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

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DOCUMENT CONTROL

Document name:	Analyst Guide – How to create a Service Request
Department/function:	Service Delivery
Effective from:	Jan 2022
Next review date:	Jan 2023

VERSION HISTORY

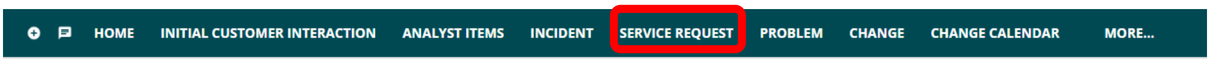
Version	**Date**	**Author**	**Change**
0.1	06/01/2022	Aidan Fay	Created

PROCEDURE

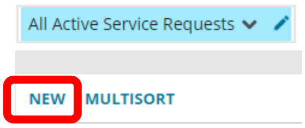
All NUIT analysts can create a new Service Request on NU Service; service requests are items that can be selected from the published service catalogue. All mandatory fields marked as * must be completed to save the record.

1. CREATE A NEW SERVICE REQUEST

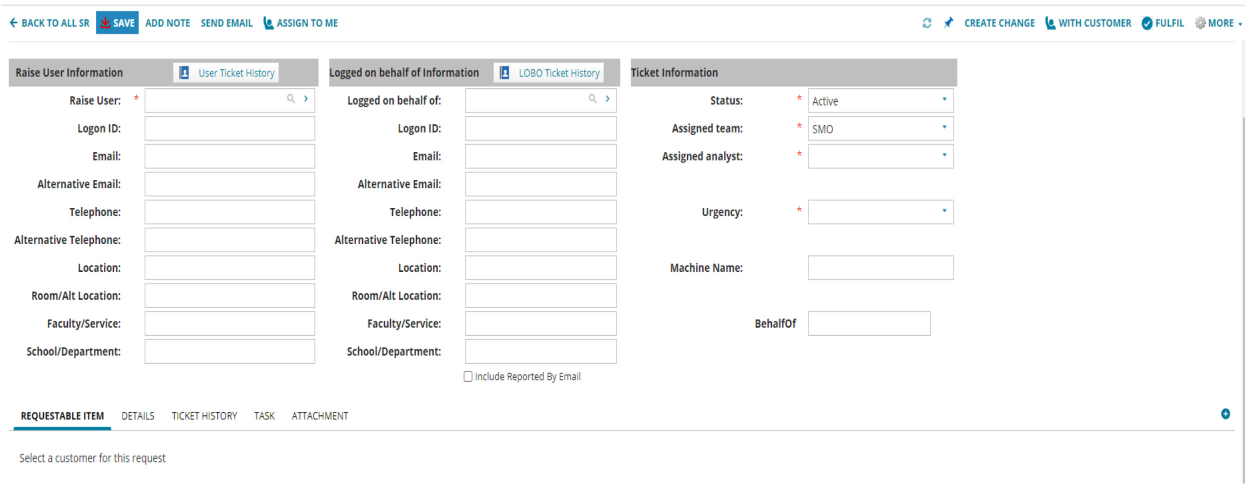
1.1. First, go to the **SERVICE REQUEST** workspace.



