



IT Service Desk Bulletin

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IT Coordinator Guide to BCCS Services and IT MAC Process Guidelines

BCCS is intent on providing quality customer service and we are offering these tips and tools to help you obtain consistent and accurate services. Adhering to the IT MAC Process is critical to ensure BCCS Shared Services teams meet our customers' needs.

- **IT Coordinators Guide to BCCS Services**. As an IT Coordinator, you are the key to the whole process. This publication provides the basic information you need to work with BCCS in fulfilling your agency's IT needs. This guide is available on our web site at www.bccs.illinois.gov (click on Resources, then click on Publications). Contact the IT Service Desk or the appropriate BCCS Shared Service team if you have questions concerning a particular service.
- **BCCS Website**. Always visit the BCCS website when submitting service requests to verify you are using the latest version of all forms. http://www2.illinois.gov/bccs/Pages/Forms_IT.aspx
- **IT Service Modification Addendum v4.0**. The Addendum should be *complete and comprehensive* to ensure accurate and complete service to the end user. Insufficient information may result in delayed or delivery of inaccurate services. In addition to providing all forms, the BCCS website houses examples and instructions for forms completion. Coordinators may also contact the IT Service Desk for assistance. http://www2.illinois.gov/bccs/Pages/Forms_IT.aspx.
 - **SECTION F**. Requests for move/add/change for an individual must contain the tag numbers of their PC and monitor. The tag information must be provided whether the hardware is agency-owned or CMS-owned/managed.
- **Employee Services Requests**. An Employee Services Request (new, transfer, or termination) should contain only one individual. If special circumstances exist (summer workers or multiple individuals start at the same time), you must personally contact an IT Service Desk manager (Billy Foster or Liz McComb) so the request can be handled appropriately.
 - **Employee Termination Services**. These requests ensure services are removed and CMS-owned/managed assets (PC hardware and software) are appropriately updated. The termination request must specify whether to reassign the individual's assets to another employee or the assets should be returned to CMS. Non-returned hardware and software assets will continue to be billed appropriate service charges.
- **Software Services**. Requests involving software products must identify whether software is *agency-owned or CMS-owned/managed*. BCCS will install or move licenses on a PC only when 1) the license was installed on the replaced PC, or 2) the addendum specifies which agency will provide the software. Agencies that procure and manage their software inventory are responsible to ensure a valid license is available. Exceptions are CMS managed software applications that include Microsoft Enterprise Agreement (MSEA), Bluezone, McAfee Anti-Virus, and Entrust/PointSec.
- **Remedy Enterprise Service Request** (replaces Remedy User Access form). When requesting service changes concerning Remedy access for individuals, it is not necessary to submit both the ESR form and

former Remedy User Access form. Please submit only the new Remedy Enterprise Service Request form. http://www2.illinois.gov/bccs/Pages/Forms_IT.aspx.

- **Enterprise Service Request (ESR) - Release 4.0.** The ESR form is no longer used to request Remedy access for individuals and the form was modified to reflect this change. The ESR is still used for all requests not covered by supplemental service-specific forms. Please visit the BCCS website to locate the latest version of the ESR form. http://www2.illinois.gov/bccs/Pages/Forms_IT.aspx
- **ESR IT Service Modification Addendum.** Please visit the BCCS website to locate the latest version of the Addendum form. http://www2.illinois.gov/bccs/Pages/Forms_IT.aspx.

All service requests must be emailed to CMS.ESR.AllAgencies@Illinois.gov (along with GOMB pre-approval on all hardware procurements). To facilitate management of procurement, shipment, and deployment:

- Each Addendum must contain only one location (exceptions on moves from one specified address to another designated address).
- Each Addendum should contain no more than 30 PCs (and their accompanying monitors) at a single location.
- An IT Coordinator is authorized to submit service requests ONLY for staff at his/her employing agency.
- Agencies should avoid duplicate service requests. If after 48 hours, a Remedy number has not been delivered in email, call the IT Service Desk to inquire about status of the service request. Do not send a duplicate service request.
- A service request cannot be modified by supplemental email after it is received and the IT Service Desk assigns the service request number in the Remedy. If special circumstances exist, the IT Coordinator must personally contact an IT Service Desk manager (Billy Foster or Liz McComb) to discuss.
- The Task Coordinator receives all notifications regarding a service request. (The IT Coordinator should contact the Task Coordinator to advise him/her that notifications regarding the service request will be forthcoming.) When no Task Coordinator is named, all notifications are forwarded to the IT Coordinator.
- The subject line in the transmitting email should read "Urgent Request" if the request is truly an emergency.

Questions regarding the IT Coordinators Guide to BCCS Services or IT MAC process should be directed to Gary Wasilewski, CSC Enterprise Service Owner, at 217-557-8000 or by email at gary.wasilewski@illinois.gov.