Motor Vehicle Division Administrative Memo *# 21-04*
New IT Prioritization Request Process

DATE: December 29th, 2021
FROM: Paul Cornelius, Portfolio Manager, Motor Vehicle Division
TO: All Motor Vehicle Division Staff

SUBJECT
This Administrative Memo explains the new process to capture MVD IT Prioritization requests. These requests include IT changes, issues/bugs, updates, or enhancements involving IT developer time and/or programming needs.

This change will be effective January 3, 2022.

EXPLANATION
MVD has identified the need for a streamlined process for requesting, receiving, prioritizing, and improving communication about IT-related requests. In order to best collect this information, we are implementing a new process to make the intake of requests more user friendly.

Any staff who are requesting an IT-related change, notice a bug in one of our systems, would like an update to one of our systems, or have an idea for an IT-related enhancement must submit the request via the IT Prioritization Request Form.

The IT Prioritization Walkthrough can be found here: [Systems & Administration Bureau Support and Resources](#)

The IT Prioritization form can be found here:
https://iowadot.seamlessdocs.com/f/434010ITPrioritizationRequestForm

EXPECTATIONS OF PARTY REQUESTING IT NEED FOR PRIORITIZING:
Staff filling out the IT Prioritization Request Form will need to complete each section that applies to the specific situation. Staff must provide a detailed explanation of what the system is currently doing vs. the enhancement, bug, or issue that needs fixed. The more detail you can provide, the better understanding all parties will have of the requested fix which leads to a more efficient process of prioritization.

EXPECTATIONS OF PORTFOLIO MANAGER:
The Portfolio Manager's role is to ensure the MVD's vision, mission and goals are being accomplished and applied through our Division's use of technology. The IT Prioritization Request Form will be emailed directly to the Portfolio Manager. Once a request is received via the system, the request will be reviewed by the Portfolio Manager and if more information is needed, the Portfolio Manager will contact the requestor directly via the email provided by the staff in the application. For this reason, please use a personalized work email. For example, group distribution emails NOT to use include: MVDAccounting @iowadot.us, etc. Once the request is reviewed by both the sender and the Portfolio Manager, the Portfolio Manager will work with the IT team to review the request and it will be added to the prioritization list managed by the Portfolio Manager.

HELPFUL QUESTIONS AND ANSWERS

The following questions and answers provide additional information that will be helpful to you.

1. **WHY IS THERE A NEED FOR THIS PROCESS?**

   Previously, IT requests were brought forward without a clear direction on who to submit the information to, who the owner/requester of the issue was for follow-up questions and information, and a timeframe for how it would be addressed. By identifying a path for submitting requests, the Portfolio Manager is responsible for ALL requests submitted for the Motor Vehicle Division. This new process allows the work to be distributed equally among the developers and the Systems Team and for both parties to have the information needed to enhance MVD's operating systems.

2. **HOW WILL THIS DIRECTIVE IMPACT THE STAFF REQUESTING THE IT CHANGE?**

   Staff requesting the IT change will be provided updates and information as they become available on the requested change. Since both the Requester and the Portfolio Manager will have a copy of the requested change, the Requester can check back at any time on the status of their IT project.

3. **IF I SUMBIT THE IT PRIORITIZATION FORM, DOES THIS MEAN MY REQUEST WILL BE GIVEN PRIORITY OR IMMEDIATELY WORKED ON?**

   No. Submitting the IT Prioritization Request Form does not mean your IT request will immediately be worked on. Once a request is received via the system, the request will be reviewed and discussed with IT team and added to the IT Prioritization List. Staff requesting the IT change will be provided updates and information by the Portfolio Manager as they become available on the requested change.

4. **WHAT IS NEEDED WHEN FILLING OUT THE IT PRIORITIZATION FORM?**

   Staff will need to provide a detailed description of what the system is currently doing vs. the desired fix. Detailed information provided on this form will aid in getting the request addressed. The form has mandatory fields which must be completed. These include:
   a. What is the initial issue?
   b. What is the desired fix?
   c. Where is the issue located in program/system(s)?
   d. How often does the issue occur?
   e. How many users does this issue affect?
   PLEASE NOTE: You MUST be connected to the network via VPN to fill out the IT Prioritization Form.

   Attaching supporting documentation, such as pictures, screen shots, and/or written documentation to the IT Prioritization Request Form will also help identify important details for the suggested change.
   o To add an attachment to the form, you can either drag and drop your documents, or you can upload the documentation from your desktop.

   Once the form is completed electronically, it is important to click the submit button on the bottom right corner of the page.

- o Clicking submit sends an electronic copy of the request to the Portfolio Manager and to the staff filling out the request form. It will be date and time stamped for record-keeping purposes.
- o **PLEASE NOTE:** Submitting a request is the first step in the process. Once the Portfolio Manager receives the request submitted through the system, the prioritization process will begin.

5. **WHAT IS THE BEST WAY TO CONTACT DOT REGARDING QUESTIONS?**
   Please feel free to reach out to Paul Cornelius at Paul.Cornelius@Iowadot.us for any remaining questions. Paul will also have open office hours set on Wednesday's and Friday's from 8:30 am until 9:30 am to assist with questions, queries, or concerns.