

# SOUTHERN UNIVERSITY AT NEW ORLEANS

## Policies and Procedures

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**Title/Topic:** TECHNICAL SERVICE REQUEST PROCEDURE

**Effective Date:** July 2002

**Revision:** May 2002

**Category:** Information Technology Center Procedure

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### Section 1. Purpose

- 1.1 These procedures are for the purpose of allowing Users to request new development and modifications to the University's strategic systems.

### Section 2. Authority

- 2.1 Southern University at New Orleans campus procedure.

### Section 3. Definitions

- 3.1 TSR – Technical Service Request
- 3.2 APM – Application Programming Manager
- 3.3 PDF – Programming Documentation Form
- 3.4 PLB – Programmers Log Book

### Section 4. Application

- 4.1 These procedures apply to Faculty and Staff.

### Section 5. Procedure Statements

- 5.1 Step 1. Requestor provides the information below with the assistance of Data Control.
  - Requestors' name.
  - Date requested.
  - Time requested.
  - Expected date.
  - Requestors' department and telephone extension.
  - Requestors' department head signature & date of signature.
  - Description of request.

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### Section 5. Procedure Statements

- 5.2** Step 2. Requestor provides the requested type in the "Office Use Only" area.
- Post-Production Application Errors, Operation System Modifications, New Development, Modification to Existing System, Report Application, Data Entry, File Creation, System Update, Report Layout, Screen Layout, Program Function, Screen Function, File Format/Information, Exec File Change, Program Authorization.
- 5.3** Step 3. Requestor indicates how often a file is created or a report is generated.
- Daily, Weekly, BI-weekly, Monthly, Semester, Semi-semester, Fiscal, Annual, On Request.
- 5.4** Step 4. After the Requestor has completed his/her portion of the TSR, the application custodian signs and dates the form. The TSR Form is returned to Data Control in person.
- 5.5** Step 5. Data Control logs each submitted Technical Service Request in the Work Request Log Book and assigns each a Job Number.
- 5.6** Step 6. The TSR is forwarded to the APM.
- ITC Director determines approval status.
    - Approval Status (approved)
      - TSR is assigned to a Programmer.
    - Approval Status (disapproved).
      - Requestor is notified of disapproval status and given a reason.
    - Approval Status (deferred).
      - Requestor is notified of deferred status and given reason for deferral.
  - APM initiates a PDF and completes a log entry in the PLB.
  - Assigned Programmer completes the request according to the PDF procedure.
  - The PDF and Test Work Order Request procedures are completed

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### Section 5. Procedure Statements

- 5.7** Step 7. If Requestor does not accept the system test output, then the Requestor must notify Data Control of the problem and the APM must be notified. The APM then works with the requestor to take appropriate measures to correct system test output by returning to the PDF and Test Work Order Request process. This step is repeated until desired output is acceptable.
- 5.8** Step 8. APM forwards the TSR to ITC Director for signature.
- 5.9** Step 9. ITC Director forwards TSR to Data Control
- 5.10** Step 10. After the completed TSR is returned to Data Control, System Run Documentation must be updated to reflect the changes in the appropriate areas. Data Control files the TSR in the appropriate Documentation Binder.