

<p><b>TOPEKA PUBLIC SCHOOLS</b></p> <p><b>SUBJECT:</b></p> <p><b>REQUEST FOR INFORMATION TECHNOLOGY SERVICES</b></p>	<p><b>REGULATION NUMBER: 2930-1</b></p> <p><b>DATE OF ISSUE: 06/18/80</b></p> <hr/> <p><b>REVISIONS: 05/12/82; 01/15/87; 08/01/97</b></p> <hr/> <p><b>PREPARING OFFICE: INSTRUCTION AND LEARNING</b></p>
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**I. PURPOSE:**

To establish the responsibility and outline the procedure for requesting and receiving information technology services.

**II. DEFINITIONS:**

- A. **Operations Services:** Requests for operations services consist of those requests that can be handled by programs that have already been written.
- B. **Programming Services:** Requests for programming services consist of those requests that require new programs to be written or modifications to already written programs.

**III. REQUESTING SERVICES:**

- A. Requests for information technology services can be of two types:

- 1. Requests for Operations Services (8044-00)
- 2. Requests for Programming Services (8045-00)

Copies of the appropriate requests forms can be requisitioned from the stockroom catalog.

- B. Requests for information technology services must be made in writing on either of the two request forms. Exceptions will include processing that is prescheduled and of a recurring nature. Requests should be forwarded as follows:
  - 1. Requests for operations services to manager of operations.
  - 2. Requests for programming services to manager of information technology services.

- C. Questions about the type of services desired, which form to use, or how to fill out the forms can be directed to either the manager of information technology services, project leaders, or the manager of computer operations. If needed, assistance will be provided to help formulate the request.

**IV. APPROVAL OF REQUESTS:**

- A. Requests for Operations Services require administrative approval from the requesting school/department. This approval can be either explicit, (administrator's signature on 8044-00), or implicit (request from clerical personnel for routine services). If the information technology Department has any question about the validity of implicit approvals, written approval from the requesting administrator will be requested.

Requests will be scheduled, processed, and the output returned to the requestor as soon as possible.

- B. Requests for Programming Services will be analyzed to determine if they are minor or major requests.

- 1. Minor requests are those requests for which all of the following criteria apply:

- a. Represent changes, additions, or modifications to existing programs or systems.
- b. Do not require any special forms, equipment, or additional operating expenses.

Minor requests can be approved by the information technology Department. If approved, the request will be assigned a priority and scheduled for completion.

- 2. Major requests are all other requests. Major requests require approval at one of the following two levels:

- a. Approval of the Information Technology Advisory Committee is required for the following types of projects:

- 1. After the Project Definition and Survey Phase there is a serious question whether the department should proceed with the preliminary System Design.
- 2. There is lack of sufficient precedent, and it would be difficult to proceed without the benefit of additional facts.
- 3. Continuing with the project will significantly delay work on current projects.

4. Continuing with the project will require new expenditures for supplies or other operating expenses.
  5. The Information Technology Department has not previously worked in the area.
  6. The project is of such magnitude that the department's programming resources could be tied up indefinitely.
  7. The request involves an area that is not included in the long-range plan.
- b. Approval by the Board of Education is required for the following types of projects:
1. Systems collecting and reporting personal data on students and staff where there is a question involving an individual's right to privacy.
  2. Projects whose development and/or operation requires additional hardware, software, or personnel.