

## NEWCASTLE UNIVERSITY IT SERVICE NU SERVICE ANALYST HOW-TO GUIDE: HANDLING SERVICE REQUESTS

### CONTENTS

1. Overview.....	3
2. Re-assigning a Service Request.....	3
3. Assigning a Service Request “With Customer” .....	4
4. Adding a Note to, or sending an email from Service Request .....	6
5. Fulfilling a Service Request.....	8
6. Other Options.....	10

## DOCUMENT CONTROL

Document name:	Analyst Guide – How to handle Service Requests
Department/function:	Service Delivery
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## VERSION HISTORY

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

## 1. Overview

Once a Service Request has been logged it will appear in the **SERVICE REQUEST** list:

HOME **SERVICE REQUEST SAVED SEARCH: ALL ACTIVE SERVICE REQUESTS** ✕

All Active Service Requests ▼ (1-100 of 174 search records) [Show Filters](#)

**NEW** **MULTISORT**

Service Req...	Summary	Status	Urgency	Customer	Location	VIP	Service	Team	Owner	Price	Created On
1002041	Campus Password Reset	Active	Low	Aidan Fay (Aidan ...	Europe		User administr...	SMO	Aidan Fay (A...	0	14/07/2021 11:25
1002018	Additional Backup of service	Active	Low	Lucy Bolt (Lucy B...			Data Centre Ba...	Service Desk	Lucy Bolt (L...	0	13/07/2021 16:20
1002003	NU Service Education / Advice	Active	Medium	Felicity Hutchings...			IT Service Mana...	Service Desk	Andy Ashm...	0	13/07/2021 14:46
1001999	NU Service Education / Advice	Active	Low	Lisa Robson (Lisa...			IT Service Mana...	Service Desk	Lucy Bolt (L...	0	12/07/2021 14:52
1001991	Hardware Loan Request	Active	Low	Lisa Robson (Lisa...			End user device...	Service Desk	Lisa Robson...	0	12/07/2021 13:04
1001985	NU Service Education / Advice	Active	High	Stephen Wearn (...			IT Service Mana...	Service Desk	Stephen We...	0	12/07/2021 12:47
1001984	NU Service Education / Advice	Active	Medium	Stephen Wearn (...			IT Service Mana...	Service Desk	Aidan Fay (A...	0	12/07/2021 12:36
1001982	NU Service Education / Advice	Active	Medium	Stephen Wearn (...			IT Service Mana...	Service Desk	Stephen We...	0	12/07/2021 12:33
1001972	NU Service Education / Advice	Active	Medium	Stephen Wearn (...			IT Service Mana...	Service Desk	Stephen We...	0	12/07/2021 10:22
1001969	NU Service Education / Advice	Active	Medium	Stephen Wearn (...			IT Service Mana...	Service Desk	Aidan Fay (A...	0	09/07/2021 09:10
1001958	Hardware - Order New	Active	Medium	Aidan Fay (Aidan ...	Europe		End user device...	Service Desk	Stephen We...	0	01/07/2021 06:52

Double clicking on the Service Request opens the ticket:

[← BACK TO ALL SR](#)
[SAVE](#)
[ADD NOTE](#)
[SEND EMAIL](#)
[ASSIGN TO ME](#)

[CREATE CHANGE](#)
[WITH CUSTOMER](#)
[FULFIL](#)
[MORE](#)



**Service Request: 1002041 (Active)**

Created By naf99 14/07/2021 11:25  
Modified By InternalServices 14/07/2021 11:25

**Response Target** Met

**Fulfillment Target** 15/07/2021 11:25  
2 hours 21 minutes left for first escalation

**CUSTOMER AND STATUS**

Raise User Information	User Ticket History	Logged on behalf of Information	LOGO Ticket History	Ticket Information
<b>Raise User:</b> * Aidan Fay (Aidan Fay)  <b>Logon ID:</b> naf99 <b>Email:</b> Aidan.Fay@newcastle.ac.uk <b>Alternative Email:</b> <b>Telephone:</b> 0191 455 2222 <b>Alternative Telephone:</b> <b>Location:</b> Europe <b>Room/Alt Location:</b> <b>Faculty/Service:</b> Default <b>School/Department:</b> IT		<b>Logged on behalf of:</b>  <b>Logon ID:</b> <b>Email:</b> <b>Alternative Email:</b> <b>Telephone:</b> <b>Alternative Telephone:</b> <b>Location:</b> <b>Room/Alt Location:</b> <b>Faculty/Service:</b> <b>School/Department:</b>		<b>Status:</b> * Active <b>Assigned team:</b> * SMO <b>Assigned analyst:</b> * Aidan Fay (Aidan Fay) <b>Urgency:</b> * Low <b>Machine Name:</b> <b>BehalfOf</b>

