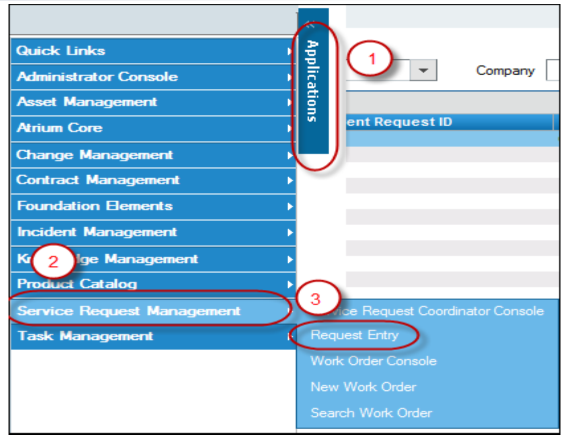
# SERVICE REQUEST MANAGEMENT

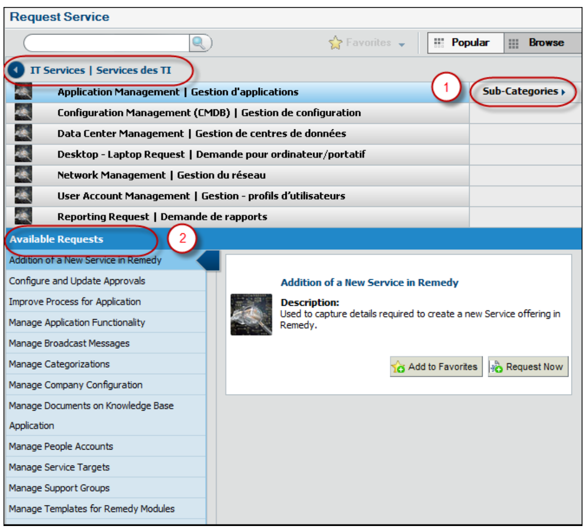
## CREATING A SERVICE REQUEST

### REQUEST ENTRY—SELECTING A SERVICE REQUEST

Creating a Service Request in Remedy ITSM simplifes the user experience by allowing you to easily navigate to the Request you wish to submit and to respond to a series of predefined questions.

1. Select **Applications**
2. Choose **Service Request Management**
3. Select **Request Entry**




On the Request Service screen you will see a list of available Requests under the IT Services portfolio. The list presented here is the full list of request types you can submit under this category. You can get a more defined list of Service Request options by clicking through the Navigational Categories.

1. Click on **Sub-Categories**

2. Displayed is a **list of Service Requests** broken out by the Tier Two Navigational Categories as listed.

1. Click on **Sub-Categories** to further define the list of SR's.

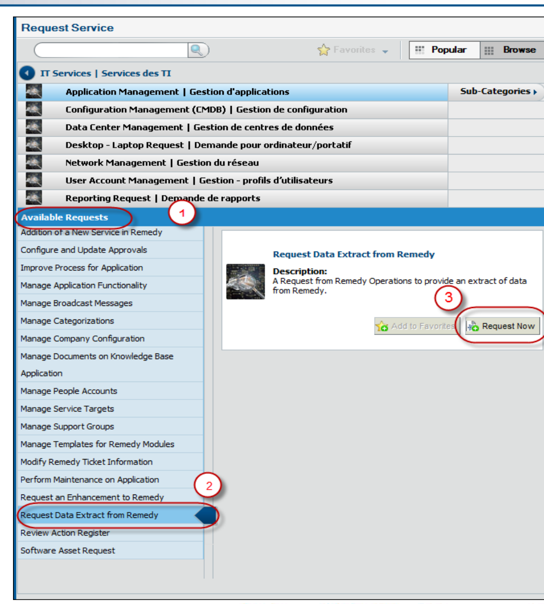
### SUBMITTING THE REQUEST

1. Under **Available Requests** locate in the list the Request you wish to submit
2. Highlight the **Request** you wish to submit
3. Click **Request Now**

A Request submission form will open that will prompt you to respond to questions pertinent to the selected Service Request.

All **bolded fields** are mandatory and must be responded to.

Based on your response to the question you may see an additional question(s) displayed.

