

Exception Requests (IT)

Introduction

If a need exists for an agency to submit a Standards or Security Exception Request to NCDIT for approval when no active IT Procurement is being conducted, Sourcing Project Owners can create a Sourcing Project (SP) with a **Solicitation Vehicle** type of **IT: Exception Request Only**. After uploading the completed Standards or Security Exception Request Form (available at the [NCDIT IT Procurement Exceptions website](#)) and any required supporting documents into the Sourcing Tool, the Sourcing Project Owner can submit the approval task to NCDIT for review and approval. Completed Standards and Security Exception Request Forms and supporting documents not associated with an active IT Procurement may also be submitted via email to dit.exceptions@nc.gov. NCDIT will enter the Standards and Security Exception Requests into the Sourcing Tool on the agency's behalf.

For guidance on submitting a Procurement Exception Request in an active IT Procurement, please see **Section 6** of the [Publishing a Sourcing Event \(IT\) Job Aid](#). For guidance on submitting Standards and Security Exception Requests in an active IT Procurement, please see **Section 6** of the [Managing and Awarding a Sourcing Event \(IT\) Job Aid](#).

Learning Objectives

At the end of this job aid, **you will be able to:**



Understand how to select the IT: Exception Request Only Solicitation Vehicle when creating a Sourcing Project.



Understand how to manage the Team, Documents, and Tasks associated with the Exception Request.



Understand how to Submit the Exception Request to NCDIT for approval.

STATE DEPARTMENT STATE BRANCH
LOCAL GOVERNMENT CITY COUNTY
COMMUNITY COLLEGE PUBLIC SCHOOLS
NORTH CAROLINA ePROCUREMENT PURCHASE
ONLINE SHOPPING STATEWIDE TERM CONTRACTS
ELECTRONIC VENDOR PORTAL HUB CERTIFIED VENDOR
QUOTE PUNCHOUT CATALOG
PURCHASE ORDER
SOURCING
BIDDING
BUY

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Initiate Sourcing Project and Complete the Create guided sourcing project page

- 1 In the **Common Actions** portlet on the left side of the screen, click the **Guided Sourcing Project** link.

The screenshot shows the top navigation bar with tabs: HOME, SOURCING (selected), CONTRACTS, SUPPLIERS, and FOR YOU. On the right are 'Manage' and 'Create' dropdowns. Below the navigation is a search bar with 'Sourcing Project' selected and a search icon. The main content area has three portlets: 'Common Actions' (with 'Sourcing Project' and 'Guided Sourcing Project' listed), 'My Documents' (with a table showing 'Personal Workspace' on 2/18/2025 in Draft status), and 'Event Status (Last 12 months)' (with a table showing counts for RFI, RFP, Auction, and Forward Auction).

- 2 The **Create guided sourcing project** page will display. Populate all relevant fields, including the required fields, as noted by a red asterisk (*). Some fields are conditional, and information entered in this portion of the SP determine later options.

A. Select **IT: Exception Request Only** in the **Solicitation Vehicle** field.

It is not advised to include the word “Project” in the **Name** field as it is for active IT Solicitations.

It is okay to input “\$0” in the money fields if that is accurate.

The screenshot shows the 'Project details' form. On the left is a dropdown for 'Solicitation Vehicle' with 'IT: Exception Request Only' selected (annotated with 2A). The main form has fields for 'Entity' (DOA Purchasing), 'Est. Total Contract Value' (0 USD), 'Estimated Base Contract Value' (0 USD), 'Owner' (GuidedSourcing03), 'Currency' (US Dollar), and 'Commodity' (searchable). Red asterisks indicate required fields. Annotations 2A point to the 'Solicitation Vehicle' dropdown and the 'Entity' field.

- 3 After filling out the **Project Details** fields, scroll down the screen to the **Template** section. The **NCDIT Sourcing Template – Guided Sourcing** template will automatically populate. There are no questions to answer.

