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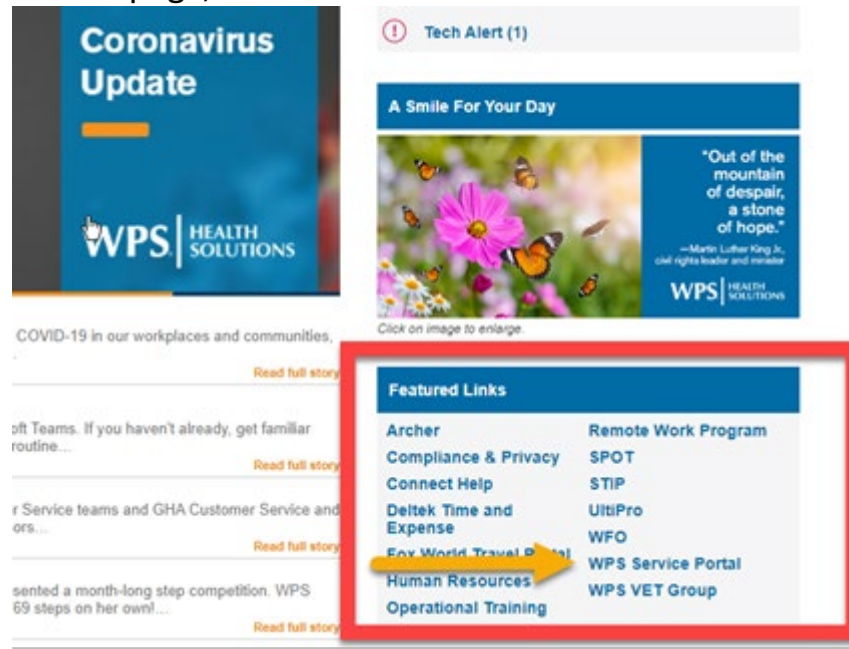
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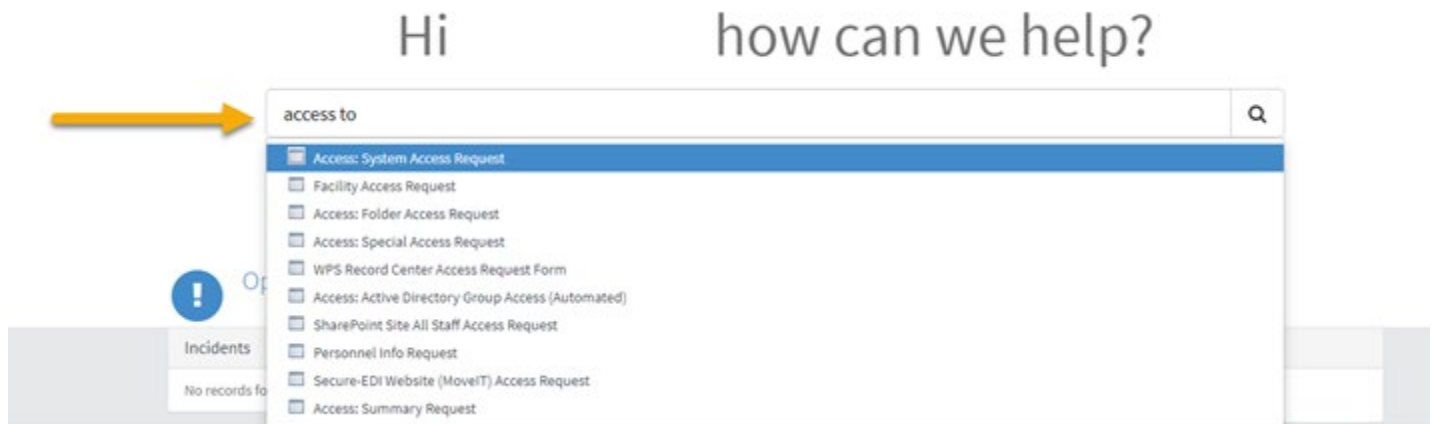
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How to Use the Service Portal

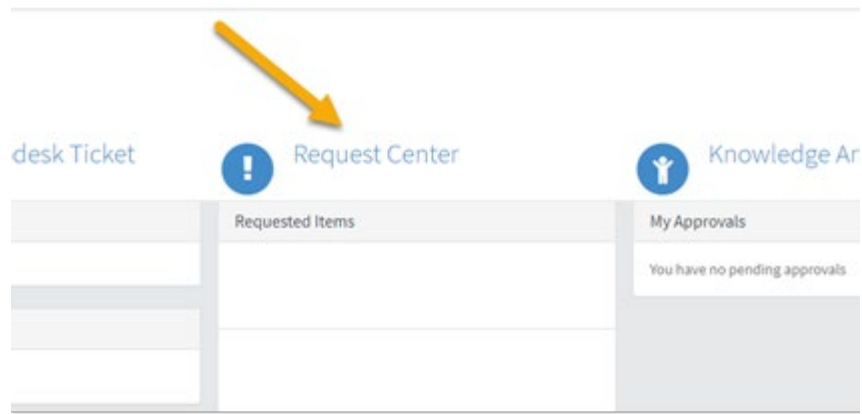
1. Log on to Citrix and open Connect on a browser. Under **Featured Links** on the lower right of the page, click **WPS Service Portal**.



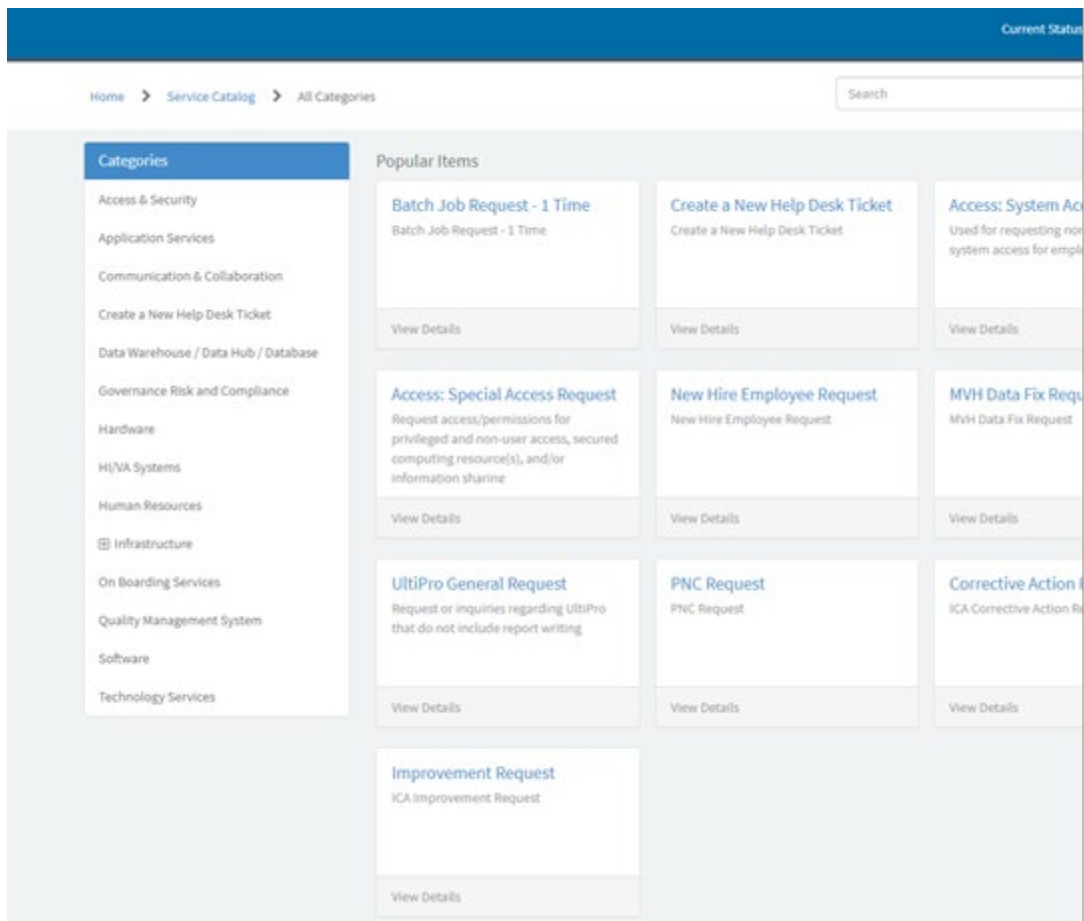
2. Once on the Service Portal landing page, you have two options. First, you can search for what you are looking to do and select the task.



3. OR you can click the **“Request Center”** link, taking you to the Service Catalog



4. Within the Catalog, you can choose a request item that fits your needs. The first page will be the **Popular Items**, or you can look through different categories on the side menu



5. Once an item is selected, follow the instructions **CAREFULLY** to complete the request. To avoid mistakes and having your request denied, read through the instructions before continuing to submit the information

Access: Folder Access Request

Request for Folder Access

This request form is only to be used for requesting access to an existing folder.

Any request submitted without the full path to the folder will be returned or canceled.


Our new Active Directory Access Request can get this request processed faster: If you know the exact name of the Active Directory group you want added, you can "skip the line" and let automation handle the request after going through necessary approvals. To open the Active Directory Access Request, please [click here](#).

This form is intended to be used for requesting access for one recipient. If multiple recipients need this access, please follow the instructions provided below. Any single request that is received with multiple or bulk recipients will be rejected.

Submit Instructions:

- Fill out the form.
- Select the **Add to Cart** button on the right side of the page.
 - If you would like to request the same changes for **multiple people**, change the selected person in the **Requested for** field, then repeat step 2 to add the additional request to your cart.Repeat this step for each person you are requesting for.
- To change any details with requests added to your cart, select the **Edit Cart** button.
 - Each request can be expanded to view more details by selecting the expansion triangle (under the **Item** column title).
 - To remove a request from your cart, select the **Delete** button to the left of the request item.
 - To change a request from your cart, select the **Edit** button to the left of the request item.

