

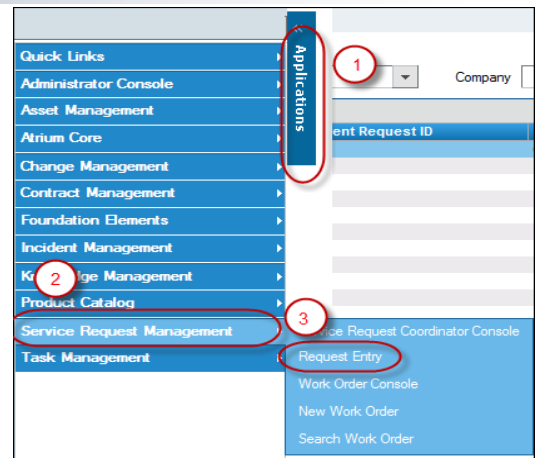
SERVICE REQUEST MANAGEMENT

VIEWING MY SUBMITTED SERVICE REQUESTS

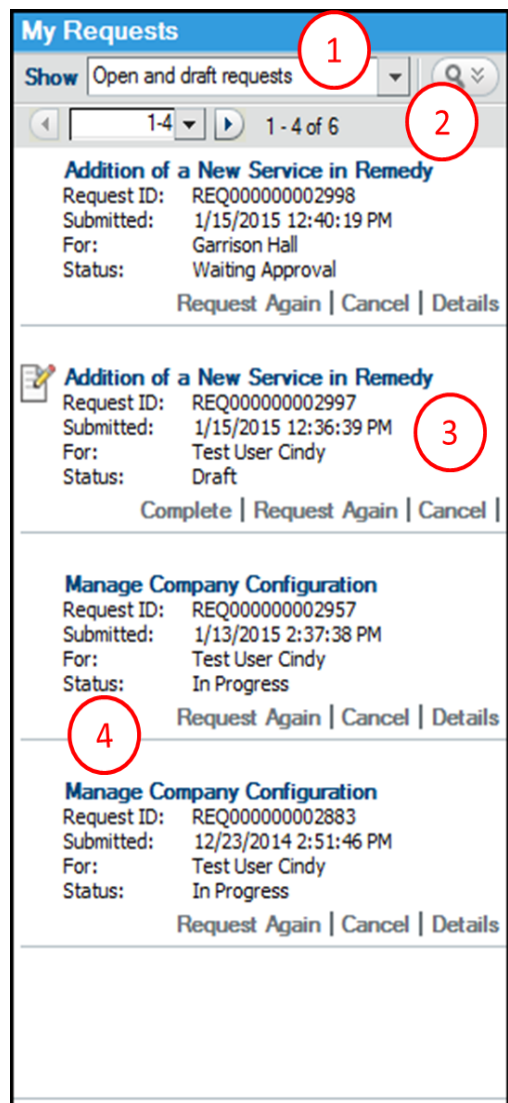
REQUEST ENTRY—LOCATING YOUR SERVICE REQUEST

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

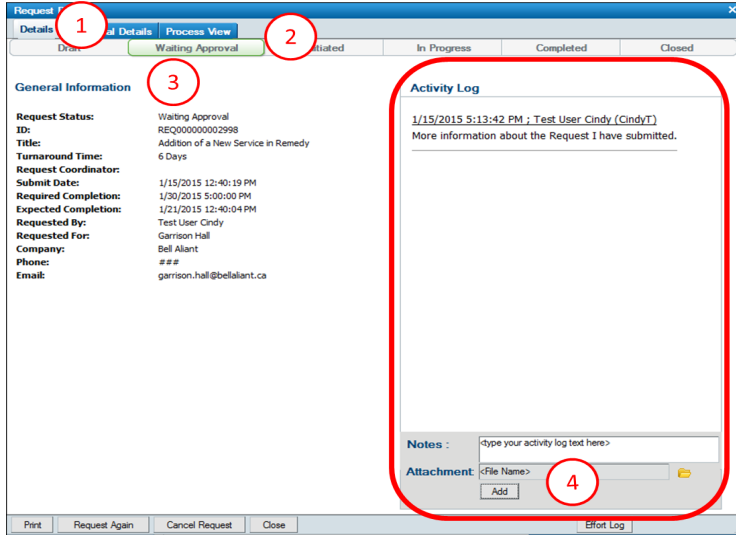


On the right hand side of the **Request Service** screen you will see a list of **'My Requests'**. This list reflects all requests that 'you' have submitted.

