



ILLINOIS DEPARTMENT OF INNOVATION & TECHNOLOGY

Agency Technology Service Requester/Submitter 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>

Contents

| | |
|--|------------|
| Chapter 1 Agency Technology Service Requester (ATSR) Designation and Responsibilities | 1-1 |
| Agency Technology Service Requester Designation | 1-1 |
| Agency Technology Service Requester Responsibilities | 1-1 |
| Chapter 2 Obtaining DoIT Assistance | 2-1 |
| IT Service Request Process..... | 2-1 |
| Chapter 3 ServiceNow Business Service Catalog Structure | 3-1 |
| Basic Information for Service Requests | 3-2 |
| Chapter 4 ServiceNow Business Service Catalog Items..... | 4-1 |
| Category: Infrastructure | 4-1 |
| <i>SubCategory:</i> Network | 4-1 |
| <i>SubCategory:</i> Storage..... | 4-1 |
| Category: Mobile Apps | 4-1 |
| Category: Web Services | 4-1 |
| Category: Hardware..... | 4-2 |
| <i>SubCategory:</i> Desktop..... | 4-2 |
| <i>SubCategory:</i> Laptop..... | 4-2 |
| <i>SubCategory:</i> Monitor..... | 4-2 |
| <i>SubCategory:</i> PC Accessories | 4-3 |
| Category: Software | 4-4 |
| <i>SubCategory:</i> Desktop/Laptop..... | 4-4 |
| Category: Support and assistance | 4-4 |
| <i>SubCategory:</i> Report an issue | 4-5 |
| Category: Applications..... | 4-5 |
| Category: Access/Permissions | 4-5 |
| <i>SubCategory:</i> Email | 4-6 |
| <i>SubCategory:</i> Network..... | 4-6 |
| <i>SubCategory:</i> Remote Access..... | 4-6 |
| <i>SubCategory:</i> Mainframe | 4-6 |
| <i>SubCategory:</i> O365 | 4-7 |
| <i>SubCategory:</i> Data Analytics | 4-7 |
| Category: Services..... | 4-7 |

| | |
|---|------------|
| <i>SubCategory</i> : Hardware Relocation | 4-8 |
| <i>SubCategory</i> : Hardware Reassignment..... | 4-8 |
| <i>SubCategory</i> : Hardware Reimage | 4-8 |
| <i>SubCategory</i> : Hardware Change | 4-8 |
| <i>SubCategory</i> : Printer Install | 4-8 |
| Category : Other | 4-8 |
| <i>SubCategory</i> : General | 4-8 |
| Chapter 5 Guided Tours | 5-1 |
| Chapter 6 Escalation Process | 6-1 |
| Service Requests | 6-1 |
| Incident Request | 6-1 |
| Chapter 7 Checking Status – Service Requests or Incidents | 7-1 |
| Service Request..... | 7-1 |
| Incidents..... | 7-1 |
| Chapter 8 Contact Information – Escalations and Complaints | 8-1 |
| Chapter 9 Additional Information | 9-1 |

Chapter 1

Agency Technology Service Requester (ATSR) Designation and Responsibilities

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 [ATSR/Submitter Designation](#) catalog item located in ServiceNow.

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).

NOTE: There is a Submitter role that can be designated by Agencies. The Submitter role allows an Agency staff person to submit the request for the Agency. A designated ATSR must then review and approve Submitter IT service requests within the agency.

Chapter 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

IT Service Request Process

Agencies obtain services (e-mail, security, software, personal computing, etc.) by submitting requests through [ServiceNow](#). The request fulfillment process is comprised of the following activities.

1. The end user (or supervisor) notifies the Agency Technology Service Requester/Submitter of a service need.
2. The Agency Technology Service Requester/Submitter creates a Service request through the ServiceNow Business Service catalog. If an ATSR opens the request, the request will automatically be approved.
3. If a request is opened by a Submitter, an Agency Technology Service Requester

will approve the service request through ServiceNow. By approving the request, the Agency Technology Service Requester gives authorization for these services to be rendered and billed to the agency.

4. Tasks are assigned to DOIT Services team(s) using built-in workflow, designed for each catalog item.
5. Upon completion, the DoIT Service team closes the request. Upon closure, ServiceNow automatically notifies the Agency Technology Service Requester/submitter, task coordinator, and customer (Requested for) identified in the request.

