



Illinois Department of Innovation & Technology

Agency Technology Service Requester (ATSR) User Guide

DoIT provides technology (Information Technology (IT) & Telecom) 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 technology products and services and keeping track of developments and other ancillary services.

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<https://doit.illinois.gov>

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Requester Roles

A user can be designated as one of the following roles:

- **Agency Technology Service Requester (ATSR)** – serve as an authorized order approval/spending authority for DoIT technology (IT and Telecom) products and services on behalf of the Agency.
- **Submitter** – does not have approval authority or spending authority on behalf of the Agency. All requests submitted by a user in the Submitter role will require ATSR approval.

Agency Technology Service Requester (ATSR)/Submitter 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 (ATSR) to be the agency's authorized submitter for all requests for information Technology/Telecommunication 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, Agency Chief Fiscal Office (CFO), Chairman of a Commission, Chancellor of a University, etc.) must designate Agency Technology Service Requesters (ATSR) or change the authority of an existing requester.

An Agency Chief Information Officer (CIO) may designate a Submitter or change the authority of an existing Submitter.

ATSR/Submitter designations require an [ATSR/Submitter Role Access](#) request found in ServiceNow. The designation form is available for download on the ATSR/Submitter Role Access request. Once designation form is completed, it will then need to be attached to the ATSR/Submitter Role Access request. Once the request is received, the user will be sent an invitation for New ATSR/Submitter training. Once training has been completed by the user, access rights will be granted.

Agency Technology Service Requester (ATSR) Responsibilities

As a user in the ATSR role, your Agency has designated you with certain responsibilities. The responsibilities include the following:

- 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.
Note: All requests for laptops, desktops and monitors require GOMB approval be attached.
- Track and provide status to Agency stakeholders on open service requests.
- Assist DoIT in maintaining up-to-date inventory records of Agency **IT** equipment (via submittal of service requests for adds, moves, and changes).

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

Service Request Process

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

1. The end user (or supervisor) notifies the ATSR/Submitter of a service need.
2. The ATSR/Submitter creates a service request through ServiceNow. If an ATSR opens the request, the request will automatically be approved.
3. If a request is opened by a Submitter, an ATSR will approve the service request through ServiceNow. By approving the request, the ATSR gives authorization for these services to be rendered and billed to the agency.
4. The Opened by, Requested for user and the Task/Site Coordinator will receive email notification that a request has been opened.
5. Once request is approved, tasks are assigned to DOIT Services team(s) using built-in workflow, designed for each catalog item.
6. Once all tasks are completed by DoIT service team(s), ServiceNow notifies the Opened by, Task/ Site Coordinator, and Requested for user identified in the request.

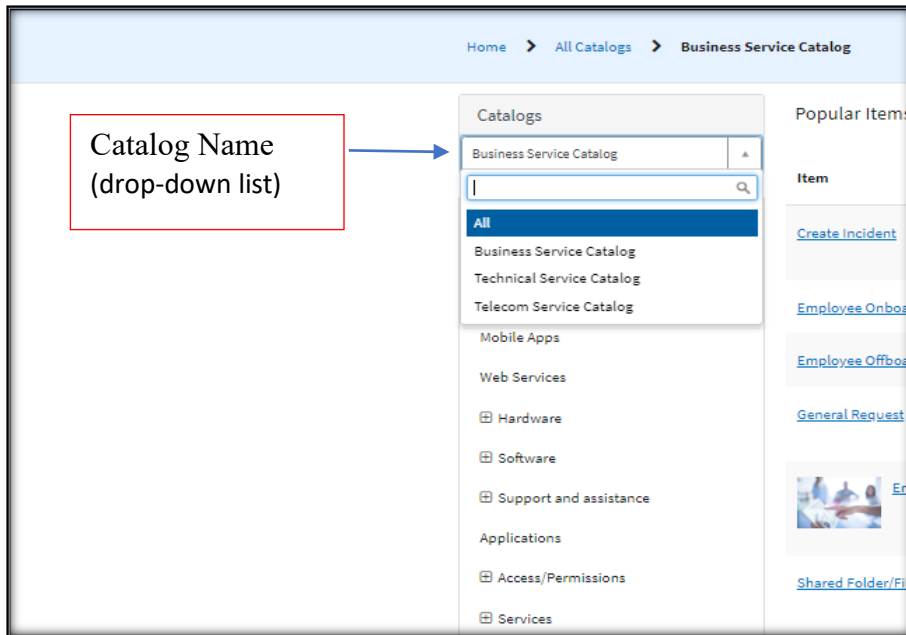
ServiceNow Catalog

Requests for products and services are submitted using ServiceNow via the following service portal link:

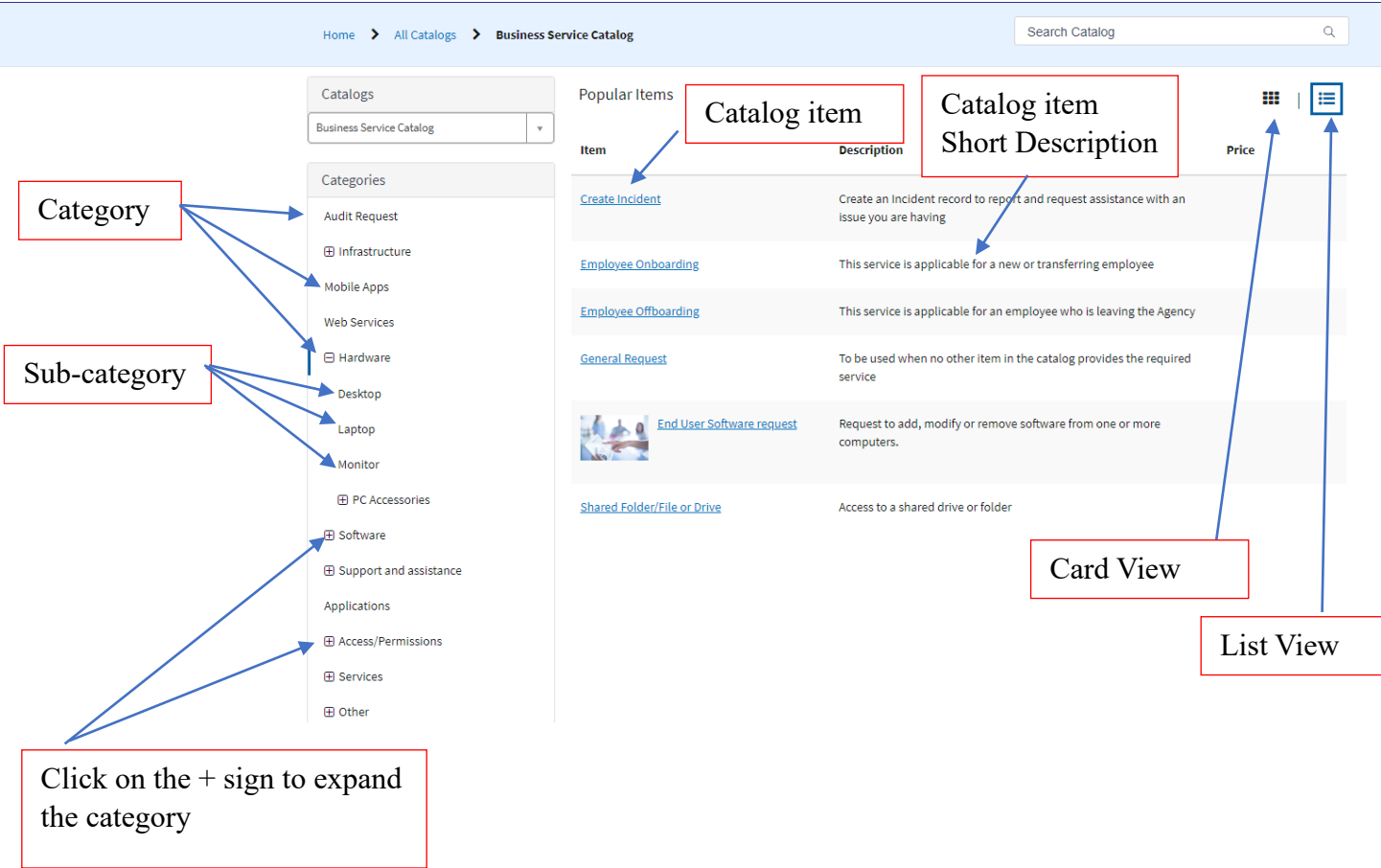
- <https://illinoisgov.service-now.com/sp>