A. Click the **Create** button at the top right of the screen.

The screenshot shows the 'Create guided sourcing project' page. At the top right is a 'Create' button (annotated with 3A). Below is a 'Template' dropdown menu with 'NCDIT Sourcing Template - Guided Sourcing' selected.

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Navigate to the Team Section and Confirm Sourcing Team Members

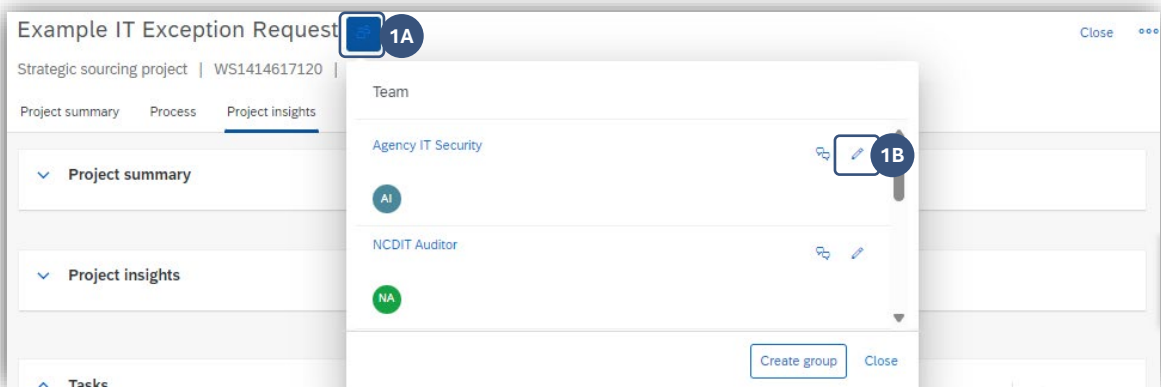
1 After clicking **Create** on the **Create guided sourcing project** page, the Sourcing Project (SP) is saved. Navigate to the **Team** section and add any other users who need access to the SP. By default, only the Sourcing Project Owner who clicked **Create** can edit the SP at this point.

- A. Click the two-person icon to the right of the SP title to access the **Team** section.
- B. Click the pencil icon next to a preloaded group to add other users as team members if necessary.

Users added to the **Project Owner** group will be able to edit the SP.

It is very important that the **Agency IT Security** group be populated with at least one user for approval purposes. If this group is not automatically populated with users, the Sourcing Project Owner should manually add an appropriate user(s).

The **Agency CIO** group is not automatically added to SPs with **IT: Exception Request Only** as the **Solicitation Vehicle**. If they need visibility, add that group manually.



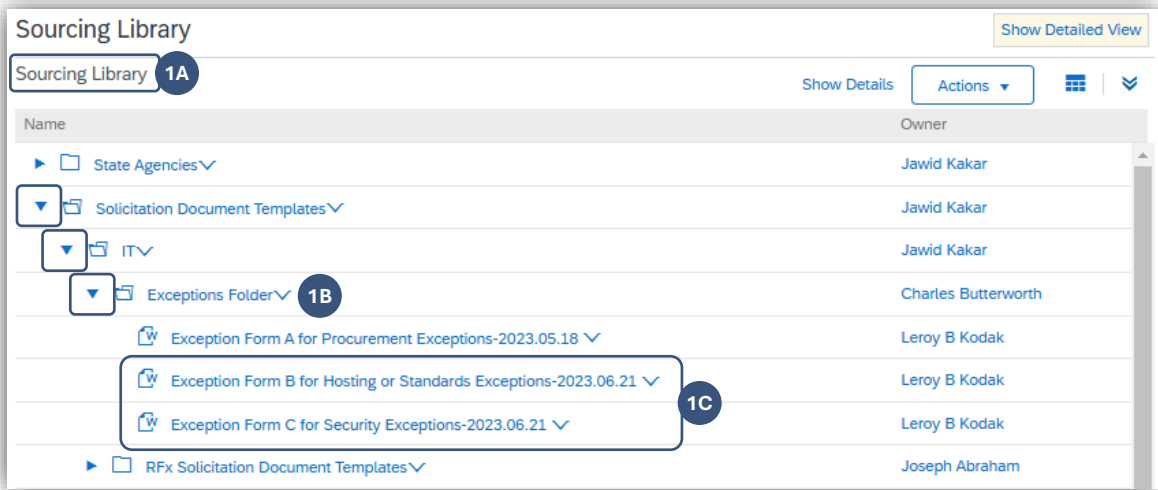
It is encouraged that the main project owner add at least one other user to the **Project Owner** group to serve as a backup with edit access should the main owner be unavailable.

