



IT General Request Process

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Document Control

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20/08/2017	0.1	Draft presented to CEOs	Jon Rolph
21/11/2017	0.2	Added location for files to be restored to field screen capture and description of how to use field.	Damian C

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## Index of this document

Index of this document.....	3
Introduction.....	4
Areas controlled by this process.....	4
1. Secure Folder.....	4
2. Email Distribution List.....	4
3. Mailboxes (CEO approval required).....	4
4. Home Folder Access (CEO approval required).....	4
5. Software (may incur charges).....	4
6. Printer changes.....	5
7. File Restore (may incur charges).....	5
8. Ad-hoc Request.....	5
9. Approval.....	5
Completing the form.....	6
1. Site Details.....	6
2. Secure Folder.....	6
3. Email Distribution List.....	7
4. Mailboxes (CEO approval required).....	8
5. Home Folder Access (CEO approval required).....	8
6. Software (may incur charges).....	9
7. Printer Changes.....	10
8. File Restore (may incur charges).....	11
9. Ad-hoc Request.....	12
10. Approval.....	12
10. Sending the form.....	12

## Introduction

Ensuring there are control processes and an audit trail in relation to the accessing or updating of key elements of the IT infrastructure is an important aspect of IT Governance. This process is designed to ensure these goals. This process replaces any previous process relating to this activity.

## Areas controlled by this process

Below is an overview of the scope of this process and details of the areas within it:

### 1. Secure Folder

Secure folders sit within the General (G:) drive. They are only accessible by an approved groups of staff and are, typically, used to allow a department of project share documents that are not intended to be visible all staff.

The General request Form allows a secure folder to be added or removed. It also allows staff be given access to the folder or for that access to be removed.

Some secure folders are listed on the IT Access Request form so that users can have access granted or removed through that form. This keeps all user specific access control in one form and acts as a reminder for staff that the folders exists. The General Request form allows a decision to be made about whether a folder is to appear on the IT Access Request form.

### 2. Email Distribution List

An email distribution list is a way of addressing several staff through a single email address. The distribution list can be used internally, to allow a team to be contacted through a single email, or externally, to allow 3<sup>rd</sup> parties to email to a function (such as 'admin' or 'accounts payable' without having to know the personal email addressed of staff.

The General Request Form allows email distribution lists to be added or removed and made available externally or not. It also allows staff be given access to the folder or for that access to be removed.

### 3. Mailboxes (CEO approval required)

The CEO of each Service has the right to access the mailbox of any staff member within the Service, or to have another staff member access that mailbox. This section of the General Request Form is for that purpose.

The form request the user name (of the mailbox to be accessed) and the recipient name of the person who will access the emails.

If the user is no longer with the Service the form allows new email to be forwarded to the recipient and a forwarding message to be placed on the mailbox of the user.

### 4. Home Folder Access (CEO approval required)

The CEO of each Service has the right to access the Home Folder (H: drive) of any staff member within the Service, or to have another staff member access that folder. This section of the General Request Form is for that purpose.

The form request the folder owner (of the folder to be accessed) and the name of the person who access will be given to.

### 5. Software (may incur charges)

The software that is needed for the great majority of work tasks is provided to all staff and computers. Occasionally some additional software is needed. For example, for vaccine fridge temperature monitoring or creating marketing material.

The General Request Form is intended to request software for an individual or small group of staff. It is not intended to manage software for a department or whole site. This would be classified as a project and handled through project management processes.

The form asked for details of the software (name, version and supplier) and how the license(s) will be distributed (shared or for each user/computer). If a new license is required, and there will be a cost involved, the purchase approver and cost centre need to be specified.

If new licenses are purchased in relation to the request, the IT Helpdesk will record the license details for future use.

## **6. Printer changes**

Printers are allocated to computers rather than individuals. This is done on the assumption that people move within a site more often than computers or printers do.

If a computer or printer is moved, due to office re-organisation or equipment failure, it can be necessary to change printer allocations.

The General Request Form allows this change by specifying a printer and then listing the computers that will, or will not, be able to access it. You will also have the opportunity to allocate the printer as the default for the computers or to have listed amongst those available.

## **7. File Restore (may incur charges)**

IT@RAMS provides a comprehensive backup capability for files stored on G: or H: drives. This means that, should you be unable to find a vital document, or find that such a document is corrupt, it is possible to request a backed up copy to be restored and provided to you. To do this you will need to provide as much information about the file as possible. This includes; the name of the files(s) or folder(s) you want to get back. Along with where they were located and the date you want them restored from.

Any recovered files will be placed in a folder/destination of your choosing as indicated in the "Location(s) for files to be restored to:" field.

