

Submitting Technology Project Requests and Pre-Procurement IT Review Requests

(KB Article ID 1852)



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Information Technology Services

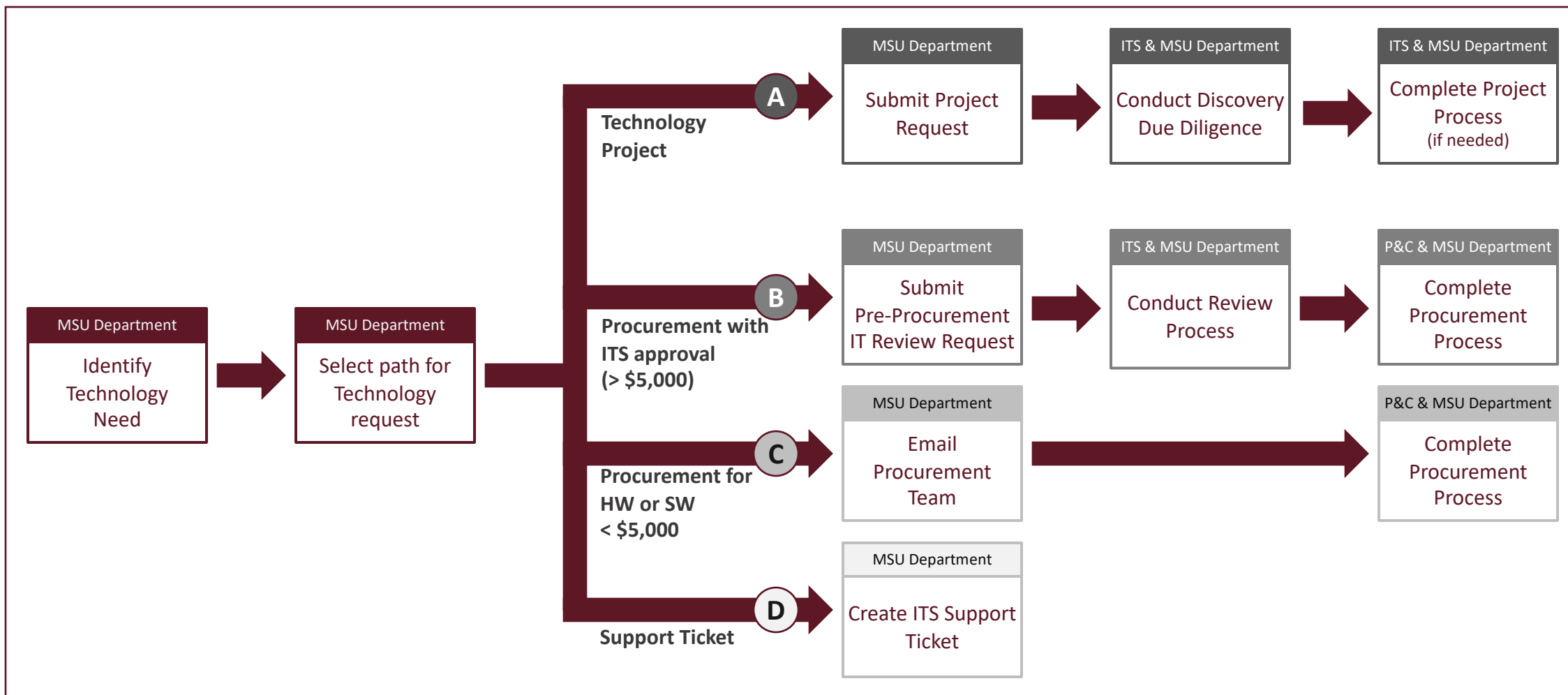
❖ **Technology Requests: Which do you need?**

- **Technology Project Request?**
- **Pre-Procurement IT Review Request?**
- **Service Ticket?**

❖ **Technology Project or Pre-Procurement IT Review Request Workflow Overview**

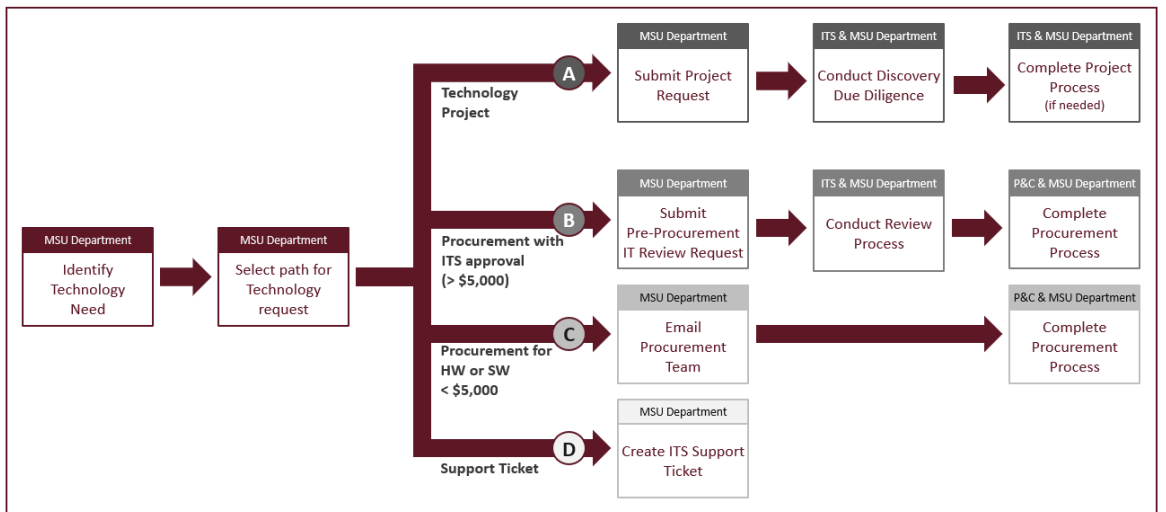
❖ **Technology Project and Pre-Procurement IT Review Work Intake: Step-by-step Guide**

Depending on your technology need, the entry point and path may vary. The diagram below summarizes the action you need to take to get started.



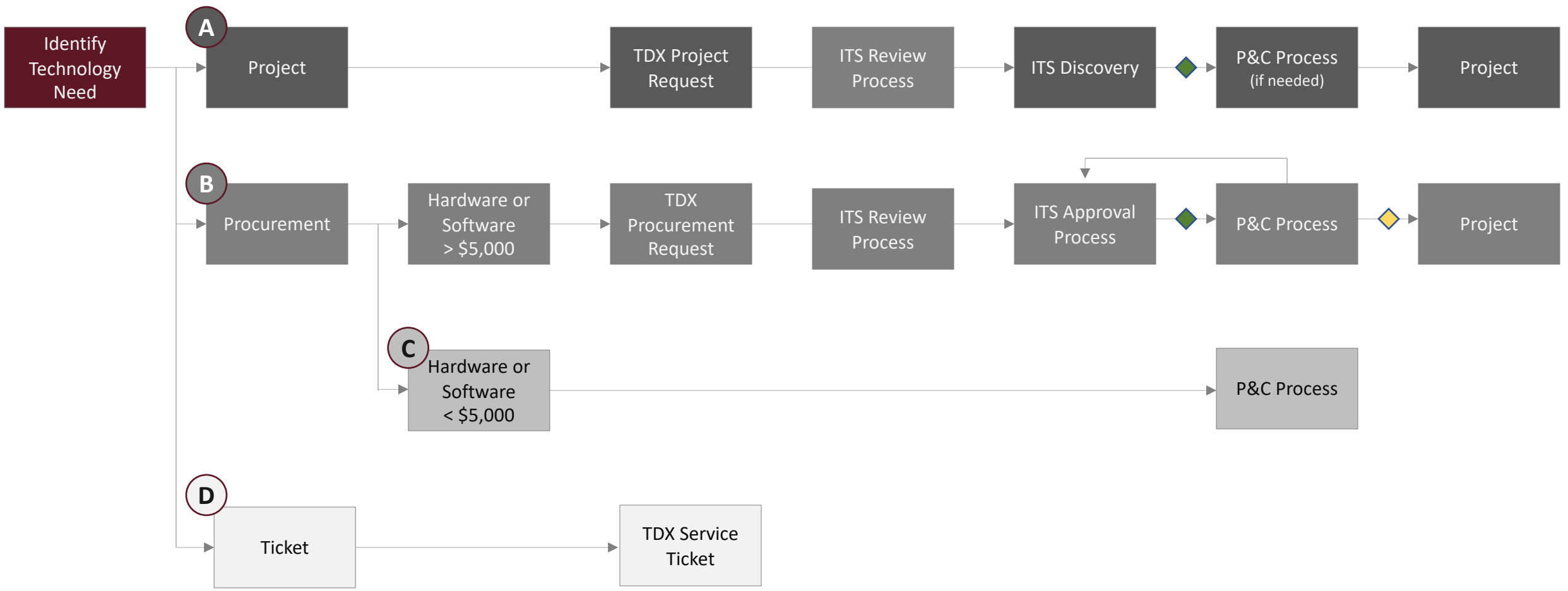
The path for getting support for your technology needs depends on the scope, size and risk of work that needs to be performed. Please use the following table to determine the best path for you to follow:

	A Project	B Procurement w/ITS approval	C Procurement Only	D Ticket
Software Scope	New software or major enhancements to existing software	Software > \$5,000	N/A	Fixes, minor enhancements or operational maintenance for existing software.
Infrastructure Scope	Examples: Construction. Renovations. Classrooms. Server refresh. Network refreshes.	HW > \$5,000	HW or SW < \$5,000	Examples: Network drops. DSN changes. Telecom Adds/move/changes.
MSU Stakeholders	1+ MSU Departments	1 MSU Department	1 MSU Department	1 MSU Department
Risk	Low to Very High	Low	Low	Low
VP Governance	Needed	Not needed	Not Needed	Not Needed
Links:	Create Technology Project Request	Create Pre-Procurement Review Request	Send Email to Procurement	Create ITS Ticket



Not all technology needs will fit neatly into a specific category. If you are in doubt, pick the path that seems best based on your understanding of the scope.

