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INFORMATION TECHNOLOGY
ONLINE WORK REQUEST
VERSION 2 RELEASE
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DoIT would like to announce the exciting new features that are now available in this new version of our Online Work Request system.

They are:

- Supervisor pre-approval
- Deny request selection
- Submit attachments
- History field
- Financial reporting

Some of you have asked for the ability to have a departmental supervisor to pre-approve a request before sending request on to the authorized signer. We are pleased to announce that we are now able to provide this to you. If your department would like to utilize this new feature please contact our Customer Services Center at 3-1250 or you may email us at doithelpdesk@doit.cccounty.us to open a "feature request" ticket. Your request will be forwarded to one of our staff for processing. They will respond quickly to gather information necessary to implement this new feature for your department.

Another new feature that you have been asking for is the ability to deny a request. Both the Supervisor (Mid-Level Manager) and the Authorized Signers now have the ability to deny requests. Once the request has been denied an email notification will automatically be sent to the staff who originally submitted work request for approval, notifying user of the denial. The denied request will be visible to the manager for 7 days, this will allow the manager to approve the request if after some discussion, it is decided that the work is needed. If the seven days expire then user will need to re-submit request.

We have also added a new comment field for Supervisor (Mid-Level Manager) to insert comments prior to approving/denying request. This new field could be used to explain the reason for the denied request, or to make comments when changing the billing information such as the Org. number. This field is visible to the user who submitted request, and to the Authorized Signer.

We have also added the ability to add an attachment right to the Work Request. When submitting a new request all you need to do is click on the link, "upload attachment", "browse" to the location of the electronic file and "upload", and you are done. We realize that some documents, such as blueprints etc, will still need to be sent through transmittal or delivered directly to us. In these cases we ask that you

select the “yes” option under attachments and write a description of the attachment that is being sent and method of transport. This will assist DoIT staff in locating documents. It is also helpful that you attach a printout of the work request to the documents.

You will also notice a “History” icon that has been added to the right of each request. This will give you the details associated with each request. Currently, the activity you will see is, date and time the Mid-Level manager and the Authorized Signer approved or denied request, along with who submitted request, and who requested the work. We have plans on expanding this information in version 3.

Other helpful information is we have added our “billing” project number. In order for our users to track the costs associated to each request, you must know the project number. When you see the date/time stamp that DoIT has received your request, click on the view/print icon next to your request, you will find the project number has now been added to the bottom of the request in the field titled “DoIT Project Number.” To track the expenses for this request you can search the DoIT Invoice Report posted on our website under the link titled “Financial Reports”.

You will also notice a new field labeled “Telecom Status”. This field is not currently is use, but will be coming soon. We have already begun work on Version 3, which will provide you a status of each of your requests. For example, when a technician has been assigned to your request, you will see the verbiage “Assigned Technician” in this field, you will also see this information logged in the “History”, also, the technicians name and date assigned will be updated on the request. Another example, when the request has been completed, the “Telecom Status” would change to “Completed”, you will be able to view the completion notes on the request and in the History.

More things coming in Version 3: Once the work has been completed an email will automatically be sent providing notification to user that request has been completed. You can then view completion notes that may be posted. Also, within the email you will have the ability to click on a link to send the Telecommunications Manager an email to provide feedback regarding the work performed in regards to your request. We are very much interested in providing you quality work, and your feedback will help in furthering this goal.

We are excited to offer these new options to you and are always interested in hearing on ways we can improve our systems. Please feel free to contact us if you have ideas that will improve this process for you.