* Once you are finished with your changes, select the **Update Cart** button on the right side of the page to save your changes and be redirected back to the cart.
- Once you are ready to submit your request(s), select the **Proceed to Checkout** button (from the form page) or the **Checkout** button (from the shopping cart page).
- Once submitted you will be provided a request number beginning with "REQ", and each request from your cart will be advanced to the approval stage. If you are submitting a request for an individual that reports to you, the approval stage will be completed automatically.

 Add to Cart

Required information

Requested for **Access level** **Justification(s)**

6. Enter **all required information** (marked with a red *). Failure to enter all necessary AND accurate information will result in a denied request

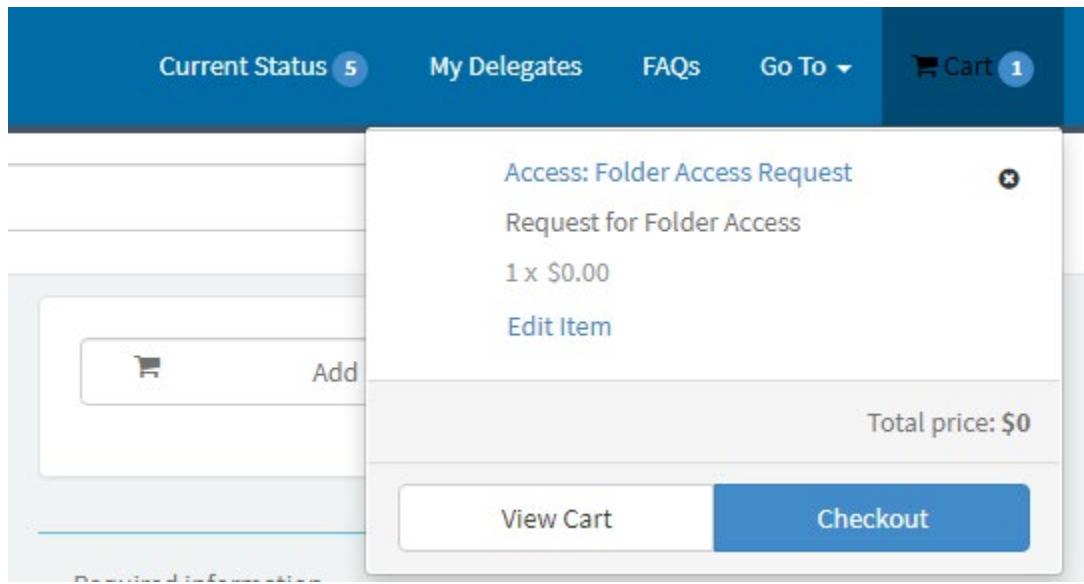
The screenshot shows a web form for requesting access. It includes several sections with red annotations and yellow arrows:

- Requested for:** A dropdown menu with a red arrow pointing to it labeled "Select your name".
- Preferred Completion Date:** A date/time field showing "2020-07-15 09:30:14".
- Access Need:** A dropdown menu with a red arrow pointing to it labeled "Select length of Access". The dropdown shows "-- None --".
- Folder Path & Access Level:** A section with "Add" and "Remove All" buttons, and a table with columns "Actions", "List your folder path:", and "Access Level:". The table currently shows "No data to display".
- Justification(s):** A text area with a red arrow pointing to it labeled "Describe your reasoning, related to your job role".

7. Once all required information is filled in, **add the item to your cart**. If there is missing required information, a box will indicate below the Add to Cart button.

The screenshot shows the bottom part of the form. At the top is a button with a shopping cart icon and the text "Add to Cart". Below this is a section titled "Required information" which contains three red buttons: "Requested for", "Access Need", and "Justification(s)".

8. To submit your request(s), go to your cart and **Checkout**.



9. You will receive an email when the request is received and been fulfilled. You can check the status of all requests in the Service Portal

Agent working on this Requested Item:	
Number	RITM0366669
State	Closed Complete
Priority	Low
Created	about a month ago
Updated	about a month ago
Quantity	1

Access & Security

Access: Folder Access Request

Description

This request form is only to be used for requesting access to an existing folder.

Any request submitted without the full path to the folder will be returned or canceled.

If you know the exact name of the Active Directory Group you want added, please open an [Access: Active Directory Group Access \(Automated\)](#) request to have your request processed faster.

Requirements

- Requested for
- Access Need
- Folder Path & Access Level
- Justification(s)

Suggestions

Description has been edited.

Access: Active Directory Group Access (Automated)

This request is intended for being added or removed from an AD group that you know the exact name of through IGL. [Follow these instructions.](#)

If you don't know the exact name of the AD group, please open an [Access: System Access Request](#) or an [Access: Folder Access Request](#).

Suggestions

Description has been edited.

Access: Active Directory Group Creation Request

Description

This request is intended for creating an Active Directory.

Requirements

- Request Title
- Requested For
- Group Name
- Plain English Group Description
- Does group provide privileged or administrative access?
- Group Owner:
 - Refer to [Naming Conventions](#).
- Does anyone need to be added to this group immediately?

- Preferred Due Date
- Justification

Suggestions

Added link to Naming Conventions, rather than referring to an unlinked work instruction.

[Access: Folder Security Request](#)

Description

This request is intended for requesting the creation of new secured folders and for managing folder security (ensuring the correct users can access this folder and no one else).

If you are looking to gain access to a secure folder, please open an [Access: Folder Access Request](#).

Requirements

- Select an Option: 'Create and Secure a New Folder' OR 'Secure an Existing Folder'
- List your folder path:
- Select an owner responsible for the folder and its data.
- Does this folder contain PHI or PII data?
- Justification

Suggestions

Description has been edited.

[Access: Special Access Request](#)

Description

This request is intended to be used by users needing access to computing resources currently locked by the IAM Team.

Examples: Admin level access, USB thumb drive, access to blocked internet sites, overriding local computer virus scan setup, permission for concurrent/simultaneous computer logons, etc.

If you are looking to gain access to any data warehouse servers, please open a [Data Warehouse/Data Hub Request](#).

Requirements

- Request Title
- Security or Access
- Preferred Completion date
- Description
- Justification

Suggestions

Description has been edited.

[Access: Summary Request](#)

Description

This request is intended for obtaining a listing of all the access your staff currently has. If you need a listing for administrative or service accounts, please indicate that in the comments. This form can only be completed by a manager or above.

Requirements

- Request Title
- Requesting for:

Suggestions

Description has been edited.

[Access: System Access Request](#)

Description

This request is intended for requesting access to A LOT of different systems. If you are unsure which request to file, this is a good place to start. Just select your LOB and look through the applications that you can select.

If you know the exact name of the Active Directory Group you want added, please open an [Access: Active Directory Group Access \(Automated\)](#) request to have your request processed faster.

If you need access to a folder but the exact name of the AD group associated with it is not known, please open an [Access: Folder Access Request](#).

If you need privileged or non-user access that requires Director approval, please open an [Access: Special Access Request](#).

If you are looking to gain access to any data warehouse servers, please open a [Data Warehouse/Data Hub Request](#).

Requirements

- Request For
- Type
- Line of Business
- Application(s)
- Description
- Justification

Suggestions

It would be awesome if we could somehow incorporate the [Systems & Applications](#) page into this request (once its updated) to help people find the best request type to use to get access to the system/app they are looking for.

Also, depending on what application you select under the 'Application(s)' field, there could be an extra box that pops up asking the requester to provide any more information that the IAM team or others may need for granting this access. For example, if a user wants Emdeon, they would be able to select the role they want within Emdeon (Login Admin, Client Billing Reports, etc) instead of an analyst having to reach out and ask later.

Maybe an edit in the explanation of the 'Description' field as well, saying something like if you are unsure exactly what access to ask for, please provide a user to mirror.

If a user selects 'Office 365' as their Application, maybe it could prompt the user to use an O365 request instead.

Description has been edited.

Assessment and Compliance Request

Description

This request is intended for access relating to assessment and compliance for projects like 912 Remediation, DLP, Priority Remediation, etc.

Requirements

- Request Title
- Assessment or Compliance
- Assessment type OR Compliance type
- Line of business
- Year
- Description

Suggestions

Description has been edited.

CMS Monthly Manual Review

Description

This request is intended for requesting logs or other information for Qradar or other security audits.

Requirements

- Request Title
- Description

Suggestions

Description has been edited.

Data Share Protected Health Information Request

Description

This request is intended for documenting the sharing of data or information that is regulated, confidential and/or proprietary. Your request is evaluated to ensure that the data remains confidential and protected under federal law, state law, and WPS's corporate Data Release Policy.

Requirements

- Request Title
- Which of the following best describes the type of request you are making?
 - Group enrollment/eligibility information (RISK)
 - Group enrollment/eligibility information (ASO)
 - Group detailed claims report (ASO ONLY)
 - Other
- How many member records will be included in the data shared:
 - Fewer than 50
 - 51-100
 - 101-250
 - 251-500
 - 501-1000
 - 1000 or more
- Please explain why you need to release this information.
- Is any information being released not required to accomplish the desired goal?
- What Organizations will the information be shared with? (names, titles, departments, company, contact information)

Suggestions

Description has been edited.

[eSCM Compliance Assessment](#)

Description

This request is intended for addressing non-compliant scan items, issues with SCC controls, and issues with documentation in terms of eSCM Compliance.

Requirements

- Request Title
- Description

Suggestions

[Facility Access Request](#)

This request has moved to the [Nuvolo Portal](#).

[FileNet Security Request](#)

Description

This request is intended for gaining or removing FileNet access.

