

NC eProcurement

Exception Requests (IT)

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

I. Initiate IT Sourcing Project and Enter Attributes

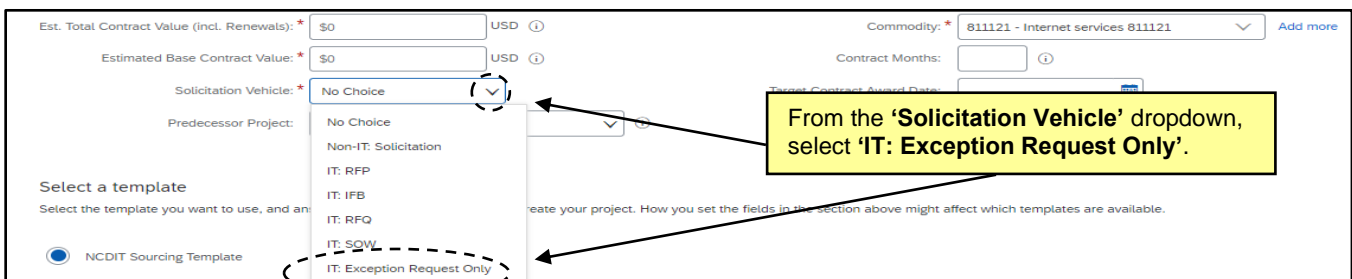
1. Sourcing Project Owners can create a SP in the NC eProcurement Sourcing Tool by clicking on the **'Sourcing Project'** link under the **'Create'** header in the **'Common Actions'** portlet on the left.



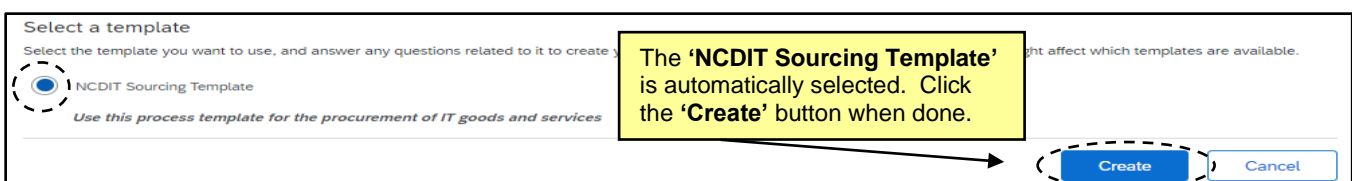
2. The **'Create Sourcing Project'** page will display. Populate all relevant fields, including the eight required fields, as noted by an asterisk (*). Select **'IT: Exception Request Only'** in the **'Solicitation Vehicle'** field.

Notes:

- 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.



3. In the **'Select a template'** section of the **'Create Sourcing Project'** page, note the radio button next to the **'NCDIT Sourcing Template'** is automatically selected. There are no questions to answer. Click the **'Create'** button on the top or bottom right of the screen.



II. Navigate to the Team Tab and Confirm Sourcing Team Members

After clicking 'Create' on the 'Create Sourcing Project' page, the SP is saved and the 'Overview' tab is displayed. Navigate to the 'Team' tab 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.

1. On the 'Team' tab, click on 'Actions' and select 'Edit' from the dropdown to add other users as members to the preloaded groups.

Notes:

- 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.

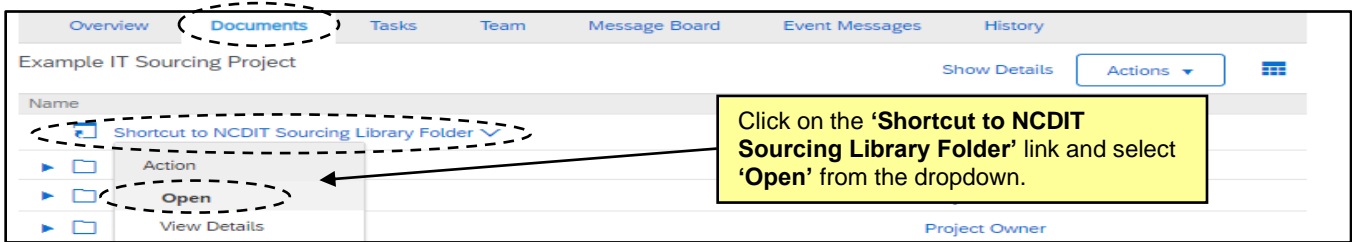
2. On the 'Team' page, change a 'Team Member' by clicking on the down arrow in the 'Members' box or click on 'Add more' to include other users. There is also an 'Add Group' button that will allow for additional 'Team Groups' to be added. When all changes have been made, click 'OK'.

Note: Any changes made to the 'Team' tab within a SP only apply to that SP and not to other SPs also created by the same Sourcing Project Owner.