* Cellular devices are a special case and require ITS review regardless of cost



◆ IT Project Request Needed

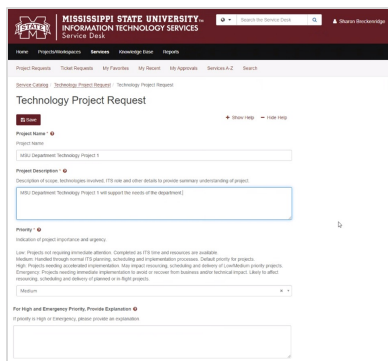
◆ IT Approval for Procurement

A

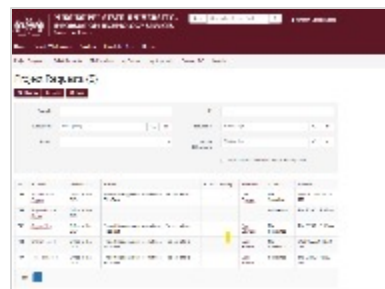
Sponsor/Champion

ITS Director (CIO/EIS/ITI)

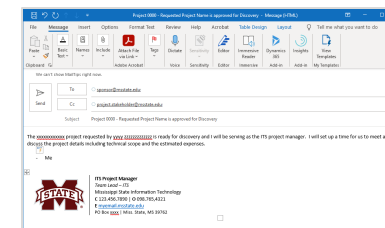
ITS Project Manager



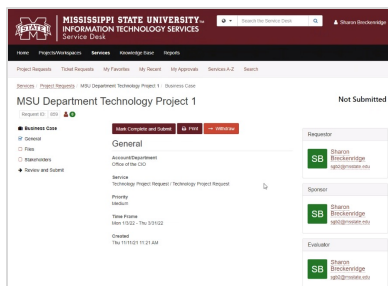
Enter Project Request



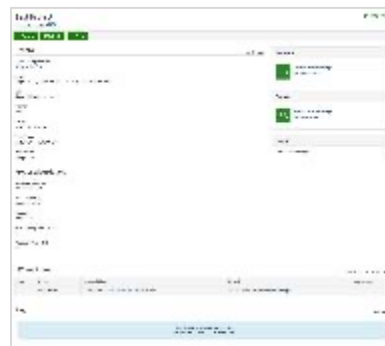
View Project Request Queue



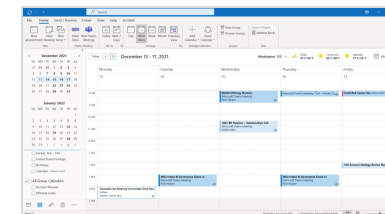
Notify Sponsor and Stakeholders



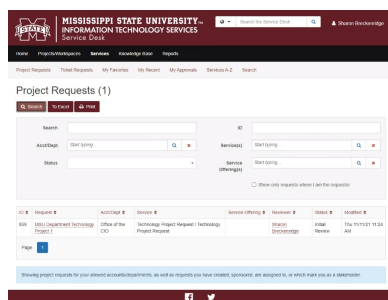
Submit Request to ITS



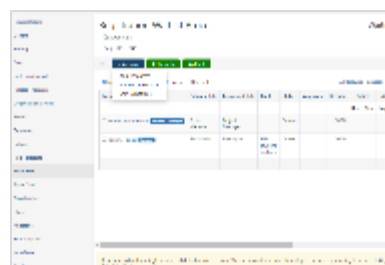
Review and Act on Request



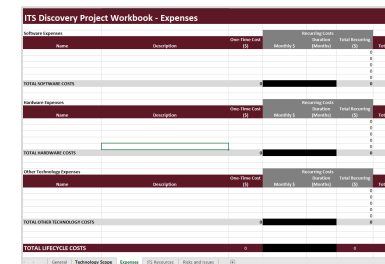
Schedule Discovery session with Sponsor



View Requests



Assign ITS PM



Complete Discovery Due Diligence Form

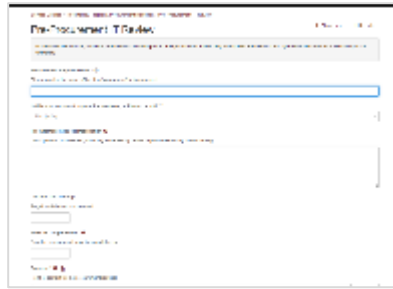
Expected notification to Sponsor is within 2-3 business days from Project Request submission.

B

Sponsor/Champion

Office of the CIO

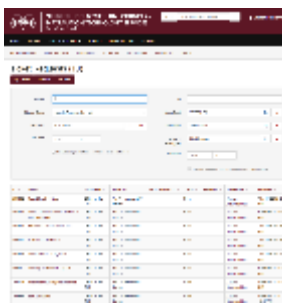
Sponsor/Champion



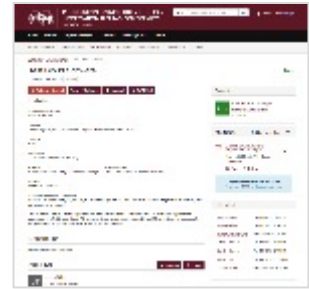
Enter Pre-Procurement IT Review Request



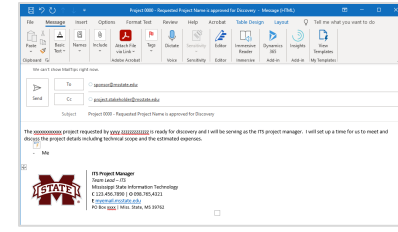
Submit Request to ITS



View Requests for Status

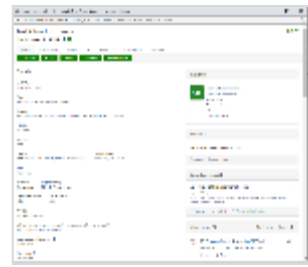


Review Pre-Procurement IT Review Request Details and Act



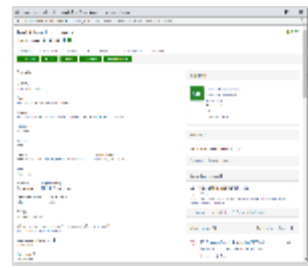
Approve

Send Approval email and attachments to Sponsor and P&C



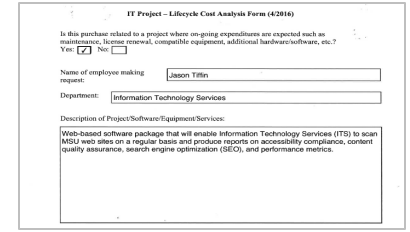
Return/Reject

Return/Reject request with explanation of additional detail needed



Decline

Decline request with explanation



Work with P&C and follow procurement process



Collect and provide additional information/files and resubmit request to ITS

Expected notification to Sponsor is within 2-3 business days from Procurement Request submission.