Requirements

- Request Title
- RACF ID
user License Type
- Environment
- Level of Security Access Requested
- Type of Document Access Requested

Suggestions

For 'Type of Document Access Requested' there are no check boxes or text boxes, possible error.

Description has been edited.

Firewall Request

Description

This request is intended for requesting access through a firewall or creating a new firewall.

Firewalls control the inbound and outbound traffic between an end user device (laptop, desktop, table, etc) that is connected to either corporate wired or wireless networks. Users of this service are typically deploying a new SaaS solution, or need to grant access to an internal or external site that is currently blocked.

Requirements

- Request Title
- Request Classification
- Request Type
- Action
- Urgency
- Line of business
- Description
- Business Justification

Suggestions

Stronger description.

International Travel Request

Description

This request is intended to be used by an employee or manager of an employee to request for WPS systems access and use from a personal or WPS-owned device while traveling outside the country.

This request may be denied if the country/countries are considered high-risk areas.

Requirements

- Request Title
- Name of country/countries traveling to:
- Travel Date Start
- What type of device do you plan on using to access WPS systems? (Check both if true)
 - Personal (BYOD)
 - WPS-Owned
- Return Date
- Comments/ Special Requests

Suggestions

LAN Account Reactivation

Description

This request is intended to be used to re-enable a user's LAN account that was disabled due to account inactivity.

Requirements

- Reason for account enablement.
- Please explain why the account was disabled.

Suggestions

Load Balancer Access List

Description

This request is intended to be used to be **whitelisted** on the load balancer.
For network and host based firewall requests, please open a [Firewall Request](#).

Requirements

- Request Title
- Action
- Line of Business
- Description
- Business Justification

Suggestions

New Certification or Domain Name

Description

This request is intended to use in order to purchase or renew a security certificate or domain name.

Requirements

- Title:
- Organizations Code:
- Project Code:
- Action Type
- Name Type
- Certification
- Number of Years

Suggestions

Personnel Info Request

Description

This request is intended to be used in highly reviewed WPS employee HR discovery cases.

Examples: sharing employee F: and C: drive permissions with requester, and/or other employee computer activities tracking (logon/logoff time logs, email discovery, etc).

Email access & C-Drive access are only available for two weeks. If longer access is needed, please provide a justification.

Requirements

- Request Title
- Impacted User Name
- Impacted User ID
- Justification

Suggestions

Secure-EDI Website (MoveIT) Access Request

Description

This request is intended for Secure-EDI Website (MoveIT) access to access and make changes to existing accounts for sending secure emails and transmitting files to and from internal and external users.

Requirements

- Request Title
- Description

Suggestions

Work on better distinction between this request, EDI Issue, and EDI Request. Maybe combine if possible?

Description has been edited.

SI 2 Flaw Remediation

Description

This request is intended for notifying select areas of a patch being released. This patch may apply to software, hardware or firmware.

Requirements

- Request Title
- Requester
- NVD patch needed
- Description

Suggestions

Standard Exception – Acceptance of Risk

Description

Refer to these instructions: [User Guide](#)

NOTES: An SE/AoR is used to manage and approve Standard Exceptions (SE) and Acceptance of Risk (AoR). An SE is employed when a security standard or policy must be disregarded in order for a system to function properly. An AoR is used specifically for accepting risk related to audit or assessment findings.

Requirements

- Type
- Title
- Description
- Justification
- Mitigating controls
- Asset(s) impacted
- In-service date
- Temporary or Permanent
- CMS
- LOB

Suggestions

Description is missing.

Tenable.sc and Related Processes

Description

This request is intended to be the vehicle used to communicate and track requested changes for the Tenable.sc and scanning for the Vulnerability Remediation effort.

Requirements

- Request Title
- Type of Request
- Change / Update Requested
- Description

Suggestions

Vulnerability Scan Request

Description

This request is intended to be used to request a vulnerability scan for hardware, appliances, and software.

Requirements

- Request Title
- Request Type
- Description / Justification

Suggestions

WPS Record Center Access Request Form

Description

This request is intended to be used **ONLY** for requesting access to the WPS Record Center System (ERMS), which will allow users to search for and/or request physical records stored in the WPS Record Center only.

Requirements

- Request Title
- Request Type
- Please enter the phone number for 'Requested For' user:
- Please enter the building for the 'Requested For' user:
- Please enter the department name for the 'Requested For' user:
- Description / Justification

Suggestions

Application Services

Archer Request

Description

This request is intended for requesting Archer Enhancement/New Development, Archer Questions and Support, or Archer Training.

Requirements

- Request Title
- Request Type – Please select from the dropdown list.
- Description:

Suggestions

Batch Job Request – 1 Time

Description

This request is intended for

Requirements

- Request Title
- Is this to resolve a Production Issue?
- Environment
- Line of business
- Run in System
- ODate
- Jobs requesting
- Run Date & Time
- Job Name and Folder Name

Suggestions

Add a description. While other employees making the request know what this is, a new employee needing to make a request like this might be confused.

Batch Job Scheduling – Distributed

Batch Job Scheduling – Mainframe

Blueprint Request

Description

This request is intended for requesting a project to be created in Blueprint, an export of Blueprint to TFS, an update to current project in Blueprint.

Requirements

- Request Title
- Line of business
- Request Type
- Project name
- Blueprint Project Type
- Description

Suggestions

Business Transformation Support Request

Description

This request is intended for requesting Business Transformation support or HI Portal support.

Requirements

- What is your request for?
 - BT Support
 - HI Portal
- Request Title

Suggestions

Description has been edited.

Captiva Request

Description

This request is intended for Captiva related items.

Requirements

- Request Title
- Line of business
- Description

Suggestions

Corporate Imaging Request

Description

This request is intended for reporting issues to Image Central for research of incoming mail or OCR issues. This includes all contracts.

Requirements

- Request Title
- Line of business
- Description

Suggestions

Deltek Request Form

Description

This request is intended for Deltek accounting coding changes including project, account, and organization changes.

For other Deltek requests, please use a [Access: System Access Request](#).

Requirements

- Request Title
- Request Type
- Request Operation
- Description / Justification

Suggestions

Description has been edited.

EDI Issue

Description

This request is intended for reporting issues to be addressed by EDI staff. This request is not intended for any changes to functions or MoveIt/Secure-EDI issues, requests, and/or changes, instead refer to the [Secure-EDI Website \(MoveIT\) Access Request](#) or the [EDI Request](#).

Requirements

- Request Title
- Line of business
- Priority:
- Description

Suggestions

Work on better distinction between this request, EDI Issue, and Secure-EDI Website (MoveIT) Access Request. Maybe combine if possible?

Also, consider changing the name as to better differentiate between EDI Issue and Request if not combining.

Description has been edited.

EDI Request

Description

This request is intended for work that is requested for the EDI staff to work on or create, like creation of workflows or changes to existing workflows. This request is not intended for any new MoveIT requests.

Requirements

- Request Title
- Line of business
- Description

Suggestions

Work on better distinction between this request, EDI Request, and Secure-EDI Website (MoveIT) Access Request. Maybe combine if possible?

Facets Deployment

Description

This request is intended for the Facets Deployment process.

If you need access to Facets, please use a [Access: System Access Request](#).

Requirements

- Request Title/ Program Name
- Environment
- Division
- Artifactory Deployment Request:
- Project Number:
- Deployment Location:
- Off Schedule Release:
- SQL Object Deployment Request:
- Control-M Updates or Changes:

Suggestions

Description has been edited.

Flynet Request

Description

This request is intended for requesting needed screens, navigation, and fields in Flynet. Please provide attachments showing what you are requesting, if possible.

Requirements

- Request Title
- Type of Request:
- Line of Business
- Priority
- Request description

Suggestions

GHA QA Request Form

Description

This request is intended for requesting a quality assurance analysis. They will be evaluated based upon need and availability of Quality Assurance resources.

Requirements

- Request Title
- Business Area:
- Request Type:
- Is this involving Multiple Staff?
- Comments:

Suggestions

Integration Request

Description

This request is intended for creating or modifying an integration (formerly Boomi).

If you need access to Boomi, please use a [Access: System Access Request](#).

Please click [here](#) to download and attach the optional form for your request.

Requirements

- Request Title
- Line of Business
- Business Value
- Description

Suggestions

Description has been partially edited.

Legacy Data Archive Request

Description

This request is for retrieving archived data from retired legacy applications. Your request will be reviewed by representatives of your Line of Business and you will be contacted to collect additional information as needed.

If your request concerns a data hold / hold removal, please indicate in Request Title and Description / Justification.

Need to Archive Something?

[Click here](#) to make a new request to archive data into the Legacy Data Archive Application.

Requirements

- Request Title
- Line of Business
- Audit related
- Description / Justification
- Legacy application

Suggestions

MS Teams Feedback

Description

This request is intended for reporting MS Teams feedback/issues.

Requirements

- Request Title
- Comments

Suggestions

Seeing as the company is transitioning to Teams, is this still necessary? Can it be absorbed into the O365 Request?

Otherwise, it might be nice if this can become a platform to help people navigate Teams and provide them with resources on a case – by – case basis as people are transitioning.

MVH Contract Request

Description

This request is intended ONLY for a Tricare Contract related defect, such as claims processed incorrectly or systems not functioning as required, for example.

If it is not related to the TriCare Contract, please create a [Help Desk Ticket](#).

Requirements

- Requesting on another’s behalf?
- Affected Contracts: (select all that apply)
- Priority– VERY IMPORTANT
- Does this involve a known payment error?
- Is this request related to a HIPAA violation?
- Operations or Systems Request?
- Are Claims Impacted?
- Executive Description
- Describe your defect below. Please include any error messages in the description.

Suggestions

This request refers to the MVH Data Fix Request, has this been retired in the new service portal?

Description has been edited.

