

IT Coordinator Guide to BCCS Services

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BCCS

Keeping You Connected

Revised:
January 2016

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1 OVERVIEW

At the most basic level, the Bureau of Communication and Computer Services (**BCCS**) is a vendor and agencies are our customers. BCCS provides Information Technology (IT) products and services to designated State of Illinois agencies, boards, commissions, educational institutions, and municipalities (collectively known as “agencies”). The agency may have a person or a group of people who are responsible for the ordering of new IT products and services, maintenance of such, and keeping track of new developments and other ancillary services. These individuals are called **IT Coordinators**.

As an IT Coordinator, you are the key to the whole process. This guide provides the basic knowledge needed to work seamlessly with BCCS in fulfilling agency needs.

2 The Bureau of Communication and Computer Services (BCCS)

BCCS Mission Statement: To be a unified team that offers reliable and effective technology solutions to enable our customers to serve the people of the State of Illinois and achieve enterprise success.

The following goals are only part of this mission.

- Analyze current and future state communications and information technology needs
- Seek new and expanded methods for providing service
- Identify complimentary or offsetting services
- Expand master contracts for equipment and service addressing specific needs
- Optimize equipment value and service offerings
- Establish reasonable and effective standards to guide procurement and service decisions
- Improve consulting services for new products, systems and major expansions
- Seek tool unification, automate processes and refine operational methods and procedures
- Manage vendor performance and monitor service level agreements with all telecommunications and information technology vendors
- Improve reporting and monitoring processes and procedures
- Improve agency training programs

3 Customer Service Center (CSC)

The CSC operates a combined IT Service Desk (ITSD) and Telecommunications Service Desk dedicated to helping customers deal with operation and maintenance of existing equipment and making informed choices in the purchase of new equipment and services.

The following services are provided by the IT Service Desk

- Create, update, and monitor incident reports of IT repair issues
- Process Enterprise Service Requests (ESR) for IT end-user support for consolidated and CMS-supported agencies
- Process service requests for moves, adds, and changes to IT services
- Process customer requested escalation of service requests

The following services are provided by the Telecommunications Service Desk

- Identify cost effective services and equipment – and alternatives
- Consult and recommend the best telecommunications systems for the lowest cost
- Negotiate and expand telecommunications master contracts for equipment and service and, manage vendor performance and service levels under strict terms and conditions
- Provide new telecommunications and data service, systems, and equipment – and monitor warranty periods
- Update CMS/BCCS managed inventory and agency billing records
- Create, update, and monitor incident reports of telephone, wireless, and data repair issues
- Use defined metrics to validate and verify the performance, timeliness and value of the products and services delivered by the CSC and contracted vendors

4 IT Service Desk – Customer Support Service Hours

800-366-8768 or 217-524-4784

4.1 *Standard Support Service:*

- Monday – Friday 8:00 am – 5:00 pm

4.2 *After Hours Support Services:*

- Limited support is available during non-standard support hours, weekends and holidays
 - Available for reporting an IT emergency after standard support hours (i.e., server down, mission critical application not available, large number of customers affected)
-

4.3 *BCCS Production Support: 24x7*

- Available for reporting a problem with a scheduled job performance issue
Call 217-557-1330 or 217-782-1330

4.4 *BCCS Data Center After Hours Emergency Escalation and Support:*

- Available to agency Technical IT Staff for reporting/escalating emergencies (server down, mission critical application not available, large number of customers affected)
Call 217-785-8880

5 BCCS Shared Services Teams – Roles and Responsibilities

BCCS is a bureau under the Department of Central Management Services. While there are a large number of divisions within the BCCS organization, the IT Coordinator will interact with the following BCCS Shared Services teams.

5.1 *CSC IT Service Desk (Service Requests and Help Desk)*

Under direction of the BCCS Chief Customer Officer, IT Service Desk agents (ITSD agents) provide computer related services to thousands of end users at the consolidated state agencies and state boards and commissions under the Governor. ITSD agents perform a variety of tasks that include the processing of Enterprise Service Request Forms (ESRs) and the IT Service Modification Addendum Forms to initiate service requests. ITSD agents assign tasks to appropriate BCCS Shared Services teams, and upon customer request BCCS shall provide reasonable escalation when necessitated.

The ITSD agents are available to re-set passwords, trouble-shoot basic repair problems, provide Tier 1 help desk assistance with fundamental technology services, and monitor issues until resolution. Each incident is identified, recorded, categorized, assigned the appropriate priority, tasked to appropriate BCCS Shared Services teams, and tracked until resolution. When necessary an incident will be escalated based on criticality and the overall impact of the incident.

In major outage situations, ITSD is responsible for notification to BCCS leadership, agency CIOs, and other key agency personnel. These incidents are opened as a “MORT” (Major Outage Response Team) which is assigned to a dedicated Duty Manager. Updates are provided throughout the “MORT” by the Duty Manager and/or ITSD agent(s).

5.2 *Personal Information Management (PIM – Email Services)*

Under direction of the BCCS Chief Technology Officer, the PIM team is responsible for maintaining Enterprise e-mail services (including email services on state-issued mobile devices), Enterprise Fax Service, Enterprise List Server Service, e-mail archiving and Spam filtering.

5.3 *Data Center Operations*

Under direction of the BCCS Chief Technology Officer, the Data Center Operations team is divided into four areas.

- **Enterprise Storage and Backup** – staff is responsible for maintaining storage and backups for services provided
- **UNIX** – staff is responsible for maintaining UNIX server based services
- **Wintel** – staff is responsible for maintaining hardware and virtual server based services
- **Mainframe** – staff is responsible for maintaining mainframe server based services

5.4 LAN Services

Under direction of the BCCS Chief Technology Officer, the LAN Services team is responsible for maintaining network connections via LAN connectivity.

5.5 End User Computing (EUC)

Under direction of the BCCS Chief Customer Officer, the End User Computing team supports the configuration, installation, maintenance, troubleshooting, break/fix and upgrades of personal computers and the associated software and peripherals.

- **EUC Incident Management** team executes with the goal to remotely resolve customer EUC issues without dispatching field technicians
- **EUC Service Management** team is responsible for reviewing, processing, and managing EUC service requests. The team specializes in providing ownership and oversight of service requests to ensure a “complete service” is provided to the customer.
- **EUC Field Operations** team is responsible for providing on-site customer support.
- **EUC Staging** team is responsible for fulfilling incidents and service requests requiring hardware asset inventory
- **EUC Imaging** teams is responsible for fulfilling incidents and service requests requiring software asset inventory

5.6 Asset Management

Under direction of the BCCS Chief Customer Officer, is responsible for maintaining State of Illinois hardware inventory purchased by CMS/BCCS.

- Inventory information will be used to track equipment pertaining to adds, moves and transfers to surplus and to conduct yearly inventories for verification.