Chapter 3 ServiceNow Business Service Catalog Structure

Requests for Service are submitted via ServiceNow via the following service portal link:

- <https://illinoisgov.service-now.com/sp>

The screenshot shows the ServiceNow Business Service Catalog interface. The breadcrumb navigation at the top reads: Home > All Catalogs > Business Service Catalog > Hardware > Desktop. A search bar is located on the right. On the left, a navigation tree is displayed with the following structure:

- Catalogs (Business Service Catalog)
- Categories
 - Infrastructure
 - Network
 - Storage
 - Web Services
 - Hardware
 - Desktop (selected)
 - Laptop
 - Monitor
 - PC Accessories
 - Software
 - Support and assistance
 - Applications
 - Access/Permissions
 - Services
 - Other

On the right, a table lists desktop items:

| Item | Description | Price |
|----------------------|---|------------|
| HP High End Desktop | HP ProDesk 600 - 16GB RAM, 512GB SSD | \$1,120.00 |
| HP Technical Desktop | HP ProDesk 400 - 8GB RAM, 500 Storage | \$569.00 |
| HP Thin Client | HP Thin Client t540 - 4GB RAM, 16GB Flash Storage | \$266 |
| Non-Standard Desktop | Request to order a non-standard desktop computer not currently offered within the Business Catalog. | |

Annotations in the image include:

- Catalog name:** Points to the 'Business Service Catalog' dropdown.
- Category:** Points to the 'Hardware' category in the tree.
- Sub-Category:** Points to the 'Desktop' sub-category in the tree.
- Catalog Item:** Points to the 'HP High End Desktop' item in the table.
- Click on the + sign to expand the category:** Points to the expand icon next to the 'Software' category in the tree.

Within each catalog item, templates are available for requesting desired services.

Click on the desired catalog item and a series of qualifying questions will be presented. Completeness and quality of response is critical to satisfactory fulfillment of the Service request.

Basic Information for Service Requests

The following standard questions are asked in all catalog items:

The screenshot shows a form titled "Request Information" with the following fields:

- Opened by**: A dropdown menu with an information icon.
- * Requested For Agency**: A dropdown menu.
- Requested for**: A dropdown menu.
- Email address**: A text input field.
- Location**: A dropdown menu with an information icon.
- Business phone**: A text input field.
- Mobile phone**: A text input field.

Request Information:

- The *Opened by* field is pre-populated with the Agency Technology Service Requester's (ATSR) information or Submitter information.
- The *Requested For Agency* is the Agency requesting the service.
- *Requested for* field is the name of the service recipient. The Email address, Location, Business phone and Mobile phone will be populated once Requested for is selected.
- **NOTE:** If service recipient is not found in the drop-down list, then choose the generic Agency User (i.e. DOIT User). This will prompt for Guest User Details to be completed with service recipient information.

Guest User Information – If using generic Agency User, completing the Guest User 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).

Important Reminder: All Employee Onboarding requests should use the generic Agency User in the Requested for field

Agency info

Requested by Agency

Debit Code

* Select a Billing Code

Agency Tracking Number

Billing code

Agency info:

Requested by Agency will be populated with the Agency name associated with the ATSR/Submitter requesting services.

Select a Billing Code- Select Agency specific cost center (Required)

Debit Code – Agency billing/budget code. (Optional)

Billing Code – Billing code will be populated once you Select a Billing Code

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

Task Coordinator Name

Task Coordinator Telephone

Task Coordinator Email

Task Coordinator Agency

Task Coordinator:

Task Coordinator Name - 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). Once a *Task Coordinator Name* is chosen from drop-down list, *Task Coordinator Telephone*, *Task Coordinator Email* and *Task Coordinator Agency* will be populated.

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 minimalize follow-up questions.

When all questions have been answered, submit the request. Once the request is submitted, a summary of the request with REQ number will be provided.

