New Request Process for Software, hardware, and IT Services

**FAQs**

**FAQs for the New Software, IT Hardware, and IT/Digital Service Request Process**

1. [**What Has Changed?**](#WhatsChanged)
2. [**How does this affect me?**](#Howdoesitaffectme)
3. [**How does the New Request Process work?**](#RequestProcessWorks)
   1. [**For software that is listed in the Catalog**](#SoftwareListedinCatalog)
   2. **[For Desktop/Laptop hardware and accessories (non-Callaway only)](#hardwareNonCallaway)**
   3. [**Hardware for Callaway users**](#HardwaraeRequests)
   4. [**What do I do for Server/infrastructure hardware, Software, Cloud Software, SaaS, IT Service requests (or a combination of these items) that are not listed in the Catalog?**](#Unlisted)
4. [**How is this better than Software Center for making software requests?**](#Howbetter)
5. [**What will happen if I order software through CDW or through an online website?**](#whathappens_CDW)
6. [**What if I skip this process for software entirely and buy the software myself on Credit Card or by Purchase Order?**](#whathappens_CreditCard)
7. [**Is this process going to be faster than the current process?**](#Faster)
8. [**This sounds like the perfect solution for requesting software, hardware & IT Services. Is it?**](#Perfect)
9. [**How will this benefit Ameren and/or more importantly, ME directly?**](#AmerenBenefits)
10. [**What is the most important thing I need to know about this process?**](#MostImportant)
11. [**Do I still have to fill out the Security Screening and Software Assessment Forms?**](#SSFandSAF)
12. [**What will happen if I forget to do this new process and go through the old process instead?**](#forgetnew)
13. [**Can anyone request software, hardware and IT Services?**](#anyonerequest)
14. [**Software Reclamation -** **We purchased our workstation software out of our own budget.  Why would software be uninstalled from our machines after 120 days if we made the purchase ourselves**](#reclamationconcerns)**?**
15. **What has changed?**

**New Process to request Software for ALL Ameren personnel** – The primary goal was to create a "**One Stop Shop**" **for Software Requests**. Instead of requesting software via the Software Center, email, Software Mall, or Software Assessment Form, you will request software (both desktop/laptop and Server based software) through the new [Service Now Self Service Portal](https://amerenprod.service-now.com/asp?id=sc_category&sys_id=2591a6ea139fd30495d1b4a76144b06a) effective December 11th, 2018. Software should no longer be downloaded or installed from ANY directory on the network unless you've been instructed to do so by the Software Asset Management Team or Client Enablement.

**Ability to request IT Hardware and IT Services through the new portal** - You will no longer need to fill out a Security Screening Form, reach out to the Digital VMO, Cyber Security, or request a SAMQ approval number. Before you set up a Purchase Requisition to order new software, hardware, or IT Services, you can first go to the Self Service Portal and fill out the [Request Unlisted Software, Hardware and/or Digital Services](https://amerendprod.service-now.com/asp?id=sc_cat_item&sys_id=2a3f2dd8dbed870081e1f076bf961947) that will be routed automatically to the digital teams that need to review and approve your request. You will be notified if you have any additional steps prior to purchase.

**The Service Now Self Service Portal is being updated**. It will have a new look and feel, and some links will no longer be available because they are no longer needed, or they are being merged into the new process mentioned above. For all of the tech folks, the Service Now CMDB is being cleaned up. CI’s that are old and no longer needed are being removed, and important CI’s are being verified and updated where needed.

**Software Reclamation is being put in place** to remove software from devices that have not used the software in 120 days or more (for select applications). Doing this will allows Ameren to utilize software licenses in the most efficient manner possible which will save us a substantial amount of money each year and help us to maintain compliance with license requirements. Users will still be able to easily request software if they should need it again at a later date.

1. **How does this affect me?**

This affects **everyone at Ameren** who requests or purchases software (for both desktop and server based software). **All software** requests/purchases will need to go through the new portal. You will no longer use the Software Center, install from a network drive, email the SAM mail box, nor should you use the WWT or CDW links in Oracle EBusiness for software. **All software** should go through the new process, so that software can be centrally managed.

It will also affect anyone who needs to purchase Hardware (like servers, routers, switches, firewalls, etc.) and/or anyone who needs IT Services (i.e. consultants or companies that will perform services for IT/digital type implementations). However, if you need to purchase desktops, laptops, monitors or other desktop accessories (mouse, keyboard, etc.). You will still have the ability to go through WWT as you have done in the past, but there will also be a link in the new Service Now portal as well.