5.7 Business Services

Under direction of the BCCS Chief Financial Officer, the Business Services staff is responsible for paying vendors (for the equipment/services provided) and, in turn, billing the agencies for the products and services they use. Each agency has a billing account provided by CMS and receives monthly statements identifying charges for equipment purchase, rental, maintenance, service, and usage.

5.8 Acquisition Inventory Management (AIM)

Under direction of the BCCS Chief of Staff, the AIM staff is divided into two areas.

- **AIM/Acquisitions (Procurement)** staff is responsible for procuring software and hardware for the State of Illinois.
- **Software Licensing** staff is responsible for procuring software for the State of Illinois.
 - When requesting software installation for non-CMS Managed software, the IT Coordinator must have secured software licensing prior to submission of the ESR. If there are questions regarding software (CMS Managed or non-CMS Managed) please contact cms.psvm@illinois.gov or 217-557-2431 for assistance.

6 Appointing IT Coordinator

Each agency has unique needs that must be considered when recommending and providing service. CMS/BCCS requires that each agency appoint an IT Coordinator, and based on agency operations, multiple coordinators may be appointed and assigned individual and/or overlapping responsibilities.

CMS/BCCS considers an IT Coordinator to be the agency's authorized submitter for all requests for information technology products and services. This individual must have sufficient agency knowledge and authority to fulfill the responsibilities defined under "IT Coordinator Roles and Responsibilities". It is essential that an IT Coordinator develop a working knowledge of the Remedy application used to process orders, manage help desk incidents, and complete IT inventory billing.

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must appoint all IT Coordinators using the required "[CMS/BCCS Customer Registration](#)" that identifies the coordinator, provides his/her contact information, and delegates his/her assigned level of authority to submit service orders (thus obligating/expending the agency's IT funds). Appointment requires the agency head's signature.

All signed "CMS/BCCS Customer Registration Forms" appointing new IT Coordinators or changing the authority of an existing coordinator should be sent to CMS/BCCS as addressed below.

CMS/BCCS Agency Relations
120 West Jefferson Street, 1st Floor
Springfield, Illinois 62702-5103

CMS/BCCS Agency Relations maintains a database of all agency coordinators and their delegated spending authority. An agency may appoint multiple IT Coordinators: their individual duties and spending authority may be identical, or each IT Coordinator may be responsible for different service areas.

CMS/BCCS may host various conferences and training sessions throughout the year that will benefit new coordinators by instructing them on the basics of pricing; forms completion; ordering; and Remedy inventory, tracking, billing, and reporting.

6.1 IT Coordinator Roles and Responsibilities

- Understand and clearly convey the agency's IT needs.
- Monitor the agency's use of IT equipment and services for the specific purpose of identifying abuse or misuse and any need for instruction and/or training.
- Determine user needs and approve requests for service and equipment that are in compliance with established agency guidelines.
- Review IT service requests within the agency to ensure compliance with CMS/BCCS, procurement, and agency guidelines.
- Work with the agency-appointed State Procurement Officer to budget for IT expenditures, ensure that adequate funds are available, and verify that the proper accounting unit code numbers (known as Accounting Unit Code and/or Billing Code) are used when requesting IT products and services.
- Coordinate with BCCS Shared Services teams on IT projects and services. IT Coordinators must:
 - Submit service requests that allow sufficient time for delivery/installation. Provide early notification of all major projects, moves, and other non-routine service requests.
 - Submit due dates, studies, plans, and other related documentation for any project.
- Review and familiarize oneself with the [BCCS Website](#) and the [Remedy Users Guide](#) in order to track service requests and help desk incidents, and to verify inventory assets.
- Assist CMS/BCCS in maintaining up-to-date inventory records of agency IT equipment and services.
- Notify CMS/BCCS of any changes in agency IT Coordinator status and submit annual verification of agency coordinators, their contact information, and levels of spending authority. (The annual IT Coordinator verification process is initiated by CMS/BCCS and agency response is mandatory for audit purposes.)
- Review annual listing of VIP employees provided by the IT Service Desk.
- Review and interpret CMS/BCCS service notifications. IT bulletins provide notification of important due dates, changes in service offerings, pricing updates, and other critical information.

7 Requesting IT Services

Agencies obtain e-mail, security, software, personal computing services, and any other services by submitting the correct form, completed in its entirety. The ITSD agents can assist with forms completion and the most frequently used forms are listed below.

[IT Service Modification Addendum Form](#) (for moves, adds, or changes to e-mail, security, software, or personal computing related services)

[Enterprise Service Request Form](#) (ESR) (other requests that do not involve the services related to the IT Service Modification Addendum)

[Remedy Enterprise Service Request Form](#) (ESR) (for Remedy system application access)

[Mainframe Security Request Form](#) (for Mainframe application access if the agency does not have a RACF Coordinator)

[Network Printer Install Information Form](#) (for moves/adds/changes to a printer device)

CMS Only:

[Modified Internet Access Request Form](#) (add/remove user's restrictions for Internet access)

These forms and corresponding instructions for their completion are all available on the [BCCS Website](#). Coordinators should submit service requests that allow sufficient time for delivery of the requested service.

7.1 Using the Correct Form

Providing accurate and complete information on the correct form allows the BCCS Shared Services teams the ability to complete service requests accurately. For specific details concerning service offerings, visit [BCCS Services Catalog](#) for more information.

Submit all service requests and other appropriate forms to the CSC IT Service Desk at the following e-mail address.

CMS.ESR.AllAgencies@illinois.gov

7.1.1 IT Service Modification Addendum Form

The IT Service Modification Addendum Form must be completed for all services involving e-mail, security, software, and personal computing services for individual named users. The IT Service Modification Addendum Form is used for, but not limited to, the following equipment and service requests.

Enterprise E-Mail

Standard Features

- Mailboxes hosted on CMS managed Microsoft Exchange high availability servers
- Enterprise mail routing, spam filtering, and virus protection
- Microsoft Outlook Client software
- Calendaring and scheduling
- Enterprise email archiving
- WebMail access
- Standard disaster recovery
- File transfer utility (described below)
- Email journaling (all email transmitted in the enterprise email system is kept for one year for investigative purposes)
- *Illinois.gov* email address and a Statewide Unified Directory
- Availability through State owned mobile devices (as part of the centralized email environment)

Enterprise Email Vault

BCCS provides an Enterprise Email Archive Vault framework to manage email at no additional cost to the customer. Enterprise Email Vault automatically archives items from users' mailboxes. Older email and their attachments and calendar item attachments are moved to the Vault and can easily be searched to view or retrieve an item that has been archived. This solution keeps older items out of mailboxes in order to minimize and manage mailbox size.

Some of the advantages of this solution are as follows.

- Provides secure centralized storage and retrieval in a managed replicated environment
- Provides full indexing and search capability via robust search engines
- Eliminates the need for Microsoft legacy archiving methods
- Reduces Tier 1 storage costs by reducing the mailbox sizes and eliminating the archives stored on network servers

For more information on the Enterprise Email Vault, please see the "[BCCS Service Catalog](#)".

