DEPARTMENT OF MEDICINE
IT SERVICE REQUEST

The Department of Medicine IT team currently supports a group of standard hardware, software and services. For more information:
http://www2.medicine.wisc.edu/home/infosys/policies

Services that fall outside the standards will be considered by the IT Department and the IS Committee on a case by case basis as detailed below.

1. A form detailing the IT request/service is attached as page 2, and will help us to understand your needs.

2. Requests for all purchases and services for all non-standard hardware, software and database management will be routed for discussion at the IS Committee’s monthly meeting.

3. The following criteria are

   • Standard services, software and training have been considered and are not feasible either due to availability, incompatibility, prohibitive cost and inadequate training. Long term use of a specific technology at another institution will be taken into consideration. IT services will be considered for faculty support staff that have or will be joining a faculty group that uses a non-standard technology.

   • The request must meet the School of Medicine and Public Health HIPAA security policies: See http://hipaa.med.wisc.edu/SecurityPolicies/ for details.

   • All appropriate requests will be recommended for approval if there is adequate staffing resources and space. However, in these circumstances these requests will be presented to Department of Medicine leadership for long term consideration.
Department of Medicine
IT Service Request

[Please PRINT or TYPE information below & return the form to the Help Desk—J5/228 CSC]

Contact Information

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1. What is the technology or service requested?

2. Describe intended use of requested technology. [Eg: Research, Education, Clinical]

3. Why are the requested technologies and/or services preferred over the standards?

4. Will this technology or services be used to access or manage protected health information [HIPAA security requirements]?

5. What is your timeframe for this request?

6. Is this replacing an existing technology, service and/or device?