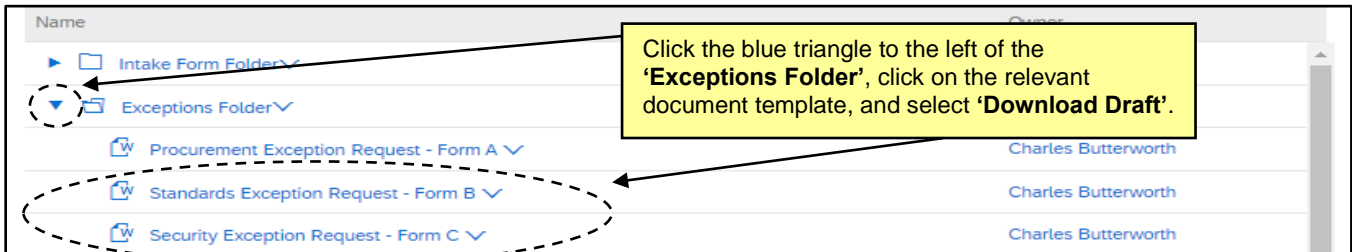
III. Navigate to the Documents Tab to Upload Exception Request Form

The **'Documents'** tab will include a **'Shortcut to NCDIT Sourcing Library Folder'** where the Sourcing Project Owner can download document templates for their Exception Request, as well as two folders; the **'Standards Exception Request Folder'** and the **'Security Exception Request Folder'**. Before sending the Exception Request to NCDIT for review and approval via the **'Tasks'** tab, the Sourcing Project Owner will have to upload the applicable form and any supporting documentation to the relevant folder.

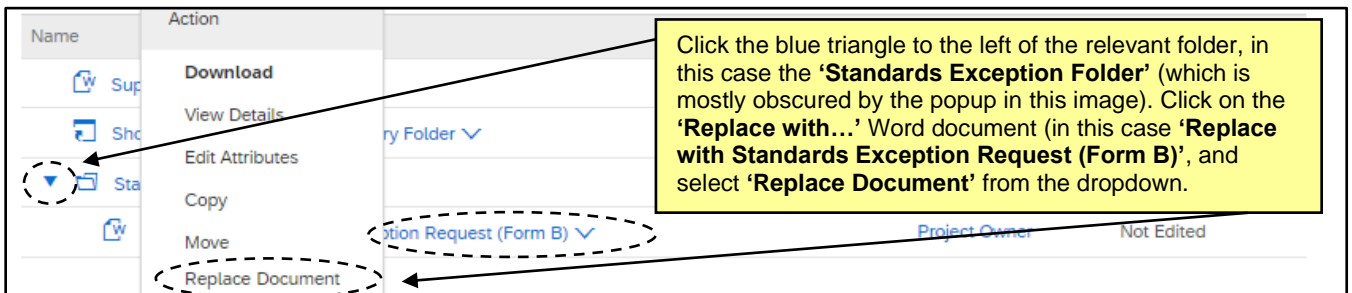
1. To start the Exception Request process, the Sourcing Project Owner will need to upload a completed **'Standards Exception Request – Form B'** or **'Security Exception Request – Form C'** to the relevant folder on the **'Documents'** tab. These forms are often completed by Agency Business. Agency Procurement may have to download a blank Exception form to provide to Agency Business by clicking on the **'Shortcut to NCDIT Sourcing Library Folder'** link at the top of the **'Documents'** tab and selecting **'Open'** from the dropdown.



2. Click the blue triangle to the left of the **'Exceptions Folder'**, click on the relevant Word document form – either **'Form B'** or **'Form C'** – and select **'Download Draft'**.



3. 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 on the **'Documents'** tab, click the blue triangle to the left of the relevant Exception folder, click on the **'Replace with XXX Exception Request (Form X)'** Word document, and select **'Replace Document'** from the dropdown. Choose the completed version of the relevant Exception form, follow the steps on the subsequent pages to **'Replace document by the updated file'**, click **'OK'**, and then **'Save'**. The document's **'Status'** will update from **'Not Edited'** to **'Draft'** when replaced.



NC eProcurement

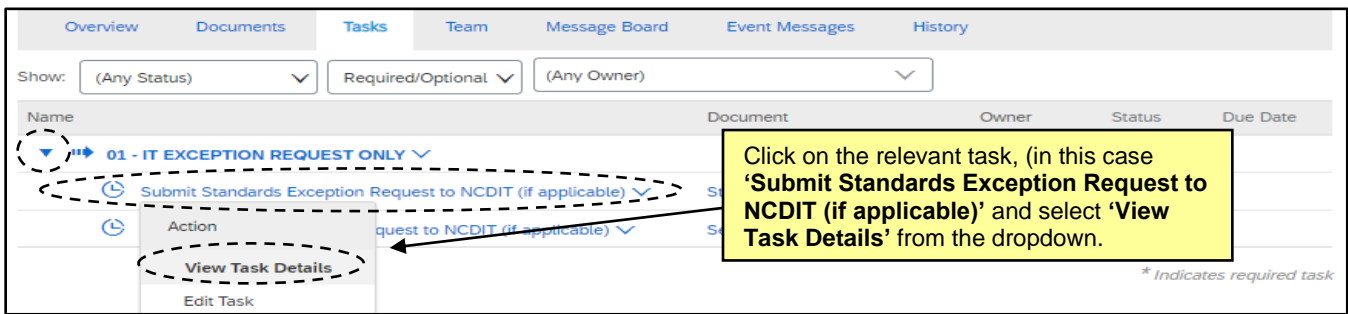
Exception Requests (IT)