File Transfer Utility

BCCS provides a free File Transfer Utility via web browser that allows valid illinois.gov email accounts to securely send or receive large, confidential, or blocked file types that would otherwise be limited by email security. Once the files are uploaded the utility automatically sends emails to both the sender and recipients with a link to download the securely uploaded files.

File Transfer Utility includes the following.

- Ability to upload up to a total of 2 gigabytes and up to 5 files
- Ability to upload from a drive letter or a UNC path
- Support for Internet Explorer, Firefox, and MACs
- Ability for sender to type a brief message to recipients and, following the upload, emails are sent to both the sender and recipients with encrypted link to download the file
- File retrieval (files are left on the site for 5 days and are limited to 10 downloads)

Please visit the [File Transfer Utility site](#) for more information.

Personal Computers (PC)

- [Secured networked computer](#) which includes the delivery, installation and configuration of the PC on the network.
 - PC Equipment is billed separately
- **Productivity Suite software offered**
 - Through the Microsoft Enterprise Agreement (MSEA), two versions of the Microsoft Office Productivity Suite software are offered
 - f MS Office Standard Suite includes Word, Excel, PowerPoint, Outlook, and SharePoint
 - f MS Office Professional Suite includes Word, Excel, PowerPoint, Outlook, SharePoint, Access, Publisher and InfoPath
 - Microsoft Enterprise Agreement (MSEA) is billed separately by person and not by device
 - Productivity Suite is available for existing and new computers; however the PC must be compatible with the Windows XP or newer operating system
- **Computer Security**
 - User ID administration
 - Internet security
 - Content filtering
 - Anti-virus protection
 - Hard Disk Data Encryption (laptops)
 - Centralized file/data storage with backup and recovery protection
 - Security (available for existing and new computers; however the PC must be compatible with the Windows XP or newer operating system)

- **Computer Support**
 - Move, add, and change requests
 - Secure data/hardware disposal in conjunction with the hardware obsolescence program
 - CMS/BCCS is responsible for delivering replaced CMS/BCCS Managed computer equipment to surplus (Please note: Agency Legacy PC equipment must be surplus by your agency property control procedures.)
 - Automated patch management updates and software delivery (may require minimal user interaction at the computer)
 - Operating system
 - Anti-virus updates
 - Support packs
 - Network printing

- Additional software, hardware configurations, and peripherals are available on an as-per-case basis and are subject to approval and appropriate charges.

7.1.2 Enterprise Service Request Form (ESR)

The Enterprise Service Request Form (ESR) should be completed for all other services that **do not** involve moves, adds, or changes to e-mail, security, software, or personal computing services for users. The Enterprise Service Request Form (ESR) is used for, but not limited to, the following service requests.

- Application Services
 - Adobe Reader Extensions Service
 - Cryptography Services
 - Enterprise Email service option for Priority Disaster Recovery
 - Enterprise Fax Service
 - Enterprise List Server Service
 - SIREN
- Mainframe Requests (ESR form must also be completed and attached)
 - Accounting Information System
 - Central Inventory System
 - Central Payroll System
 - Central Time and Attendance System
- Modified Internet Access Request (ESR form must also be completed and attached)
- Network Change Requests
- Server Related Requests
- Share Point Services
- Other Services not specified

7.1.3 Remedy Enterprise Service Request Form (ESR)

The Remedy Enterprise Service Request Form is utilized to request access to data that resides in the Remedy system. Applications include Help Desk (Incident), Enterprise Service Requests (ESR), Request for Change (RFC), Assets (BCCS Hardware or Software) and/or Provisioning (PRV - CMS Only).

All Remedy applications may be accessed using the web at <http://itsm.illinois.gov>.

PBC application requests are managed by the BOSSAP call center at 866-455-2897 or 217-557-5695. The PBC application resides on the Remedy Enterprise system but IT Coordinators must call for submittal instructions.

7.1.4 Mainframe Security Request Form

The Mainframe Security Request Form is utilized to request access to applications that reside on either TSO or IMS. This form must be submitted in addition to the Enterprise Service Request Form (ESR).

7.1.5 Modified Internet Access Request Form (CMS Only)

The Modified Internet Access Request Form is utilized to request additional restrictions or to remove restrictions to a user's Internet access. CMS/BCCS applies a standard set of Internet restrictions to all employees utilizing the Internet in the performance of their assigned duties. This form must be submitted in addition to the Enterprise Service Request Form (ESR).

7.1.6 Network Printer Form

The Network Printer Form is utilized to request installation services and use of networked multi-function office devices in support of, among other responsibilities, printing services in conjunction with the many services it provides to the public. This form must be submitted in addition to the Enterprise Service Request Form (ESR).

8 Routine IT Service Request Process

1. The end user generates a request to the agency IT Coordinator.
2. The IT Coordinator fills out the appropriate service request form and attachments.
3. The service request is e-mailed to CMS.ESR.AllAgencies@illinois.gov. By submitting the Enterprise Service Request Form or the IT Service Modification Addendum Form, the IT Coordinator gives authorization for these services to be rendered and billed to the agency.
4. The ITSD agent enters the service request in Remedy, evaluates the request, clarifies any discrepancies, and routes it to the appropriate BCCS Shared Service team(s). (Service Requests are worked in the order in which they are received.)
5. The ITSD agent coordinates the service request with the appropriate BCCS Shared Services team(s).
6. Equipment delivery, installation work and/or services requested are assigned and monitored by the designated BCCS Shared Services teams.
8. The Asset Management updates inventory records for BCCS Business Services to generate billing to the agency.

8.1 Service Request - Delivery Expectations

The service request delivery expectations dates are based on “Medium” urgency expectations to enable customers to forecast 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			■				

8.2 Service Request Escalation Process

1. IT Coordinator may call the IT Service Desk (ITSD) and ask to speak to an IT Service Desk Manager or email the CMS.ESR.AllAgencies@illinois.gov to initiate an escalation. The email should contain supporting documentation for escalation.
2. IT Coordinator provides the Remedy ESR ticket number (if known).
3. IT Coordinator provides the justification or business need for the escalation.
4. The ITSD creates a work log entry to include the provided information and marks the appropriate field in the Remedy ESR ticket.
5. The ITSD service processing team contacts the BCCS Shared Services team and/or technician to notify them of the escalation.
6. The assigned BCCS Shared Services team and/or technician is/are required to contact the customer with an update and an estimated time of completion.
7. The IT Coordinator may follow-up with the IT Service Desk Manager or ITSD processing team (CMS.ESR.AllAgencies@illinois.gov) if the BCCS Shared Services team and/or technician does not respond or make an onsite visit by the projected ETA for completion.
8. The IT Service Desk Manager escalates to the next level of BCCS Management.