O365 Requests

Description

This request is intended for requesting to be added to Distribution Groups, a Shared Mail File, issues in MS Teams, and Rooms/Resources. This request is also intended for asking general questions on anything O365 related.

No PHI/PII is allowed in any Microsoft Applications.

Requirements

- Title
- Request Type:
 - Shared Email/Distribution Group
 - Microsoft Teams
 - Facilities Update
 - General Question

Suggestions

Could this request absorb ‘MS Teams Feedback’?

OnBase Requests

Description

This request is intended for reporting a defect related to an incident ticket, requesting an enhancement/change to current OnBase solution, project related work, or a request for system maintenance.

If you are looking to report an OnBase issue, please create a [Help Desk Ticket](#).

If you are looking for OnBase access, please use a [Access: System Access Request](#).

If you are looking for OnBase software installation, please use a [Software Request](#).

Requirements

- Request Title
- What department are you in?
- Line of Business
- Request Type:
- Is this compliance related?
- Does this effect reporting?
- Production Environment Implemented Due Date:
- Is there a workaround?
- Impact if implement date is not met:
- Description

Suggestions

Description has been edited.

Portal and CSAT Request

Description

Requests for Portal Changes: Employees can request changes to external facing portals. This includes changes to the User Interface (UI) and assistance with content changes.

Requests for Mainframe or .NET Changes (CSAT): Employees can request changes to jobs involving GHA and integration with document management systems (FileNet, P8 and OnBase).

Requirements

- Request Title
- Type of Request:
- CSAT Line of Business
- Priority
- Request description

Suggestions

Rightfax Service Request

Description

This request is intended to be used for changes to new or existing inbound lines other than modifications/additions to the OnBase procedure.

For outbound fax access, please use either an [Automated AD Group Request](#) or a [Access: System Access Request](#) for appropriate AD group membership. Refer to the list below for guidance on what AD groups to request:

RightFax server and security group information -

Military Veterans Health

- Server – img-fax-mvh-p1
- Group – gg_ImgTriFax

Corportate/VA/EDI

- Server – img-fax-corp-p1
- Groups – general corp/WPSHI users – gg_Img-WPSHI-RightFax-Faxing
 - VA users – gg_RightFax-VA-Users
 - EDI users – gg_IMG-EDI-RightFax-Faxing

Government Health

- Server – img-fax-gha-p1
- General GHA users – gg_Img-GHA-RightFax-Faxing
- There are two additional groups for special replacements of existing fax machines, these groups are department based not specifically for faxing. Therefore, they are not relevant.

To configure or install the Faxutil software, please use a [Software Request](#).

For incoming fax lines intended for delivery to OnBase, please use an [OnBase Request](#).

Requirements

- Request Title
- Line of business
- Description

Suggestions

I included the information from the knowledge base in the request and added links in the description.

[ServiceNow Delegate Approvals and Tasks to Another User](#)

Description

This request is intended for assigning a delegate to a user if out of the office.

Approvals: The delegate can approve items on your behalf.

Assignments: The delegate can view and work on tasks assigned to you.

CC Notifications: The delegate receives a copy of email notifications sent to you, except those marked as Meeting Invitation.

NOTE: If the Approvals check box is selected but CC notifications is not, the delegate does not receive approvals.

If you need to change one approver on a request, please use a [ServiceNow Platform Request](#).

Requirements

- Requested for
- Delegate

- Starts
- Ends

Suggestions

Can this form be eliminated by the 'My Delegates' tab in the Service Portal?

ServiceNow Platform

Description

This request is intended for going to the ServiceNow team for changes to the overall ServiceNow platform application.

If you need to report a defect or issue with the ServiceNow platform, please create a [Help Desk Ticket](#).

If you need to add a delegate for a user, please use a [ServiceNow Delegate Approvals and Tasks to Another User Request](#).

Requirements

- Request Title
- Request Type
- Description

Suggestions

ServiceNow: Service Portal Feedback

Description

This request is intended as a platform for giving feedback specific to the ServiceNow Service Portal.

If you are looking to change an existing catalog item, workflow or engage the ServiceNow Support Team, please use a [ServiceNow Platform Request](#).

Requirements

- Please rate the Service Portal 1 being the lowest (Needs work), 5 being the highest (Awesome)
- Comments

Suggestions

Description has been edited.

SPOT Requests

Description

This request is intended for submitting SPOT work requests.

Requirements

- Request Title
- Request Type

Suggestions

Description has been edited.

TFS / Tasktop Request

Description

This request is intended for requesting access to TFS, a project to be created in TFS, elevated permissions in TFS, and TFS integration with ServiceNow.

Requirements

- Request Title
- Request Type
- Project name
- Description

Suggestions

WFO Request

Description

This request is intended for requesting WFO Team services and assistance with NICE-WFO Applications.

NOTE: NPM/Webstation is part of the Single Sign On process so a username and password are not required. If you receive the login page please close your Internet browsers and reopen.

Requirements

- Request Title
- Application
- Request Type
- Description / Justification

Suggestions

WPS Process Automation Request

Description

This request is intended for reporting enhancement suggestions for process improvement, or areas for improved operational efficiencies. This form is NOT intended for reporting system defects or data fixes.

Requirements

- Request Title
- What of LOB (Line of Business) will this impact?
- Hours Saved Per Day
- Detailed Description

Suggestions

Maybe change the name of this to 'WPS Process Automation Suggestions' or Feedback.

WPSHI Automation / Legacy Batch Request

Description

This request is intended for requesting changes/additions to internal WPSHI IS system configurations(s), execution of batch jobs or automation scripts, and/or reporting capabilities, example: FACETS table lookup.

If you are looking to make a request to ESP for a one-time Batch Job Request, please use the Batch Job Request – (1-time) request

Requirements

- Request Title
- Application
- Environment
- Line of business
- Direction
- Preferred run date and time

Suggestions

WPSHI Web Applications Request

Description

This request is intended for reporting issues/defects of the secure sections of the HI Portal. Some examples of secure sections are login pages, enrollment/quoting pages, and post login of member, agent, employer, provider, etc of portal accounts.

Requirements

- Request Title
- User ID of Portal user
- Number of users impacted:
- Priority
- Description/Justification

Suggestions

Communication & Collaboration

Benefit Document Design Team Request Form

Description

Completion of this form will generate a request to the Benefit Document Design Team. You will receive an email when you submit this form and, in most instances, a second email when the request has been processed. Please allow up to 5 business days for a response to your request.

Requirements

- Subject
- Group and Subgroup Number
- Class
- Business Type
- Detailed description of request
- Date response is needed

Suggestions

Provide a more detailed description. Possibly move this to a different category – HI/VA, creating MMS, MVH, etc.

Copy Center Job Request

Description

Printing

To have a document printed please fill out the Copy Center Job Request below. Attach your documents by clicking the paperclip icon located in the upper right corner. If you are requesting an existing form please make sure to include the form number in the “Form No / File Name” field within the Copy Center Job Request.

Copying

If you require copying services please fill out the ticket below and send your hardcopy documents through interoffice mail to the Todd Drive building, Attn: CopyCenter. Please include the ServiceNow [RITM number](#) with your hardcopy documents. (The RITM Number will be provided after your request is submitted.)

Requirements

- Request Type
- Building
- Department
- Phone Number
- Organization Code
- Project Code
- Date Needed
- File Name
- Number of Copies
- Job Description

- Format
- Paper Type
- Size
- Paper Colors
- Assembly
- Color copies?

Suggestions

HI Eloquence Request

Description

This request is intended for creating an HI Eloquence letter request, including new letters, changes to a current letter, or deleting a letter

Requirements

- Type of Request
- Letter Name
- Preferred completion date
- Description

Suggestions

Move to HI/VA department requests. Add a description like the one provided above.

Language Change Request

Description

This Language Change Request (LCR) form is used to suggest changes to certificates of coverage for health insurance. At the beginning of each year, the Certificate Review Committee (CRC) reviews LCRs and evaluates whether they should be implemented. Please ensure you conduct any research necessary to support your LCR prior to submission. For questions regarding this form, please contact leanne.nelson@wpsic.com

Requirements

- Department
- Is this document LCR replacing an LCR already submitted?
- Reason for change
- Type of Document
- Additional explanation – research supporting the change
- Proposed language change

Suggestions

Move to HI/VA department requests and create more department categories for MVH, MMS, etc. And add to those as well

MVH Process Analyst Request Form

Description

Use this form to submit an idea for process improvement for MVH Operations areas.

- Make sure to provide a detailed description of your request. This will help others determine if this would be a benefit for their area.
- All requests will be prioritized based on ROI and resource availability.

Requirements

- Request description
- Request priority
- Department contact

Suggestions

Create a department category for MVH and move this there.

Operational Training

Description

Please click [here](#) to view instructions for filling out the Operational Training request form.

Disclaimer

Training requests will be evaluated based upon the needs and available training resources. This will be discussed through consult meetings with the Operational Training Business Partner assigned to the request. Submission of a request does not constitute agreement that training will occur as requested.

Requirements

- Request type
- Description of equipment needed

Suggestions

RPD Request

Description

This request is for Ricoh Process Developer development/improvements for the Todd Drive Corporate Print & Copy Center. This request is intended for all items relating to RPD.

Requirements

- Line of business

- Request type
- Project name
- Description

Suggestions

SharePoint Request

Description

This request is intended for the creation of a SharePoint Team Site, Olli Site, Resource Site, or other SharePoint site requests. This is not for MICROSOFT TEAMS.

Requirements

- SharePoint Request Item
- Date Needed
- Description

Suggestions

Add a more detailed description like the one provided above.

SharePoint Site All Staff Access Request

Description

Request to allow all WPS staff access to SharePoint site or site content.

Allowing all WPS staff access to all of a SharePoint site or just a select set of documents can potentially expose WPS to unintended risk that could result in an audit finding. It is highly recommended that alternatives be investigated before all WPS staff are permitted access a SharePoint site.

