

<p>Commonwealth of Pennsylvania</p>  <p>Pennsylvania Board of Probation and Parole</p>	<p>Volume III Chapter 2</p> <p>Procedure 2.01.14</p>	<p>Date Revised: NEW</p>
<p>Chapter Title Specialized Services</p>		<p>Date of Issue 4/18/16</p>
<p>Subject Requests for IT Equipment, Software and Services</p>		<p>Effective Date 6/1/16 PUBLIC</p>

I. AUTHORITY

The chairman of the board is granted the authority to “[d]irect the operations, management and administration of the board” and to “[p]erform all the duties and functions of chairperson, including organizing, staffing, controlling, directing and administering the work of the staff.” 61 Pa.C.S. § 6112 (a)(1) & (a)(4).

II. PURPOSE

The purpose of this procedure is to set forth a method for requesting IT equipment, software and services. Services include: IT equipment, new software, new IT services.

III. APPLICABILITY

This procedure is applicable to all board personnel.

IV. DEFINITIONS

None

V. POLICY

None.

VI. PROCEDURE

A. Parole board staff will submit requests for IT equipment, software, service or system upgrades through their chain of command and must include the following information:

1. Name, requesting division and contact information;
2. Detail of service/equipment requested;
3. Priority of request;
4. Business Need.

B. An email from the reviewing authority must be sent to the board’s IT liaison to review the request. Prior to being submitted, the senior staff member in charge of the program area must review and approve.

- C. Regardless of the program area, all requests for IT equipment, software, service, or system upgrades must be sent to the board's IT liaison for further review.
- D. All requests received directly from staff and not routed through their chain of command will be returned without review.
- E. Staff should continue to contact BIT IT Services for routine matters that do not involve requests for new equipment, enhancements, software or upgrades. Some examples of this would be:
 - 1. Password resets or issues;
 - 2. Computer or laptop issues (not being able to log in, software not working correctly, not being able to print etc.);
 - 3. VDI Specific issues;
 - 4. WIFI issues or connectivity issues;
 - 5. Other computer related issues that require a "helpdesk" to troubleshoot problems.
- F. If this is something that requires a BIT service request form, please make sure that is attached to the email correspondence.

VII. Suspension during an emergency

This procedure may be suspended during an emergency at the sole discretion of the chairman.

VIII. Rights under this procedure

This procedure creates no rights under law.

IX. Release of information and distribution of procedure

- A. This procedure does not contain information that impacts the security of board staff or parolees and may therefore be released to the public.
- B. This procedure is to be distributed to all board staff.

X. Cross References

Enterprise Service Management System (ESMS) web based