

Welcome to the DIS Information Resource Request System(IRRS)!

It is our hope that this new electronic paperless system will streamline and expedite requests for resources administered and delivered by DIS.

One of the most important benefits of this new system is that you, our customer, can now track the status of your request while it is in your department. You will also be able to see the Ticket numbers assigned your request and communicate with the Help Desk electronically about specific Tickets referencing its number.

The new IRRS has a simple work flow.

1. You log into the system using your Novell Network username and password.
2. Choose " New Request for Resource"
3. You provide information about your request and workstation (PC) then choose specific software or systems you desire via checkboxes or "Others:"
4. You forward your request to your supervisor for approval.
5. Your supervisor (who may also enter a request for you if desired) may approve, deny or forward your request to another person for final approval.
6. Once approved at your department level, the DIS Help Desk will
 - Log a series of Tickets (Work Orders) based upon the number of different areas in our Division needing to perform a task to fulfill your request
 - Document the Master Ticket number in your IRRS Request Log
 - Communicate to you via email the Ticket numbers and specific task assigned on each Ticket
 - Communicate to you via email the resolution of each task upon completion.

We hope this new paperless system will encourage you, our customer, to submit many more of your requests to us electronically!! So, come on in!

Please click below to continue...



DIS welcomes comments and suggestions about your new system! Please feel free to use the email icon above to contact the IRRS Administrator to give us your feedback.