# Support Request Process

## Table of Contents

1. Purpose ............................................................................................................................................. 3
2. Support Request Initiation ............................................................................................................. 3
   2.1. Support Request Form .................................................................................................................. 3
   2.2. Support Request Form Submission to PerceptIS ....................................................................... 3
3. Discovery Meeting .......................................................................................................................... 3
   3.1. Discovery Meeting Attendees ..................................................................................................... 3
4. Project Initiation Process .............................................................................................................. 4
   4.1. Contractual Revision and Statement of Work ........................................................................... 4
   4.2. Project Kick-Off .......................................................................................................................... 4
   4.3. Environmental Analysis ............................................................................................................ 4
   4.4. Project Management ................................................................................................................... 4
5. Project Completion ....................................................................................................................... 4
   5.1. Ongoing Communication Plan ................................................................................................ 4
   5.2. Sign–Off Process ....................................................................................................................... 4
1. **Purpose**
The Support Request Process defines the method of initiating support services with the ASU Help Desk. The steps defined in this process are the basic requirements to initiate a support request and subsequent Project. Additional steps may be required and should be determined via the processes defined in this document. All new requests for support from the ASU Help Desk should follow this process. Deviation from this process requires approval from the ASU Help Desk Liaison and PerceptIS VP of Client Relations or Chief Operating Officer or an approved designee.

2. **Support Request Initiation**
When an ASU Department determines the need for support from the ASU Help Desk and defines the basic scope of support necessary, the Department will need to submit a request for support via the ASU Help Desk Liaison.

2.1. **Support Request Form**
The requesting department shall complete a Support Request Form to the best of their knowledge and submit the form to the ASU Help Desk Liaison. The form should define the nature of the support and basic technical requirements in order to allow the ASU Help Desk Liaison and PerceptIS to prepare for a preliminary discovery session.

2.2. **Support Request Form Submission to PerceptIS**
Upon review and approval of the Support Request Form, the ASU Help Desk Liaison shall submit the form to the PerceptIS VP of Client Relations, Director of Operations, and Project Manager/Implementation Coordinator for review with a request to initiate a Discovery Meeting. PerceptIS will review the form and schedule a Discovery Meeting with the Help Desk Liaison and the requesting department within a reasonable timeframe based on the defined need.

3. **Discovery Meeting**
The Discovery Meeting will include a review of the submitted request, question/answer to fill any gaps in the request, and additional discussion regarding the scope of the support need(s) as required.

3.1. **Discovery Meeting Attendees**
The Discovery Meeting may include representatives in each of the following areas:

- ASU Help Desk Liaison
- ASU Department Leadership
- PerceptIS Implementation Team (Project Manager)
- PerceptIS Client Relations
- PerceptIS Operations (Director or Manager)
- PerceptIS IT (Director or Manager)
Support Request Process

Subject matter experts should not be included in the Discovery Meeting as it is a high level meeting to further define the scope of the Project for planning and contractual purposes.

4. Project Initiation Process

4.1. Contractual Revision and Statement of Work
PerceptIS Client Relations shall review the results of the Discovery Meeting to determine the need for contract revisions via a change request. Client Relations will also be responsible for completing and seeking approval of a Statement of Work as appropriate to successfully meet the needs of the ASU Department making the request for support.

4.2. Project Kick-Off
The PerceptIS Project Manager will schedule an additional meeting to review the SOW and Project Plan with the ASU Department Leadership. This meeting should include a preliminary review of the major milestones and timeline.

4.3. Environmental Analysis
The Project Manager shall schedule an Environmental Analysis with the PerceptIS Learning and Development Specialist and ASU Department SMEs. The Environmental Analysis may be scheduled in one or many sessions. The purpose of the Environmental Analysis is to help PerceptIS further understand the nature of the support required, including technical details, culture, and any other specific topics as required to build processes, documentation, and training to provide effective support.

4.4. Project Management
The Project Manager will be responsible for providing a Project Plan, updating the plan when necessary, providing Project reviews/updates, scheduling additional meetings, meeting and tracking milestones, tracking and managing issues, and overall Project communication with both the ASU and PerceptIS Teams.

5. Project Completion

5.1. Ongoing Communication Plan
The PerceptIS Project Manager and VP of Client Relations shall work with the ASU Help Desk Liaison and PerceptIS Operations Team to develop an ongoing communication plan for post-implementation communications between the ASU and PerceptIS Support Teams.

5.2. Sign – Off Process
The PerceptIS Project Manager shall monitor the progress of the Project for approximately two weeks or a reasonable timeframe based on the scope of the Project after the first day of the implementation of operational support. The monitoring period should include a review of any technical and functional support and updates or changes required to provide a stable operational environment. Upon conclusion of this monitoring period, the PerceptIS Project Manager shall obtain affirmation from the ASU Help Desk Liaison, PerceptIS Director of Operations, and a PerceptIS IT Manager that the support environment is stable and able to be maintained by PerceptIS Operations. The PerceptIS Project
Support Request Process

Manager shall notify the ASU Help Desk Liaison, PerceptIS Director of Operations, and a PerceptIS IT Manager when the management of the support services is being transferred from the PerceptIS Project Management Team to the PerceptIS Operations Team.