Birmingham Research Bulletin: ESO Service Catalog for ISSO Support

July 11, 2022

Overview

On May 17, 2021, Enterprise Security Operations (ESO) released ESO Bulletin No. 405, which detailed that ESO has updated the Open Ticket Report (ORT) Process to include the creation of ServiceNow (SNOW) tickets for Information Systems Security Officer (ISSO) required services. The new policy went into effect on July 5, 2022.

The Office of Research and Development (ORD), in VHA Directive 1200.01, has deemed it necessary for the ISSO to conduct a "review of studies that involve the collection, processing, storage, and transmission of research data." This includes ALL Research, including Animal studies.

The current process for ISSO review of the Research Protocol and the ERDSP form occurs via email and in IRBNet. However, with this modification, Research Teams (Coordinators/Investigators) are now required to submit a SNOW Ticket through https://yourit.va.gov/ to request review of the Research Protocol and the ERDSP form prior to submission in IRBNet.

New Process

The following Flow Chart provides a visual representation of the new process for ISSO review of the Research Protocol and ERDSP form.