

## Management System: Information Resource Management

## Subject Area: Computer Systems Management

## Procedure: IT Service Request

**Issue Date and  
Revision Number:**  
09/17/15      1

**Lead Subject Matter Expert:**  
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### 1.0 Applicability

This procedure applies to all Environmental Management Consolidated Business Center (EMCBC) Federal and contract employees with access to the EMCBC Intranet.

### 2.0 Required Procedure

The purpose of this procedure is to establish the process for requesting Information Technology (IT) support using the IT Service Request located on the EMCBC Intranet.

<b>Step 1</b>	From the EMCBC Services page, user selects “IT Tickets” tab
<b>Step 2</b>	Select “New Ticket” and complete the required fields
<b>Step 3</b>	Select Primary Category from the drop-down menu <ul style="list-style-type: none"> <li>• If there is not an item on the drop-down menu that describes your issue, please select Other</li> </ul>
<b>Step 4</b>	Select Secondary Category from the drop-down menu <ul style="list-style-type: none"> <li>• If there is not an item on the drop-down menu that describes your issue, please select Other</li> </ul>
<b>Step 5</b>	Add information to Task Description as necessary
<b>Step 6</b>	When ticket is complete, select Submit Ticket
<b>Step 7</b>	An automated Email will be generated showing what technician the ticket was assigned to, the Ticket ID, and the date it was created
<b>Step 8</b>	An automated Email will be generated when the ticket has been updated and/or closed showing the completion date and a Closing Ticket Message from the technician (if applicable).

### 3.0 References – Forms/Attachments/Exhibits

#### 3.1 References

- None

#### 4.0 Records Generated

Records generated through implementation of this procedure are identified as follows, and are maintained by the Office of Information Management in accordance with the EMCBC Organizational File Plan:

<b>Records Category Code</b>	<b>Records Title</b>	<b>Responsible Organization</b>	<b>QA Classification  (Lifetime, Non-Permanent or N/A)</b>
DAA-GRS-2013-0005-0004	Information Technology Operations and Maintenance Records - IT Service Request	Office of Information Management	N/A

**EMCBC RECORD OF REVISION****DOCUMENT TITLE: IT Service Request**

If there are changes to the controlled document before the two-year review cycle, the revision number stays the same; one of the following will indicate the change:

**I** Placing a vertical black line in the left margin adjacent to sentence or paragraph that was revised; or

**I** Placing the words GENERAL REVISION at the beginning of the text. This statement is used when entire sections of the document are revised.

If changes and updates occur at the two-year review cycle, the revision number increases by one.

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<b>Rev. No.</b>	<b>Description of Changes</b>	<b>Revision on Pages</b>	<b>Date</b>
0	New format	All	11/01/12
1	Changed procedure for completing IT service request	1	9/17/15
	Updated file code	2	