1. **Show** results are based on various status on the Request
 - **All**—all status of Requests
 - **Open and draft Requests** - Open and those to be submitted
 - Requests needing attention
 - **Recently closed requests**—shows cancelled and rejected along with Closed
 - **Requests closed since last login**
 - **Closed Requests**
2. **Number of Displayed Requests**—allows you to control which 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 arrows to scroll through the groupings.
3. **Details** of the Request
 - Title of the Request
 - Request ID Number
 - Submitted Date
 - Status of the Request
4. Links to **take action** on the Request
 - **Request Again**—Allows you make this request again
 - **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 submit a draft Request

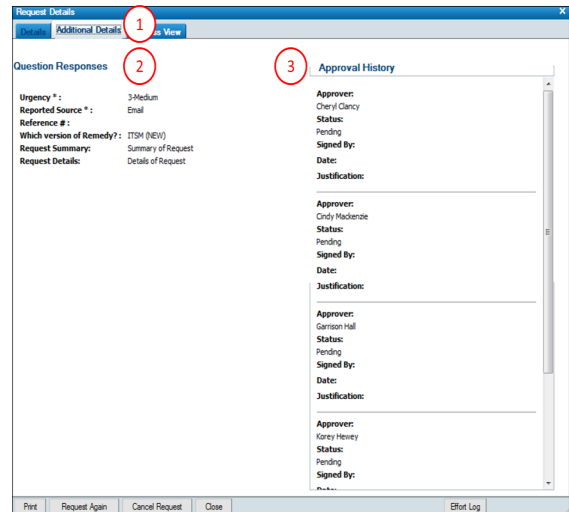
REQUEST DETAILS—REVIEW A SERVICE REQUEST

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.

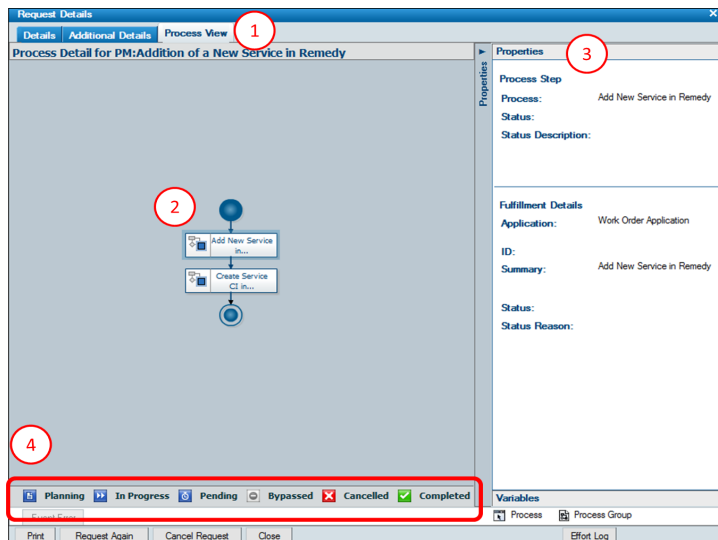


1. The **Details Tab**
2. **Status Bar**—indicates which status your Request is in
3. **General Information**—details of your Request
4. **Activity Log**—provides the ability for you to add notes or an attachment to the Request you are viewing
 - Type the notes you wish to add in the Notes field or add an Attachment and click **Add**

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



1. The **Process View tab**
2. **Process Diagram**—displays the status of each associated fulfillment record (Work Order, Change)
3. **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