Appendix A - Software Request Workflow

User	Approving Manager	DOJ HelpDesk	DOJ Procurement	DOJ General Counsel BTS	DOJ Information Security

Step 1 Open Software Request Ticket

Step 2 Identify Request. New, Approved, or Denied Software?

Step 3 Approval — Yes / No

Request Denied Update and close Ticket.

Step 4 Software on Approved List ? — No / Yes

Step 5 License Available? — No / Yes

Install software
a. Software install tracked through SCCM.

Update and close Ticket.

Step 6

Purchase Software
a. Request Quote
 i. Provide quote to approving authority
 ii. Process quote through Department Procurement Contract Specialist
 iii. Obtain license
 iv. Add to software tracking
 v. Notify requestor
 vi. Install software

Update and close Ticket.

Step 7

a. Request Quote
b. Provide quote to approving authority
c. Department Procurement Specialist submits BTS review request (Appendix B)

BTS Approves Software? — Yes / No

Note Denial in Approved/Denied List.

Software vendor refuses to modify EULA/ToS or Oregon Rider — Yes / No

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a. Software is Denied
b. Notify Requestor.
C. Note Denial in Approved/Denied List.

Update and close Ticket.

i. Notify requestor
ii. Install software
iii. Add to software tracking

Update and close Ticket.

InfoSec Recommendation? — Yes / No

i. Software is denied
ii. Notify requestor
iii. Note Denial in Approved/Denied List.

Update and close Ticket.

i. Software is denied
ii. Notify requestor
iii. Note Denial in Approved/Denied List.

Update and close Ticket.

Approval from Deputy AG to proceed — No / Yes

Phase