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**From:** procure  
**Sent:** Tuesday, November 12, 2013 4:45 PM  
**To:** procure  
**Subject:** ProcureAZ Alert - Updated ProcureAZ Support and Escalation Standard Procedure  
**Attachments:** SP\_020\_ProcureAZ\_Agency\_Support\_and\_Escalation\_(rev1113).pdf; 20131112\_Agency\_Technical\_Leads.pdf

**ProcureAZ Alert**

**Date:** November 12, 2013  
**To:** Agency Chief Procurement Officers, Technical Leads and User Group Members  
**From:** ProcureAZ Help Desk  
**Re:** Updated ProcureAZ Support and Escalation Standard Procedure

On October 30<sup>th</sup> the ProcureAZ Help Desk transitioned to new call center management software. As part of that transition the ProcureAZ Help Desk call attendant script was updated and the call menu options were changed. Standard Procedure 020 ProcureAZ Support and Escalation has been updated to reflect these changes. Attached is the updated standard procedure and the updated Agency technical lead list. Both documents have also been updated on the SPO website. Please contact the ProcureAZ Help Desk at 602-542-7600 (option 3) or [procure@azdoa.gov](mailto:procure@azdoa.gov) if you have any questions.

Thank you.

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PROCUREAZ HELP DESK  
602-542-7600 (option 3)  
[procure@azdoa.gov](mailto:procure@azdoa.gov)

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## STANDARD PROCEDURE

### DESCRIPTION

**Title:** ProcureAZ Agency Support and Escalation

**Effective:** November 8, 2013

**No.** SP 020

**Revision:** 3

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 State Procurement Office (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](http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp)

See also: GAO Technical Bulletin 12-04 Security Procedures for Accounts Payable Roles in ProcureAZ

<http://www.gao.az.gov/publications/tb/bulletins/tb1204.pdf>

- 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](mailto: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 Agency Procurement Technical Leads.

See: SPO website: Agency Procurement Technical Leads

[http://www.spo.az.gov/ProcureAZ/Application\\_Basics/default.asp](http://www.spo.az.gov/ProcureAZ/Application_Basics/default.asp)

**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 § 41-2501, et. Seq. Depending on the circumstances surrounding a given procurement, deviation from this Standard Procedure may 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.

- 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. Agency Procurement Technical Leads are authorized to contact the 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 the ProcureAZ Help Desk).
- ProcureAZ Help Desk Contact Information (Periscope acting on behalf of ProcureAZ Help Desk)  
Phone: 602-542-7600, option 5  
Monday through Friday from 7 a.m. to 6 p.m. Mountain Standard Time  
BITS Issue: <https://support.buyspeed.com>
- 3.2 ProcureAZ Help Desk Issue. If contacted by phone Periscope will create an issue in BITS. If contacted via a BITS issue notification Periscope will assign the issue to a ProcureAZ specialist.
- 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.

### 4 Accounts Payable Support

- 4.1 Contact Your Agency GAO Liaison. State Agency accounting staff should contact their Agency's GAO liaison for assistance with invoice processing. GAO liaisons will contact the ProcureAZ Help Desk if they cannot resolve the issue.
- See: GAO Liaison Listing  
<http://www.gao.az.gov/publications/afis/LIAISON%20LIST%20051211.pdf>
- 4.2 Contact ProcureAZ Help Desk. If the Agency GAO Liaison is unable to resolve the agency invoice processing question or issue and requires assistance, they will contact the ProcureAZ Help Desk (Periscope acting on behalf of the ProcureAZ Help Desk).

ProcureAZ Help Desk Contact Information (Periscope acting on behalf of ProcureAZ Help Desk)  
Phone: 602-542-7600, option 5  
Monday through Friday from 7 a.m. to 6 p.m. Mountain Standard Time

**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 § 41-2501, et. Seq. Depending on the circumstances surrounding a given procurement, deviation from this Standard Procedure may 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.

