

STATE OF OHIO



DEPARTMENT OF REHABILITATION  
AND CORRECTION

SUBJECT: <b>Standardized Procedures to Report DRC IT Incidents, Problems &amp; Issues &amp; Request DRC IT Products &amp; Services</b>	PAGE <u> 1 </u> OF <u> 3 </u> .
RULE/CODE REFERENCE: 5120.01	NUMBER: 05-OIT-25
RELATED ACA STANDARDS:	SUPERSEDES: <b>NEW</b>
	EFFECTIVE DATE: June 10, 2016
	APPROVED: 

**I. AUTHORITY**

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

**II. PURPOSE**

The purpose of this policy is to establish standardized procedures that shall be followed by Ohio Department of Rehabilitation and Correction (DRC) authorized users to report Information Technology (IT) incidents, problems and issues; request specific DRC products and services; document the actions taken in response to said reports, and requests and track said requests, reports and associated responses.

**III. APPLICABILITY**

This policy applies to all DRC employees and other individuals, such as DRC contractors and DRC volunteers, who are authorized users of DRC system assets and who require the ability to report IT incidents, problems and issues and request DRC IT products and services.

**IV. DEFINITIONS**

**Authorized User** - A DRC employee, contractor, intern, volunteer or other agent of the State who is authorized at a technical level to administer and support/maintain state computing information technology systems and telecommunications technology systems or is authorized at an end user level, to have access to and use state computing information technology systems and telecommunications technology systems for business purposes on behalf of the State of Ohio.

**Customer Service Center (CSC)** - The group of Ohio Department of Administrative Services, Office of Information Technology (DAS OIT) staff members that receive information from DRC authorized users about DRC IT incidents, problems and issues and requests about DRC products and services and assign said reports and requests to the appropriate IT technical staff in ServiceNow. The CSC works in collaboration with DRC's Information Service Center to provide quality IT products and services to DRC authorized users.

**End User Designee** - A DRC authorized user at the end user level that is authorized to represent another DRC authorized user at the end user level to report DRC IT incidents, problems and issues and request specific DRC products and services using the standardized procedures contained within this policy.

**Information Service Center** - The group of DRC Bureau of Information Technology (BITS) staff members that receives and resolves reports about DRC online system incidents, problems and issues and requests about DRC online systems and system accounts from DRC authorized users and enters said reports and requests into ServiceNow. DRC Information Service Center staff members work in collaboration with DAS OIT CSC staff members to provide quality IT products and services to DRC authorized users.

**Service Level Agreement (SLA)** - An IT service provider – customer contract that, for purposes of this policy, defines the type and level of service that is expected to be delivered by a DRC authorized user at the technical level to a DRC authorized user at the end user level.

**ServiceNow** - An on-demand, cloud-based, enterprise IT service management software tool hosted by the Ohio DAS OIT. ServiceNow is used to report IT incidents, problems and issues, request specific DRC products and services, document the actions taken in response to said reports and requests and track said requests, reports and associated responses in a standardized manner in order to generate data that can be used for DRC IT resource forecasting and allocation. ServiceNow is commonly referred by DRC authorized users as the DRC IT ticket system.

**System Assets** - Computer hardware, software, networks, data and/or services or resources that are necessary to support the information technology requirements of the DRC and therefore, must be protected by the appropriate security requirements to ensure business continuity.

**Ticket** - The term commonly used by authorized DRC users to describe a report of an IT incident, problem or issue or a request for a specific DRC IT product or service entered into ServiceNow.

## V. **POLICY**

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to use standardized procedures to report DRC IT incidents, problems and issues; request specific DRC products and services; document the actions taken in response to said reports and requests and track said requests, reports and associated responses in order to provide quality IT products and services to DRC authorized users.

## VI. **PROCEDURES**

A. Authorized users at the end user level or their end user designee(s) shall:

1. Report IT incidents, problems and issues and request specific DRC IT products and services by generating a ticket in ServiceNow using one of the following three processes:
  - a. Entering and submitting the required information/data and any required, fully completed and approved DRC forms as a ticket directly into the DRC ServiceNow portal.

- b. Submitting an e-mail, containing detailed information or request with any accompanying required, fully completed and approved DRC forms to the DRC Information Service Center at [DRC.InfoServCTR@odrc.state.oh.us](mailto:DRC.InfoServCTR@odrc.state.oh.us), which automatically generates the ticket in ServiceNow.
    - c. Contacting the DAS OIT CSC, via the published telephone number, to submit the required information or request. At the time of the telephone contact, the authorized user or designee must be prepared to fully report all details about the incident, problem or issue or fully explain the request. The DAS OIT CSC will generate the appropriate ticket in ServiceNow.
- B. Authorized users at the technical level who, by virtue of their job duties, roles, responsibilities or assignment, use DRC system assets to administer and support/maintain DRC system assets shall:
  1. During their orientation period, receive ServiceNow training from a DRC BITS staff member designated by the chief of BITS. Said training shall be conducted and documented pursuant to DRC Policy 39-TRN-10, Employee Orientation, and shall include a review of the functionality of ServiceNow and a review of this policy.
  2. Use ServiceNow to:
    - a. Generate a ticket to report DRC IT incidents, problems and issues and request DRC IT products and services.
    - b. Prioritize and document all assigned DRC IT tickets and the resulting actions taken in response to DRC IT report and DRC IT request tickets.
    - c. Track all assigned tickets containing DRC IT requests, reports and resulting ticket responses.
    - d. Close all assigned tickets containing DRC IT reports and requests.
  3. Respond to all DRC end user or user designee tickets generated in ServiceNow pursuant to the ServiceNow SLAs.
- C. Authorized users shall not circumvent the required standardized procedures contained in this policy unless permission to do so has been granted in writing by the chief of BITS or the BITS management designee.
- D. The chief of BITS or management designee shall, at regular intervals, distribute ServiceNow reports documenting the workload production and performance of authorized DRC users at the technical level to managing officers or designees and other DRC administrative staff members with a need to know.