Please note, data on your computer C: drive or desktop is NOT backed up. If the restore process takes a considerable amount of time a cost may be incurred. You will be notified if this is the case before any cost is incurred.

## **8. Ad-hoc Request**

Whilst the General Request Form covers the most likely request it is inevitable that some will not be covered. The Ad-Hoc section is for you to record those which are not.

## **9. Approval**

General Request are approved by the CEO of each site. The CEO may delegate their authority to other members of staff, who can then approve the requests.

Mailbox and Home Drive requests MUST be approved by the CEO only.

## Completing the form

Below is a section by section description of how to fill in this form. All fields have a tool tip when the pointer is hovered over them.

### 1. Site Details

This is where you select your site and the urgency of your request.

Site:  Urgency:

Fields and how to use them:

Field	Content	How to use
Site	Site requesting the service	Select from drop-down list or select window and type first letter
Urgency	Normal – all request other than... Urgent – will impact business processes if not done quickly or... Critical – will impact data security or business reputation	Click through options using buttons on right of window or select window and type first letter

### 2. Secure Folder

**Secure Folder**

Folder Name:  Action:  Add to Access Request Form?:

Users to add:

Users to remove:

Fields and how to use them:

Field	Content	How to use
Folder Name	The name of the folder. This will appear as G:\DRV - <site initials> - <folder name> to those who have access to it. e.g. G:\DRV – DR – Drug & Alcohol	Free format text. Click in the window and type.
Action	Add – a new folder ... Change – The users who can access the folder or... Delete – the folder	Click through options using buttons on right of window or select window and type first letter
Add to Access Request Form?	If listed on the IT Access Request form users can have access granted or removed through that form	Click through options using buttons on right of window or select window and type first letter

Users to add	List the user that are to be given access to the secure folder through this request	Free format text. Click in the window and type.
Users to remove	List the user that are to have access to the secure folder removed through this request	Free format text. Click in the window and type.

### 3. Email Distribution List

**Email Distribution List**

List Name:  Type:  Action:

Accessible externally?:  External name:

Users to add:

Users to remove:

Fields and how to use them:

Field	Content	How to use
List Name	The name of the distribution list. This should be something that helps identify how it will be used. e.g. 'admin' or 'accounts payable'	Free format text. Click in the window and type.
Type	Single User – if the distribution list will be an alternative address for one person – e.g. 'CEO' or 'Practice Manager' Shared – where a number of people share a common task and want emails to be sent to all – e.g. 'Finance' or 'Reception'	Click through options using buttons on right of window or select window and type first letter
Action	Add – a new list ... Change – The users in the list or... Delete – the list	Click through options using buttons on right of window or select window and type first letter
Accessible externally?	Yes – external emails can be send to the list or... No – the list is only for internal user	Click through options using buttons on right of window or select window and type first letter
External name	The external name can be different to that used internally. e.g. internally the name could be 'Biripi Admin' (to differentiate from other sites) but the external name could be 'admin' since the email address would then be admin@biripi.org.au	Free format text. Click in the window and type.
Users to add	List the user that are to be given access to the list through this request	Free format text. Click in the window and type.
Users to remove	List the user that are to have access to the list removed through this request	Free format text. Click in the window and type.

#### 4. Mailboxes (CEO approval required)

### Mailboxes (CEO approval required)

User Name:  Action:

Recipient name:

Forward Message:

Fields and how to use them:

Field	Content	How to use
User Name	The name of the user who's mailbox will be accessed	Free format text. Click in the window and type.
Action	Forward – Forwarding will be set up for the mailbox so that any email received from that point will be sent to another mailbox. This would be used where a staff member has left and new email need to be responded to by someone else in the organisation Grant Access – The mailbox will be accessible by another member of staff Remove Access – Forwarding will be ceased of access removed	Click through options using buttons on right of window or select window and type first letter
Recipient name	The name of the staff member will be receive the forwarded emails or access the mailbox	Free format text. Click in the window and type.
Forward Message	The message that will be sent to people who email the mailbox, explaining that the mail is being forwarded or monitored (option)	Free format text. Click in the window and type.

#### 5. Home Folder Access (CEO approval required)

*CEO (rather than delegate) approval is required for Home Folder requests*

### Home Folder Access (CEO approval required)

Folder Owner:  Action:

Access to:

Fields and how to use them:

Field	Content	How to use
Folder Owner	The name of the user who's home folder (H: drive) will be accessed	Free format text. Click in the window and type.
Action	Add – Add access for the selected staff to the folder Remove – Add access for the selected staff to the folder	Click through options using buttons on right of window or select window and type first letter
Access to	The name of one or more staff member(s) who will be able to access the folder	Free format text. Click in the window and type.