There are 3 catalogs available in ServiceNow. As a user in the ATSR/Submitter role, you will see the following catalogs:

- ***Business Service Catalog*** – IT products and services
- ***Technical Service Catalog*** – For DoIT Technicians only (*NOTE: ATSR/Submitter role will not see this catalog*)
- ***Telecom Service Catalog*** - Telecom products and services



Business Services Catalog Structure



Basic Information for Business Service Catalog

The following standard questions are asked in all Business Service Catalog items:

Request Information	
Opened by	* Requested For Agency
Requested for	Email address
Location	Business phone
Mobile phone	

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 (except intra-agency transfers)

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 Item Specific Questions – Each catalog service asks unique questions related to the service. Answer all questions as completely as possible to ensure timely response and minimize 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.

ServiceNow Business Service Catalog Items

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

Category: Audit Request

Catalog Item Name		Lead Time:
Audit Request		
Short Desc	Use this catalog item to request evidence necessary for your agencies external audit requests.	
Description	Use this catalog item to request evidence necessary for your agencies external audit requests. (Please note – minimum of 3 days is required to process your request)	

Catalog Item Name		Lead Time:
Catalog Access to Audit Artifact Requests		
Short Desc	Request access to Audit Artifact Request catalog item	
Description	Use this catalog item if you need access to Audit Artifact Requests. An attached document showing your justification for access is required. You can only request access for yourself. Once approved, you will be able to access the catalog item “Audit Artifact Request.”	

Category: Hosting Services

Catalog Item Name		Lead Time:
Citrix Virtual Desktop Workspace		15 days
Short Desc	This request is used to provide a user with a Citrix virtual workspace and software.	
Description	This request item is used to select Citrix VDI with additional software not already provided. Types of VDI Requests: Standard VDI - provides a desktop experience on the standard agency VDI with applications utilized by the workers. Developer VDI - provides a Windows Desktop VDI that can be used for software development with developer tools. Persistent Developer VDI - provides a Windows Desktop VDI that can be used for software development with developer tools and includes a limited size persistent layer. Extra Compute VDI - provides a Windows Desktop VDI that can be used for software development with developer tools and includes additional resources. (Note: The Extra Compute VDI requires justification). Software included with Standard VDI: 7-Zip BlueZone (Rocket TE) Entrust MS Access MS Excel MS Outlook MS PowerPoint MS Project MS Publisher MS Office 365 MS One Drive MS Teams MS Visio MS Visual Studio MS Word PuTTY Tableau Desktop WinSCP Software included with Developer VDI, Persistent Developer VDI, & Extra Compute VDI: 7-Zip BlueZone (Rocket TE) Entrust MS Access MS Excel MS Outlook MS PowerPoint MS Project MS Publisher MS Office 365 MS One Drive MS Teams MS Visio\ MS Visual Studio	

Category: Infrastructure

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

SubCategory: Network

Catalog Item Name		Lead Time:
Network LAN Wireless (WiFi)		5 days
Short Desc	Network LAN Wireless (WiFi)	
Description	Wireless Services will centrally manage the acquisition, installation, operation and maintenance of wireless access points for DoIT managed agencies. DoIT has standardized on Cisco for wireless LAN offering. Wireless Local Area Network (WLAN) services provide WiFi access for internal networks as well as guest internet for DoIT managed mobile devices as well as personal and public devices.	
Network LAN Connectivity Wired		10 days
Short Desc	Network LAN Connectivity Wired	
Description	Local Area Network (LAN) infrastructure within a building or agency environment enabling data communication among local IT resources within an organization. These services support the infrastructure components and resources beginning where the end device connects into a wall plate. Wired Services are available to State of Illinois agencies, boards and commissions that DoIT presently supports.	

SubCategory: Storage

Catalog Item Name		Lead Time:
Storage Hardware request		5 days
Short Desc	Server storage space	
Description	Storage space assigned to a file server. Can be block or file storage depending on the application	

Category: Mobile Apps

Catalog Item Name		Lead Time:
Mobil App Request		5 days
Short Desc	Request for mobile app to be available for download to Mobile Devices.	
Description	Request for mobile app to be available for download to Mobile Devices. (SOI mobile phones and iPads only) Note: Free apps will be delivered and available to all mobile users at the agency. If there's a cost associated, the delivery of the app will have to be configured and limited to specific users.	