9 Reporting Problems

800-366-8768 – follow offered menu options
In Springfield: 217-524-4784

One of the duties IT Coordinators may encounter is “Incident Reporting.” IT Coordinators may be the point of contact for users experiencing difficulties related to office automation and other IT related issues.

Note: Not all agencies use their IT Coordinators to report IT related problems. Please follow respective agencies’ current practices.

CMS Managed Agencies pay a monthly fee for End User Support that covers faulty PC and printer equipment. Every attempt will be made to repair faulty equipment. If equipment is deemed un-repairable or if the cost to repair exceeds current value of the device, then the IT Coordinator will be required to submit an ESR for replacement.

Items that are not supported by the IT Service Desk include fax machines, copy machines, toner cartridges and other office-related machines. If asked by staff to support or report problems with these devices, IT Coordinators will need to follow their agency guidelines.

Note: Problems with telephone lines and equipment, data lines, pagers, cellular and Blackberry devices should be reported to the CSC Telecom Repair Desk.

IT Coordinators should instruct users to provide the following information when contacting the IT Service Desk for assistance.

- Inventory tag number
- Product name, version or model of any hardware or software involved
- Any error codes or symptoms observed
- Statement whether the problem is intermittent or continuous
- Number of people impacted by the problem
- Location and the person to contact for follow-up

9.1 Checking Status of Incident Ticket

9.1.1 Log into Remedy

1. Log into the Remedy System via the Client-based Remedy (installed on CPU) or Web-based Remedy (Internet access).
2. Click on Remedy Support link.
3. Click on 'Search for Request' link.
4. Click on 'Help Desk Case' in the pop up window.
5. Enter the last digits of the Remedy Incident ticket in the "Case ID+" field.
6. Click on the 'Search' button.
7. Click on the "Activity Tab" to access the incident work log.
8. Click on  to view the work log activity of the Remedy Incident ticket.

Note: To view Change Requests (Service Request) follow the same instructions except click on 'Change Request' instead of 'Help Desk Case'.

9.1.2 Contact IT Service Desk

1. Call the IT Service Desk.
2. Give the ITSD agent the Remedy Incident ticket number (if known).
3. Request the most recent status update from the Remedy Incident ticket work log.
4. Request to be contacted by the assigned BCCS Shared Services team and/or technician if the work log is not current.
5. Call the IT Service Desk and ask to speak to a manager if the assigned BCCS Shared Service team and/or technician does not respond within a reasonable timeframe.
6. Ask the IT Service Desk Manager to escalate the Remedy Incident ticket (see 'Incident Ticket Escalation Process').

9.2 Incident Ticket Escalation Process and Complaints

Incident Escalations

Once the help desk receives a request for an escalation, the ticket is flagged in Remedy and the tech and group manager are contacted to let them know of the request.

This is the process that should be followed by a LAN/IT Coordinator or End User to follow up on the status of or request an escalation of an existing help desk ticket.

Send email to cms.helpdesk@illinois.gov

Flag email as high priority (!)

Subject: Escalation Request - HD Ticket #

Complaints

Contact ITSD Management via email or phone call – include as much information about the issue as possible – date/time, names, ticket numbers, etc.

Liz McComb
IT Service Desk Manager
liz.mccomb@illinois.gov
217-782-1490 (o)
217-685-9898 (c)

Trey McGhee
Customer Service Officer
trey.mcghee@illinois.gov
217-558-7209
217-670-4400

10 CSC Management Contact Information

CSC Manager

Trey McGhee

trey.mcghee@illinois.gov

O: 217-558-2709

C: 217-670-4400

IT Service Desk Manager

Elizabeth (Liz) McComb

liz.mccomb@illinois.gov

O: 217-782-1490

C: 217-720-9136

IT Quality Assurance & Service Processing

Gary Wasilewski

gary.wasilewski@illinois.gov

O: 217-557-8000

Locations and Other Contact Information

CSC – IT Service Desk

120 West Jefferson – 2nd floor

Springfield, Illinois 62702-5103

CSC – IT Service Desk

JRTC – 3rd floor

100 West Randolph Street

Chicago, Illinois 60601-3219

Email Address: cms.helpdesk@illinois.gov

FAX: (217) 524-0755

TTY: (217) 277-5669

11 Information Technology Equipment, Property Control and Software

11.1 *Tagging CMS/BCCS Owned PC Equipment*

By State statute, IT hardware purchased by CMS/BCCS that meets the Property Control inventory threshold will be tagged and inventoried by CMS/BCCS. A unique six-digit property control bar code tag is issued to this equipment upon receipt and the inventory record is added to the CMS/BCCS inventory system. Agencies should not record CMS/BCCS (C or L tag) equipment on their property control records or place their official agency inventory tag on that equipment.

11.2 *IT PC Equipment Inventory Certification*

Agencies are required to complete an inventory of their CMS/BCCS PC equipment at the end of each calendar year. The December monthly billing report will serve as the official year-end inventory report for this purpose. An inventory certification form will also be included with the December bill. This year-end certification must be completed, signed and returned within 45 days of receipt.

11.3 *Protection against Theft*

Each agency is responsible to protect IT equipment from theft. Agencies will be responsible for filing a police report and notifying the IT Service Desk if equipment is stolen. CMS/BCCS requires that an ESR along with the police report be submitted to remove stolen equipment from inventory. An additional ESR will need to be submitted to obtain equipment replacement. Agencies are responsible for the replacement cost of stolen equipment as well as the remaining unpaid balance of any CMS equipment lease or finance agreement.

11.4 *Software*

Agencies that procure and manage their own desktop software inventories are responsible to ensure that a valid license is available. Exceptions are CMS managed software applications that include Microsoft Enterprise Agreement (MSEA), Bluezone, McAfee Anti-Virus, and Entrust/PointSec Disk Encryption (Laptop). Requests involving the installation of software products must identify whether the software requested is agency-owned or CMS-owned/managed and include the version(s) of the software requested. For agency owned software, technicians will require an agency license key prior to installing software. For CMS owned/managed software, CMS will verify the license requested. If ownership cannot be determined, CMS will procure a new license and bill back the requestor via the SSRF. BCCS will only install licenses requested on the IT Service Modification Addendum.

