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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Fonda Logston	Reviewing Unit:	PMO
Title:	Establishing a New Service or Part SOP		
Description:	This document is the operating standard for establishing a new service or part.		

Establishing a New Service or Part

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to outline the process for establishing a new service or part.
2. Scope
 - 2.1. This document relates to the establishment of any new service or part within OMES IS.
3. Discipline
 - 3.1. Relationship Management Standards
4. Instructions
 - 4.1. When a service or part not currently in the Service Catalog is requested or a need is identified, a CRM Case must be created and the case should be assigned to the Technology Strategy provider group.
 - 4.2. The assigned Agency IT Strategist, in conjunction with the agency's defined process (when applicable), analyzes the request from (1) a need vs. want perspective and (2) if an existing service will meet the need or (3) if the addition of a part to an existing service will meet the need.
 - 4.3. After vetting the request, if the Technology Strategy Director determines a project is needed, the Agency IT Strategist initiates the project by submitting the request to the PMO via the PPM Tool. If the request was from an agency, the project will be added to both the Agency portfolio and the Strategy portfolio. Otherwise, the project will only be added to the Strategy portfolio.
 - 4.4. Once the project is initiated, the Research Associate creates the Research Report, utilizing the standard research methodology.
 - 4.5. Next, it must be determined if the customer is needing the service or part within 90 days, in order to expedite the business request.
 - 4.5.1. If they need the service or part within 90 days, the Research Associate submits their options and research to the Strategic Alliance Team.
 - 4.5.2. The Strategic Alliance Team then finds procurement methods and submits the options to the Agency IT Strategist and carbon copies the Research Associate and the Project Manager.
 - 4.6. If the service or part is not needed within 90 days, the request will be submitted to the IT Steering Team to determine the viability of offering the service or part.

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- 4.6.1. If the service or part is not a viable option, the Research Associate submits their options and research to the Strategic Alliance Team to determine procurement mechanisms for the agency.
- 4.6.2. The options must then be submitted to the Agency IT Strategist and carbon copy the Research Associate and the Project Manager.
- 4.7. If the service or part will be offered, a Project Manager begins planning the project.
 - 4.7.1. The Project Manager forms a team.
 - 4.7.2. That team executes the project.
 - 4.7.3. As part of the closing process, the Service Provider develops the Support Model and creates the Parts Form (refer to the SOP **02.2.1 Parts Maintenance**) and the IT Partnership Service Specialist submits a request to update the appropriate Service Catalog.

5. Roles and Responsibilities

- 5.1. Agency IT Strategist
 - 5.1.1. Analyzes request.
 - 5.1.2. Initiates project.
 - 5.1.3. Communicates back to initiator.
- 5.2. Research Associate
 - 5.2.1. Creates Research Report.
 - 5.2.2. Determines if the customer is needing the service or part within 90 days.
 - 5.2.3. Submits options to the Strategic Alliance Team.
- 5.3. IT Steering Team
 - 5.3.1. Determines if OMES is interested in offering the service or part.
- 5.4. Technology Strategy Director
 - 5.4.1. Determines if a project is needed.
- 5.5. Strategic Alliance Team
 - 5.5.1. Finds procurement methods.
 - 5.5.2. Submits options to the Agency IT Strategist and carbon copies the Research Associate and the Project Manager.
- 5.6. Service Provider
 - 5.6.1. Develops the Support Model.
 - 5.6.2. Creates the Parts Form.
- 5.7. IT Partnership Service Specialist
 - 5.7.1. Submits a request to update the appropriate Service Catalog.

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- 5.8. Project Manager & Team
 - 5.8.1. Plans the project.
 - 5.8.2. Forms the project team.
 - 5.8.3. Executes the project.

6. References

- 6.1. 04.3.1a Establishing a New Service or Part Process Flow Chart
- 6.2. 02.2.1 Parts Maintenance SOP
- 6.3. Part Billing Request Form – either on the ISD Process Library (<http://eclipse.omes.ok.gov/>) under the Service Owner Role or in the network folders at: **J: Drive < Function < Customer Service < Agency Templates.**
- 6.4. Service Catalog Request Form – **J: Drive < Function < Customer Service < Agency Templates**