

Texas Tech University Health Sciences Center El Paso Institutional Compliance Procedure

Website Work Order Ticket Request	Policy:
	Effective Date: June 7, 2017
References: HSCEP OP 67.01, Publication Guidelines ; Web Content Guidelines	
TTUHSC El Paso Institutional Compliance Website: http://elpaso.ttuhsce.edu/compliance/	

Procedure Statement

The purpose of this procedure is to document the steps to submit a Compliance Office website request for changes/content to the Compliance website.

Scope

This procedure will assist the compliance staff with the steps needed to submit work orders through the Academic Website Service Request page.

Procedure

There are guidelines provided by Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) regarding the content on the TTUHSC El Paso website. Therefore, all requests will be reviewed and approved by the Office of Institutional Advancement (IA) before placed on the website.

1. A request to submit a work order for changes, updates or new content will be discussed and/or emailed by the AVP, Associate Managing Director, Privacy Officer or Billing Compliance Director, but may be requested by any other staff member in the department or outside sources.
2. All documents placed on the Compliance website will be submitted in a PDF file format. The staff member requesting this request should send the document(s) in a PDF format.
3. Submit one ticket per web request.
4. Go to <https://ttuhscep.teamdynamix.com/TDClient/Requests/ServiceDet?ID=13029>, and click on Request Service.
5. Fill out the request form with as much detailed information as possible, and attach any PDF documents, if necessary.
6. Once the request is submitted, a “received” receipt will be emailed.
7. IA will send an email, if any edits are necessary.
 - a. Forward any edits to the respective staff member.
 - b. Once edits are completed, forward the updated file(s) to IA for final review.
8. If request is approved, IA will forward the request to Information Technology to place content on the website.

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9. Once the request is completed and posted, an email will be received stating request has been closed.
10. Go to the Compliance website, and verify the request was processed accordingly.
11. Send the applicable staff member the closed ticket for his/her records.

Frequency of Review

This procedure will be reviewed, as needed.

Review Date:

Revision Date: