



ADMINISTRATIVE PROCEDURE

SAN DIEGO UNIFIED SCHOOL DISTRICT

NO: 5705

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CATEGORY: **Support Services, Information Services
Bureau**

EFFECTIVE: 11-19-71

REVISED: 3-02-04

SUBJECT: **Information Technology Department Service
Requests**

A. PURPOSE AND SCOPE

1. To outline administrative procedures for requesting computer-assisted data processing and electronic communication services.

B. LEGAL AND POLICY BASIS

1. **Reference:** Board Policy G-8000.

C. GENERAL

1. **Originating Office.** Suggestions or questions concerning this procedure should be directed to the Information Technology Department, Business Operations Division, Office of School Site Support.
2. To help ensure that requested Information Technology Department services are beneficial to the district in terms of value and cost, each department and school should constantly reexamine its operation for those applications best performed within a computer system environment, and/or those applications that would result in a reduction of cost or improvement in service.
3. **Definitions**
 - a. **Information Technology Department Service Request (DSD-0002):** An on-line form (E.1.) used by all divisions, departments, and schools to request Information Technology Department services.
 - b. **Project sponsor:** The division head responsible for reviewing and approving all service requests prior to submission of requests to the Information Technology Department.
 - c. **Production services:** Services using a completed and implemented application or system to collect, manage, and/or report data.
4. **Data processing services** consist of:
 - a. **New system development:** Creating a system to handle a task not currently computerized.

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- b. **Existing production systems modification:** Modifying an existing production system to meet new requirements or upgrading an existing system to utilize more efficient technology.
- c. **Special request:** Providing a one-time or ad hoc use of any production activity of the Information Technology Department
- d. **Production services:** Providing computer-processing services on a regular basis, for any production activity of the Information Technology Department.

D. IMPLEMENTATION

- 1. **Originator**
 - a. **May discuss** proposed request with the Information Technology Department staff prior to preparing form.
 - b. **Obtains division head approval** for request. Completes and submits request form including all required information.
- 2. **Information Technology Department** posts request in service log and distributes form to appropriate Information Technology Department manager for project classification and processing.
 - a. **Production service requests** are forwarded via appropriate Information Technology Department managers to the department's operations section for action and completion of requested task.
 - b. **Special requests** are analyzed by appropriate Information Technology Department manager.
 - (1) If service can be provided by use of existing systems, processing request is set up and forwarded to the Information Technology Department operations section for action and completion of requested task.
 - (2) If service cannot be provided by use of existing system, project request is set up as new Information Technology Department development or maintenance project.

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- c. **Existing production system modification requests** are set up as new Information Technology Department maintenance projects.
- d. **New systems development requests** are set up as new Information Technology Department development projects.

E. FORMS AND AUXILIARY REFERENCES

- 1. Information Technology Department Service Request (DSD-0002), available from the Information Technology Department web site

F. REPORTS AND RECORDS

- 1. All project records and work papers are retained by the Information Technology Department for one year after conclusion of the project, or as required.

G. APPROVED BY



Chief of Staff, Leslie Fausset
For the Superintendent of Public Education