How do I request Information Systems Services with the IT Service Portal?

Technology Solution Requests (TSRs):
IT Professional Services/Technology Solution Requests/General Technology Solution Request
This type of TSR is the way you would request services of IT that are not related to procurement. Some examples include implementing new services that require IT support, requesting review of services or processes requiring IT support.
NOTE: This is **not** required for requesting changes to a central application managed by IT. *See Request Change to Application.*

IT Professional Services/Technology Solution Requests/Technology Procurement Request
This new version of the TSR allows the requestor to provide the necessary information needed to perform the appropriate security review of the application or service being considered for purchase.

Request Change to Application (RCA):
Administrative & Business/<Select System>/Request Change to Application
RCAs should be submitted to request a modification to how the application works or an update to one of the central applications. This can be creation of new functionality or modifications to existing functionality.

Issues: Report a Production Issue
IT Professional Services/Enterprise Systems/Report a Production Issue
Report a Production Issue for the selected system is used to report when the application is not functioning as designed or is returning errors.

NOTE: This option is **not** for use in requesting changes to the application.

Issues: Request System–Specific Research
IT Professional Services/Enterprise Systems/Technical Research Request
A *Request System-Specific Research* request is required to request Information System support in researching functionality in the selected system or detailed investigation of how the system is processing information.

Ask a Question
Administrative & Business/<Select System>/Ask a Question
Ask a Question about the selected system - typically a simple question that can be answered quickly.

NOTE: This is **not** intended to be used for requesting detailed research about functionality in the system. *See Technical Research Request.*

Report an Issue

Administrative & Business/<Select System>/Report an Issue

Report an issue for the selected system is used to report issues experienced by more casual users that can typically be answered by the IT Help Desk. An example would be inability to log in to the system.

NOTE: This option is **not** for use in reporting production issues or requesting changes to the application.

Reporting

Administrative & Business/<Select System>/Reporting

Reporting requests are required to request a new query or changes to an existing query that is managed by Information Systems.

Request Access

Administrative & Business/<Select System>/Request Access

The *Request Access* forms are used to request access to the selected system. These requests may be new access or changes or deletion of existing access.

Request Application Security

Administrative & Business/<Select System>/Request Application Security

These requests are for changes to a permission list or role(s). Requested changes typically are for multiple users and not specific to the access of an individual user.

NOTE: This request is used by data managers and their delegates.