To have your site considered to allow all WPS staff access, submit the following site.

Requirements

- Site Name
- Site URL
- Ensure the site doesn't contain sensitive information
- Justification for allowing all employees into the SharePoint site

Suggestions

Telecom Request

Description

If this is for a HEADSET, please use the [Hardware Request](#).

- Be sure to use 'headset' in Request Title
- list 'other' for Requested Item
- list 'type of headset (example: Plantronics wired/wireless – over one ear or double ear)' in Notes
- define the business need in Justification of purchase

For New Employees needing new agents or office phones, please submit your request via the New Employee Request form.

For additional Phone Lines: include current phone number and desk location.

For Call Center Call flow changes: include a copy of the call flow diagram (use paper clip icon in upper right corner).

For Conferencing: list 'unified communications' (less than 25 conf), list 'Reservationless' or 'Reservationless plus' (less than 25 with international conf) when an 800 number is needed along with your cost center and project code for bill back to your department. ***For conference attendance greater than 25, list 'Unified Conference' include your cost center and project code for billing purposes.

MOVE Current Phone line if not moving with PC: provide, username, phone number with old desk location and new location.

Off boarding employees: will remove the phone

Requirements

- Phone number and phone extension
- Organization Code
- Project Code
- Current Location
- Line of Business
- Telecom Request type
- Description of the request

Suggestions

This could be moved to a technical request or something more related – doesn't really align with the rest of the Communication and Collaboration requests.

WPS Connect & Corporate Monitors

Description

WPS Connect content updates and content on the Corporate Monitor displays.

Use this form for the following:

- Content on the Corporate Monitor displays around the company.
- WPS Connect content updates such as Policy additions/changes, Acronyms, Department site additions/changes.
- Search functionality

- Widget
- Connect story ideas.

If you have article submissions, please email wpsconnect@wpsic.com.

Requirements

- Request type
- Date needed
- Description

Suggestions

Data Warehouse / Data Hub / Database

Database Request

Description

Employees can request database services from the Enterprise Information Management team. Representative requests include adding/deleting databases, adding/modifying database tables, general database maintenance (restoring backups, performance optimization, etc.), promoting SQL Server Reporting Services (SSRS) reports, adding/modifying SSRS security, database NIST reviews, and consultative services from the team.

Requirements

- Request Title
- DA/DBA
- Type of Database
- Line of Business
- Request description

Suggestions

Data Warehouse / Data Hub Request

Description

Request Data Warehouse/Data Hub services from the Enterprise Business Intelligence team. Types of requests can include data issues / reporting / enhancements pertaining to Deltek CER, Cognos, GHA OnBase, Data Hub, MVH DW and WPSHI DW.

Requirements

- Request Title
- Line of Business
- Type of Request
- Request description

Suggestions

Governance Risk and Compliance

Policy Exception

Description

This request is intended to create a policy exception.

Requirements

- Policy
- Control objective
- Issue
- Short description
- Justification
- Valid from
- Valid to

Suggestions

Remove the second category titled “Governance Risk and Compliance”

Hardware

Desktop / Laptop / Thin Client / USB Request

Description

To be used by a WPS employee (or manager with incoming employee) requiring set up of a desktop or laptop computer.

Desktop: Standard WPS PC with Keyboard, Mouse, Monitors

New Domain Laptop: Laptop that will replace your current desktop PC. You will take it to and from work as needed off campus. You can also utilize it for meetings on campus. Laptop will connect to monitors, keyboard and mouse like standard desktop. Just actual PC hardware is removed and replaced with a docking station for the laptop.

New Non-Domain Laptop: Internet only laptop, no WPS software is loaded. User will only be connecting to WPS thru CITRIX.

Laptop Replacement: Replacing existing laptop that is off lease. Would convert to Non Domain or Domain Desktop replacement.

Thin Client: Internal thin clients are for use on WPS campuses or on the WPS internal network only. External thin clients are for use at home or on an external internet connection. **Please do not request a thin client unless the user is verified fully functional in Citrix**

Requirements

- Manager Approval
- Type of device needed
- Type of device being replaced (if applicable)
- Building, Floor, Business Unit and Desk Number
- Preferred Due Date
- Software Test inside Citrix
- Additional software requests
- Need for E:\ Drive
- Business Justification

Suggestions

Add an approval field for manager approval if necessary

Hardware Request

Description

To be used by an employee to request a PC move or a new or replacement computer mouse, monitor, keyboard, KVM (keyboard, video, projector, mouse) switch, etc.

Note: If this is a PC move, please only file one request for all moves.

Requirements

- Manager Approval
- Building, floor, business unit, and desk number
- Type of hardware needed (NOT laptop, desktop, or thin client)
- Know if it is a Budget/Non-budgeted item
- Organization (Budget) code
- Project (Deltek) Code
- Preferred due date
- Business Justification

Suggestions

Add an approval field for manager approval if necessary

Mobile Device Request

Description

This request form is to be used by an employee to request for a WPS issued Phone, Tablet or MiFi Hotspot and/or access to WPS email on a WPS issued or personal (BYOD) mobile device.

Management approval is required on all requests. VP approval is also required on Smartphone and Tablet requests.

Requirements

- Manager Approval

- Request type
- Mobile Access Agreement

Suggestions

There is white text in the description that needs to be removed. Add an approval field for manager approval.

[PaperCut / Printer / MFD \(MultiFunction Device\) / Change](#)

Description

Used this form to request the below:

1. PaperCut system: Add or Change
2. Request a print device: SFP or MFD
3. Move an existing print device to another location
4. Decommission or Remove a print device

Requirements

- Manager Approval
- Valid Access Code
- Building and Floor
- Line of Business
- Organization (budget) code
- Project (Deltek) Code
- Device name/number
- Description and Business Justification
- Point of Contact

Suggestions

[HI / VA Systems](#)

[Integrated Solutions Group \(ISG\)](#)

Description

This request is intended for making changes to the ISG system, including enhancements, data fixes, defect fixes, and configurations.

Requirements

- Type of change
- Detailed description
- Product and Business Line
- Workaround

Suggestions

Add a description to the request.

Zelis Request

Description

This request is intended for making changes to the Zelis system, including enhancements, configurations, and system defect fixes.

Requirements

- Type of change
- Description

Suggestions

Add a description to the request before the instructions – provided above.

Human Resources

Name Change Request

Description

This request is intended for requesting a user's name be changed in WPS systems. It can be either a legal or preferred name change. Please attach documentation to support your change.

Requirements

- Request Title
- Is this a legal or preferred name change?
- Request Type
- Current name
- New Name
- Comments/Description

Suggestions

Add a description – provided above

Remote Worker Agreement Approval Request

Description

Please use this request to submit initial remote work agreements or to report changes to an existing remote work agreement. The Remote Work Program only applies to employees who are scheduled to work from a non-WPS location one or more days a week. Contingency workers or ad hoc remote workers should not submit the agreement.

Before submitting a request, the following are required:

- This agreement must be completed and submitted by the person wanting to work remotely (it cannot be completed by the manager of the employee).

- The employee and supervisor have already had a discussion regarding working remotely (see [Discussion Guide](#)).
- The employee must already have Citrix access. If that's not the case, work with your supervisor to obtain Citrix access before requesting to become a remote worker.
- Register for the Self-Service LAN Password Reset Tool. (see [Instructions](#))

If you have further questions, please see the [Remote Work Program](#) page on WPS Connect for program information and Frequently Asked Questions.

Requirements

- Request Type
- Are you bargaining unit (union) or non-bargaining?

Suggestions

[Talent Development Request](#)

Description

This request is intended for requesting services from the HR Talent Development department.

For example: assigning a course, creating a course, delivering a course, providing a record of prior training course completion(s).

Requirements

- Title:
- Request Type:
- Description/ Justification:

Suggestions

Add a more thorough description – provided above.

[UltiPro General Request](#)

Description

This request is intended for making requests or inquiries regarding UltiPro, not including report writing.

Requirements

- Contact Phone number
- General request title
- Priority

Suggestions

Add a link to what request should be used for report writing.

UltiPro Report Request

Description

This request is intended for creating or modifying HRIS or Payroll reports of employee data in UltiPro.

Requirements

- Type
- When do you need this request completed by?
- Is this a new or existing report?
- Business reason for request (please include justification for date needed)

Suggestions

Hire a Contractor (Hiring Requests subfolder)

Description

Use this form to request a new contingency worker who needs unescorted facility access or system access.

Contingency workers, or contractors, are individuals engaged to perform a task or service for WPS that are not paid through WPS payroll. Any individual who will have unescorted access to WPS facilities or access to WPS systems must be hired through this form.

Any questions on the process should be directed to the [WPS Talent Acquisition](#) team.

Requirements

- Requisition Information
 - Org ID
 - Reports To
 - Team
 - Job Title
 - Number of Openings
 - Scheduled Bi-Weekly Hours
- Contracts Supported
 - TRICARE (Overseas, TFL, East)
 - VA
 - Medicare (J5, J8)
- Agency
 - Agency Name
 - Attestation Provided by Agency?
 - Candidates

Suggestions

Hire a Regular Employee (Hiring Requests subfolder)

Description

Use to hire a permanent, temporary, or seasonal WPS employee.

Regular employees are paid directly by WPS and fill either a permanent or short term position. These positions should be approved through the staffing optimization process before submitting this form:

- Permanent positions are expected to be ongoing.
- Temporary positions are approved with an expected end date.
- Seasonal positions are typically filled annually and are used to manage cyclical business needs (e.g., open enrollment).

For any questions about requesting a position, please check with your [recruiter](#).

