

**WALLA WALLA COMMUNITY COLLEGE
IT SERVICE MANAGEMENT
ADMINISTRATIVE POLICY 8200**

I. POLICY BACKGROUND/PURPOSE

The purpose of this policy is to define the process and procedures of IT service requests and is aimed at ensuring the identification, documentation, investigation, and resolution to minimize their impact on business operations.

II. AUTHORITY

Board Policy 1370. This policy is a component of the Walla Walla Community College (WWCC) information security program that is intended to comply with the PCI-DSS, FERPA, Gramm Leach Bliley Act (GLBA) and other regulations.

III. SCOPE OF POLICY

This policy applies to all IT service teams, vendors, contractors, and staff involved in IT service delivery and support.

IV. POLICY

A. Key requirements and responsibilities for effective management of IT service requests:

1. Establish a process for identifying and reporting IT service requests. The process will include clear guidelines for capturing and documenting all relevant information, such as the symptoms, root causes, and impact on business operations.
2. Those responsible for the IT service requests will perform a thorough investigation of all reported issues to determine their root causes. The investigation process will include collecting and analyzing data, identifying trends, and using problem-solving techniques.
3. Establish a process for resolving IT service requests in a timely and efficient manner. The process will include clear guidelines for prioritizing and escalating issues based on their severity and impact on business operations. Those responsible for IT service requests will work with others as needed to implement appropriate IT solutions.
4. Once an IT service request has been resolved, those responsible for IT service request resolutions will ensure the resolution is documented, verified, and closed. The documentation will include all relevant information about the issue, including its symptoms, root causes, and any solutions implemented. The documentation will be stored in a centralized knowledge management system to enable easy access.
5. Establish a process for continuous improvement of IT service request practices. The process will include regular reviews of IT service request data, analysis of trends, and identification.

B. Exceptions

1. Only the WWCC President or a designated appointee is authorized to grant exceptions to this policy.

V. COMPLIANCE

To ensure compliance with this policy, WWCC may perform periodic monitoring of systems, networks, and associated equipment at any time. Personnel using any WWCC information resources, consent to disclosing the contents of any files or information stored or passed-through WWCC's network and may be subject to monitoring.

A. Enforcement

1. Personnel and students using WWCC's information resources in opposition to this policy may be subject to limitations on the use of these resources, suspension of privileges (including internet access), as well as disciplinary and/or legal action, including termination of employment, or suspension of enrollment.
2. Employees, contractors, consultants, temporaries, partners, and all personnel affiliated via third parties shall sign an agreement to comply and be governed by this policy and the WWCC Information Security Policies upon hire and must be reviewed annually.

B. Violations

1. In conjunction with the Vice President of Human Resources, a Supervisor, Department Supervisor, Dean, or Vice President will address employee violations of this policy.
2. The Vice President of Student Services will address student violations of this policy in accordance with the Student Code of Conduct.

V. REFERENCES

[RCW 42.56.590](#)

Policy Contact: Vice President, Administrative Services

Approved by (Department/Body): Dr. Chad Hickox, President

Date Originally Approved: July 16, 2024

Last Reviewed/Revised on: _____