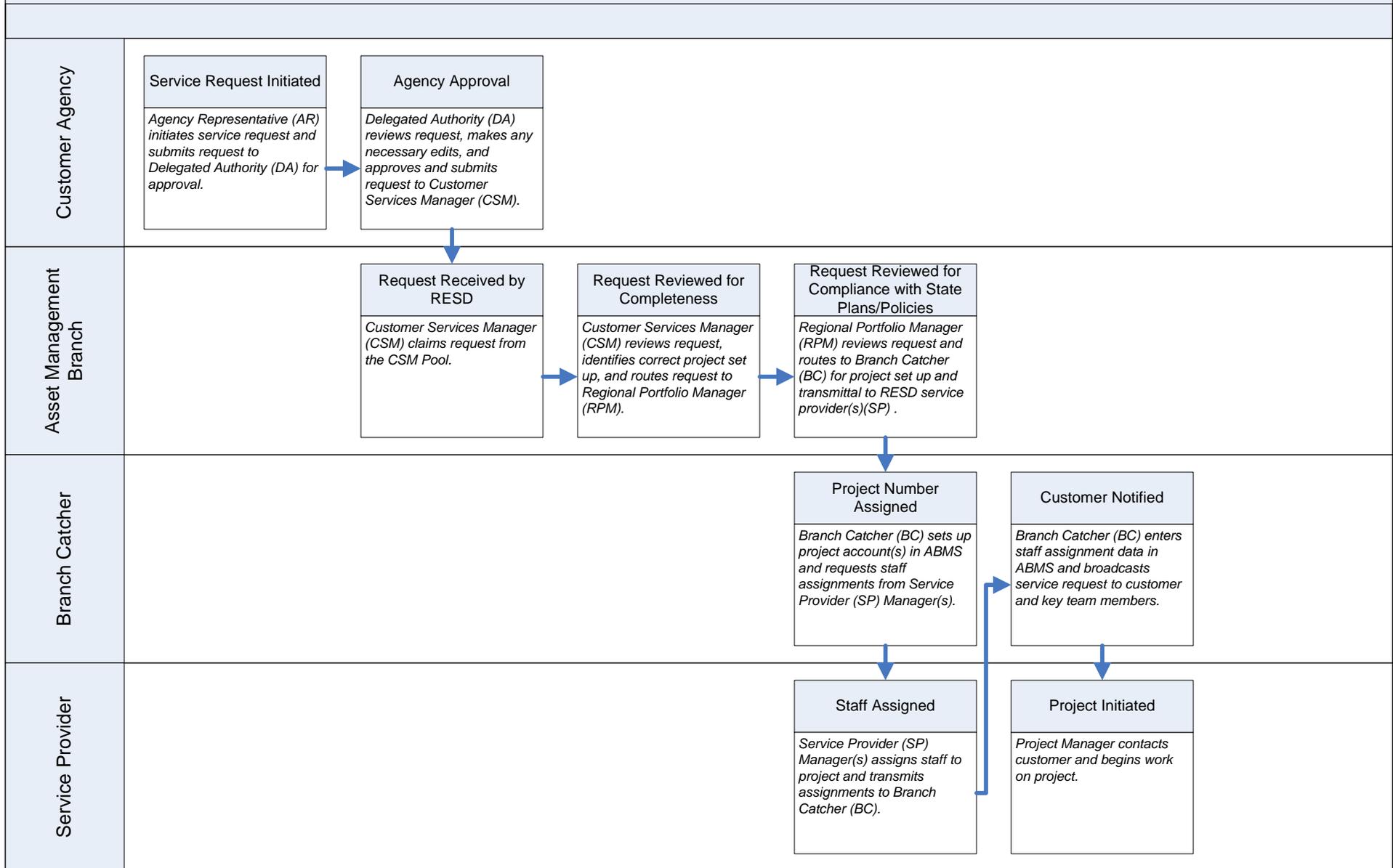


**Department of General Services (DGS), Real Estate Services Division, Global CRUISE Work Flow**  
From Request to Project Initiation



**ROLES:**

**Agency Representative (AR):** Requestor of services.

**Delegated Authority (DA):** Responsible for approving the agency's requests for services.

**Customer Services Manager (CSM):** Initial point of contact for RESD projects.

**Regional Portfolio Manager (RPM):** Asset manager of State-owned properties.

**Branch Catcher (BC) aka Project Support Analyst, Project Coordinator and/or Project Support Administrator:** Sets up ABMS accounts and broadcasts requests.

**Service Provider (SP) Manager:** RESD Manager who assigns staff to provide service.