

Support Request

Oregon State Data Center

Instructions:

Agency – *Agency identifier 3-4 characters*
IT Unit – *Agency IT unit, if applicable*
Technical Requester – *Name of agency technical representative making request*
Requester E-Mail – *Requester's e-mail address*
Phone – *Office phone and extension*

Request Number – *This will be assigned by the SDC*
SDC Account Manager - *SDC Account Manager*
Requested Service Date – *Date the support is requested to be completed*

Request Title – *Short title for request*

Request Description – *The description entered into this field should be descriptive enough for initial evaluation of effort and assignment at the State Data Center. Such as*

- The resource type needed (LAN Network, DB2 Database, etc.), any related project or application, platform, and specific technology.*
- The project name, project sponsor, rough project size (small, medium, large), and general complexity (low, medium, high). The SDC account manager will request additional project documentation as it is available from the agency project. Send project charters, plans, requirements, and designs as attachments, if they are available.*

Agency Authorized Approver – *This is a mandatory field. Agency manager authorizing the request of support services from the SDC. Manager should have budget authorization.*

Agency IT Manager – *Name and contact information of applicable IT Manager, if applicable*
Agency Project Manager – *Name and contact information of applicable Project Manager, if applicable*
Agency IT Technician – *Name and contact information of applicable IT Technician if different than the requester, if applicable*

Email completed Support Request to sdcsupportrequest@state.or.us