



Agency Technology Service Requester Role

November 2019





Panelists

Jill Pence

DoIT IT Service Processing Manager

Liz McComb

DoIT IT Service Desk Manager

Amy Gentry

DoIT Chief Customer Officer



Frequency of group engagement

- **Quarterly meetings**
- **Face-to-Face and WebEX**



Meeting Mission

- 1. Share new and/or future developments**
 - **Operational changes**
 - **New service offerings**
- 2. Provide status**
 - **Existing issues**
 - **On-going developments**
- 3. Socialize Best Practices, FAQs, and Tips**
- 4. Topic of the Day**
- 5. Questions/Issues (group input)**



Developments

Revised Guide

<https://www2.illinois.gov/sites/doit/services/order/ITcoord/Documents/ATSR-Guide.pdf>

- Obtaining DoIT Assistance
- Service Offerings
- Lead Times
- Escalation Process
- Status Updates



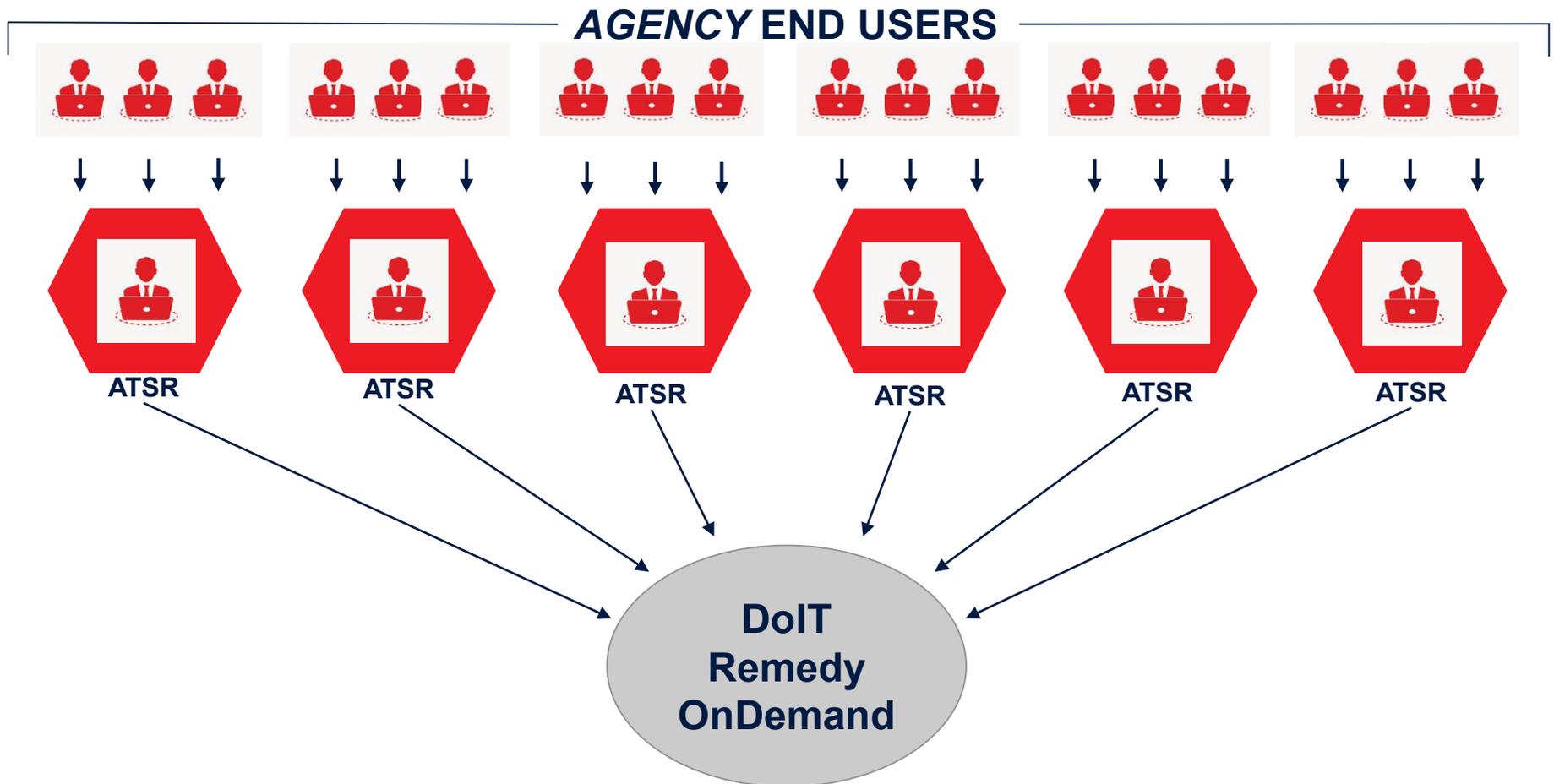
Issue

Understanding service transactions types
and
Understanding submittal process