- Laptop Encryption
 - Windows 7 operating system comes with the encryption software already installed
 - Other laptop operating systems *must* have the encryption software installed by technician

12 Attachments

12.1 General Security for Statewide IT Resources Policy



State of Illinois
Department of Central Management Services

GENERAL SECURITY FOR STATEWIDE IT RESOURCES POLICY

Effective December 15, 2008

State of Illinois
Department of Central Management Services
Bureau of Communication and Computer Services

**GENERAL SECURITY
FOR STATEWIDE IT RESOURCES
POLICY**

Effective December 15, 2008
Version 1.2

Revised January 1, 2010

APPROVAL SHEET

CMS Director:

 Date: 12-1-09
ledge

CMS/BCCS Deputy Director:

 Date: 12-23-09
Rich Fetter

CMS/BCCS Deputy General Counsel:

 Date: 12-23-09
Douglas Sackler

CMS/BCCS Chief Information Security Officer:

 Date: 12/22/09
Rafael Diaz

<p>Please Return to: OIS/BCCS Chief Information Security Officer 120 W. Jefferson Springfield, IL 62702</p> <p>Thank You.</p>

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POLICY

Illinois Department of Central Management Services
General Security
For Statewide IT Resources Policy

POLICY STATEMENT

The Department of Central Management Services, Bureau of Communication and Computer Services (CMSIBCCS) will provide security for CMSIBCCS managed IT resources to ensure the confidentiality, integrity and availability of State of Illinois operations.

PURPOSE

This policy defines responsibilities and general security measures specific to the use of information technology (IT) resources managed by CMSIBCCS.

SCOPE

This policy applies to all State of Illinois governmental agencies, boards and commissions that connect to the CMSIBCCS managed network resources.

DEFINITIONS

Definitions for terms used in this policy can be found in the *BCCS Terminology Glossary* located at <http://bccs.illinois.gov>. The terms and definitions listed below are meaningful for this policy. In the event of conflict between the definition in the *BCCS Terminology Glossary* and the definition contained in this policy, the definition below shall control for this Policy.

1. **Administrative User:** Any person that has been granted special systems administrative authority to manage or maintain computer systems.
2. **IT Resources** are categorized as follows: Physical, Logical, and Communications. Physical resources include but are not limited to desktop computers, portable computers, personal information devices, and printers. Logical resources include computer software and data files digitally or optically stored as well as information itself. Communication resources include the capability to send messages either through the State internal network or via the Internet.
3. **Resource Custodian:** An individual assigned responsibility for managing rules of appropriate use and protection. The State owns assets and resources purchased, acquired, and used to deliver state services. The Resource Custodians are designated and assigned the following duties including but not limited to access authorization, protection against unauthorized use, and integrity verification and revocation of access.
4. **User:** any authorized person or entity assigned resource privileges by a Resource Custodian to administer, manage, develop or maintain an IT resource for State operations.

RESPONSIBILITY

1. In order to implement this policy, CMS establishes procedures and designates responsibility to specific personnel. Each Agency should also establish procedures and assign **responsibility to specific agency personnel to achieve policy compliance.**
2. It is the responsibility of an authorized users of IT Resources to understand and adhere to this Policy.
3. All Resource Custodians are responsible for understanding and adhering to this policy.
4. Statewide agency security personnel, or their designee, are responsible for monitoring, auditing, tracking, and validating compliance with policies and procedures and conducting investigations into violations of law, policies, or procedures.

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General Security
For Statewide IT Resources Policy

5. It is the responsibility of State-wide IT staff to inform CMS/BCCS, in writing, of any special Use requirements outside of this policy.
6. Managers and supervisors are also responsible for resource inventory, for documenting access rights and resource allocation; and for ensuring that all State resources (equipment, devices, keys, badges, access cards, etc.) are returned when the user is no longer performing work for the State of Illinois.

POLICY

1. **RESOURCE USE - GENERAL PROVISIONS**
 - a. IT Items purchased by the State, regardless of funding source, are owned by the State. Other sources of acquisition may also result in the State owning an IT resource. These include but are not limited to donations or transfers from one state entity to another.
 - b. Identity must be validated prior to the use of a protected IT resource.
 - c. IT resources must be used for approved use only. Approved use is limited to authorized users, sanctioned State business, job responsibility, and reasonable personal use.
 - d. Where appropriate, data and information classification guidelines will be developed and published to assist Resource Custodians in determining the level of control applied to IT Resource use.
 - e. No IT resource shall be used to communicate, generate, or store information which is illegal or may be considered offensive, harassing, threatening, intimidating, violent, sexually explicit, racially / ethnically offensive, or otherwise considered contributing to a hostile work environment.
 - f. Use of IT resources may be filtered, monitored, suspended, or terminated at the discretion of the Resource Custodian or designee, or Law Enforcement based on approved criteria including but not limited to job duty changes, access inactivity, security concerns, policy violation(s), or other events deemed appropriate by the Resource Custodian.
 - g. Reasonable action, due care, and due diligence must be taken to prevent inappropriate use, disclosure, destruction, or theft of State IT Resources. Reasonable actions include but are not limited to preventive, detective, and corrective measures such as encryption, anti-viral software, and application of security patches.
 - h. Proper disposal methods, as detailed in corresponding operational procedures, must be applied to any IT resource containing or storing potentially confidential or sensitive information.
 1. Appropriate designated personnel are assigned the responsibility and authority to access, audit, review, filter, monitor, trace, intercept, recover, block, revoke, restrict, delete, or disclose (within policy and procedural limitations) any action, data, or behavior involving a State IT Resource.
 - j. All knowledge and information derived or acquired through access to State resources or from access to State premises, respecting secret, confidential, or proprietary matters of the State, shall for all time and for all purposes be regarded as strictly confidential and be held in trust and solely for State of Illinois benefit and use and shall not be directly or indirectly disclosed to any person other than authorized personnel without appropriate written permission of the Resource Custodian.

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- k. All forms of communication using a State resource may be monitored or recorded without the consent or knowledge of the sender or receiver.
 - l. Disclosure of information classified as confidential or sensitive is restricted to only authorized parties and in a manner consistent with the form of data classification.
 - m. Only approved software and hardware are authorized to be loaded on State resources:
 - 1. Users are not authorized to run software that has not been approved by CMS/BCCS technical staff.
 - u. Users are not authorized to attach hardware not approved by CMS/BCCS technical staff including but not limited to mobile or non-State devices such as portable computers or other digital storage or writing devices.
 - m. Only approved software may be used to develop applications or to manipulate data;
 - n. Business decisions should not be made based on user developed applications unless that application has been verified as accurate and maintains minimal security controls and data integrity standards and controls;
2. RETURN AND DISPOSAL
- a. Once the business need that justified allocation of the IT resource is no longer valid, the user must return the IT resource or notify appropriate parties that access is no longer needed.
 - b. When a user separates from State employment or ends a contractual obligation, all State IT resources must be returned.
 - c. When an IT resource is moved or re-assigned, appropriate inventory actions must be performed to ensure Agency inventory controls are up to date.
 - d. Once an IT resource exceeds its usefulness, such as outdated or end-of-life computer equipment or malfunctioning data cartridges, the resource must be disposed of or recycled in a proper manner.
3. SECURITY AWARENESS
- a. New employees are required to participate in employee orientation to include certifying that they have completed any required security awareness training and agree to comply with this General Security for Statewide IT Resources.
 - b. Current employees shall, at each annual performance evaluation, certify that they have completed any required security awareness training and agree to comply with this General Security for Statewide IT Resources.
 - c. Supervisors are responsible for ensuring that each employee has completed appropriate security awareness training and has documented it in the employee's personnel file.
4. CREDENTIALS / LOGIN RULES
- a. Details of user identification (UID) best practices can be found in the latest version of the "BCCS IT Resource Access Policy" found at <http://bccs.illinois.gov>.