Requirements

- Requisition Information
 - Org ID
 - Reports To
 - Proposed Start Date
 - What recruiter are you working with?
 - Team
 - Number of Openings
 - Where should this be posted?
- Job Information
 - What type of position is this?
 - New or Replacement
 - Job Title
 - Scheduled Bi-Weekly Hours
 - Where can this job be located?
 - Shift
- ContractsSupported
 - TRICARE (Overseas, TFL, East)
 - VA
 - Medicare (J5, J8)

Suggestions

Hire an Intern (Hiring Requests subfolder)

Description

Used to hire people for the WPS intern program.

The intern program is an annual program to connect college juniors and seniors with opportunities at WPS.

Any questions about this program should be directed to [Devon Witt](#).

Requirements

- Requisition Information
 - Org ID
 - Reports To
 - Proposed Start Date
 - Team
 - Number of Openings
- Job Information
 - Job Title
 - Scheduled Bi-Weekly Hours
 - Where can this job be located?
 - Shift
- Contracts Supported
 - TRICARE (Overseas, TFL, East)
 - VA
 - Medicare(J5, J8)

Suggestions

Edit Devon Witt link, maybe just provide contact information instead

Infrastructure

Citrix Application Request

Description

This form is used for requesting a new application be added to Citrix or an existing application updated.

Requirements

- Request Title
- Request Type
- Which Citrix desktop?
- Description / Justification

Suggestions

DNS Request

Description

Requirements

- DHCP Reservation \ Static
- Fill out your DNS Request:

Suggestions

Please make a more informational description.

Generic Network Request

Description

This form is for Generic requests to the Network Operations Team.

- For Site-to-Site VPN, IP Address blocking, please open a [Network Request](#).
- For changes to network firewall rules, please open a [Firewall Request](#).
- For DNS changes, please open a [DNS Request](#).

This request cannot complete access to network file shares or software installation.

If you have any questions, contact a Network Operations Team Member.

Requirements

- Request Title
- Line of business
- Preferred completion date
- Full description of request

Suggestions

Insert contact info for Network Operations Team and put this request under 'Network' subfolder.

More distinction between the 'Network Request' and 'Generic Network request' would be helpful.

Load Balancer

Description

This request is intended for completing a load balancing request.

NOTE: If you have multiple ports, please include them.

Requirements

- Request Title
- Back End Server IP (1)
- Back End Server IP (2)
- Port(s)
- Protocol
- DNS Name (For Load Balancer)

Suggestions

Can this be combined with the 'Load Balancer Access List' request (under Access & Security)?

Mainframe Tech Support / Enterprise Storage Request

Description

Requests would include tasks related to: Audit documentation, CICS, CMZMF, DB2, Auto-Ops, mainframe software.

Requests would NOT include tasks related to: desktop software/configuration issues, file access, file recovery or WebSphere related. File recovery requests should be created as incidents.

Requirements

- Request Title
- Description

Suggestions

Network Request

Description

This form is for requests to the Network Operations Team.

This includes Site-to-Site VPN, IP Address blocking, network port turn up, and general networking project support.

For DNS items email the DNSADMIN group.

This request cannot complete access to network file shares or software installation.

If you have any questions, contact a Network Operations Team Member.

Requirements

- Request Title
- Line of business
- Full description of request

Suggestions

Insert contact info for Network Operations Team and put this request under 'Network' subfolder.

More distinction between the 'Network Request' and 'Generic Network request' would be helpful.

Open Port Auth Request

Description

This request is intended for Open Port Auth.

Requirements

- Request for
- Fill out your Open Port Request:

Suggestions

Please make a more informational description.

Server Administration

Description

This request is intended for all server administration tasks, such as storage allocations, configuration changes, information requests, etc.

Requirements

- Request Title
- Request Type
- OS Type
- Hardware Type
- Server Name
- Description

Suggestions

Server Backup and Recovery Request

Description

This request is intended to request non-standard backup retentions for files on a server as well as define the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for each server.

Requirements

- Request Title
- RTO (Recovery Time Objective)
- RPO (recovery Point Objective)
- Retention Period
- Request type
- Server Name

Suggestions

Server Request – New or Decommission

Description

This request is intended to provision a new server or to decommission an existing server.

Requirements

- Request Title

Suggestions

Undiscoverable Asset Request

Description

This request is to be used by IS teams when virtual or physical devices are added to the network that may not be discovered automatically with current processes.

Requirements

- Date Added
- Device Name
- Serial Number
- Manufacturer
- Model
- Model ID
- Function
- Class
- MAC Address(es)
- IP Address(es)
- Line of business
- PII/PHI/HIPAA/PCI Data
- Support Group

Suggestions

Web Infrastructure Request

Description

Support for Websphere Application Server, IBM Security Access Manager and other web infrastructure components used to support WPS web-based solutions.

Requirements

- Request Title
- URI Effected (N/A or New) is acceptable
- Contract Environments:
- Application Environments:
- Client Base:
- User Type:
- Description / Justification

Suggestions

Network Change Completion Checklist – under Network subfolder

Description

The CCR Checklist is used to validate network processes after a completed change. Complete the following checklist items that are applicable to the change and attach the necessary items to the request.

*** Document even if box(es) are unchecked ***

Please attach a hardcopy output/screen-print for the following items if applicable:

- Asset inventory spreadsheet
- IP address spreadsheet
- IP subnet spreadsheet
- CMDB Validation
- Site diagram(s)
- Boundary diagram – If boundary diagram is affected or updated in this CCR, send a copy of the current updated diagram in PDF format to "[Medicare Security Audit](mailto:medicare.security.audits@wpsic.com)" (medicare.security.audits@wpsic.com)
- Firewall/IDS diagram
- DNS
- NetMRI policy compliance verification
- Solarwinds monitoring

Requirements

- Request Title
- Change number
- Description
- Inventory
 - Asset inventory
 - IP address
 - IP subnet
 - CMDB Validation
- Diagrams
 - Site
 - Boundry
 - Firewall/IDS
- System-Verification-Monitoring
 - DNS
 - NetMRI policy compliance verification
 - Solarwinds monitoring

Suggestions

Network Daily Checklist- under Network subfolder

Description

The daily checks are monitoring activities using SolarWinds and NetMRI. The monthly checks are Firewall CPU history, rogue Access Point detection testing, configuration backup to NetArchive, checking Cisco ISE backup, verification of the Network Asset Inventory spreadsheet, and changing the emergency account password on network equipment.

These checks will be performed daily. The Monday check will include the results from Saturday and Sunday. Checks form a day that is a holiday will be included on the next day's check.

Requirements

- Request title
- Description
- SolarWinds
 - Node(s) down status alert
 - Firewall node down alert
 - Firewall high bandwidth (>80%) alert
 - Node(s) high CPU alert
- NetMRI
 - Config Running Not Saved notifications
 - Network Analysis: Issues for Policy Violations
 - WPS DISA Cisco L2 Switch
 - WPS DISA Cisco Infrastructure Router
 - WPS DISA Cisco L3 Switch
 - WPS DISA Cisco Perimeter Router
 - WPS DISA Cisco Firewall
 - WPS DISA Juniper Firewall
 - WPS DISA Cisco Nexus L3 Switch
 - WPS DISA IOS-XE NDM
 - WPS DISA IOS-XE RTR
 - SI7 Check
 - Other Errors

Suggestions

On Boarding Services

New Hire Employee Request

Description

This request is intended for beginning the onboarding process for a new employee. To accurately provision the Telecom, Hardware, Software, System Access, and Facility Physical Access services that the new employee will require, accurately fill out the request form.

Requirements

- Employee Name
- Employee Start Date
- Employee Department
- Employee Title
- Employee Location
- Employee type (Contractor, Intern, Regular)
- Employee Floor and Desk #
- Employee's Division and Line of Business
- Project Code
- Organization (Budget) code

- Who is taking the employee to lunch?
- Employee Hardware requirements
- Employee Software requirements
- Employee access requirements
 - Remote Citrix access
 - Folder Access
 - Facility Physical Access

Suggestions

Move request to Human Resources category

Quality Management System

Corrective Action Request

Description

The ICA Corrective Action process outlines how the MVH Quality Management System (QMS) division identifies problems with the process where there is existing evidence of non-conformance with process policy. The division works improvement ideas and corrective action plans for each process. It is how our division meets the [ISO requirements](#) for tracking improvements and nonconforming outputs.

Requirements

- Applicable area
- Source of problem
- Contract
- Detailed description
- Examples of the issue

Suggestions

Creating department-based requests—HI/VA has one, so add MVH, MMS, etc. The request could lie in multiple areas, but might make the search easier for each department

Improvement Request

Description

The ICA Improvement process outlines Opportunity for Improvement (OFI) and includes employees' ideas for improving the current process. The MVH Quality Management System (QMS) division records, and works, improvement ideas and action plan for the process. It is how our division meets the [ISO requirements](#) for tracking improvements and nonconforming outputs.

Requirements

- Applicable area
- Source of problem
- Contract

- Detailed description with examples
- Benefit of improvement

Suggestions

Creating department-based requests – HI/VA has one, so add MVH, MMS, etc. The request could lie in multiple areas, but might make the search easier for each department

PNC Request

Description

The PNC (Potential Nonconformance) process is the MVH Quality Management System (QMS) processes used to resolve problems with documents.

This process consists of document errors that require a subject matter expert to review but would not require formal root cause analysis (e.g. incorrect instructions, document control errors).

PNCs are typically filed for incorrect or conflicting documentation where it is unknown what the correct instruction should be. Improvements to documents and/or small fixes should be taken to the document owner's Olli editor to fix.

PNC items may be reported by any employee at any level using the Skynet macro "PNC ICPA Assist."

Requirements

- Issue type
- Applicable area
- Source
- Contract
- Detailed description with examples and benefits

Suggestions

Creating department-based requests – HI/VA has one, so add MVH, MMS, etc. The request could lie in multiple areas, but might make the search easier for each department

Software

Software Request

Description

This request is intended for requesting access and download permissions for specific software outside of the standard software.

