). A copy can also be obtained from the Help Desk. The OIT Services Manual will be reviewed periodically to validate the service levels assigned as well as the time frames for completion. Any changes to the manual regarding operating procedures will first be submitted to CDER Office IT coordinators for review and comment.

For both levels of service, OIT will provide status reports to service requesters. In addition, periodic reports will be sent to each Office with information regarding numbers of service requests received, status of pending service requests, and service requests completed. In addition, OIT will provide Offices with periodic reports on the status of internal OIT projects (e.g., upgrade of operating system, installation of new security software).

Level I and Level II services are described further, below.

Level I: Routine Services

This level defines services that are routinely provided by OIT staff. Examples of Level I services include requests for a new ORACLE account, a new access role for an existing account, a TCP/IP address, requests for procurement/purchase of standard hardware and software (see OIT Intranet Home Page for list), and installation instructions for products included in the CDER software applications. The OIT Services Manual lists specific Level I services and target completion times for each. Detailed procedures on submitting and processing Level I service requests will be maintained in the OIT Services Manual.

Level II: Non-Routine Services

This level defines all services not identified as Level I (e.g., development of a new database application, modification or addition of an ORACLE database, requests for procurement/purchase of non-standard hardware and software). Service requests at this level necessitate a high degree of collaboration between OIT and the requesting organization. Because of the varied nature of these services, predetermined time frames cannot be provided. However, OIT is committed to the expeditious management of these requests and will provide preliminary estimates as part of processing the request. Detailed procedures on submitting and processing Level II service requests will be maintained in the OIT Services Manual.

EFFECTIVE DATE

This MAPP is effective upon date of publication.