Category: Web Services

Catalog Item Name		Lead Time:
Adobe Experience Manager (AEM) Websites		90 days
Short Desc	Create, Modify, Migrate or Decommission a website	
Description	Create DoIT provides "Public" website creation and hosting services to all agencies, boards and commissions under the Governor's office and any agency with which DoIT has an Inter-Agency Agreement. As such Web Content Management will design, develop and host your website using our Adobe Experience Manager platform and customized State of Illinois design framework. The framework ensures that all State of Illinois sites maintain a familiar yet individual identity. It supplies the most commonly used features and functions including site locators, photo galleries, event calendars, and other useful modules. Use of our design framework also ensures shared elements like events and meetings, forms and FAQs are exposed on the main www.illinois.gov website, which is often the first stop for people looking for services and support from Illinois state entities. Requests for new security groups and access to the platform and/or all its related tools may be made under this same group. Modify While normal content authoring tasks are the responsibility of the in-agency DoIT webmaster and associated Agency authors, for large content sections, new functionality requests or in cases where a agency needs work done due to absence or other circumstances the Web Content Management group will perform authoring and development tasks for organizations on their public websites. With these requests we work in coordination with a content reviewer to gather and approve the requested changes prior to publishing them to the public. Requests for modifying security groups and access to the platform and/or all its related tools may be made under this same group. Migrate DoIT provides "Public" website migration and hosting services to all agencies, boards and commissions under the Governor's office and any agency with which DoIT has an Inter-Agency Agreement. As such Web Content Management will assess, plan and migrate existing websites from their current content management system and/or coding platform into our Adobe Experience Manager platform and the State of Illinois design framework. As such some aspects of the site may require redesign or re-engineering to comply with the framework and take advantage of the features and components therein. A functionality analysis will be performed and component mapping will show these	

	features and how the existing site lines up to the design framework components. • <u>Decommission</u> DoIT web content management staff will decommission the identified site and will remove access from both internal and external visitors. Additionally final analytics information will be exported and where possible archives of documents from the site will be provided to the requester if requested. Data retention and storage of any archival information on the site and/or of the site is the responsibility of the requester and not within the purview of DoIT. Requests to remove access to the platform and/or its related tools may be made under this same group.	
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Category: Hardware

SubCategory: Desktop

Catalog Item Name		Lead Time:
Business Desktop		30 days
Short Desc	HP Elite SSF 800 – 32 GB RAM, 512GB SSD	
Description	The HP Elite small form factor (SFF) 800 is designed for the professional office setting and built to last. The high-quality components combined with powerful processing, blazing-fast DDR5 memory, and generous SSD storage will easily handle all of your demanding business tasks. Specifications • HP Elite SFF 800 G9 • Intel Core i7 Processor-13700 2.10G 30MB 16 cores 65W CPU • 32 GB RAM • 512GB SSD Storage • NVIDIA T400 4GB Video Discrete Graphics Card • Two Mini DP to DP adapters • USB Wired Numeric Keyboard and Mouse • Microsoft Windows OS; 3 Year Warranty Optional • 24" or 30" Monitor(s) • Wireless Keyboard and Mouse For assistance, contact DoIT.EUC.SVCMGMT@illinois.gov.	

Workstation Desktop		30 days
Short Desc	Lenovo ThinkStation P3 Ultra SFF Workstation – 64 GB RAM, 1TB SSD	
Description	The Lenovo ThinkStation P3 Ultra Small Form Factor Workstation is a compact, yet powerful workstation desktop. Designed with powerful processing and dedicated graphics for professionals who need high performance in a space-efficient SFF 3.9L chassis. Specifications • Lenovo ThinkStation P3 Ultra Small Form Factor Workstation • 13th Generation Intel® Core™ i9-13900 vPro® Processor • 64 GB RAM • 1 TB SSD M.2 2280 PCIe Gen4 Performance TLC Opal • Integrated graphics: RPL-R W680 Dual Graphics with 3 DP outputs • Graphics card: NVIDIA® T1000 8GB GDDR6 with 4 mini-DP outputs • Video adapters included: mini-DP to HDMI x4, DP to VGA x1 • USB Numeric Keyboard and Mouse • 3 Year Warranty Optional • 24" or 32" Monitor(s) • Wireless Keyboard and Mouse Contact DoIT.EUC.SVCMGMT@illinois.gov for more information.	
HP Thin Client		30 days
Short Desc	HP Thin Client t540 - 4GB RAM, flash 32 GB	
Description	HP Thin Client t540 - \$266 • Ryzen Embedded R1305G, Dual-Core 1.5 GHz • 32 GB M.2 EMMC Flash Storage • 4 GB RAM • Ports: 1 x LAN (Gigabit Ethernet), 1 x USB-C 3.1 Gen 1 (1 in front), Headphones/microphone (1 in front), 2 x DisplayPort, 3 x USB 3.1 Gen 1 (1 front, 2 rear), 2 x USB 2.0 • Includes: ○ USB Wired Business Slim Keyboard US ○ USB Wired Optical Mouse • External monitor support ○ Directly connected using DisplayPort™ 1.2 digital video outputs	

Non-Standard Desktop		90 days
Short Desc	Request to order a non-standard desktop computer not currently offered within the Business Catalog.	
Description	Use this catalog item to request a quote for, as well as order a non-standard desktop computer not currently offered within the Business Service Catalog.	

SubCategory: Laptop

Catalog Item Name		Lead Time:
Lenovo Executive Laptop		30 days
Short Desc	Lenovo T14 Laptop - 16GB RAM, 256GB SSD	
Description	Lenovo ThinkPad Executive Laptop T14 - \$2,000 (estimate)* • 14" FHD (1920x1080) IPS 300nits Anti-glare Display (non-Touch) • Intel Core i5-1135G7 Processor • 256GB SSD M.2 2242 PCIe 3.0x4 NVMe • 16GB RAM (8GB Soldered onboard and one 8GB DIMM) • 720p HD Camera with privacy Shutter • Microphone • 50Wh Integrated Battery • Ports: 1-USB-C Gen 1 Power Input, 2-USB 3.2** Gen 1 (1 always on), 1-USB-C Gen 2, 1-HDMI 1.4 • 1-MicroSD card reader, 1-Headphone / mic combo, 1-RJ45 • Included with Laptop ○ Carrying case ○ 65W USB-C (2-pin) Power Adapter • Cables required for external monitor support ○ Directly connected from Laptop using USB-C, or HDMI to VGA or DisplayPort adapters ○ ThinkPad USB Docking station connected - HDMI and DisplayPort for single or dual monitor support	