Key Highlights and Takeaways

- Navigate to the MSU ITS Service Desk for creating tickets or submitting project and procurement requests for your technology needs
- <https://servicedesk.msstate.edu/TDClient/45/Portal/Home>

Next Step

- Click “Request a Service”

Categories (17)

- Administrative Applications**
Assistance with Banner, myState, eForms, Maroon Alert, ITS Billing, DAFVM/CQCS Applications, AiM Facilities Management.
- Computer & Printer Services**
Assistance with MSU-inventoried computers and printers.
- Email & Calendar**
Assistance with MSU email and calendars for employees and students, mailing lists, mass announcements, instant messaging
- File Storage & Servers**
Assistance with file storage, file sharing, Active Directory (AD), servers
- Information Security**
Assistance with 2 factor authentication (DUO), encryption, quarantined devices, malware, Information Security Training
- Instructional Technology**
Assistance with Learning Management Systems (Canvas), Classroom Technology, Computer Lab Support, and Attendance
- NetID, Accounts, & Access Management**
Assistance with NetID/NetPassword, ID cards, affiliate access
- Software**
Links to and issues with MSU-provided software and links to other, useful software. To view instruction guides and
- Telephone**
Service related to the University VoIP and legacy phones and voicemail systems.
- Training & Workshops**
Assistance with training requests and workshops
- Web Services**
Assistance with departmental and student organization websites
- Wireless, Network, & Internet Access**
Assistance with wireless/wired network access, VPN, and network connectivity
- Meridian Campus ITS**
Services related to the Meridian campus branch of Information Technology Services.
- Technology Project & Procurement Request**
- College of Veterinary Medicine**
- Housing & Residence Life**

Popular Services

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- [Get the wireless Guest Password of the day](#)
- [Technology Project and Procurement Request](#)
- [Not finding what you're looking for?](#)
- [Request MoneyMate PLUS activation on your account \(Faculty/Staff Only\)](#)

[View All Popular Services >](#)

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- [Request assistance with Cisco AnyConnect VPN](#)
- [Request/modify a static IP address](#)
- [Report an issue with wired internet connectivity](#)
- [Request/modify a hostname \(DNS\)](#)

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Popular Tags

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- [banner](#) (19)
- [access](#) (9)
- [phone](#) (9)
- [software](#) (9)
- [Exchange](#) (8)
- [website](#) (8)
- [outlook](#) (7)
- [aim](#) (6)

Key Highlights

- “Technology Project & Procurement Request” is accessible to MSU Faculty & Staff through TDX Service Catalog
- Users request projects similarly to other service requests
- <https://servicedesk.msstate.edu/TDClient/45/Portal/Request/ServiceCatalog>

Next Step

- Click on “Technology Project & Procurement Request” to start the submission process



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Service Desk

Home Software Projects/Workspaces **Services** Knowledge Base Reports

Project Requests Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Service Catalog / Technology Project & Procurement Request

Technology Project & Procurement Request

Services (3)

IT Project Request

Any project that requires the use of ITS resources for 5 days (40 hours) or more is considered an IT project. All potential IT projects need to have a project request created and submitted to provide ITS with the information necessary to determine the initial size and complexity of the project.

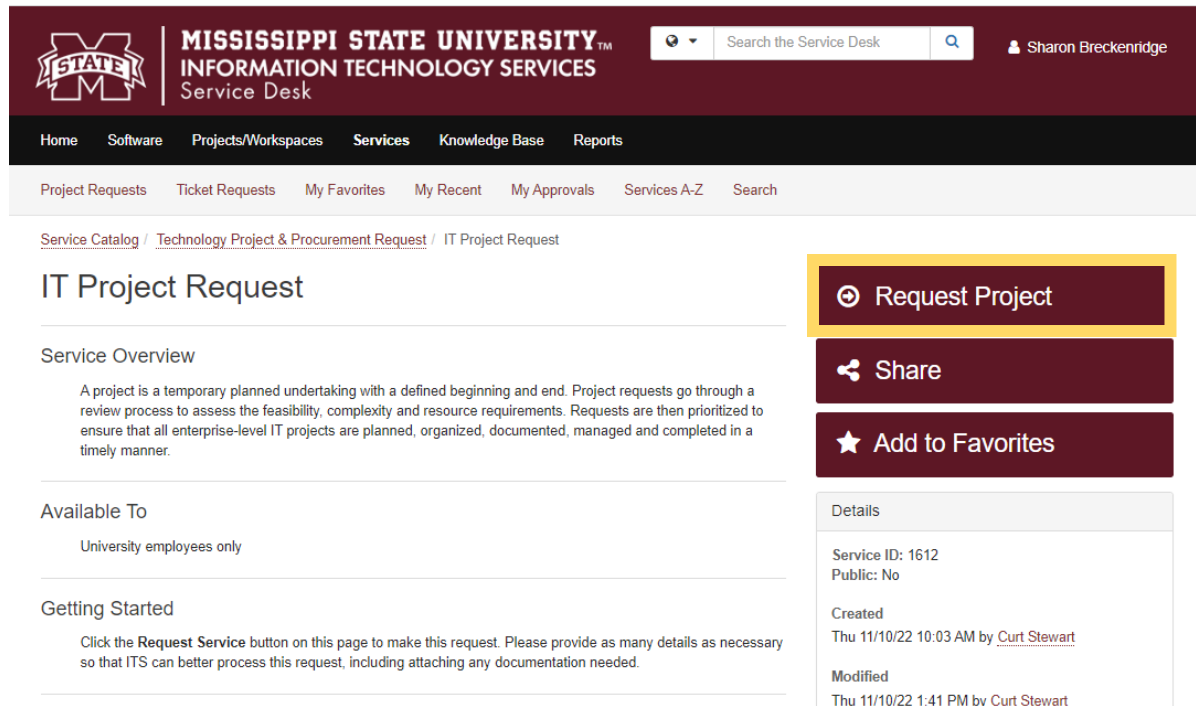
Pre-Procurement IT Review
ITS reviews all hardware, software, and technical systems prior to their purchase to ensure they comply with the technical and cybersecurity standards of Mississippi State University.

Key Highlights

- Accessible to MSU Faculty & Staff through TDX Service Catalog
- <https://servicedesk.msstate.edu/TDClient/45/Portal/Requests/ServiceDet?ID=1167>

Next Step

- Click “IT Project Request”



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Search the Service Desk

Sharon Breckenridge

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Service Catalog / Technology Project & Procurement Request / IT Project Request

IT Project Request

Service Overview

A project is a temporary planned undertaking with a defined beginning and end. Project requests go through a review process to assess the feasibility, complexity and resource requirements. Requests are then prioritized to ensure that all enterprise-level IT projects are planned, organized, documented, managed and completed in a timely manner.

Available To

University employees only

Getting Started

Click the **Request Service** button on this page to make this request. Please provide as many details as necessary so that ITS can better process this request, including attaching any documentation needed.

Request Project

Share

Add to Favorites

Details

Service ID: 1612
Public: No

Created
Thu 11/10/22 10:03 AM by [Curt Stewart](#)

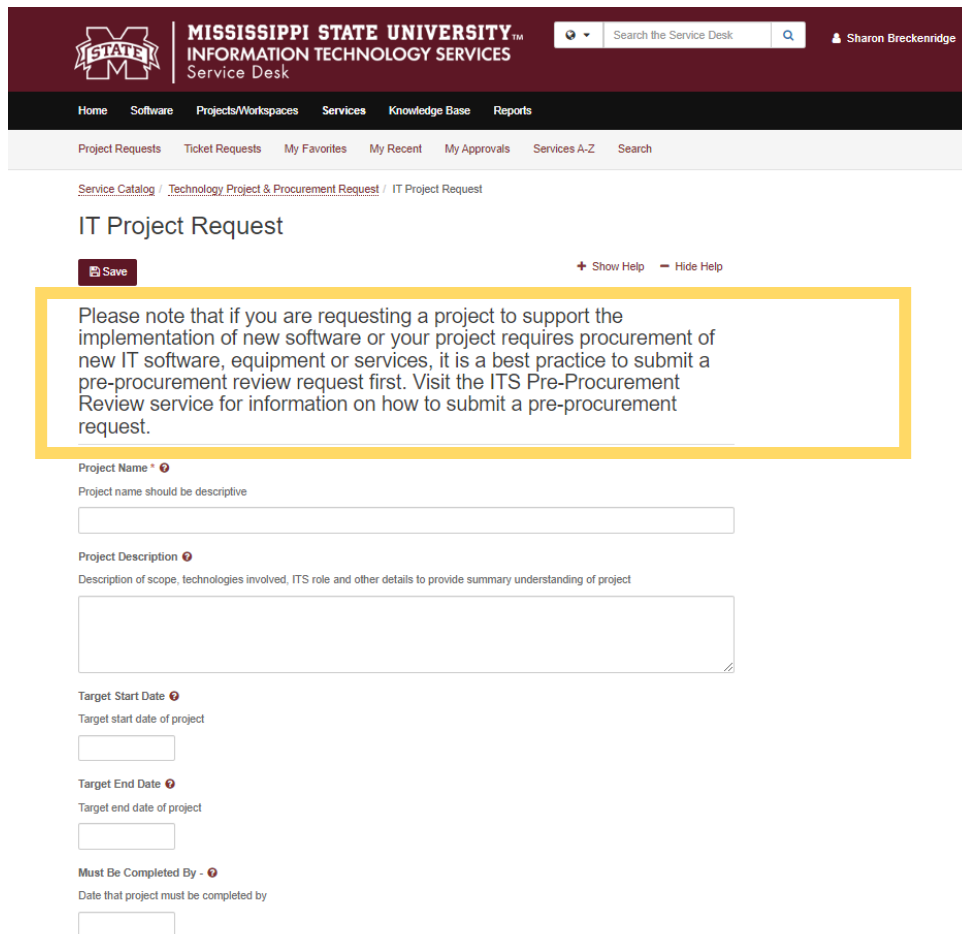
Modified
Thu 11/10/22 1:41 PM by [Curt Stewart](#)

Key Highlights

- Accessible to MSU Faculty & Staff through TDX Service Catalog
- <https://servicedesk.msstate.edu/TDClient/45/Portal/Requests/ServiceDet?ID=1612>

Next Step

- Click “Request Project”



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Service Desk

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Project Requests Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Service Catalog / [Technology Project & Procurement Request](#) / IT Project Request

IT Project Request

Save Show Help Hide Help

Please note that if you are requesting a project to support the implementation of new software or your project requires procurement of new IT software, equipment or services, it is a best practice to submit a pre-procurement review request first. Visit the ITS Pre-Procurement Review service for information on how to submit a pre-procurement request.