If you make large IT Type purchases with contracts, quotes, and/or SOWs, you will no longer fill out an SSF (Security Screening Form) or a Software Assessment form. Instead you will start the process by going to the [Request Unlisted Software, Hardware and/or Digital Services](https://amerendprod.service-now.com/asp?id=sc_cat_item&sys_id=2a3f2dd8dbed870081e1f076bf961947) in the new Self-Service Portal.

1. **How does the new request process work?**
   1. **For software that is listed in the Catalog**

Go to Self-Service Portal located here - <https://amerenprod.service-now.com/asp?id=am_index>. Next, you can either search for the software you need through the "**How Can we Help**?" search bar, or you can go to the [**Request Something**](https://amerenprod.service-now.com/asp?id=sc_home) link. If you go to the Request Something link, you can either search for the application name in the search field or you can look for software by selecting one of the software related categories. If you do a search for software, be sure to put at least one full word in the search field, or it may not find what you're looking for.

* 1. **For Desktop/Laptop hardware and accessories (non-Callaway only)**

Go to the self-service portal at <https://amerenprod.service-now.com/asp?id=am_index> and type **Hardware** in the search bar. Select the **WWT** link if you wish to request desktops, laptops or Dell accessories. Utilize the **CDW** link if you require other hardware accessories. NOTE: You can still utilize the WWT link through Oracle Ebusiness and CDW (for Hardware only) if you'd like.

* 1. **Hardware for Callaway Users**

Callaway personnel should continue to use their current process for requesting hardware. If you have any questions, please contact Debbie McDonald for assistance.

* 1. **What do I do for Server/infrastructure hardware, Software, Cloud software/ SAAS, IT Service requests (or a combination of these items) that are not listed in the Catalog?**

Go to the self-service portal at <https://amerenprod.service-now.com/asp?id=am_index> and type **Unlisted** in the "How can we help" search bar, and select the **Request Unlisted Software, Hardware and/or Digital Services option.** Select all the boxes that apply for your request. We will be setting up training in insight at the beginning of January if you need assistance with the Unlisted Form. Until then, you can email [SAM@ameren.com](mailto:SAM@ameren.com) if you have a question.

1. **How is this better than Software Center for making software requests?**

Software Center is great, but is currently limited to what software we can make available through it. The new Self-Service Catalog will have “Software Center” software available, but it will also have the following:

* The ability to request non-packaged software. For example, software that is not listed in the Software Center, software that resides in AMSOFT and/or other File Directories will now be available in the catalog if it has been previously reviewed and approved for Ameren use.
* We have added and will be adding cost and Description information whenever possible (This will not be available for all applications at time of implementation, but we will update regularly with new information).
* It will provide a way to request both workstation software and server-based software.
* It will have automated workflows and approvals wherever possible (on the backend, unseen by the requestor) which will allow us to speed up requests.
* It will ask the user/requestor specific questions related to their request so that we can get information upfront, to reduce the time it takes for the user to get installation approval.
* It will provide a way for users to request large purchases (I.e. non-retail, single source, RFP type requests) for hardware/software, along with the steps/instructions required to get the necessary approvals.
* It will have link to WWT and CDW to request hardware. This is primarily to assist new employees who aren’t familiar with how to request desktops, laptops, and accessories. The link leads them back to the current WWT and CDW request sites.

1. **What will happen if I order software through CDW or through an online website?**

After December 15th, do not go directly through CDW or an online website for software or Software as a Service (SaaS) unless you are granted an exception by Software Asset Management. Doing so will cause inaccurate reporting data. Essentially, the licenses won’t display in the automated reports we’ve created through new process and it will appear that we are out of compliance. The Service Desk will also not be able to grant you permissions to install the software. (Note: Exceptions will only be given by SAM in rare cases).

1. **What if I skip this process for software entirely and buy the software myself on Credit Card or by Purchase Order?**

It is against the Software Use Policy to purchase software without going through SAM (Software Asset Management) and Cyber Security. It is also against the Ameren Expense Policy to purchase software on a credit card without approval from SAM. In most cases, you will be unable to install the software until you obtain SAM and Cyber Security approval which will cause delays in your request. Software that goes through the appropriate request process take priority over ones that did not. In some cases, you may have to return the software (or take a loss on the software if it can’t be returned) if SAM or Cyber Security doesn’t approve it for some reason. It may also prevent us from documenting your request appropriately, showing a license shortage on our reports. When this happens, we end up buying additional licenses to ensure we maintain compliance, thus buying extra licenses we really don’t need.