Lenovo Professional Laptop		30 days
Short Desc	Lenovo L15 Laptop - 16GB RAM, 256GB SSD	
Description	Lenovo ThinkPad Professional Laptop L15 - \$1,000 • 15.6 HD Display • Intel Core i5-10210U Processor • 256GB PCIe SSD • 16GB • 720p HD Camera & MIC with privacy Shutter • 1-USB-C Gen 1 Power Input, 2-USB 3.2** Gen 1 (1 always on),1-USB-C Gen 2, 1-HDMI 1.4 • 1-MicroSD card reader, 1-Headphone / mic combo, 1-RJ45 • Included with Laptop ○ Carrying case • Cables required for external monitor support ○ Directly connected from Laptop using USB-C, Thunderbolt, or HDMI to VGA or DisplayPort adapters ○ ThinkPad USB Docking station connected - HDMI and DisplayPort for single or dual monitor support	
Apple Macbook Air		30 days
Short Desc	Apple Macbook Air - 16GB RAM, 256GB SSD	
Description	Apple 13.6" MacBook Air - \$1,556 • 13.6-inch Liquid Retina display • M3 - 8-Core CPU 10-Core GPU • 256GB PCIe-based SSD • 16GB onboard memory • 1080p FaceTime HD camera • Two Thunderbolt ports; one headphone jack • Wi-Fi 6E • Included with MacBook Air ○ 30W USB-C Power Adapter ○ USB-C Charge Cable (2 m)	
Non-Standard Laptop		90 days
Short Desc	Request to order a non-standard laptop computer, such as a rugged laptop or device not currently offered within the Business Service Catalog.	
Description	Request to order a non-standard laptop computer, such as a rugged laptop or device not currently offered within the Business Service Catalog.	

SubCategory: Monitor

Catalog Item Name		Lead Time:
HP 24" Monitor		30 days
Short Desc	Business Monitor	
Description	Lenovo ThinkVision 24" Monitor - \$150 Description: This size is popular for general use, offering a good balance between screen size and detail. • Video Signal – HDMI, DP, VGA • Resolution – 1920x1080 • Integrated speakers • Stand movements - Lift, Tilt, Pivot, Swivel • 3 Year Warranty Included: Monitor, Stand, HDMI Cable, DP Cable, Power Cord	
HP 30" Monitor		30 days
Short Desc	Request to Order HP 30" Monitor	
Description	HP 31.5" Monitor - \$370 Accelerate your productivity with this massive, 31.5-inch diagonal monitor. Experience the stunning views via QHD and 99 % sRGB and the power of USB-C connectivity. Along with the modern and functional design, it's never been easier to get more done. Technical Specifications • 31.5 Diagonal Screen Size • 2560 X 1440 resolutions • On-screen controls: Low blue light mode; Dual speakers; Anti-glare • Input ports: 1-HDMI; 1-DisplayPort 1.2, 1-USB Type-C, 3-USB Type-A • Weight: 18.28 lbs • 3 Year Limited Warranty Included Monitor; 1 USB Type-C to Type-C cable; 6ft DisplayPort Cable; AC power cord	

Business Monitor	<i>Coming Soon</i>	
Short Desc	Lenovo ThinkVision E24 Monitor	
Description	Lenovo ThinkVision 24” Monitor – \$270 This size is popular for general use, offering a good balance between screen size and detail. Specifications • Video Signal – HDMI, DP, VGA • Resolution – 1920x1080 • Integrated speakers • Stand movements - Lift, Tilt, Pivot, Swivel 3 Year Warranty Included Monitor, Stand, HDMI Cable, DP Cable, Power Cord	
Portable Monitor	<i>Coming Soon</i>	
Short Desc	Lenovo ThinkVision M15	
Description	Portable Monitor - Lenovo ThinkVision M15 - \$150 Lightweight and slim display intended for portable use. They’re especially useful for travelers or anyone needing extra screen space on the go. Specifications • Screen Size: 15.6” • Video Signal – USB-C • Resolution – 1920x1080 3 Year Warranty Included Monitor, USB-C Cable, Power Cord	
Workstation Monitor	<i>Coming Soon</i>	
Short Desc	ThinkVision T32p-30 Monitor	
Description	Lenovo ThinkVision 32” Monitor – \$370 These monitors provide a larger screen size allowing you to have multiple windows and applications open simultaneously, making it easier to multitask. Specifications • Video Signal – USB-C, HDMI, DP • Other Ports – Audio 3.5, USB x3 • Resolution – 3840 x 2160 (4K) • Stand movements - Lift, Tilt, Pivot, Swivel 3 Year Warranty Included Monitor, Stand, HDMI Cable, USB-C Cable, Power Cord	

SubCategory: PC Accessories

SubCategory 2: Docking Stations

Catalog Item Name		Lead Time:
Lenovo Docking Station		30 days
Short Desc	Lenovo ThinkPad USB-C dock	
Description	Lenovo ThinkPad USB-C Dock - \$210 Lenovo Docking station is compatible with Lenovo and non-Lenovo notebooks to expand data, power, and video. Dock has the ability to support DisplayPort™ 1.4 and HDMI™ 2.0 for max 2 x 4K @ 60 Hz displays, but the real video output would depend on the system's output. • USB Ports 3x USB3.1 2x USB2.0 • Video Ports 2x Display Port 1x HDMI Port • Ethernet 1x Gigabit Ethernet • Audio Ports 1x Combo Audio Jack • Charging Port DC-IN Compatible with Lenovo laptops T14, L15, T490, L560 and others	
Workstation Dock		30 days
Short Desc	Lenovo ThinkPad Thunderbolt 4 - 300W Workstation Dock	
Description	Lenovo ThinkPad Thunderbolt 4 - 300W Workstation Dock - \$360 Dock can connect up to 8K 30 Hz display or up to four-4K 60 Hz displays, lightning-fast 40 Gbps transfer speed • USB Ports x4, USB-C x1 • Video Ports: DP x2, HDMI, Thunderbolt • RJ45 Gigabit Ethernet • Audio 3.5mm • 3 Year Warranty Compatible with the Workstation Laptop – P16	

Microsoft Surface Dock		30 days
Short Desc	Microsoft Surface Docking Station	
Description	Features and Description Increase the functionality of Surface tablets with the Microsoft® Surface docking station. It's compatible with most Surface Pro tablets. The Microsoft Surface docking station includes four USB 3.0 ports for fast data transfer or for charging a phone. A Gigabit Ethernet port allows internet speeds of up to 1Gbps. Two mini DisplayPorts ensure seamless transmission of audio and video signals in high quality. NOTE! When Using External Monitors with Surface Pro: Additional adapters (not included) are required to connect and use external monitors. Please contact us at the following address to learn how to order the correct adapters: DoIT.EUC.SVCMGMT@illinois.gov	
MacBook Docking Station		30 days
Short Desc	MacBook Pro Docking Station	
Description	Belkin Thunderbolt 3 Core Dock - \$205 The tethered 6-inch Thunderbolt 3 cable connects multiple peripherals to your laptop, with ports for monitors, mouse, USB stick, keyboards, speakers, hard drives and more. MacOS and Windows support. • Compatible with Mac and Windows Thunderbolt 3 laptops (does not support USB-C output) • Ultra-fast data transfer speeds up to 40Gbps; Connect Dual 4K HD displays @ 60Hz • 60W upstream charging allows you to charge your laptop through the dock • 1 x DisplayPort™ 1.4 connects to high-resolution monitors/displays • 1 x HDMI (HDMI 2.0) port • Gigabit Ethernet connection • Tethered Thunderbolt 3 cable connects to laptop • 1 x USB-C PD port (input) • Audio in/out for mic and speaker support • 1x USB-A 3.2 Gen 2(10Gbps) and 1x USB-A 2.0 ports for devices that connect via USB-A such as a USB stick, mouse, keyboard or printer	

