

Supplemental Information for Work Orders

Information Systems has implemented a new work order system called “Track-It”. This system is to be used for all requests for support from Information Systems. In some cases, a signed form must be submitted to support the work order. These situations as well as special situations with regard to data requests are discussed below.

Except as discussed below, the Track-It system replaces all forms of requesting support to include telephone calls and sending e-mails to datarequest@nsula.edu and helpdesk@nsula.edu. The implementation date for Track-It is June 26, 2006 with the exception of data requests. Data requests may be submitted beginning now but the use of Track-It for submitting data requests will not be mandatory until July 17, 2006. Beginning July 17, 2006 data requests submitted by e-mail will result in an auto reply advising the submitter that they must submit data requests using Track-It.

Special Forms

Track-It will not replace the need for the following special forms:

- Appendix B – Request to Connect a Privately Owned Computer to the Northwestern Network
- *Appendix C – Information Systems Telephone Request Form
- Appendix D – Request for Student Worker Access to Faculty and Staff PCs and Departmental Data Department
- Appendix E – Request for Student Worker Access to University System
- Appendix F – Request for Administrator Privileges for Departmental PC Support
- Appendix G – Request for Website Management

*A signed copy of the Information Systems Telephone Request Form (Appendix C) is **only** required when requesting LINC or international long distance calling capability.

When submitting a request for requiring one of the above mentioned forms a work order should be generated that describes the requested action. A copy of the work order should then be printed, attached to the completed form and sent to Information Systems. When the completed form attached to the work order is received, the work order will be accomplished and closed. When the work order is closed an e-mail will be automatically sent to the initiator of the work order.

Data Requests

There are some special cases regarding Data Requests that must be considered when using the Track-It work order system. These special cases are discussed below:

Signed Forms. When a Data Request requires a signed form (e.g., adding or removing screen access), a work order should be generated that describes the requested action. A copy of the work order should then be printed, attached to the required form, and sent to Information Systems. When the completed form attached to the work order is received, the work order will be accomplished and closed. When the work order is closed an e-mail will be automatically sent to the initiator of the work order.

Storage Media. When a Data Request includes storage media (e.g., floppy disk), the procedure should be the same as described for a signed form above in that a copy of the work order must accompany delivery of the media to Information Systems.

Attached Files. In some cases it will be appropriate to attach a file(s) to a work order within the Track-It work order system. Should a file(s) be too large to attach to the work order, the submitter should contact Information Systems at 5594 to determine how to best transfer the file.

Work Orders Requiring Approval from the System Manager. Certain work orders require approval from the appropriate system manager. For example a data request for personnel data requires the approval of the Human Resources System Manager and a data request for student data requires the approval of the SIS System Manager. When a request requiring the approval of a system manager is submitted, Information Systems will forward the request via e-mail to the appropriate system manager for approval. Upon approval of the system manager, a notation will be made in the work order system and the data request will be completed and closed. The notation will include cutting and pasting the e-mail (to include the header information, e.g., From, To, Subject, and Date/Time) from the system manager approving the data request to the Track-It system.