

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

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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

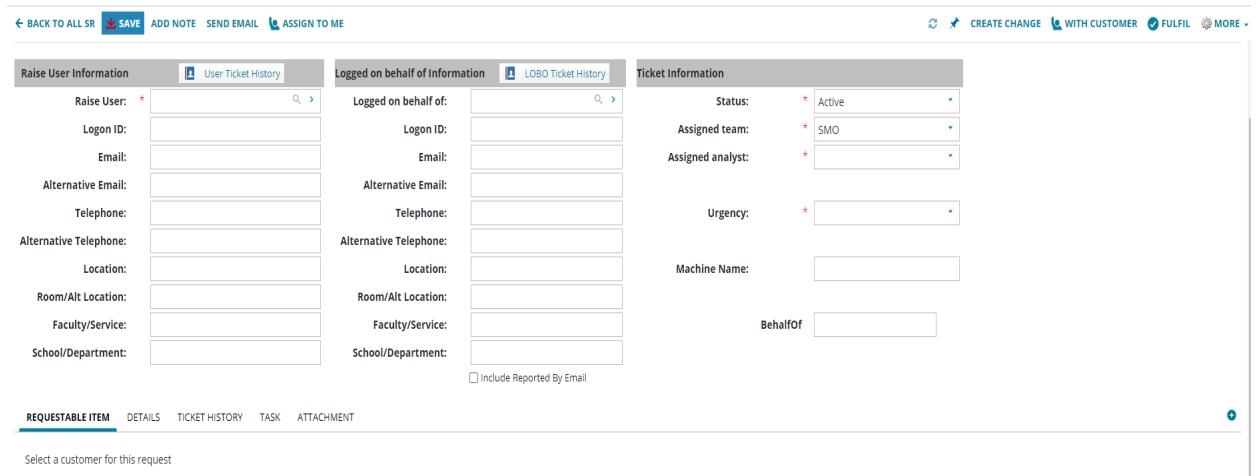
1.1. First, go to the **SERVICE REQUEST** workspace.



1.2. Then select **NEW**

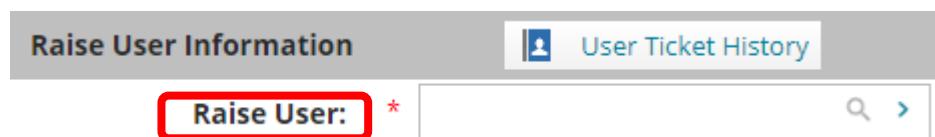


1.3. The Service Request window will open.



The screenshot shows the 'Raise User Information' tab selected in the Service Request window. The 'Raise User:' field is highlighted with a red box. Other fields include Logon ID, Email, Alternative Email, Telephone, Alternative Telephone, Location, Room/Alt Location, Faculty/Service, and School/Department. The 'Logged on behalf of Information' and 'Ticket Information' tabs are also visible.

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



The screenshot shows the 'Raise User Information' sub-form. The 'Raise User:' field is highlighted with a red box. Other fields include Logged on behalf of, User Ticket History, and a search bar.

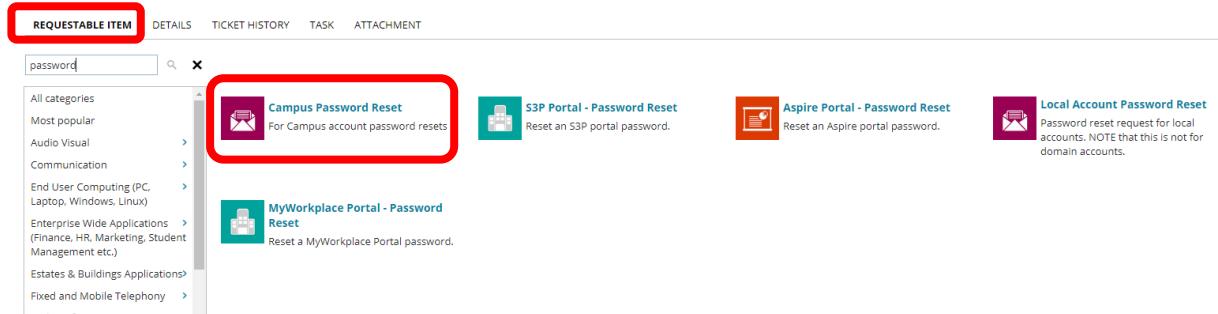
1.5. The **Logged on behalf of** field is optional and allows a customer to log a request on behalf of another person.



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

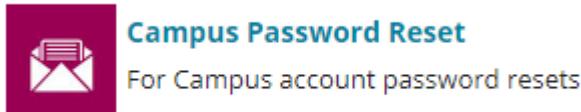
S3P Portal - Password Reset Reset an S3P portal password.

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:



Campus Password Reset
For Campus account password resets

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: naf99

This can be a personal or role account.

Please confirm your contact
* telephone number: 0191 2081234

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

Ticket Information

Status:	* Active
Assigned team:	* SMO
Assigned analyst:	* Aidan Fay (Aidan Fay)
Urgency:	* Low

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

SAVE NEW

CUSTOMER AND STATUS

Raise User Information

The Service Request has now been logged.

