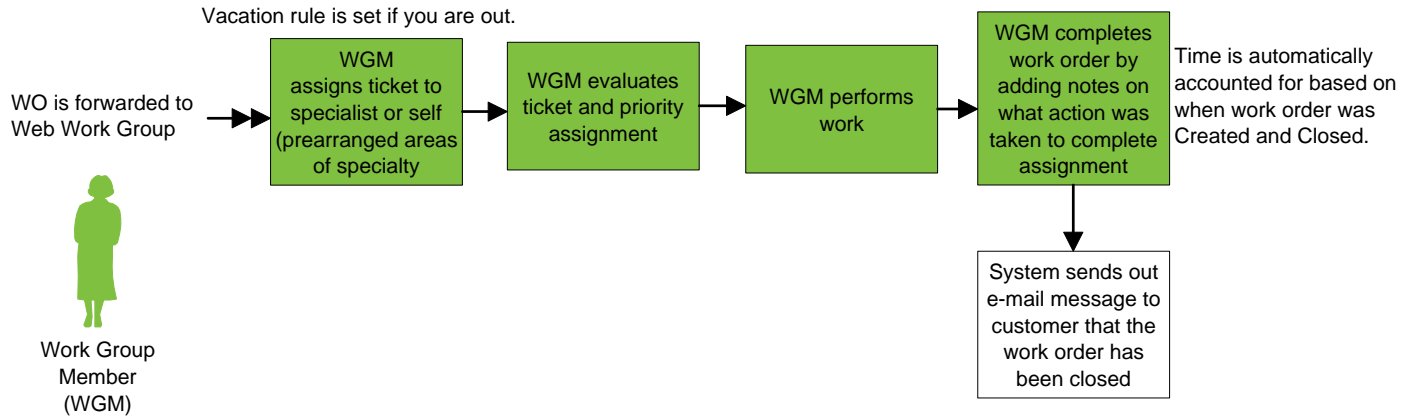


Production - Web Sub Process

Process Owner:

DRAFT
04/13/04

Request normally come through the Help Desk.
If request are received directly either by phone or e-mail
the customer is asked to contact the Help Desk.



Charge backs are via time slips and EIT reporting. Charge backs occur for nonstandard assignments (anything not content related on scgov.net or the Intranet).