

 State of Indiana Indiana Department of Correction	Effective Date	Page 1 of	Number
	12/1/2020	3	04-05-108
<b>POLICY AND ADMINISTRATIVE PROCEDURE</b> <b>Manual of Policies and Procedures</b>			

Title <b>STANDARDIZED PROCEDURES TO REPORT IT INCIDENTS, PROBLEMS, ISSUES OR REQUEST SERVICE</b>
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Legal References (includes but is not limited to)  11-8-5-2	Related Policies/Procedures (includes but is not limited to)  04-03-101    04-03-103 04-03-111	Replaces: New
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I. PURPOSE:

The purpose of this policy and administrative procedure is to establish standardized procedures that shall be followed by Indiana Department of Correction (IDOC) authorized users to report Information Technology (IT) incidents, problems and issues; request specific services; document the actions taken in response to said reports, and requests and track said requests, reports, and associated responses.

II. POLICY STATEMENT:

It is the policy of the Indiana Department of Correction to use standardized procedures to report IDOC IT incidents, problems, and issues; request specific services; document the actions taken in response to said reports and requests; and, track said requests, reports and associated responses in order to provide quality IT products and services to IDOC authorized users.

III. DEFINITIONS:

For the purpose of this policy and administrative procedure, the following definitions are presented:

- A. **AUTHORIZED USER:** An IDOC employee, contractor, intern, volunteer or other agent of the State who is authorized at a technical level to administer and support/maintain State computing information technology systems or is authorized at an end user level, to have access to and use State computing information technology systems and telecommunications technology systems for business purposes on behalf of the State of Indiana.

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- B. ELECTRONIC MEDICAL RECORD (EMR): A digital version of what was traditionally a patient’s paper chart. EMRs contain information from all the clinicians involved in a patient’s care and are real-time, patient-centered records that make information available instantly and securely to authorized users.
- C. SYSTEM ASSETS: Computer hardware, telecommunications hardware and systems, digital devices such as digital copiers and facsimile machines, software, networks, the internet, IT information or data and/or IT services or IT resources that are made available by IDOC or the Indiana Office of Technology to authorized users and are necessary to conduct state government business and support the IT requirements of the IDOC and, therefore, must be protected by the appropriate security requirements to ensure business continuity.
- D. TICKET: The term commonly used by authorized IDOC users to describe a report of an IT incident, problem, or issue or a request for a specific IT service entered into the enterprise ticketing system maintained by the Indiana Office of Technology.
- E. VFIRE: Enterprise IT service management software tool hosted by the Indiana Office of Technology. vFire is used to report IT incidents, problems and issues, request specific IT services, document the actions taken in response to said reports and requests and track said requests, reports and associated responses in a standardized manner in order to generate data that can be used for IDOC IT resource forecasting and allocation. vFire is commonly referred by IDOC authorized users as the ticket system.

IV. PROCEDURES:

- A. Authorized Users at the end user level or their End User Designee(s) shall:
  - 1. Report IT incidents, problems, or issues, or request specific IT services by generating a ticket in the vFire ticketing system. Tickets should contain a minimum of the following information if applicable:
    - a. Computer Asset Tag – the white tag affixed to the computer case;
    - b. Username – any username of the DOC specific application;
    - c. Description of the Issue – short description of the issue including any error messages; and,
    - d. Screenshot – a screen shot of the issue if possible

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2. When generating a ticket in vFire, Authorized Users shall NOT submit or otherwise report any PII or Sensitive Data, any EMR data/information or any data/information pertaining to a IDOC administrative investigation

B. Authorized Users at the technical level who, by virtue of their job duties, roles, responsibilities, or assignment, use IDOC System Assets to administer and support/maintain IDOC System Assets shall:

1. Use the vFire ticketing system to:

- a. Generate a ticket to report IDOC IT incidents, problems, issues, or request service;
- b. Prioritize and document all assigned IDOC IT tickets and the resulting actions taken in response to IDOC IT report and IDOC IT request tickets;
- c. Track all assigned tickets containing IDOC IT requests, reports and resulting ticket responses; and,
- d. Close all assigned tickets containing IDOC IT requests

2. Respond to all IDOC end user and user designed tickets generated in vFire pursuant to any applicable SLAs.

C. Authorized Users shall not circumvent the required standardized procedures contained in this policy and administrative procedure unless permission to do so has been granted in writing by the Executive Director of Technology Services.

D. The Executive Director of Technology or designee shall, at regular intervals, review the workload and performance of Authorized Users at the technical level who perform work based on the vFire ticketing system.

XIV. APPLICABILITY:

This policy and administrative procedure is applicable to all Department facilities, staff, and offenders, except those offenders on Parole, and to those facilities that are operating under a court order or consent decree that mandates different procedures.

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signature on file  
Robert E. Carter, Jr.  
Commissioner

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Date