

ICT Work Take On Process Quick Reference



ICT Training & Development

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Logging in

Logging into the ICT Work Take On System is controlled via the Google Authentication process.

Welcome to the ICT Work Take On system

This web application manages the creation and processing of Work Requests.

To use the ICT Work Take On system you must sign in using your Google account.

After clicking on 'Sign in' below you will be prompted (first time only) by Google to allow this application to view your account details. Click OK to authorise.

[Sign in with Google](#)

Click “Sign in with Google” to sign in.



The first time you log in you will need to give Google Permission to use your account to log in. Click to accept this.

- Warwickshire County Council Applications would like to:

View your email address

View your basic profile info

By clicking Accept, you allow this app and Google to use your information in accordance with their respective terms of service and privacy policies. You can change this and other Account Permissions at any time.

[Cancel](#) [Accept](#)

Home Page

The home page will display as below. Click on “New Work Request” to add a new

The screenshot shows the 'ICT Work Take On' home page. The top navigation bar includes 'Work Requests', 'New Work Request', 'Reports', and 'Help'. Below the navigation bar are several filter buttons: 'All', 'My Requests', 'Stage 1.1', 'Stage 1.2', 'Stage 2', 'Stage 3', 'People', 'Communities', 'Resources', and 'Fire And Rescue'. A search bar is located below the filters. The main content area is titled 'Work Requests' and contains a table with the following data:


Request	Title	Owners	Business Group	Stage (state)	Priority	Created		
RE2033	testing IWP feature - unhappy path :-{	Requester Business lead Business partner Resource manager Work package owner Delivery owner	customer2@example.com customer2@example.com bp2@example.com rm1@example.com dev1@example.com pm1@example.com	Resources	Stage 2 (Brief/WP Approved)	4	09-Dec-2015	Show
RE2031	let me not	Requester Business lead Business partner Resource manager Work package owner Delivery owner	Sarah Randell Sarah Randell	Resources	Stage 1.1 (Requested)	1	09-Dec-2015	Show

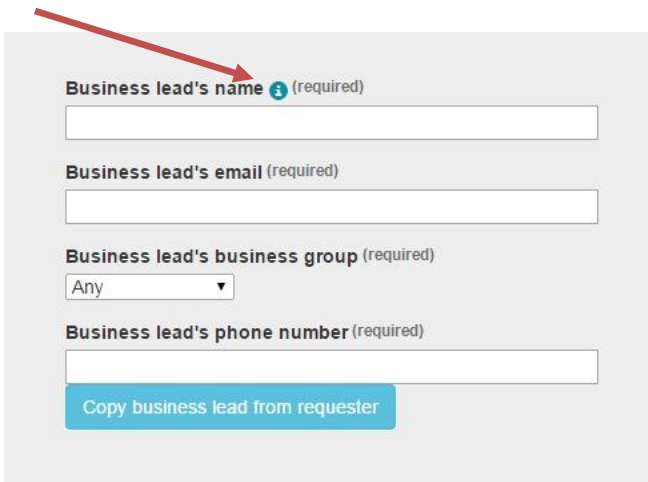
Creating a new Work Request

The New Work Request form asks for a number of different pieces of information about the work request that you need Information Assets help with.


Some of the information needed is mandatory and the form clearly states when this is the case.

There are some 'hover tips' to assist you whilst you are completing the form if you are new to the Work Take On process.

You can access these by clicking on the  icon



The screenshot shows a form with the following fields and a button:

- Business lead's name** (required)  (A red arrow points to this icon)
-
- Business lead's email** (required)
-
- Business lead's business group** (required)
- Any ▾
- Business lead's phone number** (required)
-
-

There is also a Help section within the ICT Work Take On System that includes additional help to complete the form, including an explanation of priorities.