Service Request

To receive a new component or function, change an existing component or function, or disable/delete an existing component or function)

Contact a designated Agency Technology Service Requester (ATSR)



Incident/Problem

To obtain assistance for an existing component or function that is no longer working or is degraded in quality (i.e. something is broken and in need of repair)

Call the DoIT Help Desk or Access DoIT Report a Problem website

AGENCY END USERS



Call the DoIT Helpdesk

Springfield: 217-524-DoIT (217-524-3648) / Chicago: 312-814-DoIT (312-814-3648)

OR

Access DoIT Report a Problem website

<https://www2.illinois.gov/sites/doit/support/Pages/ReportAProblem.aspx>

Click on Help Desk icon





Issue

Understanding ticket types within Remedy



Ticket Types

Customer

Request
(REQ)

DoIT
Support

Service
Request/Work Order
(WO)

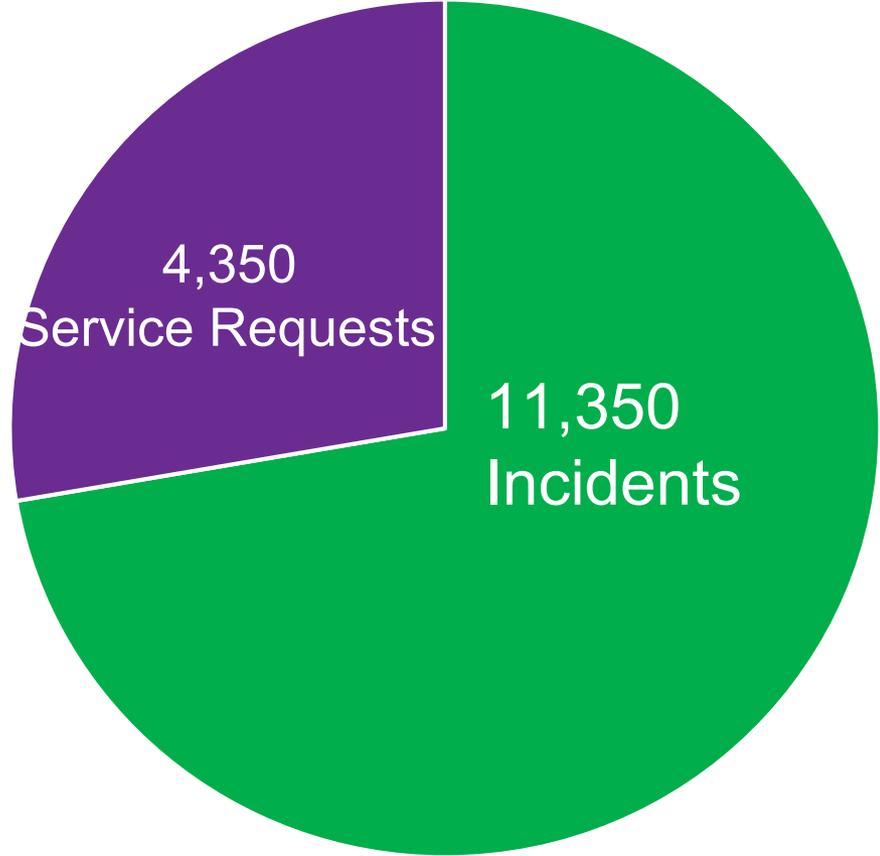
Incident/Problem
(INC)





