

## INFORMATION TECHNOLOGY BUREAU

**NOTICE**  
1.17

October 13, 2020

**TO:** All Department Personnel

**FROM:** Commanding Officer, Information Technology Bureau

**SUBJECT:** TECHNOLOGY RELATED REQUESTS

In an effort to meet the City of Los Angeles' sustainability goals and reduce the use of paper, Information Technology Bureau (ITB) has implemented a paperless, electronic request and approval process for technology related items.

Effective immediately, all technology requests that were formally submitted via an Intradepartmental Correspondence, Form 15.02.00 (Form 15.2) shall now be submitted electronically, via the Computer Service Desk Portal (Service Portal), available on the Infoweb, under the Applications header.

For technology related requests that previously required the approval of a Commanding Officer (CO), the Service Portal will auto-generate an approval email to the requesting employee's CO. The responsible CO will then approve or deny requests via his or her Outlook email or Office 365 account (Please view the ITB Tech Watch video *Setting Up Manager Approval Folder in Outlook* for instructions). Additionally, COs may also log into the Service Portal directly and view all pending approvals from their command by clicking on the *Pending Approvals and Validations* icon, located on the right-hand center of the screen.

During times when a CO is unavailable (e.g., vacation), an "acting leader" should be identified in the Deployment Planning System (DPS) for their organization. When an acting leader has been identified, the approval emails will be distributed to the acting leader. This will prevent delays in service or requests and allow the acting leader to approve requests in a timely manner.

(For further details assigning acting leaders in DPS, please see the *DPS Local Administrator's Handbook*.)

**Note:** Confidential requests related to investigations, or requests for compliance audits, shall continue to be made via Form 15.2, scanned and emailed to ITDCO@lapd.online. Additionally, requests of this nature should not be mailed, faxed, or delivered in person.

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For questions regarding the use of the Service Portal, or to check on the status of a request, please contact the ITD Service Desk at (213) 473-9900.

If you have any questions regarding this Notice, please contact the Information Technology Division, Administrative Section at, (213) 486-0200.

APPROVED:

  
JOHN McMAHON, Deputy Chief  
Commanding Officer  
Information Technology Bureau

  
DOMINIC H. CHOI, Deputy Chief  
Chief of Staff  
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