If you need any additional help in completing the form, please contact the Information Assets Business Partners

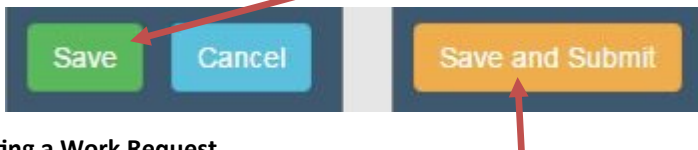
<https://sites.google.com/a/warwickshire.gov.uk/ict-systems-strategic-commissioning/customer-services/business-liaison>

Or email re-ia-business-relationship-mgt@warwickshire.gov.uk

Saving a draft Work Request

The Work Take On System allows you to create a Work Request and save as a draft to return to at a later date.

To save your Work Request as a draft, simply click on the green 'Save' button in the bottom left-hand corner of the screen.



Submitting a Work Request

Once you have completed your ICT Work Request and are happy to submit it, you can submit your Work Request by clicking on the orange 'Save and Submit' button at the bottom of the screen.

The Work Request will now be at Stage 1.1 (Requested) and an automatic e-mail will be sent to your Business Partner to inform them that you have submitted a Work Request.

Your Business Partner will check the Work Request contains all of the correct information and will work with customers to include all of the information that will be needed. They will then submit it to the next stage (Stage 1.2 Submitted).

The Work Request will now be categorised and assessed and you will be contacted to discuss the next steps for taking your work forward.

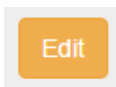
Cancelling

Clicking on the Cancel button will cancel any updates since you last saved the Work Request.

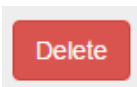
Deleting a draft request

Draft work requests can be deleted without submitting.

To do this, click to view the request, select the orange 'Edit' button in the top right.



Then choose the red 'Delete' option in the bottom left.



What happens next?

Your Work Request will either be approved and will move onto Stage 2, or it could be rejected for fundamental reasons. Reasons for rejection include failing to meet Corporate Priorities or conflicting with the ICT Strategy.

Stage 2 (Approved)

Your Work Request will be allocated to an appropriate manager in Information Assets who will contact you with details of the next steps.

Stage 2 (Awaiting Resource)

Your Work Request could be on hold until an Information Assets resource becomes available.

Stage 2 (Brief/Work Package Preparation)

When resources are available an options appraisal will be undertaken.

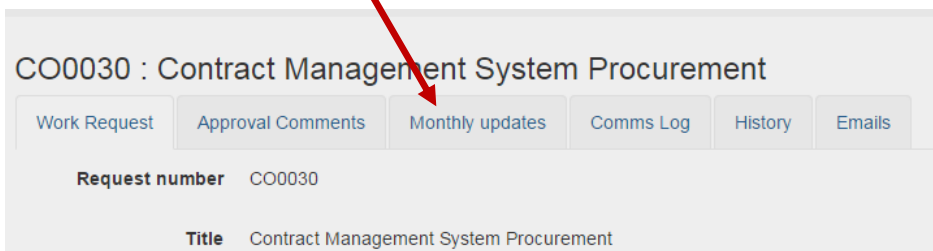
The approach for the work will be documented, and approved by you.

Stage 2 (Brief/Work Package Completed)

Once a brief or work package has been completed, you will receive an e-mail notification to inform you that the project brief/work package for your Information Assets Work Request has been completed and needs approving. Simply log into the Work Take On system, view the project brief/work package and when you are ready to approve, click on 'Edit' then 'Approve Brief/WP' .

Stage 3 (Delivery)

Delivery of your work has been scheduled and you will be kept informed of progress. You will receive emails throughout this Process. During Stage 3, if you require an update on the progress of your work you can login to the system, view your Work Request and click on the 'Monthly Updates' tab.



