



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	4-9
<i>SubCategory</i> : General	4-9
Chapter 5 Guided Tours	5-1
Chapter 6 Escalation Process	6-1
Escalations.....	6-1
Standard Escalation Process	6-1
Chapter 7 Checking Status – Service Requests or Incidents	7-1
Service Request.....	7-1
Incidents.....	7-1
Chapter 8 Contact Information – Customer Service Management Team	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 displays 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 pane shows a tree structure of categories and sub-categories. Annotations on the left side of the image include:

- Catalog name:** Points to the 'Business Service Catalog' dropdown menu.
- Category:** Points to the 'Infrastructure' category in the left pane.
- Sub-Category:** Points to the 'Storage' sub-category in the left pane.
- Category:** Points to the 'Hardware' category in the left pane.
- Sub-Category:** Points to the 'Desktop' sub-category in the left pane.

The main content area shows a list of desktop items under the 'Desktop' category. The items are:

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 on the right side of the image include:

- Catalog Item:** Points to the 'HP High End Desktop' item.
- Catalog Item:** Points to the 'HP Technical Desktop' item.
- Catalog Item:** Points to the 'HP Thin Client' item.
- Catalog Item:** Points to the 'Non-Standard Desktop' item.

A note at the bottom of the left pane says: "Click on the + sign to expand the category", with an arrow pointing to the '+' icon next to the 'Software' category.

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 Retired	N/A
HP 24" Monitor	Request to Order HP 24" Monitor	30 days
HP 30" Monitor	Request to Order HP 30" 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 Retired	N/A

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.	14 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	N/A

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	N/A

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	21 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

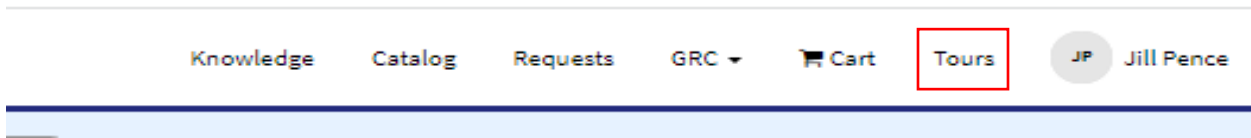
Specific details of service offering attributes are available at:

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

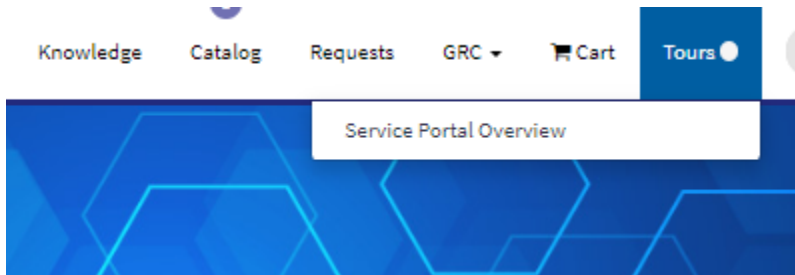
Chapter 5 Guided Tours

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.

Escalations

1. Escalations assume that a ticket has been opened and if necessary, approved by the ATSR.
2. Issue has been identified as CRITICAL by Agency Business Leaders and CIO/GCIO due to impact to agency critical functions, but not warranting an unplanned outage.
3. Requests for escalations must include the business need justification which will be entered into the tickets by CSD team at time of the escalation.
4. GCIOs/CIOs may delegate up to two (2) of their direct staff who are authorized to review and approve requests for escalations and monitor ServiceNow tickets and Dashboards.
 - a. Delegates listing may be monitored on the CIO Dashboard in ServiceNow.
 - b. Changes to delegates will be updated by GCIO/CIO via email to the Chief Customer Officer.
5. Escalations are reported on the CIO dashboard for awareness of how many tickets are escalated for both the enterprise and by agency.

REMINDER: If everything is an escalation, then nothing is a priority.

Standard Escalation Process

1. An Agency CIO/Group CIO or designee may email DoIT.ESR.AllAgencies@illinois.gov to initiate an escalation for a Service Request or an Incident. The email must contain supporting justification for escalation. **NOTE: Incidents that need escalation outside of business hours, must be reported to the DoIT Service Desk by calling 217-524-3648, Option 1.**
2. Send email to:
 1. DoIT.ESR.AllAgencies@illinois.gov
 2. Flag email as high priority (!)
 3. Subject: Escalation Request – Ticket #
3. Provide the ticket number.
4. Provide justification or business need for the escalation.
5. Customer Service Management team creates a work log entry including the provided information and marks the ticket as escalated.
6. DoIT fulfillment team/technician and their fulfillment group manager are notified by the ticketing system of the escalation.
7. The assigned DoIT fulfillment team/technician contacts the customer with an update and an estimated time of completion and makes a work note in the ticket.
8. The CIO/Group CIO or designee may follow-up with the Customer Service Management team or email DoIT.ESR.AllAgencies@illinois.gov if the DoIT Services fulfillment team / technician does not respond or make an onsite visit by the projected ETA defined within the ticket work notes for completion.
9. If no response, the Customer Service Management team escalates to the next level of DoIT team/technician and their manager.

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 – Customer Service Management Team

Chief Customer Service Officer

Beth Pruitt

Beth.Pruitt@illinois.gov

IT Service Desk Manager (Incidents)

Liz McComb

Liz.Mccomb@illinois.gov

End User Computing Manager (EUC)

Ken Wells

Ken.Wells@illinois.gov

IT Service Processing Manager (Service Requests)

Jill Pence

Jill.Pence@illinois.gov

Service & Quality Assurance Manager

Melissa Camille

Melissa.Camille@illinois.gov

Chapter 9 Additional Information

Link to DoIT Policies:

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