



Illinois Department of Corrections

Administrative Directive

Number: 01.05.103	Title: Information Services Requests	Effective: 4/1/2022
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Authorized by:	<i>[Original Authorized Copy on File]</i> Rob Jeffreys Director
Supersedes:	01.05.103 effective /1/2014

Authority: 730 ILCS 5/3-2-2	Related ACA Standards: 5ACI-1F-01-08
Referenced Policies:	Referenced Forms:

I. POLICY

The Department shall ensure Information Services Unit service requests are initiated and processed in accordance with the provision of this directive.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish a written procedure that shall provide a consistent format for submitting and reviewing service requests, assigning priorities, and approving and scheduling services.

B. Applicability

This directive is applicable to all correctional facilities, offices, programs, and parole services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. Categories of Service

1. Special production or information requests, equipment change requests and minor system changes; any request for a computer-generated report which is not part of an existing production cycle; and special information requests or changes to existing computer or telecommunications equipment. Examples:
 - a. A request to produce an extra copy of a report.
 - b. A request to generate a new report from an existing system.
 - c. A request to move a computer or computer hardware.

	Illinois Department of Corrections Administrative Directive	Page 2 of 3
Number: 01.05.103	Title: Information Services Requests	Effective: 4/1/2022

NOTE: Approved portable devices, including laptops and USB drives, may be exempt from this provision.

- d. A minor system change such as a change in screen format or minor programming changes necessary to improve an existing system.
2. System malfunctions - a request for investigation into, and correction of, an apparent computer or data validity error. Examples:
 - a. A request to correct an operating problem on a decentralized terminal.
 - b. A request to correct proven program errors.
 - c. A request to investigate and correct an apparent discrepancy on a report.
 3. Mandated system changes - changes to an automated system which are required by statute.
 4. Local Area Network (LAN) support - requests for changes to a LAN based application.
 5. System enhancements - any major change to an existing automated system (other than report generation).
 6. New equipment requests - any request to add computer hardware to access an existing system or new computer hardware required to maintain system efficiency and expand capability.
 7. New system requests - a request to automate an activity or application not currently automated (either mainframe, web/cloud, or client/server based).

F. Requirements

1. **All** requests for service by the Information Services Unit (ISU) or Department of Innovation and Technology (DoIT) for both applications/systems, software, and computer equipment shall be submitted in accordance with the following.
 - a. If the request requires funding, the request shall be reviewed and approved by the Chief Administrator and submitted on the Enterprise Service Request (ESR), to the Manager of ISU prior to being submitted to Department of Innovation and Technology. Such requests include:
 - (1) Major system enhancements.
 - (2) New equipment purchases.
 - (3) Major new system.
 - (4) New or replacement software.
 - b. If the request does not require funding, an ESR or ticket shall be submitted via email to the Manager of ISU via the DOC IT Req email address, via DoIT's Service Now ticketing system, or via Offender 360's (O360) Help Desk Ticket system. Such requests include:
 - (1) System sign-ons or passwords shall be submitted on ESR.
 - (2) Special production or information requests and equipment change requests.

	Illinois Department of Corrections Administrative Directive	Page 3 of 3
Number: 01.05.103	Title: Information Services Requests	Effective: 4/1/2022

- (3) Minor enhancements to existing systems, with exception of O360, shall be submitted on ESR.
 - (3) Minor enhancements to O360 system shall be submitted within o360's Help Desk ticketing system.
 - (4) Requests to move existing equipment.
 - c. System malfunctions may be reported via telephone to the DoIT's End User Computer Support unit.
2. Priorities for the services requested shall be set by the Manager of ISU and DoIT.
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