ARIZONA DEPARTMENT OF ADMINISTRATION
STATE PROCUREMENT OFFICE

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

    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.

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

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

2.3   <u>Agency Procurement Technical Lead Actions</u>: 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   <u>Contact ProcureAZ Help Desk</u>. Agency ProcurementTechnical 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   <u>ProcureAZ Help Desk Issue</u>. 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   <u>Resolve or Escalate Issue</u>. After troubleshooting the question or problem, the Periscope ProcureAZ specialist(s) will answer the question or resolve the problem.

3.4   <u>Communicate Resolution</u>. 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   <u>Close Issue</u>. The ProcureAZ Help Desk specialist will close the issue in BITS.

4   Accounts Payable Support

4.1   <u>Contact Your Agency GAO Liaison</u>. 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   <u>Contact ProcureAZ Help Desk</u>. 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

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.

_____   November 8, 2013
Jean A. Clark, CPPO, C.P.M., CPPB, CPM   Date
State Procurement Administrator