1. **Is this process going to be faster than the current process?**

In most cases, yes. If the software has already been approved for use at Ameren, we’ve automated the process as much as we could. We are asking questions upfront on the form, so that we can prevent the need to call or email for additional information whenever possible.

If you have a need for software that is not already listed in the new Software Request Catalog, you will have to fill out a fairly lengthy form. However, doing so provides the information needed for SAM, Cyber Security, and the DigitalVMO upfront so that we can work through your request as quickly as possible and provide you guidance throughout the process. The good news is that you will not have to try to figure out who to call or contact, and will prevent installation delays and Requisition/PO rejections.

1. **This sounds perfect for requesting software, hardware and IT Services. Is it?**

Unfortunately, the answer is no.  This implementation is a very significant change for Ameren.  We plan will continue to enhance, automate, simplify, evolve and change as needed to continuously improve the process. This implementation was a stepping stone in our improvement journey.  If you have questions, please forward them to [SAM@ameren.com](mailto:SAM@ameren.com).

1. **How will this benefit Ameren and/or more importantly, ME directly?**

The new process is intended to:

* To make your life easier and get you the software you need to do your job as quickly and efficiently as possible.
* Provide a central location to request software, IT related hardware, and IT Services.
* Reduce costs, reduce wait times, and improve current processes.
* Provides a catalog with all of the current Ameren approved software listed. If it’s not listed, you can go to the “Unlisted” form and request approval for a new application. If approved, it will be added to the catalog where it can be easily requested by others without needing to go through the approval process again.

1. **What is the most important thing I need to know about this process?**

If you need to request new software, hardware, and/or IT Services through the “Unlisted” form, we highly recommend that you sign up for training before you try to complete the form. The training is optional, but it may make it easier for you to fill out the form, and could reduce the time it takes to get your request approved once it’s submitted. A training schedule will be available in January.

If you don’t understand something on the forms, please reach out to [SAM@ameren.com](mailto:SAM@ameren.com) and we will answer your question or forward you to the appropriate team.

1. **Do I still have to fill out Security Screening Form (SSF) and Software Assessment Forms?**

NO! The new [**Request Unlisted Software, Hardware and/or Digital Services option**](https://amerenprod.service-now.com/asp?id=sc_cat_item&sys_id=2a3f2dd8dbed870081e1f076bf961947)replaces the SSF and Software Assessment forms.

1. **What happens if I forget to do the new process and complete the old process instead?**

Requests that come through the new catalog will be handled prior to any other requests. Therefore, we recommend you utilize the new process to avoid delays. However, if we receive a request from you outside of the new process, we will most likely direct you to the new request catalog, unless it is something that can be completed outside of the process without causing inaccurate reporting.

1. **Can anyone request software, hardware and IT Services?**

Everyone has access to the request forms. However, YOU are responsible for getting the appropriate approval to request software, hardware, or IT Services. If you are not a Supervisor or above, please speak to your supervisor/manager ahead of time to be sure they are approved to make a request. These products and services are not usually free and an Ameren cost will be associated to most requests.

1. **Software Reclamation -** **We purchased our workstation software out of our own budget.  Why would software be uninstalled from our machines after 120 days if we made the purchase ourselves?**

The goal of reclamation is to utilize software across all Ameren Divisions as efficiently as possible and ensure we maintain compliant with license requirements.  To do this, we're pooling all of our current licenses so any unused /unassigned licenses can be assigned to users who need them and removed for users that don't. I**mportant facts**:

a.       Employees are always welcome to request desktop/laptop software again through the new requests process.  Licenses will be purchased at the Business Line level as additional licenses are needed.

b.       Users will not be prevented from reinstalling the software if/when they need it.

c.       After 120 days of non-use, users will receive an email notification 3 days prior to uninstall, that will direct them on how to prevent the software from being uninstalled.

d.       In a situation that an application is considered business critical, the user/computer can also be added to an exclusion list if they receive Director level approval.

e.       Going forward, the new licenses will be purchased at the Business Division level, so you will not be re-charged for licenses

f.      We will only be uninstalling desktop/laptop software.  We will not uninstall software from any servers.

g.     If an application is considered either Business Critical for a department, division, or across Ameren, we can exclude it from the uninstall list, but a Business Division Director and IT/Digital Director will have to approve the request.  To get this process started, please email [SAM@ameren.com](mailto:SAM@ameren.com) .

We will be adding additional FAQs as needed. If you have a question, please email [SAM@ameren.com](mailto:SAM@ameren.com).