
Enterprise Service Requests and Addenda Guidelines

Please reference the following guidelines when preparing Enterprise Service Requests (ESRs) and Addenda. The [IT Coordinator Guide](#) is also a useful reference document.

Service Request - Helpful Hints:

Employee New/Transfer/Termination Requests

- Ensure user's name is spelled correctly (required for email/network rights/assignment of assets/Global Address book)
- New employees (agency already has the equipment): list monitors assigned to a user along with the desktop. If Transfer/Termination, list all hardware associated to user to be reassigned. This will assist the agencies with annual inventory. Double check tag #s for accuracy!

Employee Address

- Ensure that the employee's address is listed, not the IT Coordinator's address. The address entered will be associated with the assets assigned to the user.

Software Requests

- List desktop tag # (not monitor tag #) on all software requests. EUC pushes software remotely based on the desktop computer's tag number.
- List version of the software requested to be installed. If not certain, provide name of an employee that has the desired software as an example.
- If the agency is purchasing software to be installed, hold the ESR until the software is obtained and a license key can be associated.

Reimaging of Desktop/Laptop Requests

- List all software required to be installed on the reimage of the desktop/laptop (including versions).
- List software bundles and/or application bundles, if the agency already has one set up thru the EUC Image Management team.

Defining Urgency/Priority

When determining the level of importance for a service request, please make your selection based on risk and impact to the affected business unit. Please use the following as a reference guide when completing this item:

Low - The ESR is desirable but can wait until a convenient time. The "Requested Completion Date" should be several weeks from the "Date Submitted to CMS".

Medium - The ESR has no great urgency or major impact, but should not be deferred. This level of urgency should be used as the "default" for normal or routine service requests.

High - The ESR has significant impact to the Agency or business unit and requires a shorter completion date window. This level of request is typically used when prior planning was not possible or the service request has a higher visibility within the organization.

Urgent - An immediate response is required to support essential services for the Agency or business unit. Failure to complete the ESR in an expeditious manner will generally impact multiple users and/or applications. The Agency believes the service request is more important than previously submitted ones. A brief justification statement in the “service details” stating the urgent designation is preferred.

Service Request - Delivery Expectations

The service request delivery expectations referenced below are based on “Medium” urgency designations to assist customers in forecasting anticipated services. The delivery expectation should assist you with selecting the appropriate “Requested Date” when completing a service request. Please use the below chart as a tool to assist with managing and planning your submitted service requests.

Description of Service	Business Days to Complete						
	1 - 5	5 - 10	10 - 15	15 - 20	20 - 25	25 - 30	30 +
New Employee - Add (Email/Network Account)	█						
New Employee - Add (Email/Network Account/Software/Hardware Standard)		█					
New Employee - Add (Email/Network Account/Software/Hardware Non-Standard)						█	
Employee - Delete (Email/Network Account)	█						
Employee - Delete (Email/Network Account/Software/Hardware Changes)			█				
Email Add/Changes	█						
Security Permission Changes (Network Account/File Drive Access)	█						
Hardware Desktop/Laptop /Peripherals - Install (Standard) *New / Reissued Equipment from BCCS Warehouse						█	
Hardware Desktop/Laptop/Peripherals - Install (Non-Standard) *Requires Special Hardware Configurations other than Standard issued - includes 30" Monitors							█
Hardware Desktop/Laptop/Peripherals - Move *Equipment already in possession of agency, needs moved to different location					█		
Hardware Desktop/Laptop - Change *Reimage of current equipment located at agency			█				
Hardware Desktop/Laptop/Peripherals - Remove *Equipment that is to be returned to the BCCS Warehouse and removed from agency inventory						█	
Software Install/Change - Desktop (Standard)			█				
Software Install - Desktop (Non-Standard) *Agency Owned Software to be Procured *CMS/BCCS Owned Software to be Procured							█
Software Server - Change		█					
LAN - Change (Existing Wiring)		█					
LAN - Change (Existing Wiring - Southern Regions)			█				
LAN - Install (Non-Existing Wiring) *Availability of Vendor for Installation							
Network Printer Installation			█				