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Latest Version:	1.0	Revision Date:	10/31/2014
Effective Date:	11/10/2014	Replaces:	NEW
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Drew Hall	Reviewing Unit:	ISD Communications
Title:	Requesting Topics SOP		
Description:	This document is the standard operating procedure for requesting a topic.		

Requesting Topics

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to specify the process of requesting a topic within GovDelivery.
2. Scope
 - 2.1. This document governs all ISD employees.
3. Discipline
 - 3.1. Administrative Standards
4. Terms and Definitions
 - 4.1. Topic – A specific subject matter for which subscribers can receive bulletins.
 - 4.2. Bulletin – An outbound communication related to a specific subject matter delivered to a targeted audience.
 - 4.3. Listed Topic – A topic visible to the public and available for self-subscribing.
 - 4.4. Unlisted Topic – A topic visible only to GovDelivery administrators. Potential recipients of information distributed to an unlisted topic are invited through active subscriber links.
 - 4.5. Restricted Topic – A topic not visible on public pages and with inactive subscriber links.
5. Instructions
 - 5.1. If a new topic is desired, the requestor should open a request with the OMES Service Desk.
 - 5.2. The Service Desk will create a Service Request in CRM and assign it to the ISD Communications Provider Group. The following items should be specified in the CRM Case:
 - 5.2.1. The suggested name of the topic.
 - 5.2.2. The type of topic: Listed, Unlisted, or Restricted.
 - 5.2.2.1. If a “Restricted” topic is requested, the customer must provide an Excel spreadsheet containing the email addresses of the desired recipients.
 - 5.2.3. Owner of the topic.
 - 5.2.4. Intended use of the topic.
 - 5.2.5. Frequency and a description of how the topic will be maintained.
 - 5.2.6. Name of Director approving the request.
 - 5.3. The ISD Communications Provider Group will assess the request and work with the customer to clarify any requirements. ISD Communications will also confirm the request has Director Approval. If approved, ISD Communications will adjust GovDelivery architecture records and reassign the case to the OMES Communications – Web Provider Group.
 - 5.4. The OMES Communications – Web Provider Group will create the topic and close the CRM Case.

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6. Roles and Responsibilities

- 6.1. Requestor – Provide the necessary information to create the requested topic and secure Director Approval for the request.
- 6.2. ISD Communications – Assess the request and work with customer to clarify any requirements. Confirm Director Approval, adjust GovDelivery architecture records and assign the request to the OMES Communications – Web Provider Group.
- 6.3. OMES Communications – Web Provider Group – Create topic and close the CRM Case.