Chapter 4 ServiceNow Business Service Catalog Items

Catalog items are presented in the Business Service Catalog under the following Categories/Subcategories:

Category: Infrastructure

| Catalog Item Name | Short Desc | Lead Time: |
|-----------------------|---|------------|
| SQL Database Services | Perform database services (Create, Delete, Change, Backup, Restore) | 15 days |

SubCategory: Network

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------------|--------------------------------|------------|
| Network LAN Wireless (WiFi) | Network LAN Wireless (WiFi) | 5 days |
| Network LAN Connectivity Wired | Network LAN Connectivity Wired | 10 days |

SubCategory: Storage

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|----------------------|------------|
| Storage Hardware request | Server storage space | 5 days |

Category: Mobile Apps

| Catalog Item Name | Short Desc | Lead Time: |
|-------------------|--|------------|
| Mobil App Request | Request for mobile app to be available for download to Mobile Devices. | 5 days |

Category: Web Services

| Catalog Item Name | Short Desc | Lead Time: |
|---|---|------------|
| Adobe Experience Manager (AEM) Websites | Create, Modify, Migrate or Decommission a website | 90 days |

Category: Hardware

SubCategory: Desktop

| Catalog Item Name | Short Desc | Lead Time: |
|----------------------|---|------------|
| HP High End Desktop | HP ProDesk 600 - 16GB RAM, 512GB SSD | 30 days |
| HP Technical Desktop | HP ProDesk 400 - 8GB RAM, 500 Storage | 30 days |
| HP Thin Client | HP Thin Client t540 - 4GB RAM, 16GB Flash Storage | 30 days |
| Non-Standard Desktop | Request to order a non-standard desktop computer not currently offered within the Business Catalog. | 90 days |

SubCategory: Laptop

| Catalog Item Name | Short Desc | Lead Time: |
|----------------------------|---|------------|
| Lenovo Executive Laptop | Lenovo T14 Laptop - 16GB RAM, 256GB SSD | 30 days |
| Lenovo Professional Laptop | Lenovo L15 Laptop - 16GB RAM, 256GB SSD | 30 days |
| Microsoft Surface Pro | Microsoft Surface Pro - 8GB RAM, 256GB SSD | 30 days |
| Microsoft Surface Pro LTE | Microsoft Surface Pro 7+ LTE - 16GB RAM, 256GB SSD | 30 days |
| Apple Macbook Pro | Apple Macbook Pro - 8GB RAM, 128GB SSD | 30 days |
| Non-Standard Laptop | Request to order a non-standard laptop computer, such as a rugged laptop or device not currently offered within the Business Catalog. | 90 days |

SubCategory: Monitor

| Catalog Item Name | Short Desc | Lead Time: |
|-------------------|---------------------------------|------------|
| HP 22" Monitor | Request to Order HP 22" Monitor | 30 days |
| HP 24" Monitor | Request to Order HP 24" Monitor | 30 days |

SubCategory: PC Accessories

SubCategory 2: Docking Stations

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|------------------------------------|-------------------|
| Lenovo Docking Station | Lenovo Thinkpad USB-C dock | 30 days |
| Microsoft Surface Dock | Microsoft Surface Docking Station | 30 days |
| MacBook Docking Station | Order MacBook Pro Thunderbolt Dock | 30 days |

SubCategory 2: Keyboards & Mice

| Catalog Item Name | Short Desc | Lead Time: |
|------------------------------|---|-------------------|
| Microsoft Surface Type Cover | Request to Order Microsoft Surface Pro Type Cover | 30 days |
| Apple Magic Keyboard | Request to Order New Apple Magic Keyboard | 30 days |
| Wireless Keyboard & Mouse | Request to Order Wireless Keyboard & Mouse | 30 days |
| Wired Keyboard & Mouse | Request to Order Wired Keyboard & Mouse | 30 days |
| Microsoft Surface Arc Mouse | Request to Order Microsoft Surface Arc Mouse | 30 days |
| HP USB Wireless Mouse | Request to Order HP USB Wireless Mouse | 30 days |
| Apple Magic Mouse | Request to Order Apple Magic Mouse | 30 days |
| Microsoft Bluetooth Mouse | Request to Order Microsoft Bluetooth Mouse | 30 days |

SubCategory 2: Other Items

| Catalog Item Name | Short Desc | Lead Time: |
|-------------------------------|--|-------------------|
| Microsoft Surface Pen | Request to Order New Microsoft Surface Pen | 30 days |
| Apple Pencil | Request to Order an Apple Pencil | 30 days |
| Logitech HD Webcam | Request to Order Logitech HD Webcam | 30 days |
| Rugged Case for Surface Pro | Request to Order UAG Rugged Case for Surface Pro | 30 days |
| Sleeve for Surface or MacBook | Request to Order New Macbook/Surface Sleeve | 30 days |
| Don't see it listed? | Don't see the hardware you need? Check Here! | 30 days |

Category: Software

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------------------|---|-------------------|
| Mass Distribution Software Packaging | Request to package software for mass distribution | 15 days |