BITS Issue: <https://support.buyspeed.com>

- 4.3 ProcureAZ Help Desk Issue. If contacted by phone Periscope will create an issue in BITS. If contacted by BITS ticket Periscope will assign the ticket to a ProcureAZ specialist.
- 4.4 Resolve or Escalate Issue. After troubleshooting the question or problem, the Periscope ProcureAZ specialist(s) will answer the question or resolve the problem.
- 4.5 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
- 4.6 Close Issue. The ProcureAZ Help Desk specialist will close the issue in BITS.

  
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Jean A. Clark, CPPO, C.P.M., CPPB, CPM  
State Procurement Administrator

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November 8, 2013  
Date

## ProcureAZ Technical Support

*Please contact the technical leads listed for your agency with ProcureAZ questions and issues.*

### AHCCCS

Meggan Harley	Meggan.Harley@azahcccs.gov	602-417-4538
Michael Veit	Michael.Veit@azahcccs.gov	602-417-4762

### Attorney General's Office

Jerry Connolly	jerry.connolly@azag.gov	602-542-8030
Lorraine Ball-Schwarzwald	lorraine.ball-schwarzwald@azag.gov	602-542-8035
Justin Lepley	justin.lepley@azag.gov	602-364-0310

### Corrections

Kristine Yaw	kyaw@azcorrections.gov	602-542-1172
Leon George	lgeorge@azcorrections.gov	602-542-1172
Barbara Dull	bdull@azcorrections.gov	602-542-1172
Joey Molina	jmolina2@azcorrections.gov	602-542-1172

### Economic Security

Cathie Rodman	crodman@azdes.gov	602-364-0194
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### Education

Lupita Gomez	Lupita.Gomez@azed.gov	602-542-4352
Lisa Welborn	Lisa.Welborn@azed.gov	602-542-4341
Saretha Jones	Saretha.Jones@azed.gov	602-542-4235

### Emergency Management

Betty Austin	betty.austin@fmo.azdema.gov	602-267-2699
Brenda Black	brenda.black@fmo.azdema.gov	602-267-2699

### Environmental Quality

Teena Ziegler	Ziegler.Teena@azdeq.gov	
Daniel Pinkstaff	pinkstaff.daniel@azdeq.gov	602-771-4867
Bambi Brenden	brenden.bambi@azdeq.gov	602-771-4140

### Game & Fish

Robert Schoepe	rschoepe@azgfd.gov	
Elizabeth Burgard	eburgard@azgfd.gov	623-236-7459
Pamela Hoback	phoback@azgfd.gov	

### Gaming

Kristen Forsyth	kforsyth@azgaming.gov	
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### Health Services

Susan Olney	Susan.Olney@azdhs.gov	602-364-1482
Trang Huynh	Trang.Huynh@azdhs.gov	602-542-0781
Jacqueline Ortega-Avila	Jacqueline.Ortega-Avila@azdhs.gov	602-542-5188

### Industrial Commission

Janine Locke	jlocke@ica.state.az.us	602-542-8238
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### Juvenile Corrections

Denel Pickering	dpickering@azdjcc.gov	602-542-6677
Karen Ingram	KIngram@azdjcc.gov	602-364-3791
Jessica Traslavina	jmtraslavina@azdjcc.gov	602-542-6677

### Parks

Margie Silva	msilva@azstateparks.gov	602-542-6937
Tom Sarratt	tsarratt@azstateparks.gov	602-542-2138
Vince Schiavitti	vschiavitti@azstateparks.gov	602-364-2053

### Public Safety

Rex Martin	rlmartin@azdps.gov	
Deborah Paddock	dpaddock@azdps.gov	602-223-2262
Patricia Jonas	Pjonas@azdps.gov	602-223-2451

### Retirement

Shireen Boone	ShireenB@azasrs.gov	602-240-2129
Scott Geiger	ScottG@azasrs.gov	
Bruce Pampel	BruceP@azasrs.gov	

### Transportation

Valarie Erwin	verwin@azdot.gov	602-712-8562
Robyn Caillouette	rcaillouette@azdot.gov	602-712-7466

### Veterans' Services

Kelli Gourdoux	kgourdoux@azdvs.gov	602-234-8404
Robert Ryan	rryan@azdvs.gov	602-234-8423

<b>ALL OTHER AGENCIES</b>		
ProcureAZ Help Desk	procure@azdoa.gov	602-542-7600 (option 3)