☐ Include Reported By Email

**REQUESTABLE ITEM**
[DETAILS](#)
[TICKET HISTORY](#)
[TASK \(0\)](#)
[ATTACHMENT \(0\)](#)

**SERVICE OPTIONS**

Please enter account UserID: naf99

Please confirm your contact telephone number: 0191 2081234

## 2. Re-assigning a Service Request

To reassign a Service Request, change the Assigned team to the required resolver team:

**Ticket Information**

**Status:** \* Active

**Assigned team:** \* Service Desk

Click **SAVE** and you will be prompted for a re-assignment reason, enter the details and click **OK** and the ticket is re-assigned:

Enter...

Enter team re-assignment reason \*

Can you please reset password. Thanks

OK

Cancel

Taking ownership of a Service Request/Assign to Me

From the top left menu select the **ASSIGN TO ME** option:

← BACK TO ALL SR

SAVE

ADD NOTE

SEND EMAIL

ASSIGN TO ME

The Assigned Team then changes to your group/you as the Assigned analyst:

#### Ticket Information

Status:

\*

Active

Assigned team:

\*

SMO

Assigned analyst:

\*

Aidan Fay (Aidan Fay)

### 3. Assigning a Service Request "With Customer"

To put the Service Request with customer, From the top right menu, select the **WITH CUSTOMER** option:



You will then be prompted for a “Enter With Customer reason”, enter the details and click OK:

### Enter...

Enter With Customer  
reason: \*

Can you please confirm your contact number and we will call you with a new password.

Regards

IT Service Desk

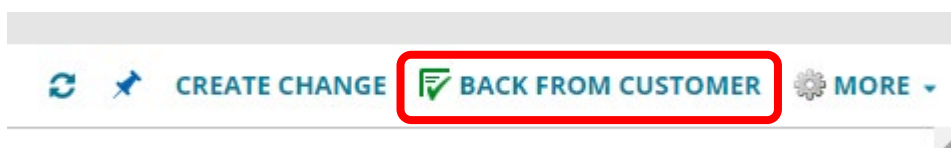
OK

Cancel

You can then see that the ticket Status changes to “Waiting for Customer”:

Ticket Information	
Status:	* Waiting for Customer ▼
Assigned team:	* Service Desk ▼

The top right menu now contains a new option of “**BACK FROM CUSTOMER**”:



The ticket can either be returned from customer through Self Service by the customer or by NUIT staff by clicking on **BACK FROM CUSTOMER**, entering the “**Back From Customer reason**” and clicking OK:

### Enter...

Enter Back From  
Customer reason: \*

Customer has emailed - contact number is 07978 123456|

OK

Cancel

You can now see that the ticket Status is now set back to Active:

### Ticket Information

Status:

\* Active

## 4. Adding a Note to or Sending an email from a Service Request

### Adding a note

From the top left menu select the **ADD NOTE** option:

← BACK TO ALL SR

SAVE

ADD NOTE

SEND EMAIL

ASSIGN TO ME

Enter the note details and click Save (Unticking “Publish to Self Service” makes the note Private):

## New Notes

**Notes**

Category Memo

Source Phone

Duration (Min)

Publish to Self Service ☒

Summary Requires password asap

**Notes**

Customer called to advise that they require access asap.

Created by: naf99

On: 14/07/2021 12:13

Modified by: naf99

On: 14/07/2021 12:13

**Save**

Cancel

## Sending an Email from a Service Request

From the top left menu select the **SEND EMAIL** option:[← BACK TO ALL SR](#)[ADD NOTE](#)**[SEND EMAIL](#)**[ASSIGN TO ME](#)



You will be presented with the window below, you can choose to send to any email address and can amend the message as appropriate. Click **Save** to send the email:

**New Email**

**From \*** no-reply\_(Tenant)@it.com

**From Name** Aidan Fay (Aidan Fay)

**To \*** Aidan.Fay@newcastle.ac.uk [Address Book](#)

**CC** [Address Book](#)

**BCC** [Address Book](#)

**Subject \*** Reference your Service Request# 1002041 regarding Campus Password Reset

**Publish To Web** ☐

**Attachments :** None [Paste from clipboard](#) [Add Attachment](#)

**Message**

None

**NU Service**

Dear Aidan,

Kind Regards,

IT Service Desk  
Telephone: +44 (0)191 208 5999  
Extension: 85999  
[IT Service Desk website](#)

**Save** **Cancel**

## 5. Fulfilling a Service Request

From the top right menu select **FULFIL**:



You will then be prompted with the box below, enter the Fulfilment details and click **OK**

**Enter...**

Enter Fulfilment  
details: \*

Advised of new password.

