



## ILLINOIS DEPARTMENT OF INNOVATION & TECHNOLOGY

# Agency Technology Service Requester Guide

DoIT provides Information Technology (IT) products and services to designated State of Illinois agencies, boards, commissions, educational institutions, and municipalities (collectively known as “agencies”). Each agency is required to have an individual(s) who is responsible for the ordering of IT products and services and keeping track of developments and other ancillary services.

### **Connect to DoIT Website:**

<https://doit.illinois.gov>

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# 1 Agency Technology Service Requester Designation

Each agency has unique needs that must be considered when recommending and providing service. DoIT requires that each agency designate an Agency Technology Service Requester. Based on agency business operations and volume of activity, multiple requesters may be designated.

DoIT considers an Agency Technology Service Requester to be the agency's authorized submitter for all requests for information technology products and services. This individual must have sufficient agency knowledge and spending authority to fulfill the responsibilities defined under "Agency Technology Service Requester Roles and Responsibilities".

An agency head (Agency Director, Chairman of a Commission, Chancellor of a University, etc.) must designate Agency Technology Service Requesters or change the authority of an existing requester using the "[DoIT Customer Registration](#)" form .

Completed "DoIT Customer Registration" forms should be submitted to [DoIT.AgencyRelations@illinois.gov](mailto:DoIT.AgencyRelations@illinois.gov).

## **1.1 Agency Technology Service Requester Responsibilities**

- Determine Agency end user service and equipment needs.
- Submit service requests in accordance with published fulfillment lead time.
- Review and approve IT service requests within the Agency to ensure compliance with DoIT and agency guidelines.
- Work with the DoIT@Agency Chief Information Officer (CIO), Agency Fiscal Officer, and agency-appointed GOMB Analyst to budget for IT expenditures and ensure that adequate funds are available.
- Track and provide status to Agency stakeholders on open service requests.
- Track and provide status to Agency stakeholders on open incident requests (if deemed appropriate by your agency).
- Assist DoIT in maintaining up-to-date inventory records of Agency IT equipment (via submittal of service requests for adds, moves, and changes).

## 2 Obtaining DoIT Assistance

There are three means to obtain DoIT assistance as described below. This document concentrates on the Service Request Process.

Service Request – obtain new service, modify an existing service, or discontinue a service (i.e. receive a new component or function, change an existing component or function, or disable/delete an existing component or function). Service requests are submitted via the Agency Technology Service Requester.

Incident – an existing component or functions is no longer working or is degraded in quality (i.e. something is broken and in need of repair). Incident records may be submitted by the end user via [Report a Problem](#) or calling the IT Service Desk (217.524.3648 or 312.814.3648); or submitted by the Agency Technology Service Requester if deemed appropriate by your agency.

Governance – a significant service effort based on a number of affected users, time to execute, and/or cost. Qualifying guidelines are listed below. Governance requests are submitted via the [EPM Portal](#).

- Add or modify business functionality
- Move to new or updated technology platform
- Replace an existing system
- System in/out-sources
- Enterprise (multi-agency) implications

### 2.1 IT Service Request Process

Agencies obtain services (e-mail, security, software, personal computing, etc.) by submitting requests through the Remedy OnDemand (ROD) system. The request fulfillment process is comprised of the following activities.

1. The end user (or supervisor) notifies the Agency Technology Service Requester of a service need.
2. The Agency Technology Service Requester creates a Service request through the Remedy OnDemand – Digital Workplace (DWP) catalog. (In some instances, Agency designated personnel will perform this step).
3. An Agency Technology Service Requester approves a Service request through the Remedy OnDemand – Digital Workplace (DWP) catalog. By approving the request, the Agency Technology Service Requester gives authorization for these services to be rendered and billed to the agency.
4. The DoIT IT Service Processing agent reviews and evaluates the Service request, clarifies any discrepancies, and routes it to the appropriate DoIT fulfillment team(s).
5. The DoIT Service team(s) assigns the request to individual member(s) for fulfillment. (Inventory records are updated for asset related services to ensure proper billing to the

agency).

6. Upon completion, the DoIT Service team closes the request. Upon closure, ROD automatically notifies the Agency Technology Service Requester, task coordinator, and customer identified in the request.

## **2.2 Remedy OnDemand – Digital Workplace (DWP) Procedures**

Requests for Service are submitted via Remedy OnDemand – DWP via the following links:

- Illinois Domain  
(<https://doit.us.onbmc.com/arsys/forms/onbmc-s/doit/ADManaged/>)
- [Managed Agencies](#)

At the main menu, Select 'IT/LAN Coordinators Service Requests'.