Requirements

- Type of software and type of device
- Manager approval
- Preferred completion date

- Organization (Budget) Code
- Project (Deltek) code
- Business justification

Suggestions

Virtual Meeting Request

Description

This request is intended for requesting admin permissions for virtual meeting software (Teams, WebEx, Starleaf)

Requirements

- Type of access needed
- Business justification
- Toll-free number requirements

Suggestions

Technology Services

Architecture Request

Description

This request is intended

Requirements

- Project Number
- Project Name
- Project Site Reference
- Context, State, and As-Built Diagrams
- Solutions Description

Suggestions

Add a description to the request. Require all project information to be entered before submitted.

Cognitive Enterprise Systems

Description

This request is intended for enhancement suggestions for cognitive or analytical systems functionality, process improvement, or areas for improved operational efficiencies. It is NOT for system defects or data fixes.

Requirements

- Data System
- Employee line of business

- Number of Hours Saved Per Day OR other business impact
- Data Security Requirements

Suggestions

Rename to “Cognitive Enterprise Systems Enhancement Suggestions”

Contract Terms Review

Description

This request is intended to initiate the purchase workflow and contract term review for Technology Statements of work and other related service purchases.

Requirements

- Project Number
- Project Name
- Project Site Reference
- Context, State, and As-Built Diagrams
- Solutions Description

Suggestions

Move to Government Risk and Compliance OR create a new category for Legal and Contracts. Rename to Technology Contract Terms Review.

EDI Information Systems Request

Description

This request form is used to file work requests that will be performed by EDI Information Systems staff. This includes Business Works, Business Connect, and other TIBCO software. This does not include services for [Movelt](#) or [EDI staff requests](#).

Requirements

- Supervisor approval
- Preferred Completion Date
- Know the request type (BC, BW, CEM, or other)
- Justification

Suggestions

Engage IS Problem Management Team

Description

This request is intended to request assistance in resolving a NON-EMERGENCY problem with Engage IS, including recurring problems with no identified cause and performance degradation over time.

Requirements

- Contact from your team
- Business Impact
- Frequency of the problem
- Any records from the problem
- Any troubleshooting steps already attempted

Suggestions

Rename to “Engage IS Non-Emergency Request” or something similar.

Enterprise Rules Request

Description

This request is intended for RulesNet requests, including auto-correct logic, stop-processing edits, and decision table edits.

Requirements

- Impacted line(s) of business
- Change Order vs Letter of Direction
- Implementation Date
- Savings in hours per day
- Detailed description and justification

Suggestions

Rename to “Enterprise RulesNet Requests” for more clarity.

Enterprise Technology Innovation Request

Description

This request is intended for....

Requirements

- Line of Business
- Contract type
- Detailed description

Suggestions

Add a description, there isn’t one at all currently. More specific questions could be added to have a more consistent request being made.

IS Training Purchase Request

Description

This request is intended for requesting technology related training or certification from an outside provider. This does not include tuition reimbursement or conference attendance.

Requirements

- Organization (Budget) Code
- Preferred Completion Date
- Project (Deltek) Code
- Cost Center
- Software/Topic
- Number of Attendees
- Description of the training/certification
- Business Justification

Suggestions

Create a category for purchase or financial requests so employees can find the request easier.

Monitoring Services

Description

This request is intended for requesting monitoring services for Servers, Applications, Devices, etc. Services provided include notifications, historical data, dashboards, and reports.

Requirements

- Monitoring Type
- Preferred Completion Date
- Description with the following information:
 - What you need monitored and any thresholds/triggers indicated a problem
 - Who to notify if you require notifications
 - Notification method preferred (Email, SMS, Incident Ticket, or Call)

Suggestions

Add fields to the form that include what is supposed to be in the description field. This will reduce user error and streamline the requests without having to ask for more information.

Off Catalog Request

Description

This request is intended for Undefined Information Systems Services requests. Only use if you have looked through the request center and cannot find the correct request.

Requirements

- Detailed description for the type of request you intend to make

Suggestions

Move this ticket to the Help Desk category or remove it completely and add it as an option on the current Help Desk ticket

Reporting and Data Analytics Request

Description

This request is intended for requesting reports and data analytics for contracts.

Requirements

- Line of Business
- Contract
- Preferred Completion Date
- Detailed Description that includes the following:
 - New report, change to existing report, or other?
 - Columns needed in the output
 - Parameters needed in the report
 - What is represented on the report (ex. A claim, claim line, provider, beneficiary, etc.)
 - Is it similar to another existing report – attach and explain

Suggestions

Add more fields to the request to ensure all information is included instead of having requester type in information. This could include drop down menus to select the type of report, multiple selection boxes to choose what to include in the report, and a search bar for similar reports.

Testing Request

Description

This request is intended for...

Requirements

- Contact number
- Line of Business
- Request Type
- Justification

Suggestions

Add a description to the request as there isn't one currently.

WPS Data Platform Modernization

Description

This form is for requesting Data Platform Modernization enhancements, modifications, and related suggestions. This includes MarkLogic Data Hubs and related data flows.

Requirements

- Line of Business
- Detailed description that includes:
 - What the problem is or what improvements need to be made

- The scope and context of the request
- Expected end product

Suggestions

Add more fields to the request to ensure all information is consistent and leaves the description field for describing the intention and expected end product.

Help Desk

FAQ Page

Q: What does the Help Desk do?

A: The Help Desk provides Information Systems support for Applications and Systems.

Q: When should I contact the Help Desk?

A: Contact the Help Desk whenever you experience a technical problem that affects your ability to work. Identify if your technical problem is personally affecting you, a few coworkers, your department, or the entire company.

Q: How should I contact the Help Desk?

A: If you have an urgent or time sensitive technical problem, call the Help Desk using the phone numbers listed in Contacts. If you have a non-urgent or not time sensitive technical problem, submit a ticket on [ServiceNow](#).

If you still need help, please [visit this video demo on ServiceNow](#). At 8:48 there is an explanation on submitting a ticket.

Q: How do I know if the technical problem is affecting the entire company?

A: Navigate to the [IS Outages and Alerts](#) page to see if the technical problem has been reported.

Q: I have been locked out, what should I do?

A: Call the Help Desk with the number provided in Contacts. The prompt for password related issues is #5. Please note that RSA Tokens and P8/Trip8 accounts will unlock automatically after 15 minutes.

Q: How do I know the urgency of my technical problem?

A: Please reference the table below to identify the urgency/priority of your technical problem.

Name	Scope	Name	Description	Response SLA	Resolution SLA
Critical	Entire Company Affected	Critical	A special class of incidents, where the business is severely affected. Critical functionality is inaccessible or there is a complete network interruption that causes a severe impact on service availability. There is no possible alternative. Example: Full Network Outage/Full Phone System Outage/Customer Portals Down.	1 Hour	2 Hours
High	Department Affected or Multiple Departments Affected	High	Critical functionality or network access interrupted, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible. Example: A Critical Business Application (Citrix/FACETS/DEERS) is not Accessible.	4 Hours	8 Hours
Medium	Single Home Worker Unable To Work or 5 – 20 Users Mildly Impacted	Medium	Non-critical system or procedure, unusable or hard to use. Has an operational impact, but with no direct impact on services availability? A workaround is available. Example: A department's software package isn't responding. A production based home worker is completely unable to work.	8 Hours	22 Business Hours
Low	Single User Affected or Not Stopping Work	Low	Issue prevents the user from performing a portion of their duties Example: Strange program behavior. Annoying incidents. PC slowness (but user can still work).	16 Hours	32 Business Hours

Q: Is there a way to reset or unlock my LAN password without calling the Help Desk?

A: Yes, with the use of the Office 365 Self-Service LAN Password Reset Tool you can unlock your account both internally and externally, with any internet browser, on any device, including your cellphone. After enrolling, you can unlock your LAN account and change or reset your password without contacting the Help Desk.

To enroll in the Office 365 Self-Service LAN Password Reset Tool from your workstation or through Citrix please navigate to the [sign-up page](#) from a Chrome browser, and follow the [Registration Instructions](#).

Q: What should I expect when I report a technical problem over the phone?

A: Before calling, be sure you have a detailed explanation of the technical problem. Have your employee ID, email address, phone extension, and supervisors phone extension at hand just in case it is needed. Also be prepared to have the Help Desk remote to your PC if needed.

Q: I have been on hold for a long time. Should I hang up and then call back in a few minutes?

A: Calls are answered in the order they are received. Do not hang up then call back, because you will lose your spot in line and your wait time will start over. Hanging up will not allow you to get through faster.

Q: Is there a way to check the status of my technical problem?

A: Yes, visit [ServiceNow](#). In the upper right-hand corner click “Current Status”. Here you will find two tabs: “Incidents” and “Requested Items”. Clicking either of the tabs will allow you to see the status of your incidents and requested items. Navigate to the technical problem, and you will find who is working on the issue and what stage it is in.

Q: What are some ways I can help myself before needing to call the Help Desk?

A: This depends on the current issue you are having. A good place to start is the company website. A lot of information can be found by searching for the topic. Next, you can communicate with your team to see if anyone has had the issue before. If these steps do not help, feel free to contact the Help Desk.

Q: Is there a time of day that calls are higher than normal?

A: Yes, the peak volume time is 7:00AM – 10:30AM. Therefore, if you are calling to report something that is not critical or time sensitive you can call outside of this timeframe.

Q: What exactly am I supposed to fill out what I submit a ticket?

A: The information you need to provide depends on the type of issue you are having. Please reference the tables under Create a New Help Desk Ticket for a description on each field corresponding to the type of issue.

Creating a New Help Desk Ticket

Create a New Help Desk Ticket

This form is used for submitting a Help Desk Ticket. The form will change based on the type of issue selected.

