- I N S T R U C T I O N S -

WHEN USED - The Request for Application Support (RAS) is used to request new systems development or enhancement services from Administrative Information Services. It should NOT be used to request scheduling or execution of existing production jobstreams, this is done with a Standard Request Memo (SRM). Nor should it be used to request security access changes, this is done with an Access Request Memorandum (ARM).

GENERAL - To ensure accurate request tracking, AIS can accept RAS requests only on this yellow 'Request for Application Support' form (with attachments as needed). Requests submitted in any other format, or which lack required information as specified below, will be returned to the requestor. Please clearly print or type the request in black ink so that it can be photocopied in AIS.

A copy of this form will be returned to the requesting individual when the requested service is complete.
For a more detailed description of this form's use, and samples of the completed form, see the M.S.U. Manual of Business Procedures.
Additional copies of this form are available from AIS by calling 353-4420 ext. 311 or by going to the website http://www.ais.msu.edu/D5211/progreq.htm..

FORM USAGE-

1. Date Received - For AIS internal use. The date the request arrived at AIS.
2. AIS Document Number - For AIS internal use. AIS assigned tracking number.
3. AIS User Code - For AIS internal use. Used by AIS to group requests for reporting at In-Process Reviews (IPRs).
4. Project Code - Code used for AIS billing process. If you do not know this code leave this space blank. AIS will establish one for your account if you don't already have one.
5. Account Number - (Required) - University account number to be charged for the requested services. Courtesy customers should specify the account number that would be charged if they were billable customers.
6. Date Prepared - (Required) - The date you fill out this form.
7. Requested Due Date - (Required) - Date by which the service requested should be completed. Please be realistic and avoid arbitrarily chosen dates. An entry here other than a valid date will be completed based on our time constraints.

   If the requested due date reflects a regulatory requirement, or was chosen so that the request will be complete before a production run of an existing system, please note this in the 'Detailed Description of Request' section of this form.
8. Priority Number - (Required) - Priority of this request within the AIS user group's outstanding requests.
9. Requestor Name, Telephone, Office Address - (Required) - Identifies the individual requesting the service, and whom AIS may query for information. A copy of the completed request will be sent to the person listed in this section.
10. University Common Unit Code & Name - (Required) - Requestor's department code and name.
11. Authorizing Name & Telephone - (Required) - This section should identify the authorizing manager of the unit initiating the request. This person's name & signature must be on file in AIS in association with the AIS user code for verification.
12. Authorizing Signature(s) - (Required) - Signature(s) of authorized customer manager(s).
13. Brief Description of Request - (Required) - A short (80 characters or fewer) description of the request. This line will be entered as a description in AIS's automated tracking system to identify the request.
14. Request for: - (Required) - This tells AIS what action you wish taken. If you check . . .
    a) Cost Estimate, AIS will send you a written estimate of the requested service's cost. To implement that request, submit a second request with the estimate attached asking AIS to perform the service
    b) Implementation, AIS will perform the requested service, billing you for actual costs if you are a non-courtesy customer.
    c) Research, AIS will investigate the issue noted and report back to you.
    d) Revise Previous AIS Request No. _ _ _ _ _ _ _ _ _ _, AIS will integrate new or changed specifications under 'Detailed Description of Request' with a previous in-process request. Call AIS to obtain the document number of the previous request
15. Detailed Description of Request - (Required) - A detailed description of the service being requested. Include the reason for the requested due date. Identify other units (if any) that may be affected by the request. If possible, include the objective your unit hopes to realize through this request (this helps AIS assess relationships between in-process requests).
    Requests for certain services require additional information. So, if you are requesting . . .
    a) Development of a new system, broadly describe the proposed system's cost and benefit implications for your unit and the University.
    b) Improvement to an existing system, identify affected system(s), jobstream(s), program(s), report(s), etc., if possible. Broadly describe its cost and benefit implications
    c) Correction of problems with an existing system, identify affected system(s), jobstream(s), program(s), report(s), etc., and list the symptoms of the problem, including any error codes or messages that occur. Attach samples if possible.
    d) Revision or implementation of a previous in-process request, you need not completely recopy the previous request. Simply refer to the previous request by document number.

EMPLOYEE NAME	START DATE / /	COMPLETE DATE / /	WORK HOURS
ACTION TAKEN/COMMENTS:			☐ SEE ATTACHMENT

N064Z 10/00