Project Name *
Project name should be descriptive

Project Description
Description of scope, technologies involved, ITS role and other details to provide summary understanding of project

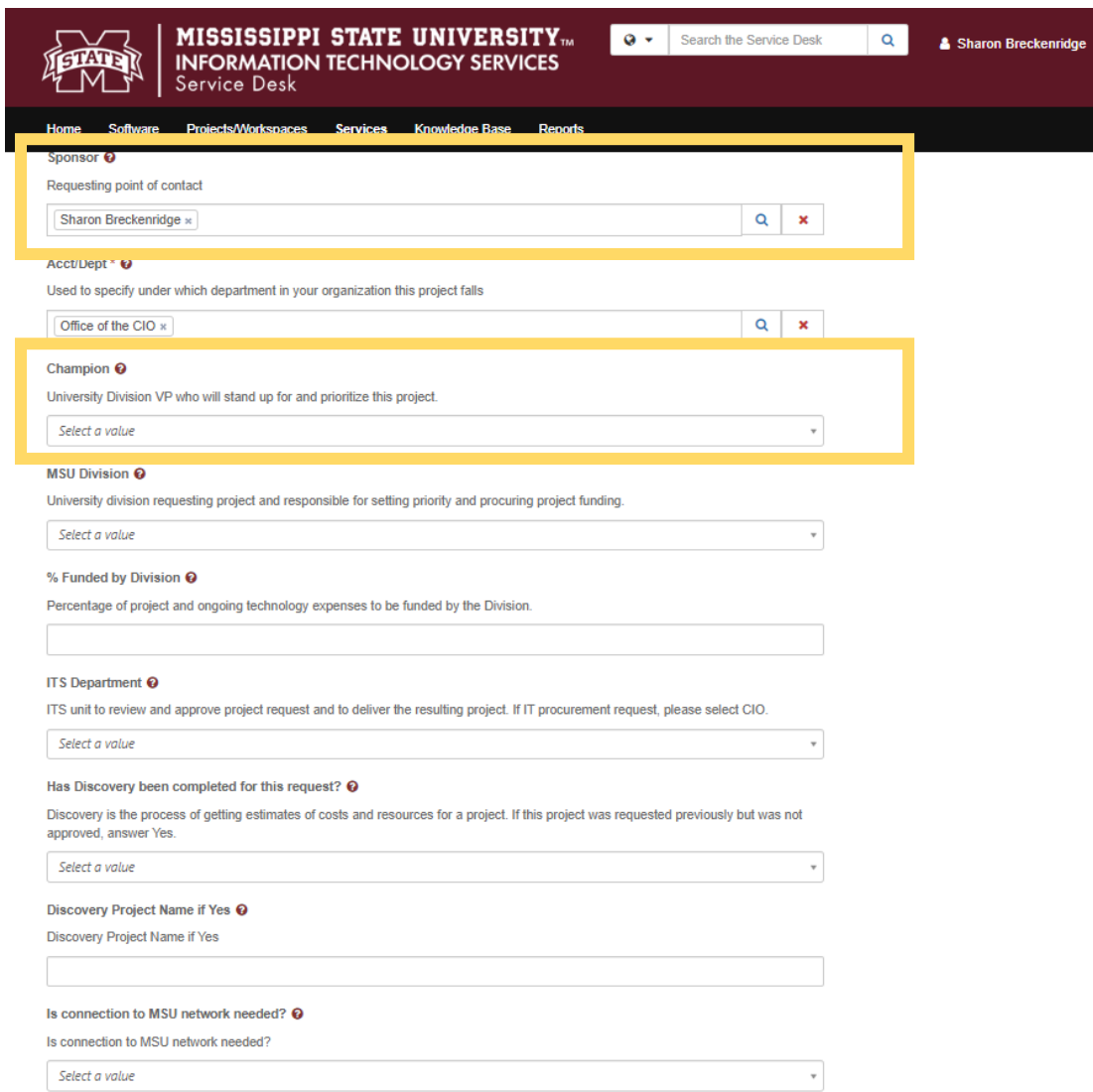
Target Start Date
Target start date of project

Target End Date
Target end date of project

Must Be Completed By -
Date that project must be completed by

Key Highlights

- The Technology Project Request form captures “just the facts” basics to summarize the project need for an ITS Director to qualify the request for Discovery and determine the next steps
- Additional project details will be captured collaboratively – Project Requestor/Sponsor, IT PM and other IT resources or expenses – during Discovery due diligence.
- Accurate dates assist ITS in planning the technology resources for your projects. Based on your current understanding, please enter your expectations for project start date, end date, and the date by which the project must be finished.
- All dates will be refined during the Discovery phase.



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Service Desk

Search the Service Desk Sharon Breckenridge

Home Software Projects/Workspaces Services Knowledge Base Records

Sponsor
Requesting point of contact
Sharon Breckenridge

Acct/Dept
Used to specify under which department in your organization this project falls
Office of the CIO

Champion
University Division VP who will stand up for and prioritize this project.
Select a value

MSU Division
University division requesting project and responsible for setting priority and procuring project funding.
Select a value

% Funded by Division
Percentage of project and ongoing technology expenses to be funded by the Division.

ITS Department
ITS unit to review and approve project request and to deliver the resulting project. If IT procurement request, please select CIO.
Select a value


Has Discovery been completed for this request?
Discovery is the process of getting estimates of costs and resources for a project. If this project was requested previously but was not approved, answer Yes.
Select a value

Discovery Project Name if Yes
Discovery Project Name if Yes

Is connection to MSU network needed?
Is connection to MSU network needed?
Select a value

Key Highlights

- A successful project requires the support and involvement of many resources across MSU.
- Two of the non-ITS roles critical to the project success:
 - The Sponsor serves as the primary department point of contact through the project lifecycle
 - The Champion is the MSU Division vice-president who owns the budget and sets the overall priority of the project


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Service Desk

Home Software Projects/Workspaces Services Knowledge Base Reports

Select a value

Discovery Project Name if Yes ⓘ

Discovery Project Name if Yes

Is connection to MSU network needed? ⓘ

Is connection to MSU network needed?

Select a value

Does product use, transfer or store sensitive data? ⓘ

Does product use, transfer or store sensitive data? Examples include SSN, contact info, credit card, banking, medical, etc.

Select a value

Priority * ⓘ

Project priority Low-Medium-High-Emergency

Select a value

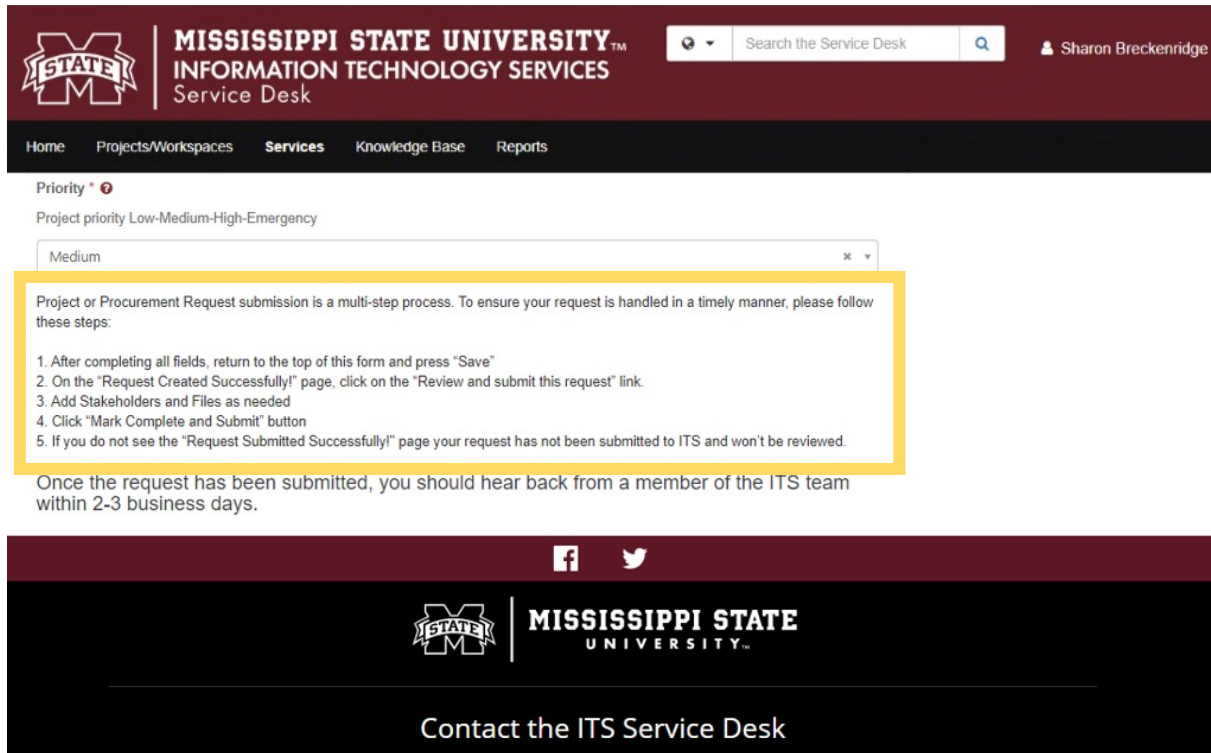
Project or Procurement Request submission is a multi-step process. To ensure your request is handled in a timely manner, please follow these steps:

