EEOC Requirement

Nature of Requirement

Engineering Project or O&M Task

An Engineering Change Request is entered by the Engineering Branch Chief or an OIT Tasking Request is entered by the Systems Administration Branch Chief.

The AAC Work Order Task Manager (WOTM) requests clarification (as needed) from the requesting Branch Chief (or the Customer if the request is in support of another party). The WOTM updates the ticket’s work notes to record the clarified deliverables and delivery dates.

The WOTM, while retaining accountability for completing the work, either performs the requested work or assigns all or part of the work to another AAC Team Member in accordance with their availability, capability, and contractual roles and responsibilities.

The AAC Team Member assigned to the task shall update the ticket’s work notes to document any changed or further clarified requirements. Assigned AAC Team Members shall update their tickets no less than once per week concerning the status of the project or task (including the state of the deliverables, outstanding issues, and the projected delivery dates).

The WOTM shall confirm that the ticket is successfully completed to the satisfaction of the EEB or SAB Branch Chief and the Customer (if the request is on behalf of another party) and then close the ticket.

End

Nature of Requirement

Incident

An Incident in ServiceNow is assigned to a group that an AAC Team member is a member of, or an Incident is self-identified by an AAC Team member (or reported to them).

The AAC Team member shall open an Incident ticket if not yet created. If an unassigned ticket is in their group, the AAC Team Member will self-assign the Incident to him or herself based on their availability and contractual roles. An OIT Manager may assign an Incident ticket to a specific AAC Team Member if necessary.

The AAC Team Member assigned to an Incident shall update the ticket with work notes reflecting their actions taken and document the status of the Incident in the resolution lifecycle.

The AAC Team Member assigned to a Service Request is submitted to a group that an AAC Team member is a member of (e.g., AV Services, WAN, etc.).

If an unassigned ticket is in their group, the AAC Team member shall self-assign the ticket based on their availability and contractual role. An OIT Manager may assign a Service Request to a specific AAC Team Member if necessary.

The AAC Team Member assigned to the service request shall update the ticket with work notes reflecting their actions taken and document the status of the service request in the fulfillment lifecycle.

The AAC Team member assigned to the ticket shall confirm that the Incident is successfully resolved or addressed to the satisfaction of the customer and set the ticket to a Resolved state. If Incident resolution is in dispute, the assigned AAC Team member shall consult with the relevant OIT Manager and document their decision in the ticket.

The AAC Team member assigned to the service request shall confirm that the ticket is successfully completed to the satisfaction of the customer and then set the ticket to a Closed state. If successful completion is in dispute, the assigned AAC Team member shall consult with the relevant OIT Manager and document their decision in the ticket.