SubCategory 2: Keyboards & Mice

Catalog Item Name		Lead Time:
Microsoft Surface Type Cover		30 days
Short Desc	Request to Order Microsoft Surface Pro Type Cover	
Description	Microsoft Surface Pro Type Cover - \$135 Add a keyboard for everyday tasks with the Surface Pro Type Cover keyboard - with trackpad. NOTE: The Type Cover is included when ordering the Surface Pro or Surface Pro LTE. Choose this item only if requesting separately.	
Apple Magic Keyboard		30 days
Short Desc	Request to Order New Apple Magic Keyboard	
Description	Apple Magic Keyboard - \$94 Features and Description The Magic Keyboard combines a sleek design with a built-in rechargeable battery and enhanced key features. With a stable scissor mechanism beneath each key, as well as optimized key travel and a low profile, Magic Keyboard provides a remarkably comfortable and precise typing experience. • Bluetooth • Lightning port • Wireless • Compatible with iPad and MacBook Pro	
Wireless Keyboard & Mouse		30 days
Short Desc	Request to Order Wireless Keyboard & Mouse	
Description	Request to Order Wireless Keyboard & Mouse - \$53 Features and Description Enjoy the freedom and convenience of wireless technology. Roam up to 15 feet away from your PC while maintaining a strong wireless connection. Or, take the mouse separately to use with a laptop while traveling - the tiny transceiver conveniently snaps into the bottom of the mouse when it's time to pack up and go. Setting up the keyboard and mouse is simple - just insert the batteries, plug in the tiny transceiver, and start typing! This keyboard also has Advanced Encryption Standard (AES), which is designed to help protect your information by encrypting your keystrokes.	

Wired Keyboard & Mouse		30 days
Short Desc	Request to Order Wired Keyboard & Mouse	
Description	Wired Keyboard & Mouse - \$16 Features and Description The HP Desktop C2500 combo combines the elements you need into one package. Increase your productivity with the industrious keyboard and 3-button mouse. Rely on improved and updated features with spill-resistant construction and adjustable legs.	
Microsoft Surface Arc Mouse		30 days
Short Desc	Request to Order Microsoft Surface Arc Mouse	
Description	Microsoft Surface Arc Mouse - \$79 Features and Description Get a cord-free experience with this Microsoft® Surface Arc Touch Mouse. The Bluetooth® connectivity offers a 2.4GHz frequency range for optimal convenience, and the two buttons allow for seamless left and right clicks. This MS Surface Arc mouse black has a six-month battery life to accommodate frequent users. Its bendable tail snaps for a curved position for comfortable use, and the full scroll plane allows vertical and horizontal scrolling for smooth tracking. The BlueTrack technology makes it possible for the wireless optical mouse to work on most surfaces.	
HP USB Wireless Mouse		30 days
Short Desc	Request to Order HP USB Wireless Mouse	
Description	HP USB Wireless Mouse - \$10 Features and Description HP invites you to improve the way you connect and communicate, work and play. Built with strict HP standards and guidelines, this world-class HP Wireless Mouse X3000 effortlessly blends sleek, modern design with life-enhancing, advanced features. • optical • 3 buttons • USB (Not Bluetooth) • Compatible with Microsoft Windows 10 devices	

Apple Magic Mouse		30 days
Short Desc	Request to Order Apple Magic Mouse	
Description	Apple Magic Mouse - \$75 Features and Description Featuring impressive design, Magic Mouse 2 is completely rechargeable, so you'll eliminate the use of traditional batteries. It's lighter, has fewer moving parts thanks to its built-in battery and continuous bottom shell, and has an optimized foot design - all helping Magic Mouse 2 track easier and move with less resistance across your desk. And the multi-touch surface allows you to perform simple gestures such as swiping between web pages and scrolling through documents. Magic Mouse 2 is ready to go right out of the box and pairs automatically with your Mac. • Multi-touch • Wireless • Bluetooth • Compatible with iPad and MacBook Pro	

SubCategory 2: Other Items

Catalog Item Name		Lead Time:
Microsoft Surface Pen		30 days
Short Desc	Request to Order New Microsoft Surface Pen	
Description	Microsoft Surface Pen - \$99 Features and Description This Surface Pen is better and faster than ever, with precision ink on one end and a rubber eraser on the other - plus tilt for shading, greater sensitivity, and virtually no lag.	
Apple Pencil		30 days
Short Desc	Request to Order an Apple Pencil	
Description	Apple Pencil - \$99 Features and Description Apple Pencil expands the power of iPad mini, iPad Air and iPad, and opens up new creative possibilities. It's sensitive to pressure and tilt so you can easily vary line weight, create subtle shading and produce a wide range of artistic effects — just like a conventional pencil, but with pixel-perfect precision. Features the precision, responsiveness, and natural fluidity of a traditional writing instrument and the versatility to become so much more. Compatible with 9.7-inch iPad Pro (Previous Model), 10.5-inch iPad Pro (Previous Model), 12.9-inch iPad Pro (1st Generation - Previous Model and 2nd Generation - Previous Model), iPad Air (3rd Generation - Latest Model), iPad (6th Generation Previous Model and 7th Generation - Latest Model)	
Logitech HD Webcam		30 days
Short Desc	Request to Order Logitech HD Webcam	
Description	Logitech HD Webcam - \$127 Features and Description The Logitech Webcam C930e features the widest-ever field-of-view in a business webcam - 90-degrees - and is the first with HD 1080p H.264/SVC UVC 1.5 encoding, the excellent technology that frees up PC bandwidth with on-camera video-processing. With pan, tilt and zoom functions and RightLight 2 technology, this webcam delivers the most professional desktop video collaboration experience yet.	
Rugged Case for Surface Pro		30 days
Short Desc	Request to Order UAG Rugged Case for Surface Pro	
Description	UAG Rugged Case for Surface Pro - \$70 Features and Description The feather-light composite cases feature a hard outer shell and a soft impact resistant core. The design allows full access to your device's controls and ports, while openings are designed for problem-free snapshots and uncompromised audio.	

