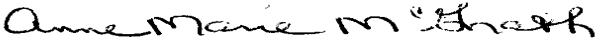
 Corrections and Community Supervision DIRECTIVE	TITLE		NO. 2822
	Request for Information Technology Hardware Acquisition/Relocation/ Removal		DATE 07/28/2021
SUPERSEDES DIR# 2822 Dtd. 02/28/13	DISTRIBUTION A	PAGES PAGE 1 OF 1	DATE LAST REVISED
REFERENCES (Include but are not limited to) ACA Expected Practices 2-CO-1F-03, 2-CI-2C-2; Directive #3053	APPROVING AUTHORITY 		

- I. POLICY:** It is the policy of the Department of Corrections and Community Supervision (DOCCS) to utilize Information Technology (IT) equipment to the maximum benefit of the agency. This policy pertains to the following:
- Requesting new IT equipment connected to the DOCCS network or requesting relocation of IT equipment connected to the DOCCS network.
- II. PROCEDURE**
- To initiate a request for new IT equipment or to request movement of existing equipment to a new location, the appropriate requestor must submit an Information Technology Service Management (ITSM) service request.
- A. Instructions for submitting an ITSM request are located on the DOCCS Training Site.
 - B. A service request in ITSM is only for new equipment, not for requesting the replacement of existing, malfunctioning equipment.
 - C. To request additional network jacks, follow Directive #3053, "Alterations/Construction Request."