User having issue	Who is having issues?
Contact Phone Number	The phone number to be reached at.
Remote Worker	Is it a remote worker?
Type of Issue	<p>Password Issue, General Issue and Latency/Slow Response Issue: Follow the tables below for additional fields once initial page updates.</p> <p>New Access Needed: Visit IS Service Portal > Request Center > Access & Security > User Access Request</p> <p>New Hardware Needed: Visit IS Service Portal > Request Center > Hardware > Hardware Request</p> <p>New Software Needed: Visit IS Service Portal > Request Center > Software > Software Request</p> <p>I have a Facility/Maintenance Issue: WPS Connect > Departments > Facility Operations > Online Service Request</p>
Environment	Is the environment production or test?
Priority	Is the issue of low, medium, high, or critical priority?
Short Description	Provide a short description to allow the service desk the ability to quickly categorize the issue.
Describe Issue	What error messages have occurred? The more information you provide in this section, the easier time the support organization will have in diagnosing and resolving the issue.
Feel free to add attachments (usually screenshots or email threads) if you think they would be helpful for the support organization.	

Password Issue

Reset or Unlock/Unrevoke	Does the account need to be reset, or unlocked?
Application Name	The phone number to be reached at.
Environment	Is the environment production or test?
Priority	Is the issue of low, medium, high, or critical priority?
Short Description	Provide a short description to allow the service desk the ability to quickly categorize the issue.
Describe Issue	What error messages have occurred? The more information you provide in this section, the easier time the support organization will have in diagnosing and resolving the issue.
Feel free to add attachments (usually screenshots or email threads) if you think they would be helpful for the support organization.	

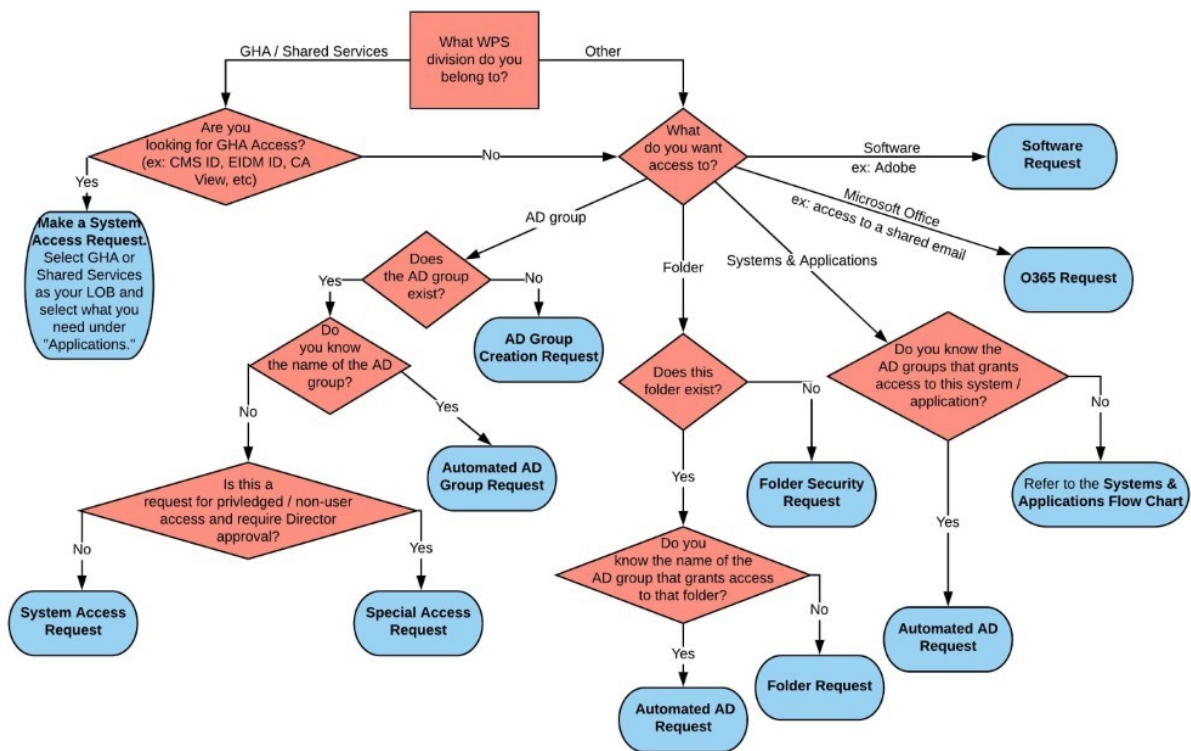
General Issue

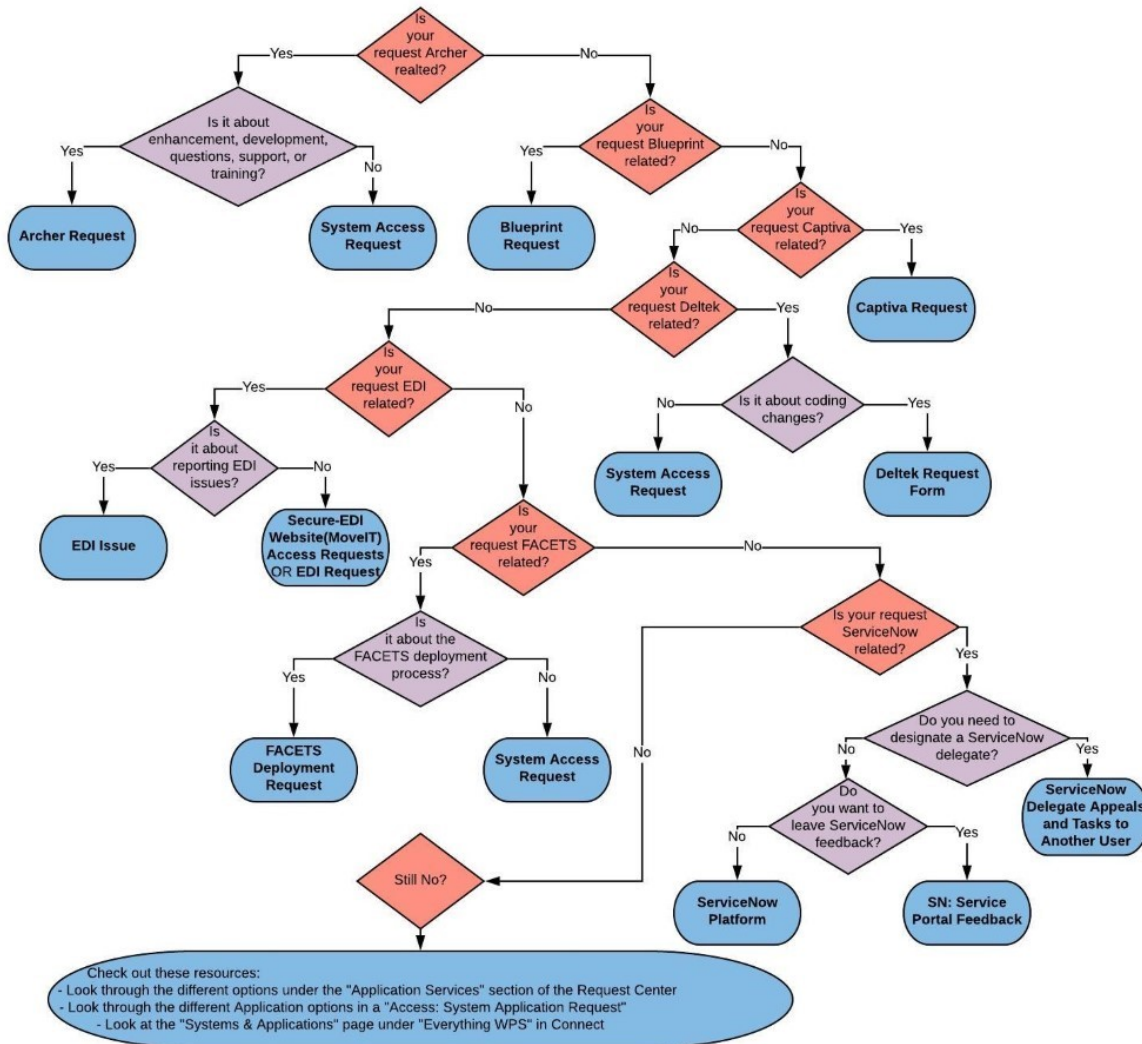
Multiple Applications?	Who is having issues?
Are you receiving an error message?	If yes, be sure to provide the text of the message in the description or attach a screenshot of the error.
Application Name	Is it a remote worker?
Are coworkers experiencing the same issue?	Yes/No
Type of Device	Desktop, laptop, Citrix Thin Client
Environment	Is the environment production or test?
Priority	Is the issue of low, medium, high, or critical priority?
Short Description	Provide a short description to allow the service desk the ability to quickly categorize the issue.
Describe Issue	What error messages have occurred? The more information you provide in this section, the easier time the support organization will have in diagnosing and resolving the issue.
Feel free to add attachments (usually screenshots or email threads) if you think they would be helpful for the support organization.	

Latency/Slow Response Issue

Multiple Applications?	Who is having issues?
Are you receiving an error message?	If yes, be sure to provide the text of the message in the description or attach a screenshot of the error.
Application Name	Is it a remote worker?
Are coworkers experiencing the same issue?	Yes/No
Type of Device	Desktop, laptop, Citrix Thin Client
Environment	Is the environment production or test?
Priority	Is the issue of low, medium, high, or critical priority?
Short Description	Provide a short description to allow the service desk the ability to quickly categorize the issue.
Describe Issue	What error messages have occurred? The more information you provide in this section, the easier time the support organization will have in diagnosing and resolving the issue.
Feel free to add attachments (usually screenshots or email threads) if you think they would be helpful for the support organization.	

Possible Flowcharts





These flowcharts may need to be remade/edited.