- If the Sourcing Project Owner needs to add supporting documentation to complement their Exception form, click on the relevant Exception folder, and select **'Document'** beneath **'Upload'** in the popup.
- On the subsequent **'Create Document'** page, choose any relevant files for NCDIT to consider. Click **'Create'** then **'Done'**. Repeat these steps for as many documents that need to be uploaded.

IV. Submit Exception Request Form for Approval

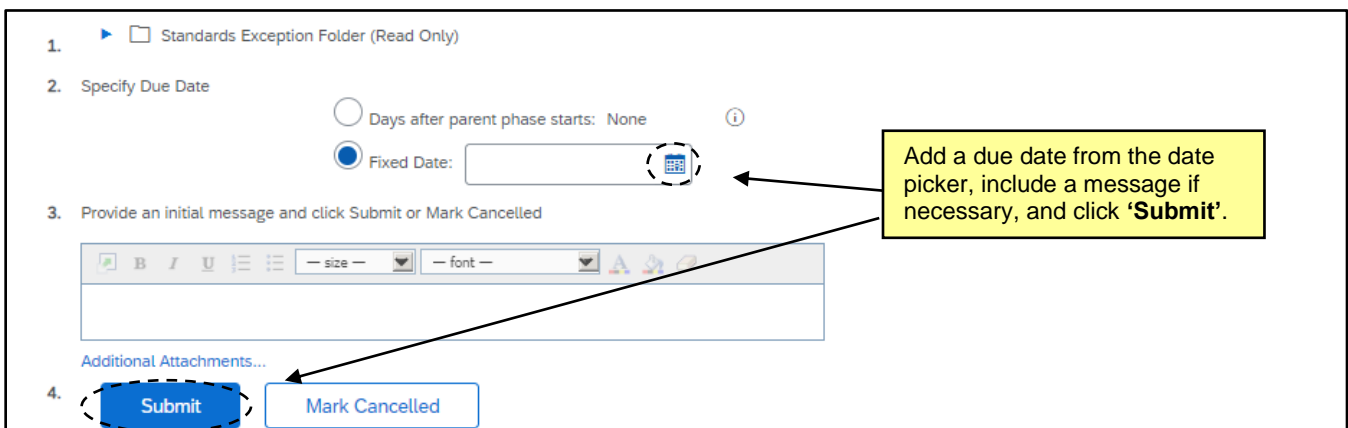
The **'Tasks'** tab contains two approval tasks, one to **'Submit Standards Exception Request to NCDIT (if applicable)'** and another to **'Submit Security Exception Request to NCDIT (if applicable)'**.

- On the **'Tasks'** tab, click on the **'Submit XXX Exception Request to NCDIT (if applicable)'** task. Select **'View Task Details'** from the dropdown.



- On the subsequent **'Approval Task'** page, it is important to specify a due date from the date picker in the **'Fixed Date'** field. We recommend giving a minimum of five business days for NCDIT to complete its approval. Click **'Submit'** to send the document to NCDIT for approval.

Note: 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.



NC eProcurement Exception Requests (IT)

- When the task has been submitted, its **'Status'** on the **'Tasks'** tab will automatically update to **'In Approval'**. To monitor the process of the review, click on the task and select **'View Task Details'** from the dropdown. Look for any comments by approval groups on the **'Task History'** tab (visible upon scrolling down the **'Approval Task'** page). To note the approval groups who have approved the document, click on the **'Approval Flow'** tab next to **'Task History'** and look for the green **'Approved'** boxes. The **'Status'** of the **'Tasks'** tab will automatically update to **'Approved'** when all approval groups have approved.

The screenshot shows the 'Approval Flow' tab in the system. On the left, there are tabs for 'Properties', 'Task History', and 'Approval Flow'. The 'Task History' tab is selected and circled with a dashed line. Below it, a 'Submitted' status is shown. The main area displays three approval boxes, each with a green checkmark and the word 'Approved' above the approver's name: 'classroomtraining38 (Agency IT Security)', 'classroomtraining38 (NCDIT IAM Operations)', and 'NCDIT Sourcing Approver (NCDIT Enterprise Architecture)'. A yellow callout box on the right states: 'A green box on the 'Approval Flow' tab will indicate that an approval group has approved the document(s) within the task. Click on the 'Task History' tab to see any messages left by the approver(s).'

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