DoIT Services are presented in the following categories: Business Service, Hardware, Network (LAN/WAN), Software, Agency Specific Applications, and Support.

Within each category, templates are available for requesting desired services.

Click on the desired service and a series of qualifying questions will be presented. Completeness and quality of response is critical to satisfactory fulfillment of the Service request. Specific details of service offering attributes are available at [DoIT Services Catalog](#).

The following standard questions are asked for all services:

**Request for/Email/phone (Right column)** - These fields are pre-populated with the Agency Technology Service Requester's (ATSR) information. These fields should be updated to reflect the service recipient, not the ATSR. Click 'edit' to modify each field. If 'Request for someone else' search does not find the service recipient, then leave ATSR information in place.

**Was the user available through the "Requested For field?"** – If the user (service recipient) was not available through the 'Requested For' field, select "No" then proceed to Guest Information, otherwise select "Yes" then proceed to Agency.

**Guest Information** – Complete Guest Information is REQUIRED to ensure consistent identification of and reference to the service recipient going forward. If a Middle Initial is available, it is required. Street Address should be the address associated to "911" (P.O. Box numbers and building name are not permissible).

**Agency** – Select Agency name from the drop down (Required)

**Account** - Select Agency specific cost center (Required)

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

**Agency Tracking Number** – If the approval for this request results from an existing internal Agency tracking system, enter the applicable system’s assigned reference number. (Optional)

**Task Coordinator** - Name of the person to be contacted by the DoIT Services Teams if additional details are needed. Typically, this would be the supervisor of the individual receiving the service or the individual knowledgeable about the service request. (If left blank, support staff will assume the Agency Technology Service Requester as the contact person)

If ‘Task Coordinator’ search does not find the task coordinator, then manually populate the information.

**Catalog Specific Questions** – Each catalog service asks unique questions related to the service. Answer all questions as completely as possible to ensure timely response and minimize follow-up questions.

When all questions have been answered, click ‘Submit Request’ (orange box in right column).

Once the Service request has been submitted, a menu is displayed to ‘Approve’ or ‘Reject. The Agency Technology Service Requester must click ‘approve’ to continue with processing.

## **2.3 Remedy OnDemand Catalog Options**

### **2.3.1 Business Services**

#### **2.3.1.1 Email Request (Submittal Lead Time: 2 days)**

This service is applicable for ***an employee who needs email services***. Use this selection to add, change, delete, or enable the following all-inclusive services:

- Mailboxes hosted on DoIT managed Microsoft Exchange servers
- Enterprise mail routing, spam filtering, and virus protection
- Calendaring and scheduling
- WebMail access
- Mobile device access

#### **2.3.1.2 Employee Offboarding (Submittal Lead Time: 5 days; 10 days w/equipment)**

This service is applicable for ***an employee who is leaving the Agency***. Use this selection to delete and/or re-assign the following services:

- Email Services - Remove service (if needed indicate re-assignment of user’s email records to supervisor)
- Permission Services – Remove access to files, network account and applications (if needed, indicate re-assignment of user’s personal drive records to supervisor)
- Business Applications - Remove access to application.
- Hardware – If any equipment, such as PC, Monitors, Laptop, Tablet, etc., is to be reimaged, moved or reassigned to supervisor.
- Software - If any software needs to be moved or reassigned, indicate the name and version of software in the Detailed Description of Services Requested.
- Mainframe Account – Remove service. If account is to be deleted, you will choose the type

of user (TSO), and the name of the Mainframe Applications that should be removed.

### 2.3.1.3 Employee Onboarding (Submittal Lead Time: 5 days; 10 days w/equipment needed)

This service is applicable for a **new or transferring employee**. Use this selection to add, change, or enable any of the following services:

- Email Services
- Permission Services - access to files, network account and applications
- Business Applications – access to applications.
- Hardware - to be installed, reimaged, moved, or reassigned.
- Software - to be installed on designated equipment. If the software needed does not appear in the list of choices, indicate the name and version of the software in the Detailed Description of Services Requested.
- Mainframe Account – whether an account is to be created or modified. Choose the type of access (TSO) and the name of the Mainframe Applications that should be added for this user.