CO0030 : Contract Management System Procurement

Work Request | Approval Comments | Monthly updates | Comms Log | History | Emails

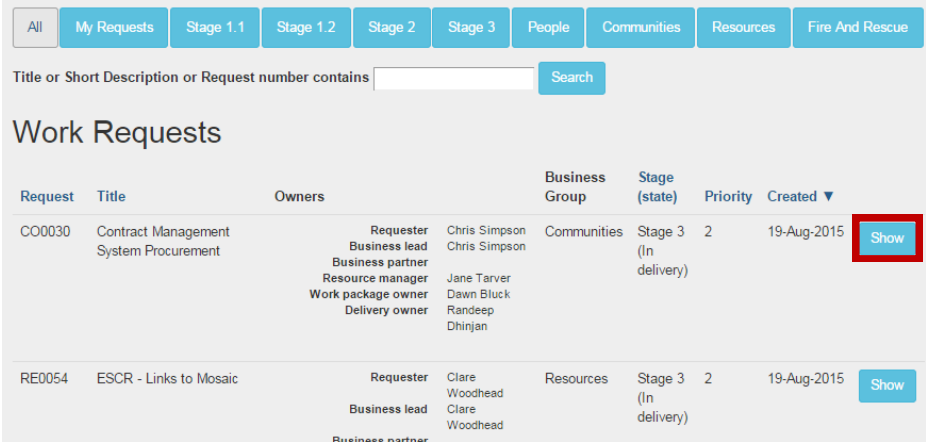
Request number CO0030

Title Contract Management System Procurement

Viewing Your Work Requests

Your Work Requests are listed on the main screen when you log into the ICT Work Take On System. On this screen you can view details of your requests including their current status.

Select the request from the list and click 'show' to access the details



The screenshot shows the 'Work Requests' interface. At the top, there is a navigation bar with buttons for 'All', 'My Requests', 'Stage 1.1', 'Stage 1.2', 'Stage 2', 'Stage 3', 'People', 'Communities', 'Resources', and 'Fire And Rescue'. Below this is a search bar with the text 'Title or Short Description or Request number contains' and a 'Search' button. The main content area is titled 'Work Requests' and contains a table of requests. The table has columns for 'Request', 'Title', 'Owners', 'Business Group', 'Stage (state)', 'Priority', and 'Created'. Two requests are visible: CO0030 and RE0054. The 'Show' button for the first request is highlighted with a red box.

Request	Title	Owners	Business Group	Stage (state)	Priority	Created	
CO0030	Contract Management System Procurement	Requester: Chris Simpson Business lead: Chris Simpson Business partner: Jane Tarver Resource manager: Dawn Bluck Work package owner: Randeep Dhinjan Delivery owner: Randeep Dhinjan	Communities	Stage 3 (In delivery)	2	19-Aug-2015	Show
RE0054	ESCR - Links to Mosaic	Requester: Clare Woodhead Business lead: Clare Woodhead Business partner: Clare Woodhead	Resources	Stage 3 (In delivery)	2	19-Aug-2015	Show

The buttons along the top of the screen can be used to view specific subsets of requests. For example, clicking on the 'Stage 3' button will show only requests that have reached stage 3, and clicking on 'My Requests' will show only the requests you have logged.



This close-up screenshot shows the navigation bar and search bar. The 'My Requests' button is highlighted with a red arrow pointing to it from the text above. Below the navigation bar is a search bar with the text 'Title or Short Description or Request number contains' and a 'Search' button. A red arrow points to the search bar from the text below.

Searching for a Work Request

You can search for a request using the search button if you know part of the title or the request number.

Reporting

The ICT Work Take On System can report on a variety of areas. To view the reports select the 'Reports' tab from the top of the home screen.



Various view options are available. These include Group, Stage, State, and Priority. Click on the options to view these.

To view inactive Work Requests select the 'Business Groups by State' option.

This will show all requests including those in the 'On hold', 'Withdrawn', and 'Completed' states.

Notes

Notes

Notes

For more information on available courses
(and more hints, tips and FAQs) visit:
warwickshire.learningpool.com

For support please contact the
ICT Service Desk
using the 'Service Desk Online' icon
on your PC desktop or,
if you have a problem to report,
call on **01926 41 41 41**

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