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- b. Details of password establishment and use requirements can be found in the latest version of the "BCCS Credential Standard".

5. INAPPROPRIATE ACTIVITIES

Specific actions which are prohibited; include but are not limited to:

- a. Illegal activities;
- b. Copyright violations (text, video, digital image, audio, music, or other media) and/or breaches of license agreement;
- c. Violations of the Illinois Ethics Act;
- d. Harassment or intimidation (sexual, religious, ethnic, etc.);
- e. Libelous, slanderous, degrading, insulting, vulgar, obscene, offensive, or hostile remarks, and/or emails, and/or websites;
- f. Utilizing State resources in pursuit of one's personal business;
- g. Unauthorized downloading including but not limited to downloading of music (unless specific to an assigned job duty), offensive images (pornography, hate, etc.), political or campaign data that violates ethics or campaign reform legislation, or any other deliberate action that violates the intent of a State policy, procedure, or standard;
- h. The use of unauthorized or illegal peer to peer software programs on state owned computers.
- i. Deliberate and premeditated actions that degrade delivery of service of any IT resource or resulting client deliverable and/or the introduction of a virus, Trojan horse, malware, spyware, key-capture software, or other unauthorized software that may pose a risk to normal operation of an IT resource or delivery of a service;
- j. Access to another user's IT resource without specific and direct authorization and based on a business need for access;
- k. Violation of confidential and/or proprietary safeguards that place the State or individuals at risk of legal action or that could cause embarrassment to the State or an individual;
- l. Participation in any activity that could potentially cause damage to the image of the State, an agency, or an individual State worker including but not limited to online auctions, personal shopping, private/personal chat room conversations, etc.;
- m. Any action that would cause a detriment to the image, character, reputation, or public confidence of State operations;
- n. Sending confidential information in an unsecured e-mail, unencrypted through the Internet;
- o. Discussing confidential information verbally in a public place or within hearing distance of unauthorized individuals.

6. COMPUTER LOCKING / SCREEN SAVERS

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- a. Password protected Locking / Screen Saver technology should be employed by the Resource Custodian to ensure confidential / private information is secure and protected.
 - b. Before leaving the desktop / laptop unattended the screen saver should be engaged to lock the device.
7. **INCIDENT REPORTING**
- a. All actual or suspected instances of information asset misuse, theft or abuse, as well as potential threats (e.g., hackers, computer viruses) or obvious weaknesses affecting security, must be reported to your immediate supervisor.
 - b. All serious infractions including, but not limited to, pornography or violence, must be immediately reported to your immediate supervisor.
 - c. Any actual or suspected security breach, including any lost or broken IT resource asset must be immediately reported to your immediate supervisor.
8. **EMAIL**
- a. All broadcast messages to all Users within a given post office must be reviewed and approved by authorized agency management or their legal department.
 - b. All email disclaimers must be approved by agency management.
 - c. Recipients of messages or information inadvertently sent or misaddressed to them should not copy, retain or disclose the contents of such messages. Such messages shall be deleted and the sender shall be notified, if possible, that the message was misaddressed or misdirected.
 - d. All email related data should be stored on a network drive.
 - e. Upon separation, the User will no longer have access to their email account or data associated with that account.
9. **EXCEPTIONS**
- a. Exceptions to this policy must be requested in writing and are granted upon verification by the CMS/BCCS Office of Security and Compliance Solutions. Requests will be processed through the existing Enterprise Service Requests (ESR) process.
 - b. Mitigating controls must be identified for all exceptions granted in order to minimize the risk to the affected systems and data.

NOTE: Additional CMS/BCCS Policies are on the [BCCS Website](#). These policies include additional IT Policies, Supporting Definitions, and General Policies.

12.2 Enterprise Service Request {ESR}

State of Illinois Department of Central Management Services ENTERPRISE SERVICE REQUEST		
Submitting Agency: <input type="text"/>		Agency Tracking Number: <input type="text"/>
Fiscal Year: <input type="text"/>	Date Submitted to CMS: <input type="text"/>	Requested Completion Date: <input type="text"/>
Urgency: <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Urgent		

REQUESTED FOR INFORMATION	TASK COORDINATOR INFORMATION
Name: <input type="text"/>	Name: <input type="text"/>
Phone: <input type="text"/>	Phone: <input type="text"/>
Region (Agency): <input type="text"/>	
Address: <input type="text"/>	
City: <input type="text"/>	

REQUESTED BY (Must be approved by IT Coordinator on file with BCCS)

Approved by: <input type="text"/>	Date Approved: <input type="text"/>
-----------------------------------	-------------------------------------

SERVICE DETAILS

Summary/Description (Please describe the service that is being requested):

Does the request require a Cost Analysis prior to implementing? Yes No

FORMS LOCATED AT THE FOLLOWING LINK:
<http://www.illinois.gov/bccs/services/order/ITcoord/Pages/default.aspx>

Does the request require movement, additions, or changes to E-mail, Security, Software, or Personal Computing related services?
 Please complete and submit ESR IT Service Modification Addendum.

Does the request require access to SharePoint Application Services?
 Please complete and submit the SharePoint Enterprise Service Request Form.

Does the request require user access to CMS/BCCS Remedy System?
 Please complete and submit Remedy Enterprise Service Request Form.

FORMS NOTED BELOW MUST BE FORWARDED WITH COMPLETED ENTERPRISE SERVICE REQUEST FORM.

Does the request require a change to a user of a Mainframe Application (RACFID)? Yes No
 Please complete and submit Mainframe Security Request Form.

-CMS Employees ONLY-	
Does the request require an IP address change or a change to a firewall? Please complete and submit Network Service Request form.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the request require modification of internet filtering? Please complete and submit Modified Internet Access Request form.	Yes <input type="checkbox"/> No <input type="checkbox"/>

<http://www.illinois.gov/bccs/services/order/ITcoord/Pages/default.aspx> 08/16/11 v4.0

Completing the Enterprise Service Request Form

Submitting Agency - Enter the acronym for your agency.

Agency Tracking Number – If the approval for this request results from an existing internal agency tracking system, enter the applicable systems assigned reference number.

Fiscal Year – Enter the four-digit year (YYYY) to which this request applies.

Date Submitted to CMS – Enter the date (MM/DD/YYYY) that this form is sent to the BCCS Service Desk.

Urgency - Enter the level of importance of this request. Your selection should be 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.

Requested Completion Date - Enter the date (MM/DD/YYYY) that the required request should be completed.

Name - Enter the first and last name of the person that is requiring the service.