### 2.3.1.4 Existing Employee – Multiple Services Requested (Submittal Lead Time: 30 days)

This service is applicable for **an existing employee who needs a combination of the services**. Use this selection to add, change, delete, or enable any of the following services:

- Email Services
- Permission Services - access to files, network account and applications
- Business Applications – access to applications.
- Hardware - to be installed, reimaged, moved, or reassigned.
- Software - to be installed on the equipment designated. If the software needed does not appear in the list of choices, indicate the name and version of the software in the Detailed Description of Services Requested.
- Mainframe Account – whether an account is to be created, modified or deleted. Choose the type of access (TSO) and the name of the Mainframe Applications that should be added or removed for this user.

### 2.3.1.5 File Backup or Restore Request (Submittal Lead Time: 2 days)

This service is applicable for **an existing employee who needs a file or folder to be backed up or restored**. The full network path of the file / folder must be specified for this service.

### 2.3.1.6 Mainframe Access Request (Submittal Lead Time: 2 days)

This service is applicable for **an existing employee who needs a mainframe account (TSO)** to be created, modified or deleted. Additional security application forms may be required for some applications as noted when selecting the application.

### 2.3.1.7 Name Change Request (Submittal Lead Time: 5 days)

This service is applicable for **an existing employee who needs a name change**. Use this selection if a name change is needed for any of the following services:

- Email Services
- Permission Services - access to files, network account and applications



- Business Applications – access to applications.
- Hardware – name to be re-assigned for equipment
- Software - name to be re-assigned for software
- Mainframe Account – name to be re-assigned; choose the type of access (TSO) and the name of the Mainframe Applications that should be re-assigned for this user.

#### 2.3.1.8 Permissions Request (Submittal Lead Time: 5 days)

This service is applicable for ***an employee who needs access to a file, folder and/or network account services***. Use this selection to add, change, delete, or enable any of the following services:

- Network Account
- Shared Folder /File or Drive Access
- Security Group
- Internet Access
- Remote Access – Citrix
- Remote Access – VPN
- SQL
- UNIX

#### 2.3.1.9 Security Software Request (Submittal Lead Time: 15 days)

This service is applicable for ***an employee who needs security related software services***. Use this selection to add, change, reassign, or remove security type software.

#### 2.3.1.10 SharePoint Request (Submittal Lead Time: 5 days)

This service is applicable for ***an employee who needs collaborative access to SharePoint resources***.

### 2.3.2 Hardware

#### 2.3.2.1 Hardware Request (Multiple) (Submittal Lead Time: 30 days)

This service is applicable ***for multiple employee (up to ten at one location) requests for PC equipment*** (Desktop / Laptop / Monitor, etc.). This selection may be used to request new or used equipment and/or installation of software on that equipment.

NOTE: Governor Office of Management and Budget (GOMB) approval must be attached to the Service Request for new desktop / laptop CPUs.

#### 2.3.2.2 Hardware Request (Single) (Submittal Lead Time: 30 days)

This service is applicable for ***an employee who needs PC equipment*** (Desktop / Laptop / Monitor, etc.). This selection may be used to request new or used equipment and/or installation of software on that equipment.

- New equipment (requires GOMB approval)
- Used equipment
- Reimage of equipment

- Move equipment
- Remove equipment
- Reassignment of equipment (No technician support provided. Documentation update only)

NOTE: Governor Office of Management and Budget (GOMB) approval must be attached to the Service Request for new desktop / laptop CPUs.

#### 2.3.2.3 Local Printer Request (Submittal Lead Time: 15 days)

This service is applicable for **an employee who needs local (directly connected to an individual PC) printer services** to add or remove a local printer. (Per [State of Illinois Print Management Policy](#), network printers are standard; exception justification is required for local printers).

#### 2.3.2.4 Mainframe Hardware Request (Submittal Lead Time: 5 days)

This service is applicable for **mainframe hardware services**. Use this selection when mainframe hardware service requires an add, change, or removal.

#### 2.3.2.5 Move Hardware Request (Multiple) (Submittal Lead Time: 25 days)

This service is applicable for **multiple employees (up to ten at one location) that require PC equipment (Desktop / Laptop / Monitor, etc.) relocation**.

#### 2.3.2.6 Network Printer Request (Multiple or Single) (Submittal Lead Time: 15 days)

This service is applicable when either **one or multiple networked printers need to be installed** at the same site.

#### 2.3.2.7 Reimage Hardware Request (Multiple) (Submittal Lead Time: 15 days)

This service is applicable for **multiple employees (up to ten at one location) that require reimaging of PC equipment** (Desktop / Laptop).