1.2. Then select **NEW**

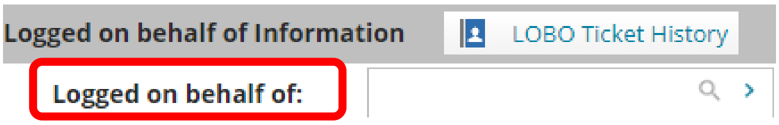


1.3. The Service Request window will open.

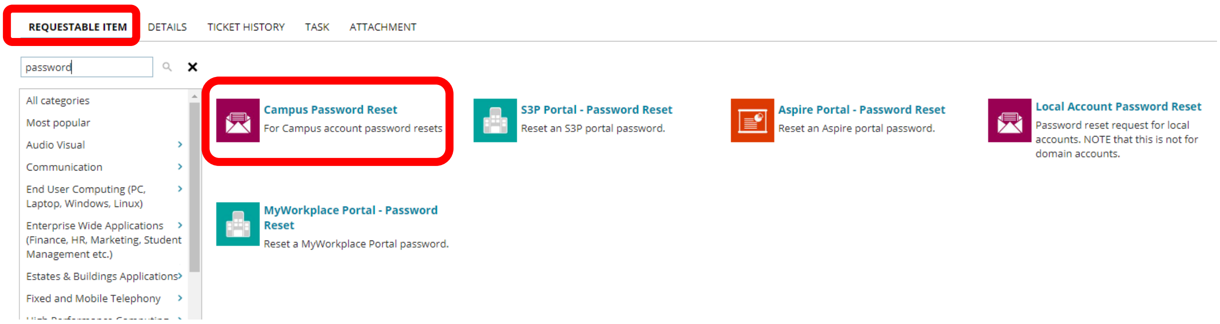


1.4. Select a Raise user from the Raise User field.

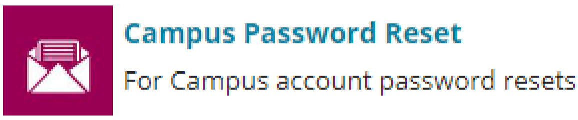
1.5. The **Logged on behalf of field** is optional and allows a customer to log a request on behalf of another person.



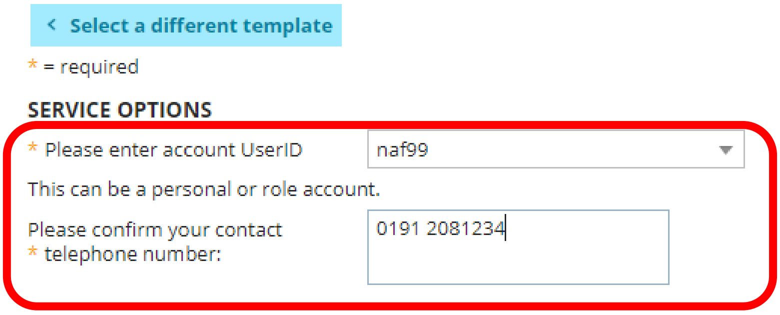
1.6 Next, select the appropriate template from **REQUESTABLE ITEM**. Requestable Items are visible when the raise user field has been populated. Select the category under all categories or use the 'Find Templates' field.



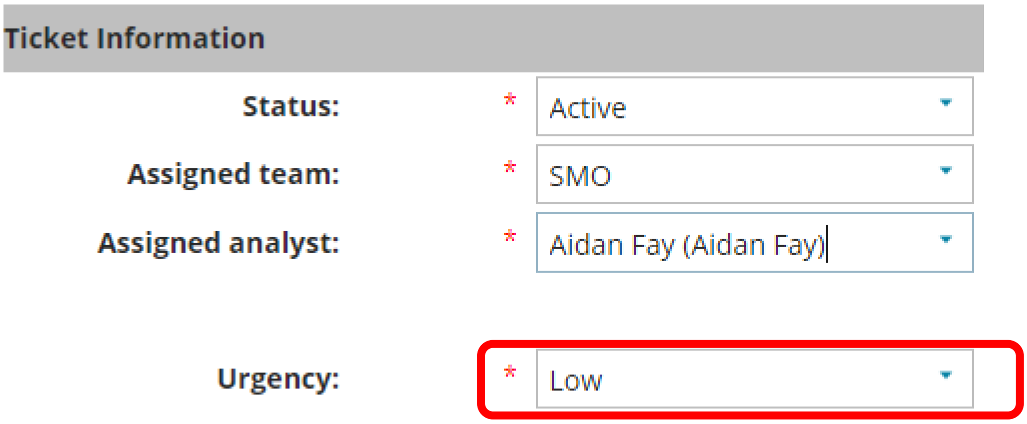
1.7 Once you have selected a template, you will need to complete the mandatory fields. All requestable items are bespoke, and designed with specific criteria agreed with the Service Owner. In this example, we will use Campus Password Reset:



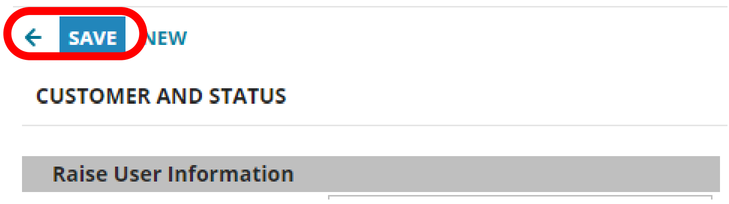
Once selected you will be prompted to complete the relevant fields for the request:



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



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



The Service Request has now been logged.