

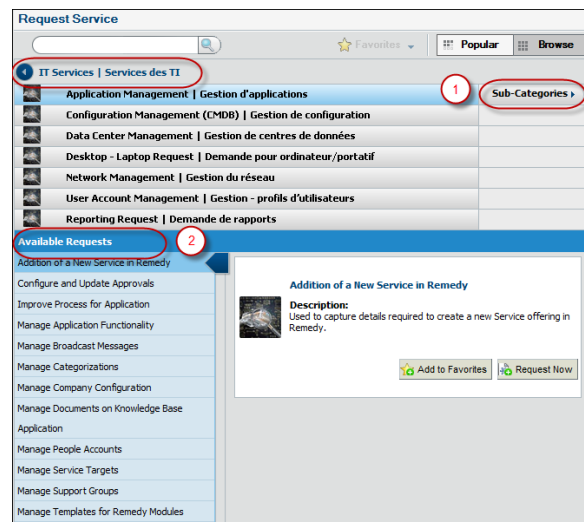
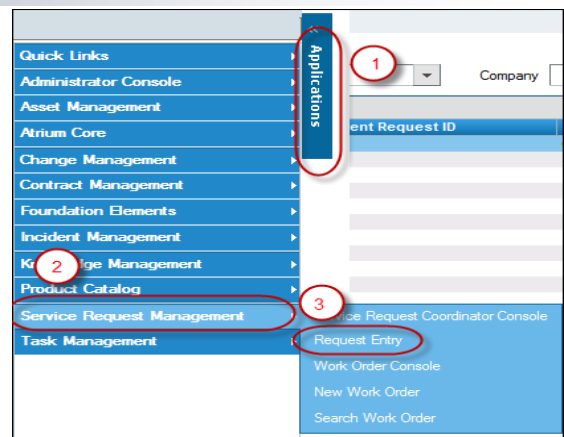
SERVICE REQUEST MANAGEMENT

CREATING A SERVICE REQUEST

REQUEST ENTRY—SELECTING A SERVICE REQUEST

Creating a Service Request in Remedy ITSM simplifies 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.

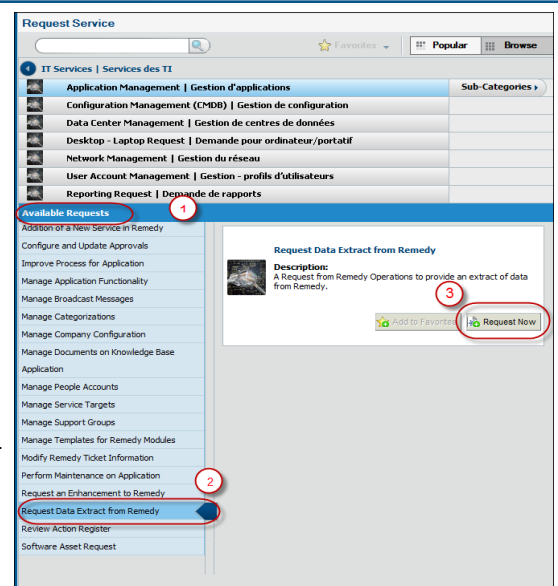
SUBMITTING THE REQUEST

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.



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

The screenshot shows the 'Request Data Extract from Remedy' window. The 'Requested By' field contains 'Test User Cindy' and is circled with a red '1'. The 'Requested For' field also contains 'Test User Cindy' and is circled with a red '2'. The 'Phone' field contains '###' and the 'Email' field contains 'cindy.mackenzie@bellaliant.ca'. An 'Edit' button is circled with a red '3'.

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

The screenshot shows the 'Request Data Extract from Remedy' window. The 'Requested For' field contains 'Garrison Hall' and is circled with a red '1'. The 'Email' field contains 'gamson.hall@bellaliant.ca' and is circled with a red '3'. The 'Required Completion' field is empty and circled with a red '2'. The 'Expected Completion' field contains '1/21/2015 3:01:50 PM' and is circled with a red '3'. A red arrow points from the 'Expected Completion' field to the 'Required Completion' field.

ADDING ATTACHMENTS

The screenshot shows the 'Request Data Extract from Remedy' window with the 'Add Attachment' dialog box open. The 'Attachments' section in the main window has a plus sign circled with a red '1'. The 'Add Attachment' dialog box has a 'Browse...' button circled with a red '2' and an 'OK' button circled with a red '3'.

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.

The screenshot shows the 'Request Data Extract from Remedy' window. The 'Instructions' section is circled with a red '1'. The instructions text reads: 'Please answer the questions below. Questions in **bold** are mandatory. **Note: The required completion date must be AFTER the expected completion date.**'

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