Sleeve for Surface or MacBook		30 days
Short Desc	Request to Order New Macbook/Surface Sleeve	
Description	Protective Sleeve for MacBook and Surface - \$23 Features and Description Guard your 13-inch MacBook Pro or 12.3" Surface Pro from daily abuse with Case Logic 13" Laptop Sleeve designed for sleek protection. The plush lining cushions your investment while the zippered pocket stores your cords and accessories. Compatible with 13" MacBook Pro or 12.3" Surface Pro	
Don't see it listed?		30 days
Short Desc	Don't see the hardware you need? Check Here!	
Description	Use this catalog item to search for and order from a variety of hardware consumables to meet your business needs. If you need assistance finding the correct item, contact DoIT.EUC.SVCMGMT@illinois.gov.	

Category: Software

Catalog Item Name		Lead Time:
Mass Distribution Software Packaging		15 days
Short Desc	Request to package software for mass distribution	
Description	Request to package software for mass deployment to multiple (50+) devices	

SubCategory: Desktop/Laptop

Catalog Item Name		Lead Time:
End User Software Request		14 days
Short Desc	Request to add, modify or remove software from one or more computers.	
Description	Use this service to select from a range of software products available for adding, removing or modifying on one or more laptop or desktop computers.	

Category: Support and assistance

Catalog Item Name		Lead Time:
ATSR/Submitter Role Access		
Short Desc	ATSR/Submitter Role Access	
Description	To Add, Modify, or Remove designation of an Agency Technology Service Requester (ATSR) or Submitter in ServiceNow ATSR/Submitter Designation Form NOTE: <i>The above ATSR/Submitter Designation Form is to be completed and attached before submitting this request.</i>	
Catalog Item Name		Lead Time:
Knowledge Request		
Short Desc	ServiceNow Knowledge Article Request	
Description	This request is specifically to be used to request a knowledge article to be created in the ServiceNow Knowledge Base for use by all.	
Report a Lost/Stolen Asset		
Short Desc	Report a lost or stolen state asset	
Description	Report a lost or stolen Laptop, Tablet, iPad, Monitor, PC, Docking station, VOIP/Core Equipment, Video, Equipment, Access Point, Switch, Router	

SubCategory: Report an issue

Catalog Item Name		Lead Time:
Create Incident		N/A
Short Desc	Create an Incident record to report and request assistance with an issue you are having	
Description	Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress. Please note: This form should NOT be used to request new services or equipment. For security reasons, password reset requests cannot be accepted via this method. If you need your RACF (mainframe/Bluezone) password reset: send an email to doit.helpdesk@illinois.gov with your name, userID and phone number. If you need any other type of password reset, please call us directly at 217-524-3648 or 312-524-3648 and select option 1.	

Category: Applications

Catalog Item Name		Lead Time:
Application Deployment		5 days
Short Desc	Deploy applications to .net servers or WebSphere for Production or QA environment	
Description	Deploy applications to .net servers or WebSphere for Production or QA environment	
Request to Create an Okta Application		30 days
Short Desc	Request that an application be added to the Okta Portal for Single Sign-on (SSO)	
Description	Okta is used as a Single Sign-on (SSO) solution for both employee-based and customer-based solutions. It provides Multi-Factor Authentication (MFA) and ID Proofing capabilities. NOTE: This Service Catalog is NOT to be used to request User access within Okta	

Category: Access/Permissions

Catalog Item Name		Lead Time:
Employee Offboarding		5 days (no equipment) 10 days (with equipment)
Short Desc	This service is applicable for an employee who is leaving the Agency	
Description	Use this selection to delete and/or re-assign the following services: Email Services Permission Services Business Applications Hardware Software Mainframe	
Employee Onboarding		5 days (no equipment) 10 days (with equipment)
Short Desc	This service is applicable for a new or transferring employee	
Description	Use this selection to add/enable the following services: Email Services Permission Services Business Applications Mainframe Access Hardware NOTE: If new hardware is needed, ADD Onboarding items to CART (rather than ORDER NOW), then select all required hardware from the catalog . When all hardware has been added to cart, click ORDER NOW.	

Non-Illinois.gov SAP Request		2 days
Short Desc	Create SAP ID for access to SuccessFactors and ERP Finance	
Description	Users who are not hired via the Employee Central module in SuccessFactors but need access to SuccessFactors or ERP Finance need to have an SAP ID created.	
Unix User Access		5 days
Short Desc	Add/Modify UNIX access	
Description	A user needs access to a resource located on a UNIX based server.	
External Illinois.gov account		2 days
Short Desc	External Illinois.gov account request	
Description	External Illinois.gov account request	
Elevated Rights		10 days
Short Desc	Request for elevated rights	
Description	Workstation Account (WA): Administrative access to a workstation or group of workstations via security groups. (i.e. Installation of business needed software) Server Admin (SA): Administrative access to servers Medium Flex: Allow users to run signed applications with admin rights once they confirm that the application should be elevated. Contains rules to: Allow known business applications and operating system functions to run. High Flex: Allow users to run signed applications with admin rights. Contains rules to: Allow known business applications and operating system functions to run. Allow users to run signed applications with admin rights. (i.e.Developers)	

SubCategory: Email

Catalog Item Name		Lead Time:
Collaborative Email Tools		5 days
Short Desc	Additional Outlook Resources	
Description	Distribution List: Email address that contains multiple email recipients for ease of sending to groups of users. Messages will be delivered to individual Inbox of each user in the Distribution List. Mailbox will be visible in the Global Address List. Owner(s) will be required and will manage members in the Distribution List. Shared Mailbox (includes Calendar): Mailbox and Calendar accessed by multiple staff. Messages will be delivered in one mailbox so it can be managed by multiple users. Mailbox will be visible in the Global Address List. Permission options for Shared Mailboxes: • Full with Send As: anonymous sending • Full with Send on Behalf: identified sending	
Network/Email Account Change		2 days
Short Desc	Name Change for email, network account or application. Request to disable/enable a network or email account.	
Description	This service is applicable for an existing employee who needs changes performed to their network and/or email address.	
RightFax Services		2 days
Short Desc	eFax Hosting Service	
Description	The Enterprise Fax Service (EFS) provides DoIT hosted email customers with the ability to send and/or receive fax documents via Outlook or Fax client. This service can supplement or replace the fax machines that customers are currently using; downstate fax numbers can be moved to the EFS system to avoid having to request new fax numbers for use in the system. Existing multi-purpose imaging devices that print, copy, scan, and fax are also well-suited to be used with EFS. The redundant infrastructure of EFS provides automatic failover server support.	

