

TIPS FOR SUBMITTING AN SPRC REQUEST

Use this checklist to initiate a project with TeamWorks by completing a SAO Project Request Committee (SPRC) form

LOCATING THE SPRC FORM

- Use any browser and search: “State Accounting Office Georgia” (<https://sao.georgia.gov/>)
- On the SAO homepage, select the “TeamWorks” box and then “Customer Service Center” in the dropdown.
- In the left navigation panel select “Service Level Objective and Severity”
- Scroll three quarters of the way down the page until you see “Project Supports Services” header
 - Please read all the information underneath the “Project Supports Services” header before submitting an SPRC request
- After reading, you will find the link to submitting your SPRC request in the first paragraph under the “Title”

SUBMITTING AN SPRC REQUEST

- Read both paragraphs and open “Read Full Enterprise Application Announcement Here” if it applies to your request
 - If you are filling out the form you are the “Requestor”, please input all of your information into the correct boxes
- If you are unsure of your Agency Approver, please email SAO-PMO SAO-PMO@sao.ga.gov
- Both you and your Agency Approver will receive a confirmation email once the SPRC has been submitted
 - Please fill out the rest of the form to the best of your knowledge, the more information the better.

FREQUENTLY ASKED QUESTIONS

Q. What happens after I have submitted my SPRC Request?

A: A SAO representative will reach out to you to schedule an SPRC presentation

Q. What is an SPRC presentation?

A: An SPRC presentation involves meeting with TeamWorks management. Five minutes will be for the presentation of your request and five minutes for a Q&A with TeamWorks management. You have the option of either a conference call or in-person SPRC presentation.

Q. When are SPRC meetings held?

A: SPRC meetings are held on the second Tuesday of every month at 1:00pm.

Q: After the SPRC Meeting what will happen to my request?

A: The request will go through an approval process. There will be a follow-up with the requestor when the project has been approved or denied.