SubCategory: Desktop/Laptop

| Catalog Item Name | Short Desc | Lead Time: |
|---------------------------|---|-------------------|
| End User Software Request | Request to add, modify or remove software from one or more computers. | 30 days |

Category: Support and assistance

| Catalog Item Name | Short Desc | Lead Time: |
|----------------------------|--|-------------------|
| ATSR/Submitter Designation | ATSR/Submitter Designation (Add, Modify, Remove) | 7 days |
| Report a Lost/Stolen Asset | Report a lost or stolen state asset | |

SubCategory: Report an issue

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|---|-------------------|
| Create Incident | Create an Incident record to report and request assistance with an issue you are having | N/A |

Category: Applications

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|---|-------------------|
| Application Deployment | Deploy applications to .net servers or WebSphere for Production or QA environment | 5 days |
| Okta Application Request | Request that an application be added to the Okta Portal for Single Sign-on (SSO) | 30 days |

Category: Access/Permissions

| Catalog Item Name | Short Desc | Lead Time: |
|-------------------------------|--|---|
| Employee Offboarding | This service is applicable for an employee who is leaving the Agency | 5 days (no equipment) 10 days (with equipment) |
| Employee Onboarding | This service is applicable for a new or transferring employee | 5 days (no equipment) 10 days (with equipment) |
| Non-Illinois.gov SAP Request | Access to the SAP ERP Finance solution | 2 days |
| Unix User Access | Add/Modify UNIX access | 5 days |
| External Illinois.gov account | External Illinois.gov account request | 2 days |
| Elevated Rights | Request for elevated rights (WA, SA, High Flex) | 10 days |

SubCategory: Email

| Catalog Item Name | Short Desc | Lead Time: |
|------------------------------|--|-------------------|
| Collaborative Email Tools | Additional Outlook Resources | 5 days |
| Network/Email Account Change | Name Change for email, network account or application. Request to disable/enable a network or email account. | 2 days |
| RightFax Services | eFax Hosting Service | 2 days |

SubCategory: Network

| Catalog Item Name | Short Desc | Lead Time: |
|------------------------------|---|-------------------|
| Employee Internet Access | Internet Access | 2 days |
| Employee Security Group | Security Group Access | 2 days |
| Network/Email Account Change | Name Change for email, network account or application | 2 days |
| Shared Folder/File or Drive | Access to a shared drive or folder | 2 days |

SubCategory: Remote Access

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|-------------------|-------------------|
| Remote Access | Remote Access | 2 days |

SubCategory: Mainframe

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| Mainframe RACF Access | Mainframe RACF (TSO/IMS) account – Add, Modify or Remove Account or Request Dataset Access | 10 days |

SubCategory: 0365

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------------|---|-------------------|
| Microsoft Bookings Request | Request a new Bookings Site, add owners, or delete an existing one. | 5 days |
| Microsoft Stream Request | Request access to Stream, create Groups, or Add users | 5 days |
| Request a SharePoint Site | Request a new SharePoint Site | 2 days |
| Request a Team | Request a new Microsoft Team Site | 5 days |
| Legacy SharePoint Site Request | Use to make changes to existing Legacy SharePoint Sites or create new ones. | 2 days |

SubCategory: Data Analytics

| Catalog Item Name | Short Desc | Lead Time: |
|-------------------------------|---|-------------------|
| IBM Cloud Pak for Data (CP4D) | Request Access to IBM Cloud Pak for Data (CP4D) | 2 days |
| Tableau Server Request | Request Access to Tableau Server | 2 days |

Category: Services

| Catalog Item Name | Short Desc | Lead Time: |
|-----------------------------------|--|---|
| Employee Onboarding | This service is applicable for a new or transferring employee | 5 days (no equipment) 10 days (with equipment) |
| Employee Offboarding | This service is applicable for an employee who is leaving the Agency | 5 days (no equipment) 10 days (with equipment) |
| Vulnerability Remediation Process | Method for agencies to submit approvals to have system/application patches applied | 90 days |

SubCategory: Hardware Relocation

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|---|-------------------|
| Move Computer Hardware | Request for Relocation of Computer Hardware Retired: June 1, 2023 | 30 days |

SubCategory: Hardware Reassignment

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| Hardware Reassignment | Request to reassign hardware assets to agency staff. | 2 days |

