

How do I request Information Systems Services with the IT Service Portal?

Technology Solution Request (TSR):

IT Professional Services/Consulting and Advising/Technology Solution Request

TSRs should be submitted prior to evaluating, procuring or renewing any software. Additionally a TSR must be submitted for development or implementation of any new technology.

NOTE: This is **not** required for requesting changes to a central application managed by IT. *See Request Change to Application.*

Request Change to Application (RCA):

Administrative & Business/<Select System>/Request Change to Application

RCAs should be submitted to request a modification to how the application works or an update to one of the central applications. This can be creation of new functionality or modifications to existing functionality.

Issues: Report a Production Issue

IT Professional Services/Enterprise Systems/Report a Production Issue

Report a Production Issue for the selected system is used to report when the application is not functioning as designed or is returning errors.

NOTE: This option is **not** for use in requesting changes to the application.

Issues: Request System-Specific Research

IT Professional Services/Enterprise Systems/Technical Research Request

A *Request System-Specific Research* request is required to request Information System support in researching functionality in the selected system or detailed investigation of how the system is processing information.

Ask a Question

Administrative & Business/<Select System>/Ask a Question

Ask a Question about the selected system - typically a simple question that can be answered quickly.

NOTE: This is **not** intended to be used for requesting detailed research about functionality in the system. *See Technical Research Request.*

Report an Issue

Administrative & Business/<Select System>/Report an Issue

Report an issue for the selected system is used to report issues experienced by more casual users that can typically be answered by the IT Help Desk. An example would be inability to log in to the system.

NOTE: This option is **not** for use in reporting production issues or requesting changes to the application.

Reporting

Administrative & Business/<Select System>/Reporting

Reporting requests are required to request a new query or changes to an existing query that is managed by Information Systems.

Request Access

Administrative & Business/<Select System>/Request Access

The *Request Access* forms are used to request access to the selected system. These requests may be new access or changes or deletion of existing access.

Request Application Security

Administrative & Business/<Select System>/Request Application Security

These requests are for changes to a permission list or role(s). Requested changes typically are for multiple users and not specific to the access of an individual user.

NOTE: This request is used by data managers and their delegates.