1. After completing all fields, return to the top of this form and press "Save"
2. On the "Request Created Successfully!" page, click on the "Review and submit this request" link.
3. Add Stakeholders and Files as needed
4. Click "Mark Complete and Submit" button
5. If you do not see the "Request Submitted Successfully!" page your request has not been submitted to ITS and won't be reviewed.

Once the request has been submitted, you should hear back from a member of the ITS team within 2-3 business days.


Key Highlights

- This set of attributes provides a quick snapshot of the project needs. They will give ITS an initial idea of scope to determine if Discovery is needed for due diligence.
- The Discovery phase is a new step in the technology work intake process for the requesting Department and ITS to collaborate earlier on details needed for the MSU procurement process and ITS planning and delivery.
- Example Guidelines for Discovery:
 - Requires ITS resources – project & support
 - Combines HW/SW
- Details will be refined by the Sponsor and the ITS project manager during the Discovery due diligence phase.



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Home Projects/Workspaces **Services** Knowledge Base Reports

Priority * 



Project priority Low-Medium-High-Emergency


Medium

Project or Procurement Request submission is a multi-step process. To ensure your request is handled in a timely manner, please follow these steps:

1. After completing all fields, return to the top of this form and press "Save"
2. On the "Request Created Successfully!" page, click on the "Review and submit this request" link.
3. Add Stakeholders and Files as needed
4. Click "Mark Complete and Submit" button
5. If you do not see the "Request Submitted Successfully!" page your request has not been submitted to ITS and won't be reviewed.

Once the request has been submitted, you should hear back from a member of the ITS team within 2-3 business days.

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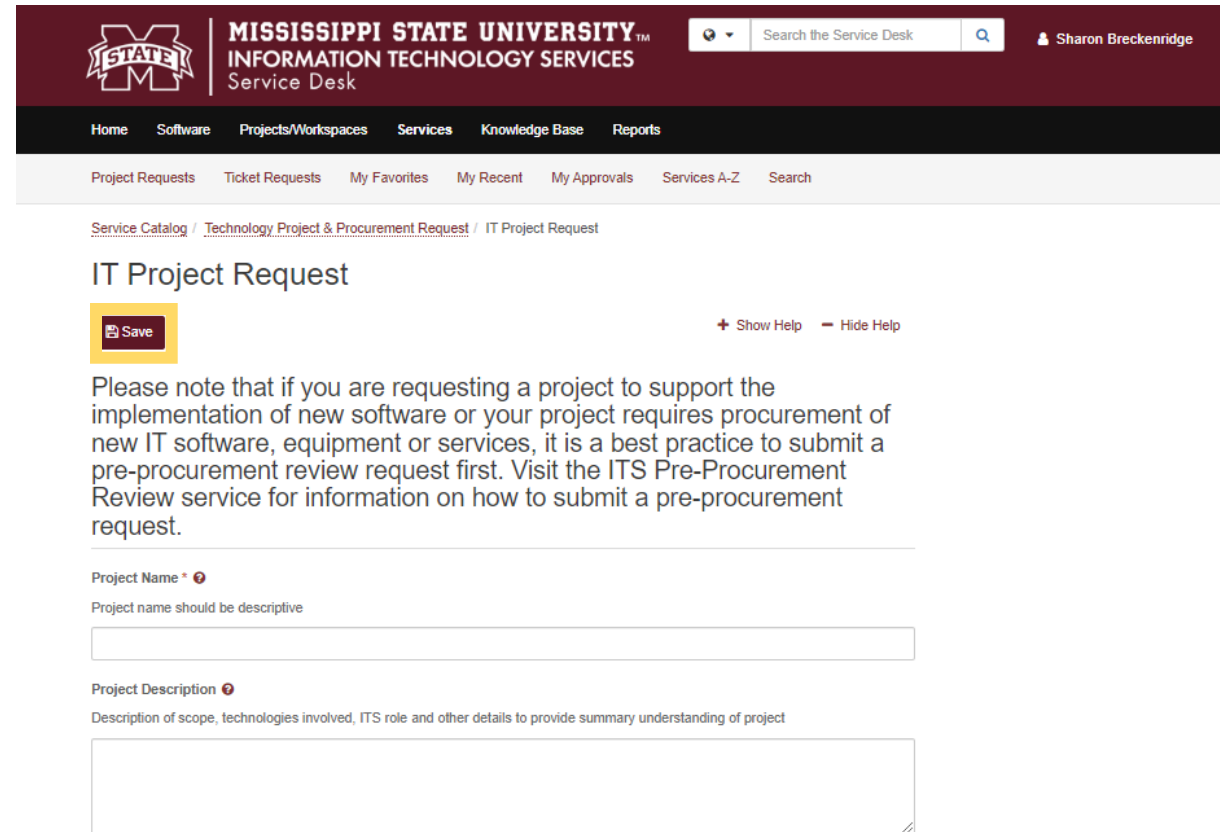
Contact the ITS Service Desk

Key Highlights

- The Priority field defaults Medium. An additional assessment or priority will be completed during Discovery.
- The Request submission process takes multiple steps. If you don't complete those steps, your request will not be available to ITS for review and your request will be delayed.

Next Step

- Scroll to the top of the form and Click on "Save" to save your entries.



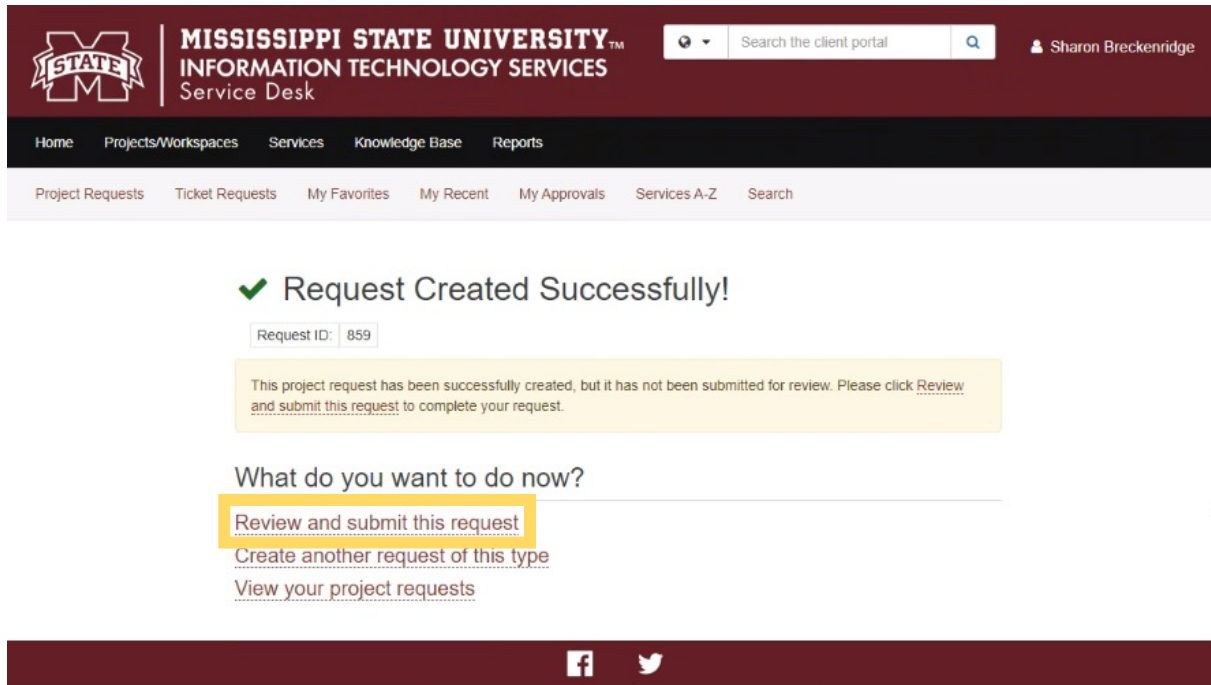
The screenshot shows the 'IT Project Request' form in the Service Desk. The header includes the Mississippi State University logo, the text 'MISSISSIPPI STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES Service Desk', a search bar, and the user name 'Sharon Breckenridge'. A navigation menu contains 'Home', 'Software', 'Projects/Workspaces', 'Services', 'Knowledge Base', and 'Reports'. Below the menu is a breadcrumb trail: 'Service Catalog / Technology Project & Procurement Request / IT Project Request'. The main heading is 'IT Project Request'. A yellow 'Save' button is highlighted. To its right are '+ Show Help' and '- Hide Help' links. A paragraph of text explains that for new software or services, a pre-procurement review request should be submitted first. Below this are two form fields: 'Project Name *' with a note 'Project name should be descriptive' and an empty text input field; and 'Project Description' with a note 'Description of scope, technologies involved, ITS role and other details to provide summary understanding of project' and an empty text area.

