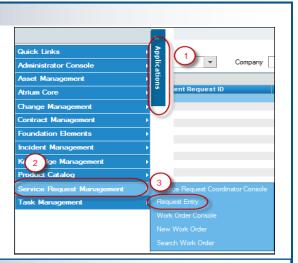
## SERVICE REQUEST MANAGEMENT VIEWING MY SUBMITTED SERVICE REQUESTS

## REQUEST ENTRY—LOCATING YOUR SERVICE REQUEST

To locate your Service Requests in ITSM navigate to the **Request Entry** screen:

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



## **MY REQUESTS**

**My Requests** On the right hand side of the Request Service screen you will see a Show Open and draft requests Q list of 'My Requests'. This list reflects all requests that 'you' have submitted. 1-4 - I - 4 of 6 4 Addition of a New Service in Remedy 1. Show results are based on various status on the Request Request ID: REO00000002998 All—all status of Requests • Submitted: 1/15/2015 12:40:19 PM For: Garrison Hall **Open and draft Requests** - Open and those to be submitted Status: Waiting Approval **Requests needing attention** Request Again | Cancel | Details Recently closed requests—shows cancelled and rejected along with Closed Addition of a New Service in Remedy **Requests closed since last login** • REQ00000002997 Request ID: **Closed Requests** • Submitted: 1/15/2015 12:36:39 PM Test User Cindy For: Status: Draft 2. Number of Displayed Requests—allows you to control which Complete | Request Again | Cancel requests you are seeing; you will see four requests at a time. To see the 'next chunk' of your requests click the drop down or use the ar-Manage Company Configuration REQ00000002957 Request ID: rows to scroll through the groupings. 1/13/2015 2:37:38 PM Submitted: For: Test User Cindy 3. Details of the Request In Progress Status: Title of the Request • Request Again | Cancel | Details 4 **Request ID Number** • Submitted Date • Manage Company Configuration Status of the Request Request ID: REQ00000002883 • Submitted: 12/23/2014 2:51:46 PM 4. Links to take action on the Request Test User Cindv For: Status: In Progress Request Again—Allows you make this request again Request Again | Cancel | Details Cancel- Allows you to cancel the Request • **Details**—Opens a box containing the details that were entered on the Request **Complete**—Allows you to open, edit and ubmit a draft Request • **Bell**Aliant Locate the Request you wish to review under the **My Requests** table and click on the blue link, the **Title of the Request**, to open it. You will see the **Status bar** that indicates the status of the submitted Request.

1. The **Details Tab** 

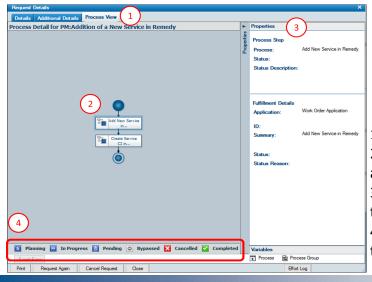
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| Request Details 1 al Deta | Is Process View 2                   |   |  |            |  |
|---------------------------|-------------------------------------|---|--|------------|--|
| Dran                      | Waiting Approval                    | In Progress                                     | Completed  | Closed     |  |
| General Information       | 3                                   | Activity Log                                    |  |            |  |
| Request Status:           | Waiting Approval                    | 1/15/2015 5:13:42 PM ; Test User Cindy (CindyT) |  |            |  |
| ID:                       | REQ00000002998                      |   | More information about the Request I have submitted. |            |  |
| Title:                    | Addition of a New Service in Remedy | More mornadon e                                 | bout the Request 1 have                              | submitted. |  |
| Turnaround Time:          | 6 Days                              |   |  |            |  |
| Request Coordinator:      |                                     |   |  |            |  |
| Submit Date:              | 1/15/2015 12:40:19 PM               |   |  |            |  |
| Required Completion:      | 1/30/2015 5:00:00 PM                |   |  |            |  |
| Expected Completion:      | 1/21/2015 12:40:04 PM               |   |  |            |  |
| Requested By:             | Test User Cindy                     |   |  |            |  |
| Requested For:            | Garrison Hall                       |   |  |            |  |
| Company:                  | Bell Aliant                         |   |  |            |  |
| Phone:                    | ***                                 |   |  |            |  |
| Email:                    | garrison.hall@bellaliant.ca         |   |  |            |  |
|                           |                                     |   |  |            |  |
|                           |                                     |   |  |            |  |
|                           |                                     |   |  |            |  |
|                           |                                     |   |  |            |  |
|                           |                                     |   |  |            |  |
|                           |                                     | Notes : dype                                    | your activity log text here>                         |            |  |
|                           |                                     | Attachment File I                               |  | •          |  |
| Print Request Again       | Cancel Request Close                |   | Effort Log   |            |  |

- 1. The Additional Details Tab
- 2. **Question Responses** the responses to your questions when submitting the Request
- 3. **Approval History**—shows who has to approve the Request and the status of each approval



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2. Status Bar—indicates which status your Re-

 General Information—details of your Request
 Activity Log—provides the ability for you to add notes or an attachment to the Request you

Type the notes you wish to add in the Notes

field or add an Attachment and click Add

1. The **Process View** tab

 Process Diagram—displays the status of each associated fulfillment record (Work Order, Change)
 Properties—Details of the selected record in

the process diagram

4. **Status Legend**—used to identify the status of the selected fulfillment record

## **REQUEST DETAILS OPTIONS**

You will see five buttons at the bottom of the Request Details screen:

- Print—Opens a screen containing the General Details and Question Responses to print
- Request Again—a button that allows you to copy this Request and submit again
- Cancel Request—button allowing you to cancel the Request
- Close— closes the Request Details box and takes you back to the My Request screen
- Effort Log— link that opens the Request Effort Log allowing you to add effort to the Request