Phone - Enter the phone number (###-###-####) of the person that is requiring the service.

Region (Agency) - Enter the acronym of the person’s agency.

Address - Enter the requester’s physical work location address.

City - Enter the name of the city associated with the requester’s physical work location address.

Name – Enter the first and last name of the person at the requester’s agency that will be coordinating the activities required to complete this task.

Phone – Enter the phone number (###-###-####) of the Task Contact Person defined above.

Approved By - This field does NOT require a signature. Instead, please enter the first and last name of the person at the Agency that has approved the performance of this service.

Date Approved - Enter the date (MM/DD/YYYY) that the ESR was approved within the agency.

Summary/Description – If requesting any of the below services, enter a brief summary description

- Application Services
- Application Hosting
- Cryptography Services
- Enterprise Email service option for Priority Disaster Recovery
- Enterprise Fax Service
- Enterprise List Server Service
- SIREN
- Remedy User Access Requests
- Mainframe Requests
 - Accounting Information System
 - Central Inventory System
 - Central Payroll System
 - Central Time and Attendance System

If requesting services that are not listed above, enter a detailed description for services, including any information that will assist the IT Service Desk agents and BCCS staff in correctly defining the tasks that will be required to complete the requested service.

Note: Additional files may be attached to the Enterprise Service Request to provide additional information for this field.

Does the request require a Cost Analysis prior to implementing? - Check 'Yes' if the Agency requires information on the cost of equipment or software related to this request before the request may proceed.

Note: Performance of a Cost Analysis may delay the delivery of the service.

Does the request require movement, additions, or changes to E-mail, Security, Software, or Personal Computing related services?

The IT Service Modification Addendum is applicable only to Service Requests affecting individually named end users for one of the following service categories:

- f* **MOVE** - Relocation (virtual or physical) of an existing resource or component.
- f* **ADD** - Addition (virtual or physical) of non-existing resource or component.
- f* **CHANGE** - Modification (virtual or physical) of existing resource or component.

Examples:

- f* **E-mail** (Mailbox, Shared Calendar, Resource Object, Distribution List, Rights-Mailbox Delegation, Rights-Shared Calendar, Rights-Resource Object)
- f* **Security** (User-Security Group, Internet Access, Remote Access, Security Group, Shared Folder, Application Access (excluding Mainframe), File or Drive Access, User Name Change, Network Account)
- f* **Software** (Standard and/or Non-Standard)
- f* **Personal Computing** (Desktop, Laptop, Printer, Peripherals, Desktop/Laptop Administrative Rights)

Use of the IT Service Modification Addendum is not applicable to Project or Break/Fix related activities.

When requesting software installation for non-CMS Managed software, the IT Coordinator must have secured software licensing prior to submission of the ESR. If there are questions regarding software (CMS Managed or non-CMS Managed) please contact cms.psvm@illinois.gov or 217-557-2431 for assistance.

Does the request require access to SharePoint Application Services?

The SharePoint Enterprise Service Request form is applicable only to request access to SharePoint Application Services

Does the request require user access to CMS/BCCS Remedy Application?

The Remedy User Access Request form is applicable only for an user to access the Remedy Application for the following:

- f* **Help Desk** (Incidents)
- f* **Service Requests** (ESR)
- f* **Change Requests** (RFC)
- f* **Asset** (BCCS Hardware and Software)
- f* **Provisioning** (PRV – CMS only)

If you check 'Yes' to any APPLICABLE FORMS, you must complete and submit the forms with the ESR form.

12.3 IT Service Modification Addendum

Section A – Employee Status Modification

The screenshot shows a blue header bar for the 'Employee Status Modification' form. On the left, there is a blue circle with the letter 'A' and the text 'Employee Status Modification'. To the right of this are four radio button options: 'NEW', 'TRANSFER', 'TERMINATION', and 'NO CHANGE'. Further right is a label '# of Users' followed by a yellow input box. On the far right, there is a section labeled 'CMS USE' containing two checkboxes: 'HD Ticket' and 'Change Ticket'. To the right of these checkboxes is a text input field labeled 'Remedy #'.

Select one of the four choices (New, Transfer, Termination, or No Change) **(Required)**

New – New Employee

Transfer – Employee transferred to another Agency or within the same agency

Termination – Employee Terminated

No Change – Affected Employee(s) status is unchanged

of Users Affected – Number of user(s) specified in the IT Service Modification Addendum **(Required)**

Remedy # - Remedy Change Request number entered by IT Service Desk

** If the Employee Status Modification is either 'Transfer' or 'Termination' the IT Coordinator must list who the equipment will be reassigned to in Section F. If no name is given for reassignment, the supervisor of the 'Transferred' or 'Terminated' employee will be assigned the equipment and software license(s) **

Section B – Agency Information and Contact Information

B Agency Information

REQUESTED (Must be approved by IT Coordinator on file with BCCS)

Approved By: Date Approved:

Submitting Agency: (Region)

Fiscal Year: Agency Tracking Number:

Date Submitted to CMS: Requested Completion Date:

Urgency Descriptions Low Medium High Urgent

Accounting Unit Code: (7 digit): Billing Code: (3 digit):

Does the request require a Cost Analysis prior to implementing? Yes No

Approved By – Approved IT Coordinator on file with BCCS (**Required**)

Date Approved – Date of IT Coordinator approval (**Required**)

Submitting Agency – Name of Agency (**Required**)

Fiscal Year – Current Fiscal Year

Agency Tracking Number – Agency internal tracking number

Date Submitted to CMS – Date sent to CMS/BCCS

Requested Completion Date – Agency requested completion date

Urgency (Low, Medium, High or Urgent)

**** Urgency Fields**– Enter the level of importance of this request. Your selection should be based on risk and impact to the affected business unit. Click on the Urgency Descriptions for definitions of Low, Medium, High or Urgent **

Accounting Unit Code (7 digit) – Agency specific code referenced in CMS billing statement (**Required**)

Billing Code (3 digit) – Agency billing/budget code (**Optional**)

Cost Analysis – Select 'Yes' or 'No' if cost analysis is needed

Contact Information

Task Coordinator:

Telephone:

Email:

Contact Information - Name of person who will be notified by Shared Services Teams if more details are needed on the Service Request. (**Optional but recommended**) If left blank ITSD agents will assume the IT Coordinator will be the Task Coordinator.

Section B – Employee Information (Current – New)

Employee Information (Current)

Last Name:

First: M.

Telephone:

Email:

User ID:

Supervisor:

Employee Information (New)

Last Name:

First: M.