Key Highlights

- After entering and reviewing your project details you will save your project request.
- At this point the request is only saved and not submitted. You will be able to adjust your entries as needed prior to submission.

Next Step

- Click on “Save” to save your entries.



The screenshot shows the top navigation bar with the Mississippi State University logo and 'MISSISSIPPI STATE UNIVERSITY™ INFORMATION TECHNOLOGY SERVICES Service Desk'. Below the navigation bar, there is a search bar and a user profile for Sharon Breckenridge. The main content area displays a green checkmark and the text 'Request Created Successfully!'. Below this, there is a 'Request ID: 859' field. A yellow callout box contains the text: 'This project request has been successfully created, but it has not been submitted for review. Please click [Review and submit this request](#) to complete your request.' Underneath, a section titled 'What do you want to do now?' lists three options: 'Review and submit this request' (highlighted with a yellow box), 'Create another request of this type', and 'View your project requests'. At the bottom of the page, there are social media icons for Facebook and Twitter.

Key Highlights

- Your project or procurement request is now created and saved.
- Remember, your request had not been submitted yet.

Next Step

- Click “Review and submit this request”

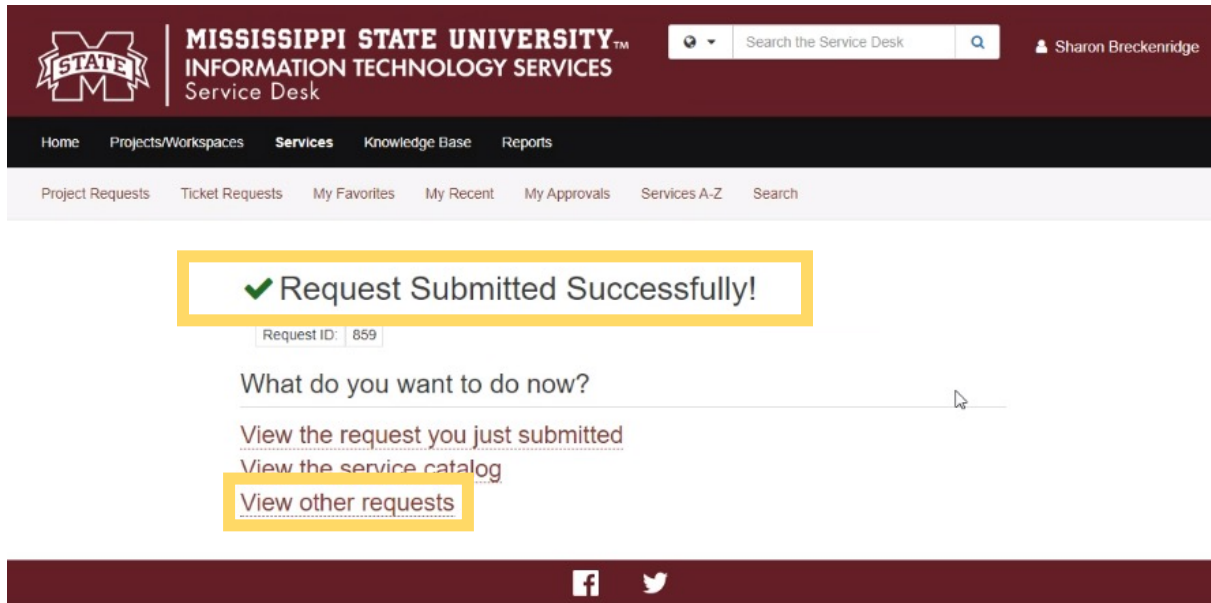
The screenshot shows the Service Desk interface for a project request. At the top, there is a search bar and the user's name, Sharon Breckenridge. The main header includes the Mississippi State University logo and the text 'MISSISSIPPI STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES Service Desk'. Below this is a navigation menu with options like Home, Projects/Workspaces, Services, Knowledge Base, and Reports. The current page is titled 'MSU Department Technology Project 1' and shows a 'Not Submitted' status in a yellow box. The request ID is 859. On the left, there are tabs for 'Business Case' and 'General', with 'Files' and 'Stakeholders' options highlighted in yellow. The main content area displays details for the 'General' tab, including Account/Department (Office of the CIO), Service (Technology Project Request / Technology Project Request), Priority (Medium), Time Frame (Mon 1/3/22 - Thu 3/31/22), and Created (Thu 11/11/21 11:21 AM). On the right, there are three sections: Requestor, Sponsor, and Evaluator, each with a profile card for Sharon Breckenridge (sgb2@msstate.edu). Action buttons for 'Mark Complete and Submit', 'Print', and 'Withdraw' are visible at the top of the main content area.

Key Highlights

- Your request now has a status of “Not Submitted”
- At this point you can provide
 - Files. If you have documents to provide ITS additional details, attach them now.
 - Stakeholders. List individuals at MSU you want to keep informed about the request.

Next Step

1. Click “Files” to attach documents. (Optional)
2. Click “Stakeholders” to add stakeholders. (Optional)
3. Click “Mark Complete and Submit” to submit your project or procurement request to ITS



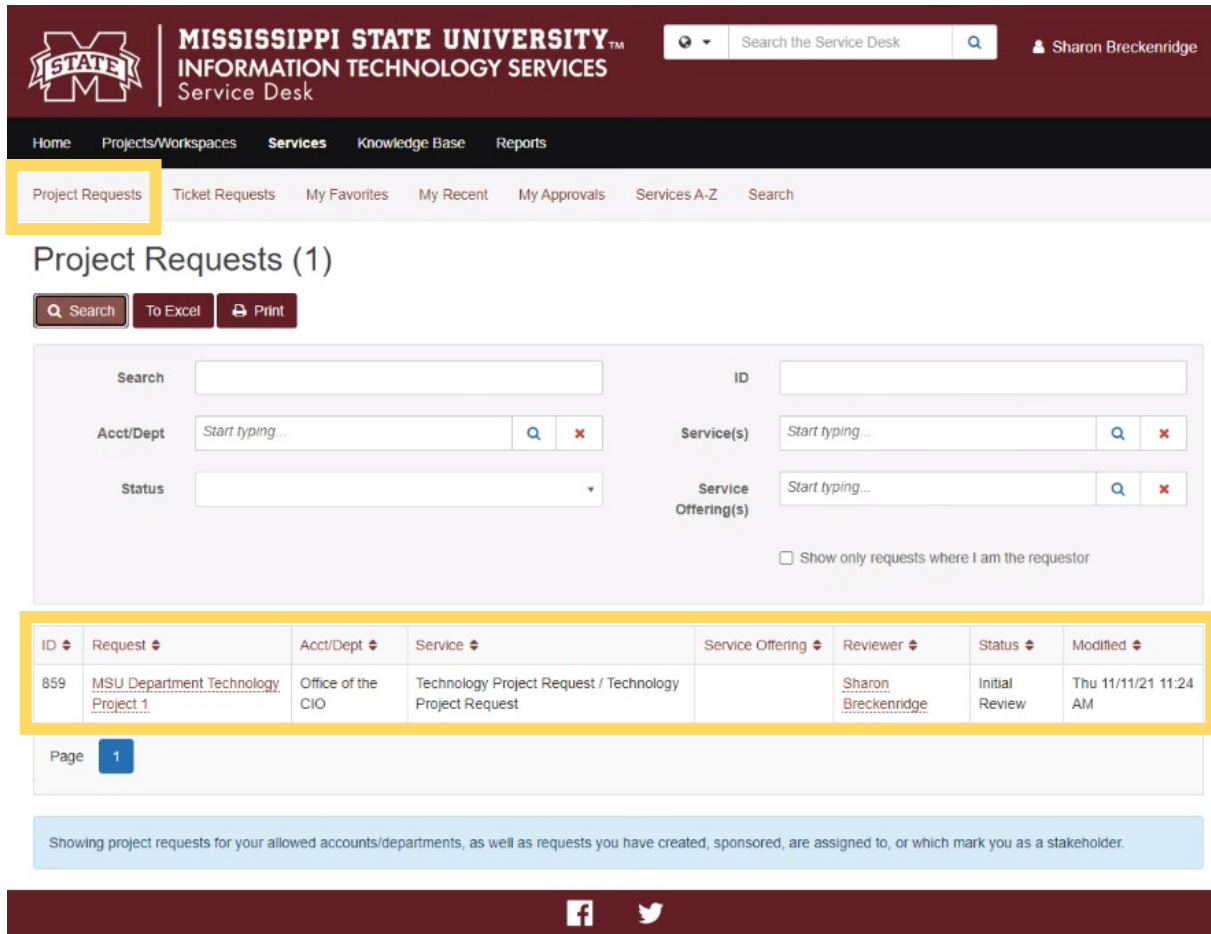
The screenshot displays the top navigation bar of the Service Desk, including the university logo, search bar, and user profile. Below the navigation, a yellow-bordered box highlights the confirmation message: "Request Submitted Successfully!". Underneath, the request ID "859" is shown. A section titled "What do you want to do now?" offers three links: "View the request you just submitted", "View the service catalog", and "View other requests", with the last link highlighted by a yellow box. The footer contains social media icons for Facebook and Twitter.

