Policies & Procedures

Policy

This AHC-IS policy is for the AHC-IS Computer Consultation & Support Request web form located at http://hub.ahc.umn.edu/ahc-information-systems/request-service-forms. The following are guidelines for submitting and processing Computer Consultation & Support Requests.

Procedure


Requester selects the ‘Computer Consultation & Support Request’

Requester is brought to a screen which has two options:

- University of MN (X.500 login)
  - Requester will be prompted to login with X.500 ID.
  - After logging in, the following requester fields auto-populate based on the X.500 authentication: X.500, EmplID, first/last name, email, phone, and department (if requester is in Itasca).
  - Read only fields are: X.500, EmplID, first/last name, email.
  - Editable fields are: phone and department.

- Fairview/UMP/Other (no X.500 login)
  - Requester is brought directly to web form.
  - All of the requester fields are blank and editable.
  - X.500 and EmplID fields are not required.

Acknowledge Consultation & Support Request Policy, then click continue.

On the request page tab 1 will auto fill based on your x.500 ID (internet ID) and your department will populate the appropriate approver, click next at the top right of the form.

On tab 2 complete the information about the user of the device, click next.

On tab 3, detail the computer to be evaluated as best as possible, there is an option to attach a spec sheet from the vendor, if a vendor is involved please complete the Vendor Information section, click next.

On tab 4 enter your support EFS chart string then submit.

On the Itasca Admin side, the request gets placed into the ‘Pending Approval’ queue.

The request is sent to the requesters Departmental Approver via a confirmation email. The Departmental Approver is prompted to login to Itasca, http://itasca.ahc.umn.edu/index.cfm to view and approve or deny the request.

- Denied requests, go into Completed queue and is flagged as Denied. Denied requests cannot be re-opened.
- Approved requests, go into Approved (not completed) queue.
- Expired requests: A confirmation e-mail is sent once a week for 30 days until request is approved or denied. After which point the request moves to the completed queue and is flagged as expired. An email is also sent out to the requester, user, supervisor, and approver to notify of expiration.

Once Approved an AHC-IS Staff will evaluate the request and determine next steps

- AHC-IS Staff may contact you to get more information if needed or contact the vendor directly or
- A Field Technician may be dispatched to gather more information or to do a formal evaluation of the computer or
• AHC-IS staff determine the computer can not be added to support and will contact you with alternative solutions.

If AHC-IS Staff determine the device can be added to support the device will be added via imaging or consulting directly with the vendor if imaging is not feasible. When a request is approved or denied, an automatic e-mail is sent to the requester, requester’s supervisor, and the requester’s departmental approver notifying them of the approval or denial.

• On the admin side of the form, there is a “Check here to manually approve (a note will be added)” checkbox. AHC-IS staff should attach documentation to the request if ever manually approved. An automatic email is not sent out to requester, user, supervisor, or approver when a request is manually approved.