

IDAHO STATE POLICE PROCEDURE

13.01 CONTACTING IT

I. DEFINITIONS

- A. Information Technology (IT) is the use of any computers, storage, networking and other physical devices, infrastructure, and processes to create, process, store, secure, and exchange all forms of electronic data.
- B. Idaho Office of Information Technology Services (OITS or ITS) is the centralized IT Service Provider for Idaho Executive Agencies. Idaho State Police (ISP) does not operate its own IT Department. Escalation is the movement of a ticket by ITS from first-line support to another ITS department for resolution. It does not refer to dissatisfaction with a response or resolution.
- C. The ISP ITS Liaison is the ISP designee assigned to serve as the agency's point of contact with ITS and as an advisor on technical projects. The ISP ITS Liaison is not authorized to perform technical support functions.

II. CONTACTING ITS

- A. Submit all service tickets to ITS using the following methods:
 - 1. online at <https://idahoits.servicenowservices.com/esc>; or
 - 2. call the ITS Service Desk at 208-605-4000:
 - a. Monday through Friday, 7:00 a.m. to 6:00 p.m., for general support;
 - b. 24 hours a day, 7 days a week, for critical items (public or employee safety, or outages impacting a district or the agency); and
 - c. Outside normal business hours, callers may leave a voice message to request a call back during normal business hours for other items.
- B. When submitting a ticket through the ITS portal, select the ticket type that best matches the request:
 - 1. Incident: something is broken or not working as expected.
 - 2. Request: a request to install or change existing software or hardware.
 - 3. System Access Request: creating, changing, or removing a user account or access.
 - 4. Vetting: a request to review and deploy new software or hardware that ISP has not previously used.
 - 5. Procurement: a request for a quote to purchase additional software or hardware that has already been vetted. Procurement requests are quote requests only. Consult your chain of command before finalizing a purchase.
- C. If ITS has not responded to or resolved a ticket within the target times in the [ITS response matrices](#).
 - 1. call the ITS Service Desk at 208-605-4000 to inquire about the status of the request; and
 - 2. if the issue is critical, or remains unaddressed after contacting the Service Desk, contact the ISP ITS Liaison.

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- D. Direct feedback regarding ITS processes or ITS staff through your chain of command.
- E. Before initiating an approved project with significant IT components (such as new systems, integrations, or changes to how data is stored or shared), or a request that would need support from multiple technical disciplines, contact the ISP ITS Liaison. The ISP ITS Liaison will coordinate with ITS to submit the project request. Do not submit these as standard tickets.

III. ITS TICKET PRIORITY AND RESPONSE TIMES

- A. ITS assigns each service ticket a priority from 1 (Critical) to 5 (Low), based on how urgent the problem is and how many users are affected. The priority determines the order in which tickets are worked and the target times for ITS to acknowledge and resolve them. Service requests, such as new employee setup or computer imaging, have their own estimated completion times. Provide detailed information when submitting a ticket so the appropriate priority is assigned. The current priority criteria and target times are in the [ITS Service Desk Priority and Response Matrices](#) (ITS SLA Exhibit B)

IV. RESOLVING CONCERNS WITH ITS TICKETS

- A. Confirmation of ticket receipt: The ITS Service Desk will send an automated reply confirming receipt of the support ticket and it will be assigned a ticket number. Employees must save this ticket number as well as the confirmation email for future reference.
 - 1. Follow-Up: If ITS has not responded to or resolved a ticket within the target times described in section II C, follow paragraphs 1 and 2.
- B. Urgent Requests: If employees have urgent issues impacting their job duties, they should call the ITS Service Desk at 208-605-4000 rather than submit a web ticket, clearly communicate the urgency to the technician, and request the ticket have its priority set accordingly. To request an increase in priority on an existing ticket, call the ITS Service Desk.
- C. Unsatisfactory Response or Resolution: If a response or resolution is unsatisfactory, communicate the concern to ITS through the ticket or by phone. If it remains unresolved, contact the ISP ITS Liaison, who may provide further information, request resolution directly with ITS, or suggest raising the concern through the user's chain of command.
- D. Raising ITS Ticket Concerns through a User's Chain of Command:
 - 1. Before raising an issue through the chain of command, employees should attempt to resolve the issue through the steps for resolving concerns with ITS outlined in paragraph 3 of this section.
 - 2. When raising an issue with your Captain or Program Manager, please provide as much detail as possible about the issue, including the ITS ticket

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number and any relevant documentation or screenshots.

3. Captain or Program Managers will review the issue and verify that the employee has followed the process in steps A through C.
4. Captain or Program Managers will determine if the issue warrants referral to the ISP Lt. Colonel Chief of Staff.