#### 2.3.2.8 Server Hardware Request (Submittal Lead Time: 10 days)

This service is applicable for **midrange hardware services**. Use this selection when midrange hardware services listed below require add, change, or removal.

- Deployment
- Maintenance and support of the operating system (OS)

#### 2.3.2.9 Storage Hardware Request (Submittal Lead Time: 2 days)

This service is applicable for **midrange storage services**. Use this selection when requesting midrange storage services listed below require add, change, or removal.

- Backup and recovery of storage data
- Authorization to users and advanced access management to provide access to storage
- Monitoring and security scanning for stored files for any potential electronic threat
- Virus protection services for servers managing and accessing the data stored on these storage devices

### 2.3.3 Network (LAN/WAN)

#### 2.3.3.1 Network LAN Request (Submittal Lead Time: 5 days)

This service is applicable for **Local Area Network (LAN) services**. Use this selection when wired or wireless services are needed to provide LAN infrastructures within a building or agency environment enabling data communication among local computing and printing resources within an organization. These services support the infrastructure components and resources beginning where the end device connects into a wall plate.

#### 2.3.3.2 Network Data WAN Request (Submittal Lead Time: 10 days)

This service is applicable for **Wide Area Network (WAN) services**. Use this selection when WAN services are needed to provide configuration of wired or wireless services to WAN infrastructures between buildings or agency's environments enabling data communication among local computing and printing resources within an organization. These services support the infrastructure components and resources by connecting LANs to various hubs allowing access to internet, centralized state computer networks and non-state computer providers.

### 2.3.4 Software

#### 2.3.4.1 Mainframe Software Request (Submittal Lead Time: 5 days)

This service is applicable for **an employee who needs access to mainframe computing services**. Use this selection when mainframe access to access mainframe applications listed below require add, change, or removal.

- BlueZone: Desktop terminal emulator that connects to TN3270 server using a TELNET connection and emulates IBM3270 mainframe terminal. It provides full TN3270E protocols, SSL/TLS connection, printer session functionality, and scripting capabilities
- CA-Scheduler: Provides workload automation of traditional job scheduling encompassing online disciplines, integration with business applications and scheduling based on external events
- CICS: Customer Information Control System is a transaction processing system designed for both online and batch processing activity
- DB2: DoIT operates shared database environments using DB2 in the enterprise data center. State departments access DB2 data using Structured Query Language (SQL) via standard interfaces such as CICS, QMF or call attach. Remote access is also available via middleware products such as DB Connect and QMF for Windows
- DB2 Administration Tool: Automates routine DBA administration tasks including object change management, security, reporting, data movement and placement
- Debug Tool: Used to examine, monitor and control the execution of C, C+ and Cobol programs
- DFSORT: High-performance sort, merge copy, analysis and reporting product
- Fault Analyzer: Helps to identify, analyze and fix the problems associated with failing applications

- File Manager: Toolset for working with mainframe datasets and DBS and CICS data
- Finalist: Finalist is an address cleansing tool used mainly in batch processing. The address file is run through Code 1 and cleansed for mailings. This tool can also be used through interactive processing in CICS
- FTP: File Transfer Protocol is a standard internet protocol for transferring files between computers on the internet over TCP/IP connections.
- FTPS: File Transfer Protocol Secure; SSH is a security protocol for logging onto a remote that provides an encrypted session for transferring files and executing server programs
- IMS: Information Management System is a database and transaction management system that is run on mainframe z/OS .
- ISPF: Interactive System Productivity Facility is a full panel application navigated by keyboard that includes a text editor and browser and functions for locating and listing files and performing other utility functions
- JCL: Job Control Language to manage the production control for mainframe programs
- Language Environment: This provides a common environment for all language environment-conforming high-level language (HLL) products
- Mobius: Comprehensive report-management viewing, archival and print distribution system covering every aspect of report life cycle
- WebSphere MQ: Middleware used for messaging and queuing that enables programs to communicate with each other across a network of unlike components such as processors, subsystems, operating systems and communication protocols
- Netview Access Services: Allows customers to simultaneously log on to multiple applications (CICS, TSO, etc.) without logging on and off
- Omegamon for DB2: Insight is an interactive performance monitor that enables the user to specify a DB2 subsystem to monitor including system summary, active threads, system activity review, user activity review and user activity trace
- QMF: Query Management Facility Enterprise Edition is a reporting interface that allows easy-to-use visual query building that enables users of all skill levels to easily create their own reports accessing DB2
- TSO: Time Sharing Option allows customers to create an interactive session with the mainframe operating systems
- UNIX Systems: UNIX on the mainframe utilizing the Java programming language
- VPS: Mainframe software that provides a total print serving solution for the z/OS environment. Delivers improved efficiency with the flexibility for high volume, high-speed printing from anywhere in the network

#### 2.3.4.2 Server Software Request (*Submittal Lead Time: 10 days*)

This service is applicable for **midrange software services**. Use this selection when midrange software services listed below require add, change, or removal.

