Request is submitted via ServiceNow.

ITPALS performs an initial review to verify that the requester has filled out all required information correctly and attached the required documents.

Secondary reviews run simultaneously and are based on answers to questions included in the request.

All secondary reviews must be completed before the Legal and Business Review is performed. ITPALS’ Director will review the request and highlight potential university/departmental impacts or concerns to be reviewed and acknowledged by the department.

VT Legal / OSP will review the request to identify legal concerns.

ITPALS works with the vendor to add/remove language from the agreement as advised by reviewers.

As needed, VT Legal / ITPALS Director reviews the edits and changes and signatures are obtained.

ITPALS issues the PO.

ITPALS enters new agreements and supporting documents into Cobblestone.

*Gray denotes Review Subtask Workflow See Page 2
ITPALS has enhanced the Preparing, ITSO and Legal Review tasks and added subtasks for Awaiting Department, Awaiting Vendor, and Awaiting Vendor NDA into each of these main tasks. This allows the workflow to more accurately reflect and communicate to the requester the stage of their request. It also provides better data regarding time in tasks for auditing purposes and business efficiencies.

The review subtasks will be utilized whenever the reviewer requires additional information and flags the appropriate boxes.

Begin from ITPALS, or Legal

Awaiting Department

Awaiting Vendor

Awaiting Vendor NDA

Finish and return to ITPALS, ITSO, or Legal

Awaiting Department, Awaiting Vendor, and Awaiting Vendor NDA are only available in the ITPALS Preparing, ITSO, and Legal Review Tasks of the workflow and must be independently selected by the Task Reviewer.

Waiting for the department to provide the requested information. If the task remains open, an email reminder is sent every two weeks to the requester reminding them of the requested action or additional information needed.

Waiting for the vendor to provide the requested information i.e., HECVAT, SOC2, response to legal revisions, etc.

Waiting for the vendor to complete and provide the requested NDA. After this stage, the workflow will automatically re-set so that the task will wait for the vendor again to review the NDA.

When finished with waiting for information from the department, vendor, and/or vendor NDA the request will return to the associated main task (i.e., ITPALS Preparing, ITSO, or LEGAL).