



# VCU

## Policy on Advancement Services' request for services

**Policy Type:** Local

**Responsible Office:** Office of Development and Alumni Relations

**Initial Policy Approved:** 12/2012

**Current Revision Approved:** 12/2012

### Policy Statement and Purpose

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All services provided by the Office of Development and Alumni Relations' Advancement Services department must be requested by the submission of a ticket through the online Help Desk system.

The associate vice president of Advancement Operations, working with Development and Alumni Relations senior staff, prioritizes projects in the request queue to best utilize resources.

The purpose of this policy is to ensure that all requests are recorded and can be prioritized and responded to in the most efficient manner possible.

### Table of Contents

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Policy Statement and Purpose .....	1
Who Should Know This Policy .....	1
Definitions .....	1
Related Documents .....	2
Contacts .....	2
Procedures .....	2
Forms .....	2
Revision History .....	2
FAQs .....	2

### Who Should Know this Policy?

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All university employees engaged in activities related to development and alumni relations are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

### Definitions

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#### Help Desk system

This online system tracks requests and projects submitted by Development and Alumni Relations employee users.

#### Standard request

A typical business request that resolves day-to-day needs and services. Standard requests include report requests, donation form requests, email requests, list requests, research requests and transaction modifications.

## Project request

A request for a new feature or resource that is outside the categories of the standard requests. These requests would involve more staff time and project planning.

## Related Documents

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Project turnaround times [See the DAR staff intranet]  
Disciplinary Policy

## Contacts

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The Office of Development and Alumni Relations officially interprets this policy. The Office of Development and Alumni Relations is responsible for obtaining approval for any revisions as required by the policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct policy questions to the Advancement Services IT Manager or the AVP of Advancement Operations.

## Procedures

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### Standard requests

- Submit an Advancement Services Help Desk request online at <http://staff.oda.vcu.edu/HelpDesk>.
  - A VCU eID is require to access this form.
- Standard business requests will be prioritized and completed according to established processing times.
- Users can view active and resolved cases at <http://staff.oda.vcu.edu/HelpDesk>.

### New project/feature requests

- Submit an Advancement Services Help Desk request online at <http://staff.oda.vcu.edu/HelpDesk>. Include the goals of the project, whom it would impact and any expected cost or time savings that would be expected, as well as any existing forms or documentation that would be helpful in evaluating the request.
  - A VCU eID is require to access this form.
- Requests that fall outside the scope of standard business are reviewed by Advancement Services and scheduled accordingly. These would include projects that require significant resources or add new features or services that would require continued support by Advancement Services.
  - If a project is approved, it is evaluated for possible integration into existing systems or possible vendor solutions based on the given requirements. It is then determined if a vendor solution is preferable to in-house development based on cost and functionality. Advancement Services makes the final determination of how to proceed with the implementation.

## Forms

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See the Advancement Services Online Request forms at <http://staff.oda.vcu.edu/HelpDesk>.

## Revision History

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This is the initial version of this policy.

## FAQs

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This policy has no FAQs.