Service Request Process FAQ's

	Request for Services (RFS)	Procure to Pay (P2P)	Telephony Service Request (TSR)	Urgent Procurement
What is the purpose of this process?	Process for VITA to develop and validate a technical solution in response to a agency's business requirements Process to ensure infrastructure items/services align to ITP products standards	Process for agencies to request and receive standard infrastructure items/services Process to ensure infrastructure items/services align to ITP standards	Process for agencies to request and receive telephony services	Process for agencies to request and rapidly receive critical infrastructure items/services that affect the critical business functionality of the agency
What types of items/services are procured?	New and/or enhanced services that are above and beyond the services offered through Current Operations New and/or enhanced services involving multiple functional towers (e.g. desktops, servers, network) New infrastructure items/services requiring typically more than 40 labor hours to complete	Replacements and/or maintenance of current infrastructure items/services New standard infrastructure items/services requiring typically less than 40 labor hours	New telephony services Enhancements to existing telephony services	Procurement for which federal funds are expiring Officials designated for VIP service Failure of systems or components during critical period
What are some examples of appropriate procurements?	Support services for new sites/facilities New or enhanced services Major projects such as the stand-up of a new office or program, i.e. - New application stand up; New hospital or New correctional facility	Replacement of existing failed infrastructure IT hardware including desktops/laptops, servers, peripherals, network equipment IT software including software licenses and renewals IT services including maintenance contracts, call support	New telephone lines Additional telephone features Cell phones Pagers	Items critical to the continuity of any operation or to ensure public safety Failure of a component used in the operation of the Governor's office Need to complete the procurement of goods/services before federal funding expires
How many business days does this process take?	30 to 90 days to develop technical solution Based upon complexity of business requirements Timeline does not incorporate time to deploy solution	45 to 60 days from submission to receipt Contingent upon complete information being provided Timeline incorporates time required to order and deliver requested item/service	5 – 90 days depending on facility availability and services requested	Variable – Response time dependent upon urgency of request and availability of replacement equipment
How are requests submitted for this process?	Contact APM directly to provide requirements Work with APM to complete RFS form detailing business requirements for infrastructure items/services eVA requests which should be processed through RFS will be identified and redirected	Enter requests for each infrastructure item/service individually into eVA Accompany requests with P2P form containing business requirements and justification	Contact VCCC directly to provide business requirements	Request is entered into eVA and the AITR is notified of the urgency. AITR notifies APM