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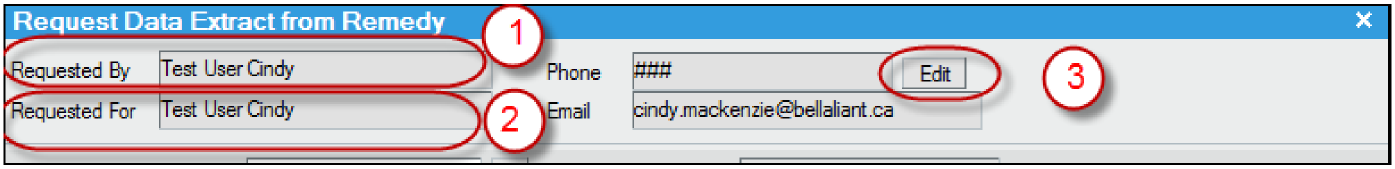
## REQUEST ENTRY FORM—STANDARD INFORMATION

The questions will be specific to the selected Service Request however there is some standard information that is required on all Service Requests.

## REQUESTER INFORMATION

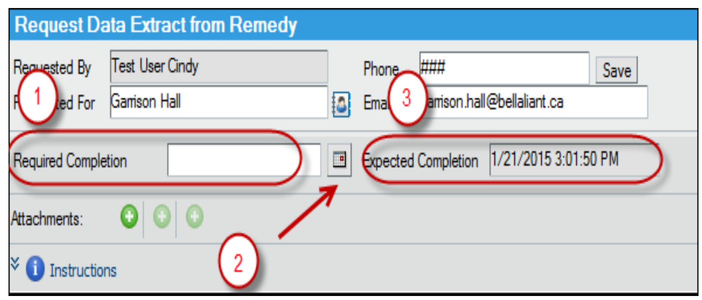



1. **Requested By—**Defaults to the individual submitting the Request—Cannot be edited
2. **Requested For**—Defaults to the individual submitting the Request—Can be edited
3. **Edit** button—to modify the Requested For individual

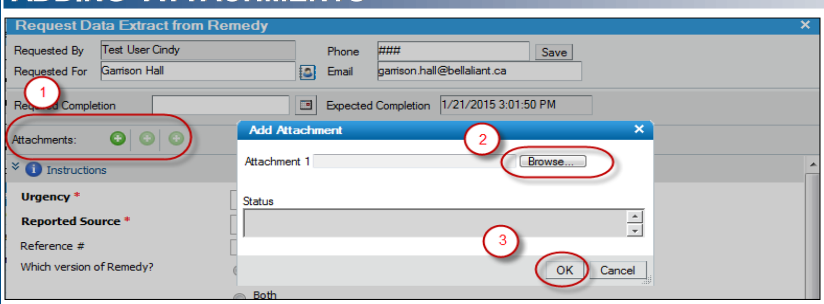
Once you select the **Edit** option you can use the type ahead functionality to select the **Requested For** individual from a list. Once the name is selected the email address will be modified to align with the corresponding Requested For individual.

## REQUIRED COMPLETION DATE

1. **Required Completion Date**– Date that it is 'Required' to have the Request Completed
2. **Calendar** Selection Box—Use to populate the Required Completion Date
3. **Expected Completion Date**— Earliest date the Request will be completed



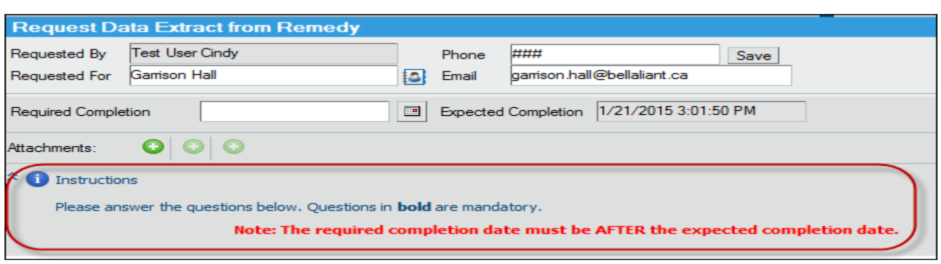

## ADDING ATTACHMENTS




1. Click the **plus sign** to add an attachment
2. **Add Attachment** dialog box opens, **browse** to the location of your attachment
3. Click **OK**

## REQUEST INSTRUCTIONS

Each Service Request has a set of **Instructions.** Click on the blue arrows to view the Instructions.




Continue to respond to the questions and click '**Submit**' when completed.

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