Any changes made to the **Team** section within a SP only apply to that SP. They do not apply to other SPs also created by the same user.

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Navigate to the Events and other documents Section to Upload Exception Request Form

- 1 The **Events and other documents** section will have two folders for Exception Requests; the **Standards Exception Folder** and the **Security Exception Folder**. Before sending the Exception Request to NCDIT for review and approval via the **Tasks** section, the Sourcing Project Owner will have to upload the applicable form and any supporting documentation to the relevant folder.
- A. To start the Exception Request process, the Sourcing Project Owner will need to upload a completed **Standards Exception Request – Form B** or **Security Exception Request – Form C** to the relevant folder in the **Events and other documents** section. These forms are often completed by Agency Business. Agency Procurement may have to download a blank Exception form to provide to Agency Business. To download a blank **Exception Request Form X** to provide to Agency Business, the Sourcing Project Owner will have to access the **Sourcing Library**.
- B. From there, open the **Solicitation Document Templates** folder, then the **IT** folder, then the **Exceptions Folder**.
- C. Click on the relevant Word document form – either **Form B** or **Form C** – and select **Download Draft**.



The **Sourcing Library** can be found by clicking **Manage** in the top right of the Ariba home page

Exception Requests (IT)

2

When the Agency Business user has provided the Sourcing Project Owner with a completed version of the relevant Exception form, the Sourcing Project Owner will need to upload it to the Sourcing Project back in the **Events and other documents** section.

A. Click the blue arrow to the left of relevant Exception folder and click on the **Replace with XXX Exception Request (Form X)** Word document to open it up.

Events and other documents

All (14) | Related to me (0)

Search

Sourcing Resources

Create

Upload

Download

Move

Copy

Delete

	Folders and documents	Type	Version	Status	Owner	Last modified on	Last modified by	Associated tasks
2A	<div> <div></div> <div>Standards Exception Folder</div> </div>	Fo...	Origi...		PO P	01/03/2025		Submit Standards Exception
	<div> <div></div> <div>Replace with Standards Exception Request (Form B).d...</div> </div>	D...	v1	Not ...	PO P	01/03/2025	6 Guided...	
	<div> <div></div> <div>Security Exception Folder</div> </div>	Fo...	Origi...		PO P	01/03/2025		Submit Security Exception R

B. Click the three dots in the top right and select **Replace document** from the dropdown. Select the **Upload a new document** option, choose the completed version of the form, then select **Yes** and click **Replace**. The document's status will update from **Not Edited** to **Draft** when replaced.

Replace with Standards Exception Request (Form B).docx

Document | Not Edited | Doc1414617139 | Unlocked

INSTRUCTIONS: The Standards Exception Request (Form B) should be completed by Agency Business when it is determined that a Standards Exception Request is required. To download a blank Standards Exception Request (Form B) to provide to Agency Business, Agency Procurement can complete the following steps:

1. Go to the Documents tab
2. Click on 'Shortcut to NCDIT Sourcing Library Folder' link
3. Select 'Open'
4. Click on the bold blue triangle to the left of 'Exceptions Folder' to expand the folder
5. Click on the arrow to the right of "Standards Exception Request - Form B"
6. When dropdown shows, select 'Download Draft'

Download
View details
Publish
Lock
Replace document
Add to quick links



If the Sourcing Project Owner needs to add supporting documentation to complement their Exception form, check the box to the left of the relevant Exception folder and click **Upload** at the top of the section to select any relevant files for NCDIT to consider. Repeat this process for as many documents that need to be uploaded.