Key Highlights

- Congratulations! Your IT project request was successfully submitted.
- The ITS team will now review your request. You should expect to hear back in 2-3 business days.
- From here you can choose to review this and your other requests.

Next Step

- Click “View other Requests” to review your project and procurement requests



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Service Desk

Home Projects/Workspaces **Services** Knowledge Base Reports

Project Requests Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

Project Requests (1)

Search To Excel Print

Search ID
Acct/Dept Start typing... Service(s) Start typing...
Status Service Offering(s) Start typing...

Show only requests where I am the requestor

ID	Request	Acct/Dept	Service	Service Offering	Reviewer	Status	Modified
859	MSU Department Technology Project 1	Office of the CIO	Technology Project Request / Technology Project Request		Sharon Breckenridge	Initial Review	Thu 11/11/21 11:24 AM

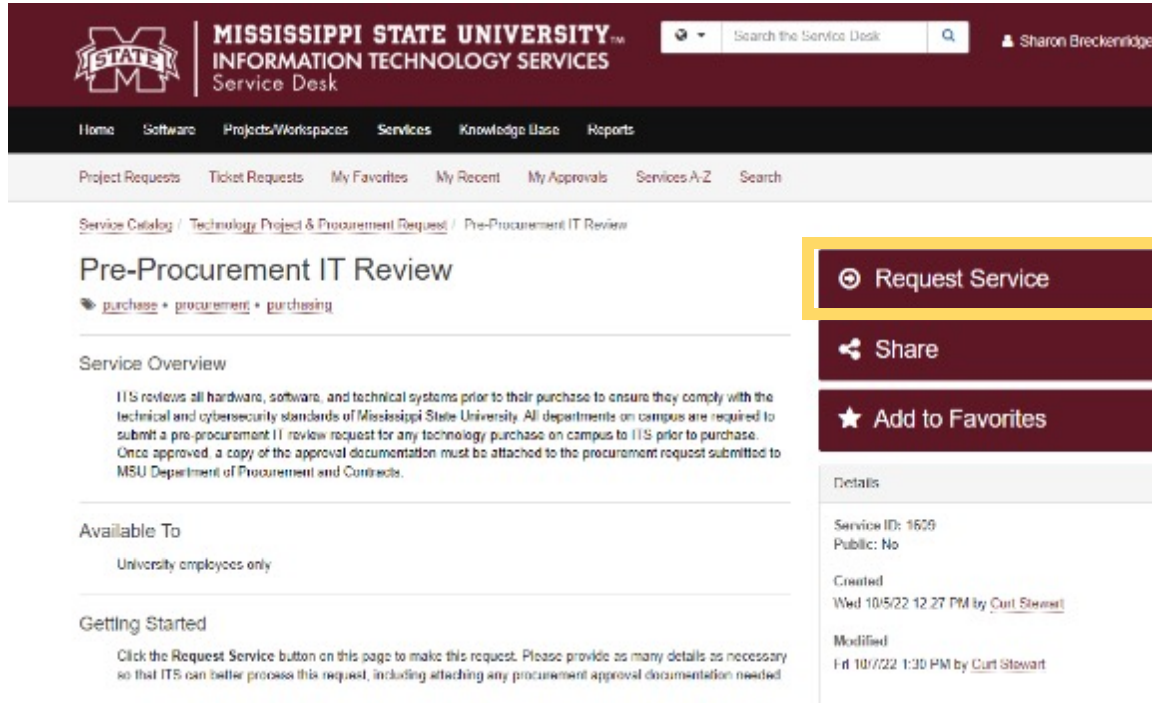
Page 1

Showing project requests for your allowed accounts/departments, as well as requests you have created, sponsored, are assigned to, or which mark you as a stakeholder.

f t

Key Highlights

- Lists all the project requests you have created and their current status



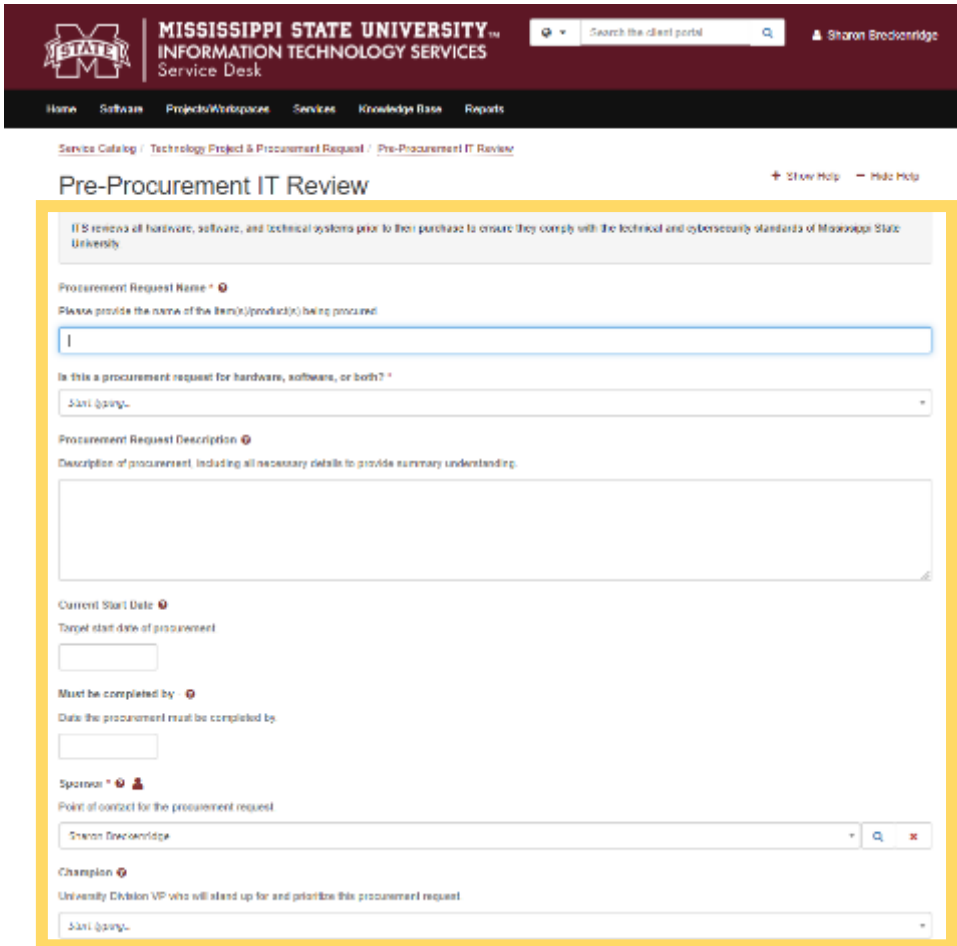
The screenshot shows the Service Desk interface for the "Pre-Procurement IT Review" service. The header includes the MSU logo, "MISSISSIPPI STATE UNIVERSITY INFORMATION TECHNOLOGY SERVICES Service Desk", a search bar, and the user name "Sharon Breckenridge". The navigation menu includes "Home", "Software", "Projects/Workspaces", "Services", "Knowledge Base", and "Reports". Below the navigation, there are links for "Project Requests", "Ticket Requests", "My Favorites", "My Recent", "My Approvals", "Services A-Z", and "Search". The main content area shows the service title "Pre-Procurement IT Review" with breadcrumb links "Service Catalog / Technology Project & Procurement Request / Pre-Procurement IT Review". There are tags for "purchase", "procurement", and "purchasing". The "Service Overview" section contains text about the review process. The "Available To" section indicates "University employees only". The "Getting Started" section provides instructions on how to request the service. On the right side, there are three prominent buttons: "Request Service" (highlighted with a yellow border), "Share", and "Add to Favorites". Below these buttons is a "Details" section with the following information: Service ID: 1609, Public: No, Created: Wed 10/5/22 12:27 PM by Curt Stewart, and Modified: Fri 10/7/22 1:30 PM by Curt Stewart.