SubCategory: Hardware Reimage

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| Reimage Computer | Request the reimaging of one or more computers Retired: June 1, 2023 | 5 days |

SubCategory: Hardware Change

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| Modify Computer Hardware | Modify computer hardware with options to move, reimage, add software, and reassign | 5 days |

SubCategory: Printer Install

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| Local Printer Request | Request to Add, Change or Remove a Local Printer | 30 days |
| Network printer request | Request to Add, Change or Remove a Network Printer | 45 days |

Category: Other

SubCategory: General

| Catalog Item Name | Short Desc | Lead Time: |
|--------------------------|--|-------------------|
| General Request | To be used when no other item in the catalog provides the required service | 10 days |

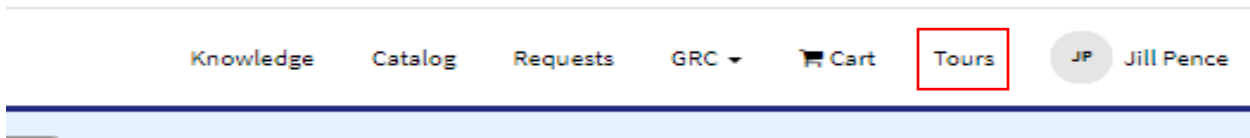
Specific details of service offering attributes are available at:

<https://ilgov.sharepoint.com/sites/DoITSMP/SitePages/Data-Dictionary.aspx>

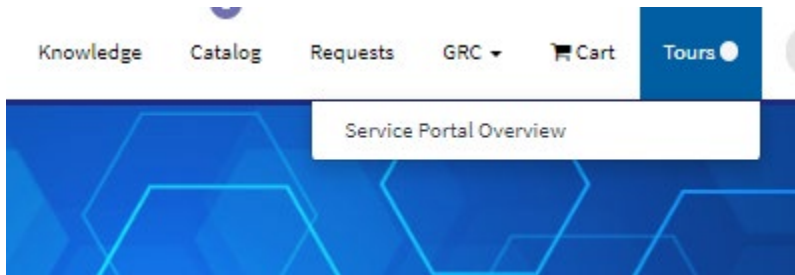
Chapter 5 Guided Tours

ServiceNow Guided Tours are on-screen live tours or tutorials. Guided Tours help train users with built-in guidance and visual cues to show how to use the catalog item forms and how to navigate the service portal. Guided Tours can be found in the upper right-hand corner on the DOIT Service Portal.

<https://illinoisgov.service-now.com/sp>



By clicking on Tours, you will see a listing of available tours.



Available Guided Tours:

1. Service Portal Overview

****NOTE:** This listing is a work-in-progress and will be updated frequently.

Chapter 6 Escalation Process

Service Requests

1. An Agency Chief Information Officer (CIO) or Agency Business Representative may email 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
 - Flag email as high priority (!)
 - Subject: Escalation Request – REQ Ticket #
3. Provide the ServiceNow (REQ) 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 marks the request as escalated and ServiceNow will generate a system email notifying DOIT technicians of 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 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.

Incident Request

1. An Agency End User may email 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
 - Flag email as high priority (!)
 - Subject: Escalation Request – REQ Ticket #
3. Provide the ServiceNow 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 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.

Chapter 7 Checking Status – Service Requests or Incidents

Service Request

1. Send email to DoIT.ESR.AllAgencies@illinois.gov
2. Include ServiceNow request ticket number.
3. Request the most recent status update from the ServiceNow 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.

Incidents

1. Call the IT Service Desk or send email to DoIT.HelpDesk@illinois.gov
2. Provide the ITSD agent the ServiceNow ticket number (if known).
3. Request the most recent status update from the ServiceNow 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.

Chapter 8 Contact Information – Escalations and Complaints

IT Service Processing Manager (Service Requests)

Jill Pence

Jill.Pence@illinois.gov

O: 217.557.8000

IT Service Desk Manager (Incidents)

Liz McComb

Liz.Mccomb@illinois.gov

O: 217.782.1490

C: 217.685.9898

Chief Customer Service Officer (Service Requests and Incidents)

Beth Pruitt

Beth.Pruitt@illinois.gov

O: 217.558.7129

C: 217.993.1441

Service & Quality Assurance Manager

Melissa Camille

Melissa.Camilee@illinois.gov

O: 217.557.9400

C: 217.494.8794

Chapter 9 Additional Information

Link to DoIT Policies:

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