- Maintenance and support of the operating system (OS)
- Web server software
- Application server software

#### 2.3.4.3 Software Packaging Request (Submittal Lead Time: 10 days)

This service is applicable for **software packaging services**. Use this selection when individual software files or resources need to be packaged together as a software collection that provides functionality as part of a larger system.

#### 2.3.4.4 Software Request (Multiple or Single) (Submittal Lead Time: 15 days - Std)

This service is applicable for **an employee or multiple employees (up to ten in one location) who needs software service(s)**. Use this selection when you need to add, change, re-assign or remove any of the following services:

- Desktop Software – For complete list and pricing please visit DoIT Website [Desktop Software](#)
- Agency Software Bundles – For a complete list of your agency’s specific bundles, please visit [Agency Software Bundles](#)
- If the software needed does not appear in the list of choices, indicate the name and version of software needed in the Detailed Description of Services Requested.

### 2.3.5 **Agency Specific Applications**

#### 2.3.5.1 Application Request (Submittal Lead Time: see below)

This service is applicable for enterprise business applications that are supported and provided by DoIT. Use this selection when the business applications listed below require add, change, or removal.

- Adobe Reader Extensions Service (Submittal Lead Time: 15 days)
- CPS – Central Payroll System (Submittal Lead Time: 5 weeks)
- Public Key Infrastructure (PKI) Cryptography Services (Submittal Lead Time: 2 days)
- EPASS – Electronic Pay Stub System (Submittal Lead Time: 5 weeks)
- Enterprise Email service option for Priority Disaster Recovery (Submittal Lead Time: 2 days)
- Enterprise Fax Service (Submittal Lead Time: 2 days)
- Enterprise List Server Service (Submittal Lead Time: 2 days)
- eTime – Central Time & Attendance System (Submittal Lead Time: 5 weeks)
- SAP – Enterprise Resource Planning

### 2.3.6 **Support: Need Something Fixed**

#### 2.3.6.1 Report a Problem

This service is applicable for Agency Technology Service Requesters that may be the point of contact for users reporting a problem. An incident record is needed if an existing component or function is no longer working or is degraded in quality (i.e. something is broken and in need of repair).

Note: Not all agencies use their Agency Technology Service Requesters to report IT related problems. Please follow respective agencies’ current practices.

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 Agency Technology Service Requester will be required to submit a service request for equipment replacement.

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

## 3 Escalation Process

### 3.1 Service Request

1. An Agency Business Representative may email [DoIT.ESR.AllAgencies@illinois.gov](mailto:DoIT.ESR.AllAgencies@illinois.gov) or call the IT Service Desk (ITSD) and ask to speak to the IT Service Processing Manager to initiate an escalation. The email should contain supporting documentation for escalation.
2. Send email to:
  - [DoIT.ESR.AllAgencies@illinois.gov](mailto:DoIT.ESR.AllAgencies@illinois.gov)
  - Flag email as high priority (!)
  - Subject: Escalation Request – REQ Ticket #
3. Provide the Remedy Service Request number (if known).
4. Provide justification or business need for the escalation.
5. The IT Service Processing team creates a work log entry including the provided information.
6. The IT Service Processing team contacts the DoIT Services team / technician to notify them of the escalation.
7. The assigned DoIT Services team / technician contacts the customer with an update and an estimated time of completion.
8. The Business Representative may follow-up with the IT Service Processing Manager or email [DoIT.ESR.AllAgencies@illinois.gov](mailto:DoIT.ESR.AllAgencies@illinois.gov) if the DoIT Services team / technician does not respond or make an onsite visit by the projected ETA for completion.
9. If no response, the IT Service Processing Manager escalates to the next level of DoIT Management.

