Grossmont-Cuyamaca
Community College District

Process for Requesting Services by Enterprise Systems

When is a Service Request Form needed to be submitted?

- When requesting to modify the code of existing systems.
- When requesting configuration changes that will require testing in lower environments and a migration to Production.
- When requesting new functionality.
- When requesting a new report or query.
- When requesting a new email.
- When bug fixes require code changes.
- When bug fixes will take more than a day to resolve.
- When a project requires coordination with IS Operations or Network Services.
- When requesting integration with a third party product. *
- When a project requires coordination with outside vendors.

* Note: Before purchasing a third-party software or service, the request must be approved by the Technology Coordinating Council.

When is a Service Request Form NOT needed?

- For quick bug fixes.
- For small configuration changes.
- When the work is a standard process routinely done by IT.
- When the work can be accomplished in a single day and….
    - Does not need testing in lower environments and a migration to Production.
    - Does not need coordination with outside vendors, IS Ops or Network Services.

How is the Service Request Form submitted?

1. Use the Service Request Form provided by the Enterprise Systems team. Anyone in ES can provide the form.
2. Provide all the details indicated on the form.
3. Note that if you do not have a hard deadline, only provide a "Desired Date" and leave the "Hard Deadline Date" blank.
4. Provide as much detail as possible to clearly describe the requirements.
5. Include example cases, screenshots, flow charts, or other supporting detail as appropriate.
6. The request must be approved by an Associate Vice Chancellor, Vice President, or higher level executive.
7. Email the form and supporting documents to the Director of Enterprise Systems (Pam).

What happens after a Service Request Form is submitted?

- The ES Director will:
    - Add the project to the ES Active Project List.
    - Determine the priority order and timing for the work to begin.

    - This will be reviewed and approved of by the AVC of Information Services (Kerry) and the appropriate business executive – Educational Services (Eric), HR (Nashona), or Business Services (Sahar).
  - Assign the project to an ES team member as the IT Project Manager.

- The IT Project Manager assigned will:
  - Notify the parties involved in the request that he or she has been assigned the project.
  - Communicate the planned completion date.
  - Communicate with the Functional Contact to:
    - Ask for any clarifications.
    - Set a date for a requirements review meeting.
  - Start a project folder on the R drive.
  - Start a Joint project folder on the M drive (if files are expected to be shared with the functional team).
  - Begin to draft the Functional Specifications document.