Key Highlights

- Accessible to MSU Faculty & Staff through TDX Service Catalog
- <https://servicedesk.msstate.edu/TDClient/45/Portal/Requests/ServiceDet?ID=1609>

Next Step

- Click “Request Service”




The screenshot shows the 'Pre-Procurement IT Review' form within the Mississippi State University Information Technology Services Service Desk. The form includes the following fields:

- Procurement Request Name:** A text input field with a placeholder 'Please provide the name of the item(s)/product(s) being procured'.
- Is this a procurement request for hardware, software, or both?:** A dropdown menu with 'Select Query...' as the selected option.
- Procurement Request Description:** A large text area with a placeholder 'Description of procurement, including all necessary details to provide summary understanding'.
- Current Start Date:** A date input field with a placeholder 'Target start date of procurement'.
- Must be completed by:** A date input field with a placeholder 'Date the procurement must be completed by'.
- Sponsor:** A dropdown menu with a search icon and a placeholder 'Point of contact for the procurement request'. The selected value is 'Sharon Brockbridge'.
- Champion:** A dropdown menu with a placeholder 'University Division VP who will stand up for and prioritize this procurement request'. The selected value is 'Select Query...'.

Key Highlights

- The Pre-Procurement IT Review Request form captures the procurement needs for an ITS Director to qualify the request and determine the next steps.
- If your request is less than \$5,000 you do not need to complete the Pre-Procurement request form.
- Cellular devices are a special case and require ITS review regardless of cost.
- Additional information such as potential vendors, LLC, VPAT and HECVAT documents may be needed to complete the approval process.


MISSISSIPPI STATE UNIVERSITY™
INFORMATION TECHNOLOGY SERVICES
Service Desk

Home Software Projects/Workspaces Services Knowledge Base Reports

Start typing...

Is this procurement 100% federally funded?
No

Is this an Emergency Purchase?
No

What procurement mode will be used?
Start typing...

Have you considered vendors for your SW/HW/network/other?
Start typing...

Is VPAT available for this software? ⓘ
(Include VPAT as attachment to request)
 Voluntary Product Accessibility Template (VPAT) <https://www.section508.gov/sell/vpat/> is a template used by the US Federal and state governments and other entities as an assessment tool to evaluate how well digital content conforms to Web Content Accessibility Guidelines (WCAG). MSU requires products to be WCAG compliant and the vendor would provide the document. <https://www.web.accessibility.msstate.edu/>
 No

Does the vendor have a HECVAT available for the cloud service? ⓘ
(Include HECVAT as attachment to request)
 The Higher Education Community Vendor Assessment Tool (HECVAT) is a security assessment template that attempts to generalize higher education information security and data protection questions and issues regarding cloud services. MSU evaluates cloud services via the HECVAT and the vendor would provide this document. <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>
 No

Attachment ⓘ
 File attachments associated with the ticket.
 Browse... No file chosen

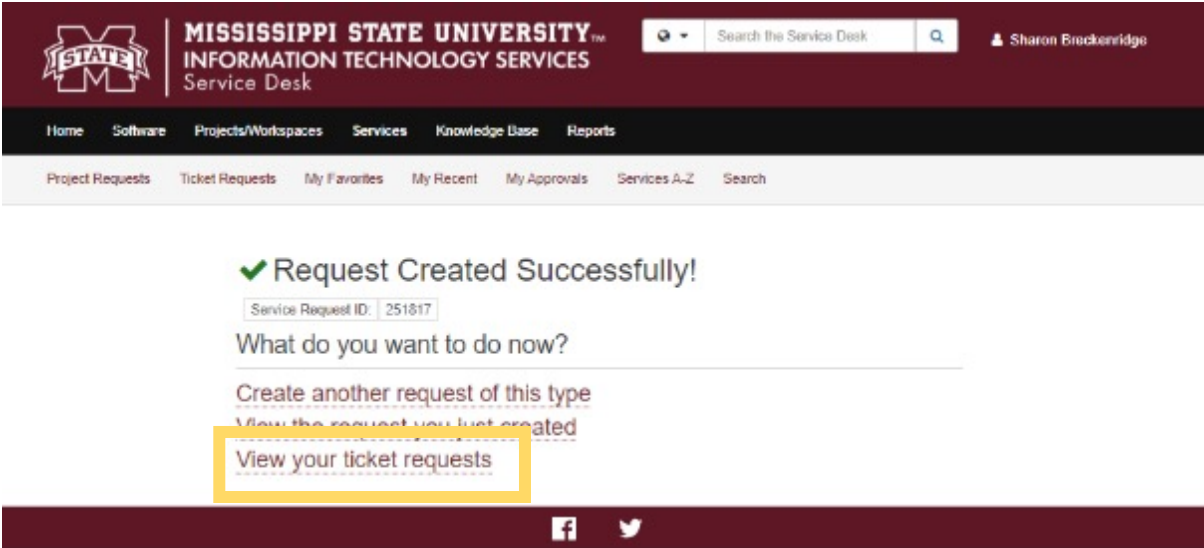
Is connection to the MSU network needed?
Start typing...

Does the product use, transfer or store sensitive data? Examples include SSN, contact info, credit card, banking, medical, etc.
Start typing...

Request

Key Highlights

- This set of attributes provides a quick snapshot of the procurement needs.
- Attach any required files. Procurement requests without complete documentation will be Rejected/Returned to be completed.
- Only need to hit Request button to submit (no longer need to mark complete and save)
- Guidelines for evaluation:
 - Required files (ex. LLC, HECVAT, VPAT)
 - Procurement mode (ProCard, requisition, wire transfer)
 - Vendors considered
 - Connects to MSU network
 - Uses/transmits/ stores sensitive data



The screenshot shows the top navigation bar of the Service Desk with the Mississippi State University logo and name. Below the navigation bar, a confirmation message reads "Request Created Successfully!" with a green checkmark icon. The message includes the "Service Request ID: 251817". Below this, there are three links: "What do you want to do now?", "Create another request of this type", and "View the request you just created". The link "View your ticket requests" is highlighted with a yellow box. At the bottom of the page, there are social media icons for Facebook and Twitter.

Key Highlights

- Your pre-procurement IT review request is now created and saved.
- You should receive an email that the request has been created.

Next Step

- Click “View your ticket requests”

MISSISSIPPI STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES
Service Desk

Search the Service Desk | Sharon Breckenridge

Home | Software | Projects/Workspaces | Services | Knowledge Base | Reports

Project Requests | Ticket Requests | My Favorites | My Recent | My Approvals | Services A-Z | Search

Services / Ticket Requests / Test Procurement

Test Procurement New

Service Request ID: 251817

[Withdraw Request](#) [Add Attachment](#) [Add Alert](#) [To TDNlist](#)

Details

Account/Department
Office of the CIO

Service
Technology Project & Procurement Request / Pre-Procurement IT Review

Source
Web

Workflow
ITS Procurement (Do not use)

Current Workflow Step
Security review of Procurement Request

Created
Thu 10/20/22 5:06 PM by Sharon Breckenridge

Last Modified
Thu 10/20/22 5:06 PM

Date(s)
Starts Thu 10/20/22

Description

Test procurement for documentation

Feed (0)

[Comment](#) [Update](#)

No feed entries were found.

Requestor

SB Sharon Breckenridge
sharon@msstate.edu
662-325-2971

Attachments (0) +

Drag and drop attachments here to upload.
A maximum of 4 MB can be uploaded at once.

View by (1)

Sharon Breckenridge Thu 10/20/22 5:06 PM

Key Highlights

- If you forgot to add files, you do not need to contact ITS – option is available as long as request has not been approved/rejected.
- You can add comments and notify ITS if additional assistance is needed.

The screenshot shows the 'Ticket Requests (10)' page in the Service Desk. A search filter is applied, showing a list of 10 requests. The table below contains the data from the screenshot:

ID	Title	AcctDept	Service	Service Offering	Status	Reviewer	Requestor	Modified
250002	Test Cloud Software	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Thu 10/28/22 2:02 PM
251854	Test IT Procurement - Software and Hardware	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Wed 10/19/22 3:34 PM
251004	Sharon's Procurement Test	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Thu 10/13/22 3:12 PM
250990	Halloween Software	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Thu 10/13/22 3:12 PM
251001	Test Halloween System	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Thu 10/13/22 4:25 AM
250602	Testing Software Request	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Wed 10/12/22 4:36 PM
250911	Yet another test procurement	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Wed 10/12/22 4:23 PM
250605	Fun Software	Office of the CIO	Pre-Procurement IT Review		New		Sharon Brockbridge	Wed 10/12/22 10:25 AM

Key Highlights

- Lists all the ticket and pre-procurement IT review requests you have created and their current status