## 6. Software (may incur charges)

Software (may incur charges)

Software Name:  Action:

Version:  Distribution type:

Supplier Name:  Purchase new license:

If Purchasing a new license: Purchase Approver:  Cost centre:

Users / computers to add:

Users / computers to remove:

License Details:   
(Helpdesk Use Only)

Fields and how to use them:

Field	Content	How to use
Software name	The name of the software to be installed. Please be as accurate as you can	Free format text. Click in the window and type.
Action	Add – new software ... Change – The users or computers who have access to the software or... Remove – the software	Click through options using buttons on right of window or select window and type first letter
Version	The name of the software to be installed, e.g. '2016 standard' (if you were ordering Visio). Please be as accurate as you can	Free format text. Click in the window and type.
Distribution Type	Single User(s) – if a separate license is needed for each user Shared – if a group license is available	Click through options using buttons on right of window or select window and type first letter
Supplier Name	If the software comes from a specific supplier name them	Free format text. Click in the window and type.
Purchase new license	Yes – is a new license is needed No – if a license already exists or no license is required	Click through options using buttons on right of window or select window and type first letter
Purchase Approver	If a new license is required who in your organisation will approve the purchase	Free format text. Click in the window and type.
Cost centre	If a new license is required which cost centre should receive the cost	Free format text. Click in the window and type.
Users / Computers to add	List the user or computers that are to have the software installed. Most software will be associated with a specific computer rather than user.	Free format text. Click in the window and type.

Users / Computers to remove	List the user that are to have access to the list removed through this request. Most software will be associated with a specific computer rather than user.	Free format text. Click in the window and type.
License Details	If software has to be purchased the Helpdesk will update the request, after completing the installation, to provide details of the license for your records	Free format text. Click in the window and type.

## 7. Printer Changes

### Printer changes

Printer Name:  Default:

Computers to add printer to:

Computers to remove printer from:

Fields and how to use them:

Field	Content	How to use
Printer Name	The name of the printer that will be accessed. (Please check for accuracy before submitting)	Free format text. Click in the window and type.
Default	Yes – The printer will become the default for the computers requested No – The printer will become available to select on the computers requested but not the default	Click through options using buttons on right of window or select window and type first letter
Computers to add printers to	List computers (their host name or asset number) that are to access the printer.	Free format text. Click in the window and type.
Computers to remove printers from	List computers (their host name or asset number) that are to no longer access the printer.	Free format text. Click in the window and type.

## 8. File Restore (may incur charges)

File Restore (may incur charges)

User Name:  Recover from date:

File/Folder Name(s):

File/Folder Location(s):

Location(s) for files to be restored to:

*If the files required an excessive amount of time to find and recover then the Helpdesk may request payment for their time. You will be notified of this before any expense is incurred.*

Fields and how to use them:

Field	Content	How to use
User Name	The person that wants to receive the restored files	Free format text. Click in the window and type.
Recover from date	If you want to recover a file from a specific date (e.g. if the most recent file is not usable) then specify it here. If you want the latest version or you don't know the date, leave blank.	Click on the window and select a date from the calendar
File/Folder Names(s)	List the name of the files or folders you want to restore. Be as accurate as you can. You can include an asterisk (*) for areas you don't know or questions marks (?) to single characters you don't know. e.g.: *201?/1? Report* will find "My 2013/14 Report for NSW Health" or "2017/18 Report for budget"	Free format text. Click in the window and type.
File/Folder Location(s)	List where the files or folders may be found. Be as exact as you can. For example Werin G: drive or My H: drive	Free format text. Click in the window and type.
Location(s) for files to be restored to:	List where restored files or folders are to be restored to. If multiple locations, please separate with a semi-colon (;). For example Tobwabba G: drive; My H: drive	Free format text. Click in the window and type.

## 9. Ad-hoc Request

### Ad-hoc Request

Details of request:

Fields and how to use them:

Field	Content	How to use
Details of request	Type in details of any request that is not covered by the previous sections. If the request related to an individual's access please use the "User Access Request" form instead.	Free format text. Click in the window and type.

## 10. Approval

### Approval

Request Date:

Request By\*:

Signature:

Fields and how to use them:

Field	Content	How to use
Request Date	Date that the request was submitted	Click on the window and select a date from the calendar
Requested By	The name of the person making the request. Only a CEO or staff member who they have delegated that authority can complete a request.	Free format text. Click in the window and type
Signature	You can select an electronic signature to add to the form or print her completed form and sign it.	Add electronic or physical signature

## 11. Sending the form

Once complete please send an electronic copy of the form to "ithelpdesk". Please give your email a subject line that describes the contents. e.g. "printer change request" or "Mailbox access request".