Telephone:

Email:

User ID:

Supervisor:

Current Address (Move FROM)

Street:

Building: Floor

City, State, Zip:

New Address (Move TO)

Street:

Building: Floor

City, State, Zip:

Employee Information (Current) – Service requested for – existing user’s current information

Current Address (Move FROM) – Service requested for – existing user’s current address or the address the user(s) is moving from

Employee Information (New) – Service requested for – new user’s information

New Address (Move TO) – Service requested for – new user’s address or the address the existing user(s) are moving to

Section B – Governor’s Procurement, Federal Funding & Business Justification

Governor’s Procurement Criteria	Federal Funding
<p>All personal computing components (software/hardware) requested for new and/or refresh related deployments require business justification prior to initiating service action. Justification must designate a minimum of one of the Governor’s procurement criteria (below) and provide a <u>detailed</u> explanation/description pertaining to the need for the procurement.</p> <p><input type="checkbox"/> The Procurement is critical to the life, health and/or safety of the citizens of the State of Illinois</p> <p><input type="checkbox"/> The procurement will cause the loss of federal funds if not completed</p> <p><input type="checkbox"/> The procurement fulfills a legal or contractual commitment of the State of Illinois to its unions or third parties</p> <p><input type="checkbox"/> The procurement is time-sensitive and critical to the mission of the agency, and special consideration is required due to the best interests of the State</p>	<p><input type="checkbox"/> Federal Funding Exception</p> <p>(BCCS CTO Review/Approval Required)</p>

Detailed Business Justification:

Governor’s Procurement Criteria – Select only one for the procurement criteria (**Required only for new equipment request**)

Federal Funding Exception – Check this box for all personal computing components that have Federal purchasing restrictions

Business Justification – Enter the Business Justification for the requested service (**Required only for new equipment request**)

Section C – PIM (E-Mail)

C PIM (E-Mail)	Mailbox, Distribution List, Calendar and/or Resource Object (ie: Conference Room, Pager, Cell Phone, Vehicle, Projector)		Detailed Description of Service
	Action	Requested Service	Associated Rights
	<input type="checkbox"/> Add <input type="checkbox"/> Change <input type="checkbox"/> Move <input type="checkbox"/> Remove	<input type="checkbox"/> Shared Calendar <input type="checkbox"/> Rights-Mailbox Delegation <input type="checkbox"/> Resource Object <input type="checkbox"/> Rights-Shared Calendar <input type="checkbox"/> Distribution List <input type="checkbox"/> Rights-Resource Object <input type="checkbox"/> Mailbox <input type="checkbox"/> Mirror User	<input type="checkbox"/> Read <input type="checkbox"/> Modify <input type="checkbox"/> Write <input type="checkbox"/> Delete <input type="checkbox"/> Create <input type="checkbox"/> ALL

Action – Select the appropriate action that corresponds to the requested service

Requested Service – Select requested service option

Associated Rights – Select the rights desired for user and service option

Detailed Description of Service – Provide detailed description of the service option requested

Section D – Security

D Security	Internet Access, File or Drive Access, Remote Access, Security Group and/or User Account		Detailed Description of Service
	Action	Requested Service	Associated Rights
	<input type="checkbox"/> Add <input type="checkbox"/> Change <input type="checkbox"/> Delete <input type="checkbox"/> Enable <input type="checkbox"/> Disable	<input type="checkbox"/> User-Security Group <input type="checkbox"/> Application Access <input type="checkbox"/> Internet Access <input type="checkbox"/> File or Drive Access <input type="checkbox"/> Remote Access <input type="checkbox"/> User Name <input type="checkbox"/> Security Group <input type="checkbox"/> Network Account <input type="checkbox"/> Shared Folder <input type="checkbox"/> Mirror User	<input type="checkbox"/> Read <input type="checkbox"/> Modify <input type="checkbox"/> Write <input type="checkbox"/> Delete <input type="checkbox"/> Create <input type="checkbox"/> ALL

Action – Select the appropriate action that corresponds to the requested service

Requested Service – Select requested service option

Associated Rights – Select the rights desired for user and service option

Detailed Description of Service – Provide detailed description of the service option requested

Section E – Software

E Software	Software (ie: MSEA Packages, Adobe Acrobat, Crystal Reports, etc)		Detailed Description of Service
	Action	Requested Service	
	<input type="checkbox"/> Install <input type="checkbox"/> Remove <input type="checkbox"/> ReAssign	<input type="checkbox"/> Software	

Action – Select the appropriate action that corresponds to the requested service

Requested Service – Select requested service option

Detailed Description of Service – Provide detailed description of the service option requested

** Select or enter product name in ‘Software Description’ column, enter version number (if known), select if ‘Agency Owned’ or ‘CMS Owned’ in the ‘Software Ownership’ column under Section F **

Section F – Personal Computer Services

Personal Computer Services	Printers, Desktop, Laptop, and/or Peripherals												Click to Add More Lines
	Action	Requested Service				Detailed Description of Service							
	<input type="checkbox"/> Install <input type="checkbox"/> Change <input type="checkbox"/> Move <input type="checkbox"/> Remove <input type="checkbox"/> ReAssign	<input type="checkbox"/> Desktop <input type="checkbox"/> Printer <input type="checkbox"/> Desktop Administrative Rights <input type="checkbox"/> Laptop <input type="checkbox"/> Peripherals <input type="checkbox"/> Laptop Administrative Rights											
Completed by: Agency - Requestor - IT Coordinator						Completed by: BCCS Shared Services Teams							
Item	Hardware and/or Hardware Peripherals					Software Information			Hardware Information				Return
	Current (Move FROM) Floor - Room	New (Move TO) Floor - Room	Requested For:	Description of Hardware	Existing Hardware Tag #	Software Description	Version	Software Ownership	Software Asset ID #	Computer Tag # (Parent Tag #)	Description	Asset ID # or Tag #	
1													

Action – Select the appropriate action that corresponds to the requested service

Requested Service – Select requested service option

Detailed Description of Service – Provide detailed description of the service option requested

Current (Move FROM) Floor/Room – Service requested for – user’s current floor/room or the floor/room the user(s) are moving from

New (Move TO) Floor/Room – Service requested for – user’s new floor/room or the floor/room the user(s) are moving to

Requested For – Name of person who will be receiving/assigned to the hardware/software

Description of Hardware – Select or enter hardware requested

Hardware Tag # - Enter corresponding Tag # of the hardware described (**required**)

Software Description – Select software product name(s). If software is not listed, type in the software product name

Version – Enter version of software requested (if known)

Software Ownership - Select ‘Agency Owned’ or ‘CMS Owned’ (if selecting Agency-Owned, must have the software license and key to acquire software available for EUC Technician prior to installing)

** All hardware listed must have the hardware tag # associated along with the user’s name that the hardware is assigned to **

** If no tag # is associated CMS/BCCS will assume that you are requesting new equipment if no other details concerning the requested service is listed in the Detailed Description of Service section **

** MSEA Standard, Professional or Educational software must be listed for each user in addition to any other software that the user has or have requested (this is needed to ensure appropriate license has been assigned to the user – **MSEA licenses are owned by CMS/BCCS**) **