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Submit Exception Request Form for Approval

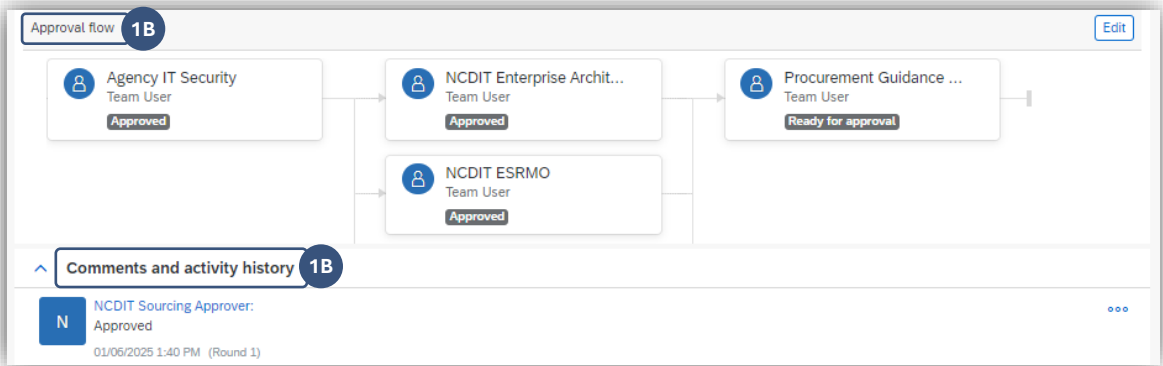
- 1
- The **Tasks** section contains three approval tasks, two to **Submit Standards Exception Request (Hosting/NCID) to NCDIT (if applicable)** and another to **Submit Security Exception Request to NCDIT (if applicable)**.
- A. In the **Tasks** section, click the blue arrow next to **Phase 01** and either scroll to the right and click **Submit** in the **Action** column or click on the **Submit XXX Exception Request to NCDIT (if applicable)** task and click **Submit** in the top right of the task. The approval flow and **Due Date** will be pre-populated.

If the **Due Date** needs to be altered, click into the task and click the **Edit** button to do so.

<input type="checkbox"/>	Phases and tasks	Type	Status	Owner	Due date	Approvers or reviewers	Associate a document	Action
<input checked="" type="checkbox"/>	1A ▾ 01 - IT EXCEPTION REQUEST ONLY	Phase	In P...	PO Pr...	01/20/2025			Set to comp...
<input type="checkbox"/>	Submit Standards Exception Request (Hosting) to ...	App...	Not ...	PO P	01/20/2025	NE NCDIT Ent... + 4	Standards Ex...	1A Submit
<input type="checkbox"/>	Submit Standards Exception Request (NCID) to NC...	App...	Not ...	PO P	01/20/2025	NI NCDIT IA... + 2	Standards Exce...	Submit
<input type="checkbox"/>	Submit Security Exception Request to NCDIT (if ap...	App...	Not ...	PO P	01/20/2025	NE NCDIT ES... + 2	Security Excepi...	Cancel task

- B. When the task has been submitted, its status in the **Tasks** section will automatically update to **In Approval**. To monitor the process of the review, click on the task and scroll down the page. The **Approval flow** portion will show who has or has not approved the task, and the **Comments and activity history** section will provide timestamps for when approvals happened and track any comments provided by the approvers. The status on the **Tasks** section will automatically update to **Approved** when all groups have approved.

Prior to going to NCDIT approvers, the Agency IT Security group that should be automatically added at the beginning of the approval flow will have to approve the request in the Sourcing Tool. They will be sent an email notifying them of the approval task with a link to access the specific approval task in the Sourcing Tool.



- C. Once NCDIT has approved the Exception Request, the Sourcing Project Owner can mark the SP as **completed** in the NC eProcurement Sourcing Tool.