### 3.2 Incident Request

1. An Agency End User may email [DoIT.Helpdesk@illinois.gov](mailto:DoIT.Helpdesk@illinois.gov) or call the IT Service Desk (ITSD) to initiate an escalation. The email should contain supporting documentation for escalation.
2. Send email to:
  - [DoIT.Helpdesk@illinois.gov](mailto:DoIT.Helpdesk@illinois.gov)
  - Flag email as high priority (!)
  - Subject: Escalation Request – REQ Ticket #
3. Provide the Remedy Incident number (if known).
4. The ITSD team creates a work log entry including the provided information.

5. The ITSD team contacts the DoIT Services team / technician to notify them of the escalation.
6. The assigned DoIT Services team / technician contacts the Customer with an update and an estimated time of completion.
7. The Agency End User may follow-up with the ITSD Manager or email [DoIT.Helpdesk@illinois.gov](mailto:DoIT.Helpdesk@illinois.gov) if the DoIT Services team / technician does not respond or make an onsite visit by the projected ETA for completion.
8. If no response, the ITSD Manager escalates to the next level of DoIT Management.



## **4 Checking Status – Service Requests or Incidents**

### **4.1 Service Request**

1. Send email to [DoIT.ESR.AllAgencies@illinois.gov](mailto:DoIT.ESR.AllAgencies@illinois.gov)
2. Include Remedy ticket number.
3. Request the most recent status update from the Remedy activity log or DoIT Services team / technician.
4. If you do not receive a response within a reasonable timeframe, contact the ITSD and ask to speak to a manager.
5. Ask the IT Service Processing Manager to track down a status and/or escalate if needed.

### **4.2 Incidents**

1. Call the IT Service Desk or send email to [DoIT.HelpDesk@illinois.gov](mailto:DoIT.HelpDesk@illinois.gov)
2. Provide the ITSD agent the Remedy ticket number (if known).
3. Request the most recent status update from the Remedy activity log.
4. Request to be contacted by the assigned DoIT Services team / technician if the work log is not current.
5. If the assigned DoIT Services team / technician does not respond within a reasonable timeframe, contact the ITSD and ask to speak to a manager.
6. Ask the ITSD Manager to track down a status and/or escalate if needed.

## 5 Contact Information – Escalations and Complaints

IT Service Processing Manager (Service Requests)

Jill Pence

[Jill.Pence@illinois.gov](mailto:Jill.Pence@illinois.gov)

O: 217.557.8000

IT Help Desk Supervisor (Incidents)

Monica Houston

[Monica.Houston@illinois.gov](mailto:Monica.Houston@illinois.gov)

O: 217.524.4623

C: 217.725.4818

IT Service Desk Manager (Incidents)

Liz McComb

[Liz.Mccomb@illinois.gov](mailto:Liz.Mccomb@illinois.gov)

O: 217.782.1490

C: 217.685.9898

Chief Customer Service Officer (Service Requests and Incidents)

Amy Gentry

[Amy.E.Gentry@illinois.gov](mailto:Amy.E.Gentry@illinois.gov)

O: 217.782.0781

C: 217.720.3857

## 6 Additional Information

Link to DoIT Policies:

<https://www2.illinois.gov/sites/doi/support/policies/Pages/default.aspx>

Link to Managing Passwords:

<https://www2.illinois.gov/sites/doi/support/Pages/Manage-Passwords.aspx>

Link to Training Videos:

<https://www2.illinois.gov/sites/doi/services/order/ITcoord/Pages/default.aspx>

Link to Desktop Software:

<https://www2.illinois.gov/sites/doi/products/Pages/Desktop-Software.aspx>

Link to Agency Software Bundles:

<https://doi.portal.illinois.gov/cto/euc/Lite%20Touch%20Applications%20and%20Bundles/layouts/15/start.aspx#/Shared%20Documents/Forms/AllItems.aspx>

Link DoIT Customer Registration (Technology Coordinators):

[https://www2.illinois.gov/sites/doi/services/order/ITcoord/Documents/DoIT\\_Customer\\_Registration\\_Form.pdf](https://www2.illinois.gov/sites/doi/services/order/ITcoord/Documents/DoIT_Customer_Registration_Form.pdf)

Guidelines for Ordering Desktop/Laptop Software:

[https://www2.illinois.gov/sites/doi/services/catalog/Documents/Guidelines\\_for\\_Ordering\\_PC\\_Software.pdf](https://www2.illinois.gov/sites/doi/services/catalog/Documents/Guidelines_for_Ordering_PC_Software.pdf)