

Cosumnes River College - Standard Operating Procedure

Information Services Work Request

Responsible Division: Administrative Services (revised: 09/14)

Purpose: Identify procedures for submitting an [Information Services Work Request \(ISWR\)](#) to District Office (DO).

When to Submit an ISWR

- **Telephone Moves, Adds, and Changes.** ISWR's are required to setup phone and voicemail access any time an employee moves offices or moves to another department. Also, when a new employee is hired an ISWR must be completed in advance of their start date to initiate the setup of the employee's phone and voicemail.
- **Data Cabling Moves, Adds and Changes.** Information Technology equipment like computers, printers, fax machines, telephones and multi-function copiers require a cable connection in order to operate. Anytime equipment is moved, furniture is moved or an area has been recently renovated or modified, the area, in consultation with CRC IT and CRC Operations, must review existing cabling locations and where equipment will be placed. If new cable is required an ISWR must be submitted with cabling locations marked on a drawing. Since cabling work is handled by an outside vendor all requests for additional cable will incur a cost and are therefore subject to approval.
- **Requests for VPN Access**
- **Requests for changes to the network and/or DO managed application.**

Process to Initiate ISWR

1. Requesting party/Originator completes the electronic form with software that can save PDF [ISWR Form](#). The Originator forwards the completed form and supporting documents, such as drawings, as attachments via e-mail to the area dean or manager for approval.
2. Area Dean or Manager reviews the request. If he/she approves, the Area Dean or Manager then forwards the e-mail indicating approval to CRC-ISWR@crc.losrios.edu

ISWR Process for Operations/IT departments

3. The ISWR is received by Operations or CRC IT depending on the nature of the request. A CRC tracking number is added and notated in a log.
4. The ISWR is reviewed and, if approved, the Director of Administrative Services (AS) forwards the ISWR and attachments via e-mail to DO-IT, ISWR-Requests (ISWR@losrios.edu). The originator, requesting area manager and Operations Office staff will be CC'd on the e-mail. The e-mail is then forwarded to District Office. The e-mail with attachments will be filed within a designated section of the CRC-ISWR inbox.
5. DO Operations receives request, issues ISWR number with reply
6. CRC Operations notates ISWR number in log
7. DO Operations forwards ISWR request to appropriate IT group for completion.
8. For ISWR's which require funding: A request from the appropriate IT group will be sent to CRC Director of AS for review.
9. Director of AS will reply with approval and CC CRC-ISWR@crc.losrios.edu.
10. IT Group coordinates and completes request and notifies Director of AS of work completion.