

DEPARTMENT OF ADMINISTRATION
STATE PROCUREMENT OFFICE

STANDARD PROCEDURE

DESCRIPTION

Title	ProcureAZ Agency Support and Escalation	Effective	July 22, 2011
No	SP 001	Revision	0

The following is the Standard Procedure to be followed by individuals who require additional support while utilizing ProcureAZ.

The ProcureAZ Agency Support and Escalation procedure identifies the procedures to be followed by ProcureAZ users with special requests, which must be implemented by the SPO ProcureAZ Administrator or who require additional guidance with either a question or issue related to ProcureAZ.

STANDARD PROCEDURE

1 ProcureAZ Administrator Requests

1.1 Identify Need. Identify types of requests which must be submitted to and implemented by the SPO ProcureAZ Administrator.

See: SPO website: ProcureAZ main page, bottom
http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp

1.2 Select & complete form. Select appropriate form and complete the necessary information. Contact SPO directly should there be any questions regarding a needs form or document.

1.3 Submit completed form. Submit completed form to SPO ProcureAZ Administrator at procure@azdoa.gov.

1.4 SPO ProcureAZ Administrator Action: The SPO ProcureAZ Administrator will create an issue in the BuySpeed Issue Tracking System (BITS), complete the request, contact the requestor upon completion, and close the issue in BITS.

2 First Level Agency Support

2.1 Contact Agency Procurement Technical Lead. The first level of support for Agency personnel is the Agency Procurement Technical Lead. The Agency Chief Procurement Officer may identify up to three individuals, who are authorized to contact the ProcureAZ Help Desk directly.

See: SPO website: Agency Procurement Technical Leads
http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp

2.2 Communicate Issue/Question. Communicate problem or question to Agency Procurement Technical Lead.

2.3 Agency Procurement Technical Lead Actions: After troubleshooting the question or problem, the Agency Procurement Technical Lead will answer the question, resolve the problem or escalate the issue to the next level of support.

3 Second Level Agency Support

3.1 Contact ProcureAZ Help Desk. The Agency Procurement Technical Leads are authorized to contact the State of Arizona's ProcureAZ Help Desk directly. If the Agency Procurement Technical Lead is unable to resolve the agency ProcureAZ user question or issue and requires assistance, they will contact the ProcureAZ Help Desk (Periscope acting on behalf of ProcureAZ Help Desk).

See: ProcureAZ Help Desk Contact Information (Periscope acting on behalf of ProcureAZ Help Desk)

NOTICE: This Standard Procedure is provided as a resource to the Procurement Officers of the Agencies, Boards and Commissions of the State of Arizona. While this Standard Procedure is an example of a legally compliant, procedurally efficient and fiscally prudent process, it is not intended to represent the only such process allowable under the Arizona Procurement Code, ARS 41-2501, et. Seq. Depending on the circumstances surrounding a given procurement, deviation from this Standard Procedure may be necessary and/or preferable. Procurement Officers should consult with their Agency Chief Procurement Officer and/or the State Procurement Office if they have any questions regarding the application of this Standard Process.

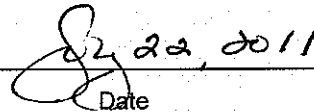
Phone: 602-542-7600, option 4 Monday through Friday from 7 a.m. to 6 p.m.
Email: procure@azdoa.gov (redirected to support@buyspeed.com)

- 3.2 ProcureAZ Help Desk Issue. Periscope will open an issue in BITS.
- 3.3 Resolve or Escalate Issue. After troubleshooting the question or problem, the Periscope ProcureAZ specialist(s) will answer the question or resolve the problem.
- 3.4 Communicate Resolution. After issue is resolved the Periscope ProcureAZ specialist will communicate the solutions to end users, who were or may have been affected by the issue
- 3.5 Close Issue. The ProcureAZ Help Desk specialist will close the issue in BITS.



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State Procurement Administrator



Date