Perspective Level Set

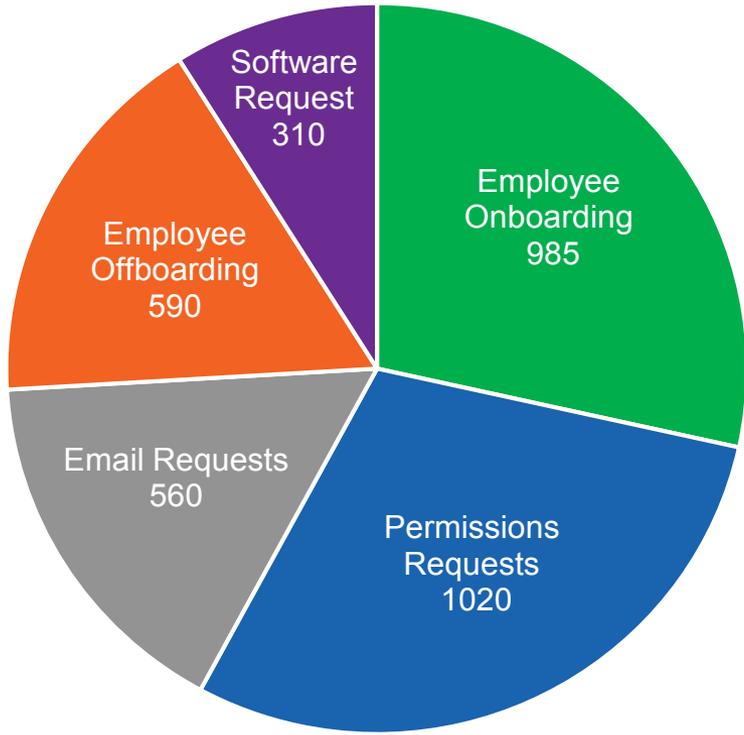
Average Monthly Transaction Total
15,700





Top 5 Service Requests

Monthly Service Requests





We are REBRANDING

IT Coordinator

Agency Technology
Service Requester
(ATSR)



Background

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 has *unique needs and budget guidelines* that must be considered when both requesting and delivering service.

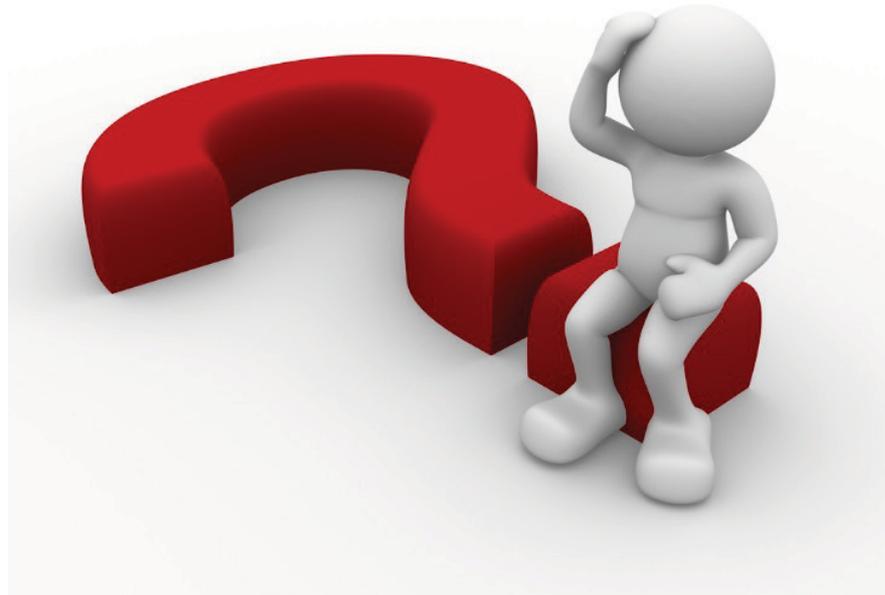
To ensure appropriate fiscal awareness and approval of requests DoIT requires that each agency *designate a minimum of one Agency Technology Service Requester* with *sufficient agency specific knowledge and spending authority to fulfill the responsibilities* as defined under “Agency Technology Service Requester Responsibilities”.

Agency Technology Service Requesters serve as an *authorized ordering/spending entity* for DoIT technology products and services.



ATSR 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*.
- Assist DoIT in maintaining *up-to-date inventory records* of Agency IT equipment (via submittal of service requests for adds, moves, and changes).
- 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).



Contact Info

DoIT IT Service Processing Manager, Jill Pence

Jill.Pence@Illinois.gov

217-557-8000