**[REVISED: Jan 30, 2019]**

In order make efficient use of corporate resources, HAL Inc. uses an email-based process to request services and supplies.

It is recommended that each team appoint a technical support representative to submit all technical support and proxy access requests, an Incident Response team leader (sometimes supported with a formal branch CSIRT) to submit all Incident reports, a Change Control Officer to submit all change control actions. Assigning roles in this way will help prevent duplicate submission of requests. All of these responsibilities may be assigned to the same person, however it is recommended that not all of these responsibilities be assigned to the team captain.

All email making requests with supporting forms must be professionally written: (comprehensive yet succinct, using complete sentences without spelling or grammar errors).

# Initiating a Request

In order to initiate a new request, prepare an email and mail it to the proper email address:

Incident Response reports, Technical Support and Supplies requests must be sent to [hal.cio@seccdc.org](mailto:hal.cio@seccdc.org) or [cio@halcorp.biz](mailto:cio@halcorp.biz), as appropriate, with an appropriate subject line.

Change Control requests and correspondence should be hand delivered at scheduled change control meetings, unless otherwise specified. Emergency communications and change questions can be sent to the CISO/Corporate Change Control Officer at [hal.ciso@seccdc.org](mailto:hal.ciso@seccdc.org) or [ciso@halcorp.biz](mailto:ciso@halcorp.biz), as appropriate, with the subject “Change Request”

# Helpdesk Requests

1. To submit a technical support or logistics support request, sent an email to [hal.cio@seccdc.org](mailto:hal.cio@seccdc.org) or [cio@halcorp.biz](mailto:cio@halcorp.biz), as appropriate, with the subject of “Helpdesk Request”. All communications must be professionally written and include the following at a minimum:
   1. A description of the system needing service, including hardware and operating system.
   2. A detailed description of the behavior of the system prompting the support request.
   3. A description of the suspected root cause. Note if this rout cause is suspected to originate from a malicious source (e.g. disgruntled employee, hacker or malware), the request must include the appropriate IR form and include “Incident Report” in the subject.
   4. A list of troubleshooting efforts already attempted by onsite IT team.
2. For VM image resets (scrubs) the email should specify which VM image is needed.

# Reporting Incidents

To submit an incident report, teams must properly fill out the IR form (both parts) prior to emailing to [hal.cio@seccdc.org](mailto:hal.cio@seccdc.org) or [cio@halcorp.biz](mailto:cio@halcorp.biz), as appropriate, with the subject “Incident Report”. Follow all requirements in the HAL Incident Response Policy and Procedure documents.

# Initiating a Proxy Request

To submit a request for an additional URL to the HAL proxy server, send a well written and professional request by email to [hal.cio@seccdc.org](mailto:hal.cio@seccdc.org) or [cio@halcorp.biz](mailto:cio@halcorp.biz), as appropriate, with the subject “Proxy Request”, following these requirements:

4.1 State the Name & URL of the site to be added to the Proxy Server

4.2 Specify the content of the site, and clearly describe the business reason for the addition of the site to be added.

4.3 Describe any negative impacts and consequences to the operations of the HAL branch office should the request to add the site to the Proxy Server be denied.

# Checking Status on Open Requests

Phone the office of the CIO, and ask to speak to the helpdesk coordinator, to request the status on the originally submitted helpdesk request if you have not received an email response within 1 hour or resolution within 3 hours.

# Cancelling Open Requests To cancel an open helpdesk request, email [hal.cio@seccdc.org](mailto:hal.cio@seccdc.org) or [cio@halcorp.biz](mailto:cio@halcorp.biz), as appropriate, with the subject “Cancel Help Desk Request” and describe the initial request.