SubCategory: Network

Catalog Item Name		Lead Time:
Employee Internet Access Modification		2 days
Short Desc	Modify employee internet access	
Description	Request to modify employee internet access	
Employee Security Group		2 days
Short Desc	Security Group Access	
Description	Applicable for an employee who needs Security Group Access for DoIT Services	
Network/Email Account Change		2 days
Short Desc	Name Change for email, network account or application. Request to disable/enable a network or email account.	
Description	This service is applicable for an existing employee who needs changes performed to their network and/or email address.	
Shared Folder/File or Drive		2 days
Short Desc	Access to a shared drive or folder	
Description	Applicable for an employee who needs access to a shared drive or folder	

SubCategory: Remote Access

Catalog Item Name		Lead Time:
Remote Access		2 days
Short Desc	Remote Access	
Description	Gain remote access to Illinois.gov	

SubCategory: Mainframe

Catalog Item Name		Lead Time:
Mainframe RACF Access		10 days
Short Desc	Mainframe RACF (TSO/IMS) account – Add, Modify or Remove Account or Request Dataset Access	
Description	Request for Mainframe RACF account to either Add, Modify or Remove an account or to request access to a Mainframe RACF Dataset	

SubCategory: 0365

Catalog Item Name		Lead Time:
Microsoft Bookings Request		5 days
Short Desc	Request a New Bookings Site, add owners, or delete an existing one.	
Description	Microsoft Bookings makes scheduling and managing appointments a breeze. Bookings includes a web-based booking calendar and integrates with Outlook to optimize your staff's calendar and give your customers flexibility to book a time that works best for them. Automated notification emails reduce no-shows and enhance customer satisfaction, and organizations save time with a reduction in repetitive scheduling tasks. With built in flexibility and ability to customize, Bookings can be designed to fit the situation and needs of many different parts of an organization. The Bookings calendar is a mailbox in Exchange Online.	
Microsoft Stream Request		5 days
Short Desc	Request access to Stream, create Groups, or Add users	
Description	Microsoft Stream is an Enterprise Video service where people in your organization can upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration.	
Request a SharePoint Site		2 days
Short Desc	New SharePoint Site	
Description	SharePoint empowers teamwork with dynamic and productive team sites for every project team, department, and division. Share files, data, news, and resources. Customize your site to streamline your team's work. Collaborate effortlessly and securely with team members inside and outside your organization, across PCs, Macs, and mobile devices.	
Request a Team		5 days
Short Desc	New Microsoft Team Site	
Description	Keep all your conversations, files, apps, and more in one place to seamlessly collaborate with your team members, whether they are inside or outside the organization.	
Legacy SharePoint Site Request		2 days
Short Desc	Use to make changes to existing Legacy SharePoint Sites or create new ones.	
Description	New Legacy SharePoint sites are discouraged but available in the rare cases they are still needed. We recommend creating a SharePoint Online Site when possible.	

SubCategory: Data Analytics

Catalog Item Name		Lead Time:
IBM Cloud Pak for Data (CP4D)		2 days
Short Desc	Request Access to IBM Cloud Pak for Data (CP4D)	
Description	IBM Cloud Pak for Data lets you connect to your data, govern it, find it, and use it for analysis. Cloud Pak for Data enables all of your data users to collaborate from a single, unified interface that supports many services that are designed to work together.	
Tableau Server Request		2 days
Short Desc	Request Access to Tableau Server	
Description	Tableau server is an online hosting platform to hold all your tableau workbooks, data sources and more. It enables everyone in an organization to see and understand data without the need of Tableau desktop.	

Category: Services

Catalog Item Name		Lead Time:
Employee Onboarding		5 days (no equipment) 10 days (with equipment)
Short Desc	This service is applicable for a new or transferring employee	
Description	Use this selection to add/enable the following services: Email Services Permission Services Business Applications Mainframe Access Hardware NOTE: If new hardware is needed, ADD Onboarding items to CART (rather than ORDER NOW), then select all required hardware from the catalog . When all hardware has been added to cart, click ORDER NOW.	
Employee Offboarding		5 days (no equipment) 10 days (with equipment)
Short Desc	This service is applicable for an employee who is leaving the Agency	
Description	Use this selection to delete and/or re-assign the following services: Email Services Permission Services Business Applications Hardware Software Mainframe	

Vulnerability Remediation Process		90 days
Short Desc	Method for agencies to submit approvals to have system/application patches applied	
Description	This approval process is required by DoIT to apply patches resulting in an outage to agency systems that are managed by Shared Services. By submitting the request for remediation you are approving the remediation to be done. This implies that your agency has also done research and testing where needed to limit potential negative impact.	

SubCategory: Hardware Relocation

Catalog Item Name		Lead Time:
Return Equip to DoIT		30 days
Short Desc	Return Equipment to the DoIT Warehouse. Includes data destruction/wiping	
Description	Use this service to request DoIT tagged computer hardware, (computer, monitor, peripheral) be moved to the DoIT Warehouse. This service also includes data destruction/wiping. If you are unable to locate the correct asset in the selection field, please contact DoIT.PropertyControlService@illinois.gov prior to submission.	

SubCategory: Hardware Reassignment

Catalog Item Name		Lead Time:
Hardware Reassignment		2 days
Short Desc	Request to reassign hardware assets to agency staff.	
Description	Use this catalog item to reassign hardware assets (PC, laptop, monitor, docking station, peripheral) to agency staff. Only updates information within the asset inventory system. NOTE: If software is needed or a computer should be reimaged, use the Modify Computer Hardware service instead.	

SubCategory: Hardware Change

Catalog Item Name		Lead Time:
Modify Computer Hardware		21 days
Short Desc	Move and/or Reimage Computer Equipment	
Description	Use this service to request computer hardware, (computer, monitor, peripheral) be moved and/or reimaged within the agency. This service also includes options for software installation as well as reassignment. NOTE: If a hardware reassignment only is needed to update inventory systems (no move or software required), then use the <u>Hardware Reassignment</u> catalog item instead.	

SubCategory: Printer Install

Catalog Item Name		Lead Time:
Local Printer Request		30 days
Short Desc	Request to Add, Change or Remove a Local Printer	
Description	This service is applicable for an employee who needs local (directly connected to an individual PC) printer services to add or remove a local printer. (Per State of Illinois Print Management Policy, network printers are standard; exception justification is required for local printers).	
Network Printer Setup Request		45 days
Short Desc	Request to Add, Change or Remove a Network Printer	
Description	This service is applicable when the <i>setup</i> of one <i>or</i> multiple networked printers need to be added, modified <i>or</i> removed at the same site. NOTE: Please follow the current Xerox procurement procedures for ordering printers.	

