

# NEWCASTLE UNIVERSITY IT SERVICE NU SERVICE ANALYST HOW-TO GUIDE: CREATE A NEW SERVICE REQUEST

## CONTENTS

1. Creating a new Service Request using the web-desk service..... 3

## DOCUMENT CONTROL

Document name:	Analyst Guide – How to create a Service Request
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## VERSION HISTORY

Version	Date	Author	Change
0.1	06/01/2022	Aidan Fay	Created

## PROCEDURE

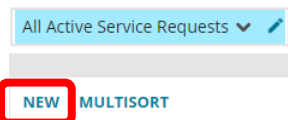
All NUIT analysts can create a new Service Request on NU Service; service requests are items that can be selected from the published service catalogue. All mandatory fields marked as \* must be completed to save the record.

### 1. CREATE A NEW SERVICE REQUEST

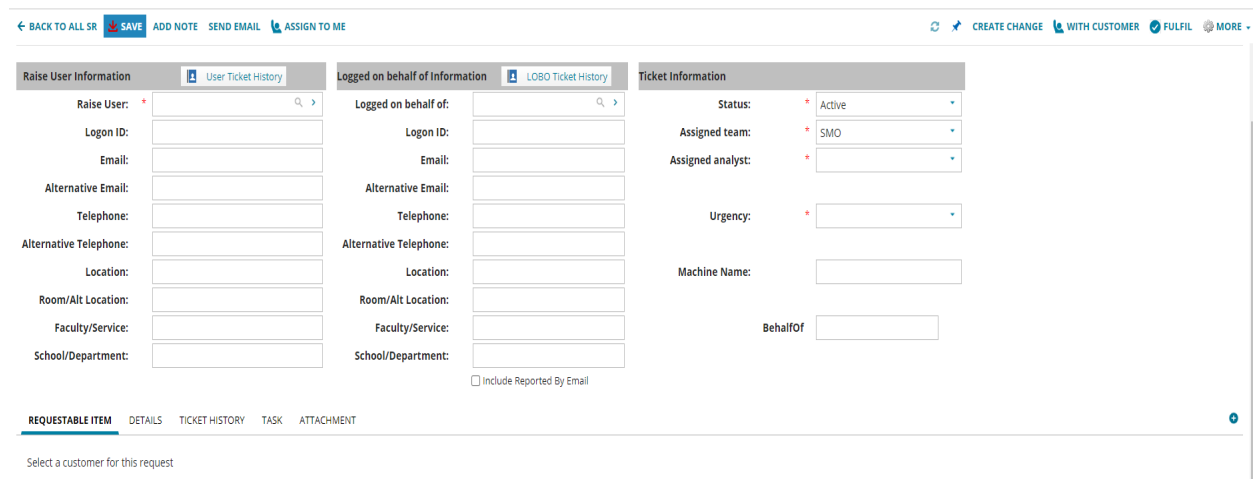
1.1. First, go to the **SERVICE REQUEST** workspace.



1.2. Then select **NEW**



1.3. The Service Request window will open.



← BACK TO ALL SR **SAVE** ADD NOTE SEND EMAIL ASSIGN TO ME CREATE CHANGE WITH CUSTOMER FULFIL MORE...

Raise User Information	Logged on behalf of Information	Ticket Information
<b>Raise User:</b> * <input type="text"/> <span>🔍 &gt;</span> Logon ID: <input type="text"/> Email: <input type="text"/> Alternative Email: <input type="text"/> Telephone: <input type="text"/> Alternative Telephone: <input type="text"/> Location: <input type="text"/> Room/Alt Location: <input type="text"/> Faculty/Service: <input type="text"/> School/Department: <input type="text"/>	<b>Logged on behalf of:</b> <input type="text"/> <span>🔍 &gt;</span> Logon ID: <input type="text"/> Email: <input type="text"/> Alternative Email: <input type="text"/> Telephone: <input type="text"/> Alternative Telephone: <input type="text"/> Location: <input type="text"/> Room/Alt Location: <input type="text"/> Faculty/Service: <input type="text"/> School/Department: <input type="text"/>	<b>Status:</b> * Active <span>▼</span> <b>Assigned team:</b> * SMO <span>▼</span> <b>Assigned analyst:</b> * <span>▼</span> <b>Urgency:</b> * <span>▼</span> <b>Machine Name:</b> <input type="text"/> <b>Behalf of:</b> <input type="text"/>

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**REQUESTABLE ITEM** DETAILS TICKET HISTORY TASK ATTACHMENT

Select a customer for this request

1.4. Select a Raise user from the Raise User field.



**Raise User Information** User Ticket History

**Raise User:** \*  🔍 >

1.5. The **Logged on behalf of field** is optional and allows a customer to log a request on behalf of another person.

Logged on behalf of Information
LOBO Ticket History


Logged on behalf of:


1.6 Next, select the appropriate template from **REQUESTABLE ITEM**. Requestable Items are visible when the raise user field has been populated. Select the category under all categories or use the 'Find Templates' field.


REQUESTABLE ITEM
DETAILS
TICKET HISTORY
TASK
ATTACHMENT


password


All categories
Most popular
Audio Visual
Communication
End User Computing (PC, Laptop, Windows, Linux)
Enterprise Wide Applications (Finance, HR, Marketing, Student Management etc.)
Estates & Buildings Applications
Fixed and Mobile Telephony


**Campus Password Reset**  
For Campus account password resets

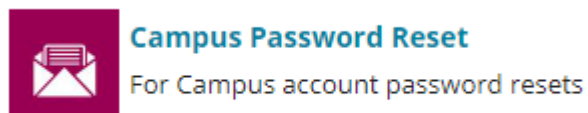

**S3P Portal - Password Reset**  
Reset an S3P portal password.


**Aspire Portal - Password Reset**  
Reset an Aspire portal password.


**Local Account Password Reset**  
Password reset request for local accounts. NOTE that this is not for domain accounts.


**MyWorkplace Portal - Password Reset**  
Reset a MyWorkplace Portal password.

1.7 Once you have selected a template, you will need to complete the mandatory fields. All requestable items are bespoke, and designed with specific criteria agreed with the Service Owner. In this example, we will use Campus Password Reset:



Once selected you will be prompted to complete the relevant fields for the request:

[< Select a different template](#)

\* = required

**SERVICE OPTIONS**

\* Please enter account UserID

This can be a personal or role account.

Please confirm your contact  
\* telephone number:

1.6. Next complete the **Urgency** under ticket information.

**Ticket Information**

Status:	*	<input type="text" value="Active"/>
Assigned team:	*	<input type="text" value="SMO"/>
Assigned analyst:	*	<input type="text" value="Aidan Fay (Aidan Fay)"/>
Urgency:	*	<input type="text" value="Low"/>

1.7. Save the record from the '**SAVE**' button above the Customer and status details.

**CUSTOMER AND STATUS**

**Raise User Information**

The Service Request has now been logged.

