

City of Richmond

Administrative Manual

SUBJECT: Request for Information Technology Services

SECTION: Information Technology

POLICY NUMBER: AP 651

INITIAL DATE PREPARED: August 25, 1999

LAST DATE REVISED: August 25, 1999

I. Purpose

To assure that a uniform procedure will be followed by all City departments in requesting services from the Information Technology (IT) Department.

II. Policy

All requests for IT services shall conform to the standard procedure described below.

III. Procedure

Prior to submitting a request for IT services, the initiating department may need a preliminary evaluation on project feasibility, work lead time and estimated cost. This may involve vendor search, software/hardware demonstration or consulting services of moderate amount. Each department will designate an employee to act as the Department Services Representative (DSR). The DSR should be consulted for all IT requests. Contact the appropriate IT staff or the IT manager when the need arises. Following this preliminary assessment and consultation, services will be categorized into one of three types listed below:

- A. For CIP Projects Comprising IT Services:** Complete the “CIP Project Initiation” form (AP 801-1) and fill in the IT review and comment box. IT will review the form, attach comments when appropriate, plan and provide required services as the project progresses according to CIP project control procedure.
- B. For Non-CIP System Projects and For Computer Related Capital Equipment Requests:**
 - 1. Non-CIP System Projects:** Complete the “IT Service Work Order” form (AP 651-1) and submit it to IT. This type of request includes the use of information consultants, information database or retrieval services, new application system implementation, current systems enhancement and maintenance. IT will review, comment, recommend, implement and establish project control according to current IT Service Work Order procedures.

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Attach additional explanation, justifications or other details to the work order as needed.

- 2. Computer Related Capital Equipment:** Complete and submit the “IT Services Work Order” form to IT. City Manager approval is required for this type of request. Your budgeted PC software purchases are reviewed for compatibility, connectivity, City policy compliance, installation-test-training requirements and IT support capability. Written recommendation is provided for purchases requiring City Council approval. Purchasing requisition forms with citation of work order number or department and expense account codes are prepared by IT and sent to Purchasing in the Finance Department for completion.
- C. Computer Equipment Relocation:** Complete and submit the “IT Computer Equipment Relocation Work Order” form (AP 651-2) to IT. This type of request includes the relocation of computer equipment and terminals.
- D. Telephone Equipment Changes, Additions, Moves and Repairs:** Complete and submit the “IT Telephone Service Request” form (AP 651-3) to IT. This type of request includes the relocation of telephones, additional telephones, and changes and repairs to telephones. DSR contact is not necessary for telephone service requests.
- E. For the IT Help Desk:** Use the IT Help Desk (Ext. 2551) or for remote sites (Ext. 6592) for assistance on smaller projects that do not require extensive maintenance work. If the work order cannot be serviced immediately by the Help Desk support specialist, it is logged and assigned to a support specialist for scheduled completion. A work order may be generated internally by IT depending upon the scope of work involved. No further action is required by the user department.

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IT shall assign all work orders a priority rating. The requestor may indicate a priority preference, but priority assignment and establishment of estimated completion dates shall be the responsibility of IT, given the nature of the work and current workload. IT services provided for approved CIP projects are treated as dead-line priority and shall be processed accordingly. All work orders require user sign-off on the work order form as an indication that IT has completed the work satisfactorily. Submit your requests for procedural steps A, B and C above to the IT secretary for prompt registration and assignment.