Category: Other

SubCategory: General

Catalog Item Name		Lead Time:
General Request		10 days
Short Desc	To be used when no other item in the catalog provides the required service	
Description	This item will be assigned to a central team who will triage your request and task it to the appropriate fulfillment team.	

Telecom Catalog Structure

Home > All Catalogs > Telecom Service Catalog

Search Catalog

Catalogs

Telecom Service Catalog

Categories

Cellular

Data

General

Video

Voice

VoIP

Popular Items

Item	Description	Price
 Video Service	Request for Video Service. New, Move, Update or Disable Video Service	
Cellular (Order Guide)	This service is applicable for ordering Cellular devices, services and accessories	
General Request	To be used when no other item in the Telecom catalog provides the required service	
 Data Services (WAN)	Request for data circuits Add, Disable, Upgrade or Move data circuits	
 VoIP Service	Request for Voice over Internet Protocol (VoIP) New, Move, Update or Disable VoIP service	
 Voice Service	This service is applicable for Voice (Non-VoIP) services	

Catalog Item

Catalog Item Short Description

Card View

List View

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 Telecom Service Requests

The following standard questions are asked in all catalog items:

Request Information

Opened by

Requested for Agency

* Requested for

Email Address

undefined

Location

Business Phone

undefined

Mobile Phone

undefined

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. This will default to the Agency

associated to the user authenticated.

- *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).

Agency Information

Requested for Agency

i

▼

* Cost Center

▼

Agency Tracking Number

Agency info:

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

Cost Code- Select Agency specific cost center for billing purposes (Required)

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)

Site Coordinator:

Site Coordinator Information

* Site Coordinator Name

▼

Site Coordinator Agency

Location

▼

Email Address

Mobile Phone

Business Phone

Site 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. (Required).

The Site Coordinator Agency, Email address, Location, Business phone and Mobile phone will be populated once Site Coordinator Name is selected.

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 minimize 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.

ServiceNow Telecom Catalog Items

Catalog items are presented in the Telecom Catalog under the following Categories:

Category: Cellular

Catalog Item Name		Lead Time:
Cellular (Order Guide)		7 days
Short Desc	This service is applicable for ordering Cellular devices, services and accessories	
Description	Use this selection for the following Cellular services: New/Upgrade Disable Plan/Feature Change Customer Provided Equipment (CPE) Order Accessories	

Category: Data

Catalog Item Name		Lead Time:
Data Services (WAN)		180 days – New/Move 90 days – Disable 60 days - Update
Short Desc	Request for data circuits Add, Disable, Upgrade or Move data circuits.	
Description	Wide Area Network (WAN) services provides managed Wide Area Data Communication by utilizing the Illinois Century Network (ICN). WAN Services are available for all State of Illinois agencies, boards, commissions, K-12, higher education, libraries, museums, healthcare facilities and municipalities.	

Category: General

Catalog Item Name		Lead Time:
General Request		International – 5 days Wiring only – 10 days Quote Only – 20 days NexTalk – 2 days Tele-Interpreter – 2 days VoIP migration – 60 days 800 service – 30 days Dropship – 10 days
Short Desc	To be used when no other item in the Telecom catalog provides the required service.	
Description	This item will be assigned to a central team who will triage your request and task it to the appropriate fulfillment team.	

Category: Video

Catalog Item Name		Lead Time:
Video Service		40 days
Short Desc	Request for Video Service. New, Move, Update or Disable Video Service	
Description	Use this selection for the following Video services: New Move Update Disable The Cisco platform will provide consolidated agencies the ability to take advantage of enhanced collaboration tools with existing services such as WebEx, Jabber and centralized scheduling that will provide an easy multipoint conferencing solution. This centralized scheduling will allow all consolidated users the ability to schedule video resources through their Outlook calendar. Non-consolidated agencies will maintain the same capabilities as they have today. Video-conferencing is an efficient and cost-effective technology that can be used to conduct meetings, presentations or training sessions with minimal travel and lost time moving from one location to another. Using video-conferencing technology, remote sites can see, hear, and interact in meeting or training sessions without the inconvenience and costs associated with travel. In a video-conferencing meeting, a laptop or mobile device can be used to allow all parties in the meeting to view documents, images, or websites on display. The State of Illinois Video Conferencing Network (IVN) is currently established across the State and at many agency and educational locations. This provides for the opportunity to video-conference with rooms full of participants each in different locations or with individuals from their own desktop systems. In addition, video conferences can be held with other participants across the city, state, nation or around the world.	

Category: Voice

Catalog Item Name		Lead Time:
Voice Service		5-10 days
Short Desc	This service is applicable for Voice (Non-VoIP) services	
Description	Use this selection for the following Voice (Non-VoIP) services New Reactivate Update Move Disable Transfer of Ownership Available forms: <u>Key Sheet and Adjunct Forms</u> <u>Transfer of Ownership - <i>Form is to be used when transferring service to the State of Illinois</i></u>	

Category: VoIP

Catalog Item Name		Lead Time:
VoIP Service		10-40 days – New/Move 2 days – Update 5 days – Disable
Short Desc	Request for Voice over Internet Protocol (VoIP) New, Move, Update or Disable VoIP service	
Description	Use this selection for the following VoIP services New Move Upgrade Disable Available forms: <u>Side Car Template</u> The Enterprise Voice over Internet Protocol (VoIP) Service applies communication technology in conjunction with IP data networks rather than traditional public switched telephone networks (PSTN). VoIP technology will enable you to make and receive telephone calls with your desk PC and phone communicating through the same LAN cable to your desk. VoIP is a proven and cost-effective solution as the State of Illinois migrates from leased phone lines to a State-owned enterprise VoIP system offering advanced features. DoIT telecommunications services are available to all State of Illinois agencies, boards, commissions, universities, Offices of the Illinois House and Senate, and Constitutional Officers connected through the Illinois Century Network (ICN).	

Specific details of service offering attributes are available at:

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

Escalation Process

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.

Checking Status – Service Requests or Incidents

Service Request – IT Services (Business Service)

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.

Service Request – Telecom Services (Telecom Services)

6. Send email to DoIT.TelecomProv@illinois.gov
7. Include ServiceNow request ticket number.
8. Request the most recent status update from the ServiceNow activity log or DoIT Services team / technician.
9. If you do not receive a response within a reasonable timeframe, contact the ITSD (Telecom) and ask to speak to a manager.
10. 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.

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

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IT Service Processing Manager (IT Service Requests)

Jill Pence

Jill.Pence@illinois.gov

Service & Quality Assurance Manager

Melissa Camille

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Telecom Provisioning Manager (Telecom Requests)

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