OK

Cancel

The **Status** of the ticket has now changed to **Fulfilled**:

#### Ticket Information

**Status:**

\*

Fulfilled

**Assigned team:**

\*

SMO

**Assigned analyst:**

\*

Aidan Fay (Aidan Fay)

If required the ticket can be re-opened by selecting REOPEN from the top right menu:



REOPEN



MORE

You will then be prompted with the box below, enter the Reopen reason and click **OK**

Enter...

Reopen reason: \*

Customer has called back to advise new password no longer being accepted.

OK

Cancel

The **Status** of the ticket has now returned to **Active**:

#### Ticket Information

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

## 6. Other Options

As well as the REQUESTABLE ITEM you also have the following:

REQUESTABLE ITEM   **DETAILS**   TICKET HISTORY   TASK (1)   ATTACHMENT (1)

The **DETAILS** tab shows the description of the request:

REQUESTABLE ITEM
**DETAILS**
TICKET HISTORY
TASK (0)
ATTACHMENT (0)

---

**Request Category:**

Campus Password Reset

For Campus account password resets

**Request Description:**

The **TICKET HISTORY** tab shows any updates to the ticket, emails sent or notes added:

REQUESTABLE ITEM
DETAILS
**TICKET HISTORY**
TASK (0)
ATTACHMENT (0)

---

**By: naf99 | Sent: a few seconds ago**  
Additional information received:


Customer has emailed - contact number is 07978 123456.




**By: naf99 | Sent: 6 minutes ago**  
Additional Information requested:

The **TASK** tab allows a task to be assigned to another resolver group, this can be completed by clicking **New Task**:

REQUESTABLE ITEM
DETAILS
TICKET HISTORY
**TASK (0)**
ATTACHMENT (0)

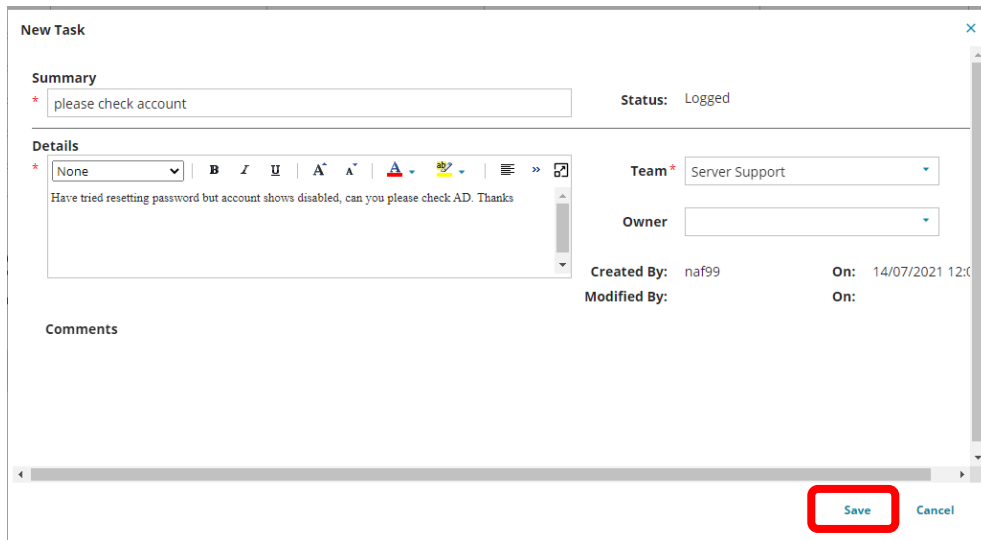
---

 **New Task**

→ Go to
 Complete
 Reassign
 Cancel

Task ID	Subject	Status	Team	Owner	Created On	Modified On
No data to display						

Then entering the required details, including Team and clicking **Save**:



The task is then added to the ticket:

[New Task](#)
[Go to](#)
[Complete](#)
[Reassign](#)
[Cancel](#)

Task ID	Subject	Status	Team	Owner	Created On	Modified On
1002045	please check account	Logged	Server Supp...		14/07/2021 ...	14/07/2021 ...

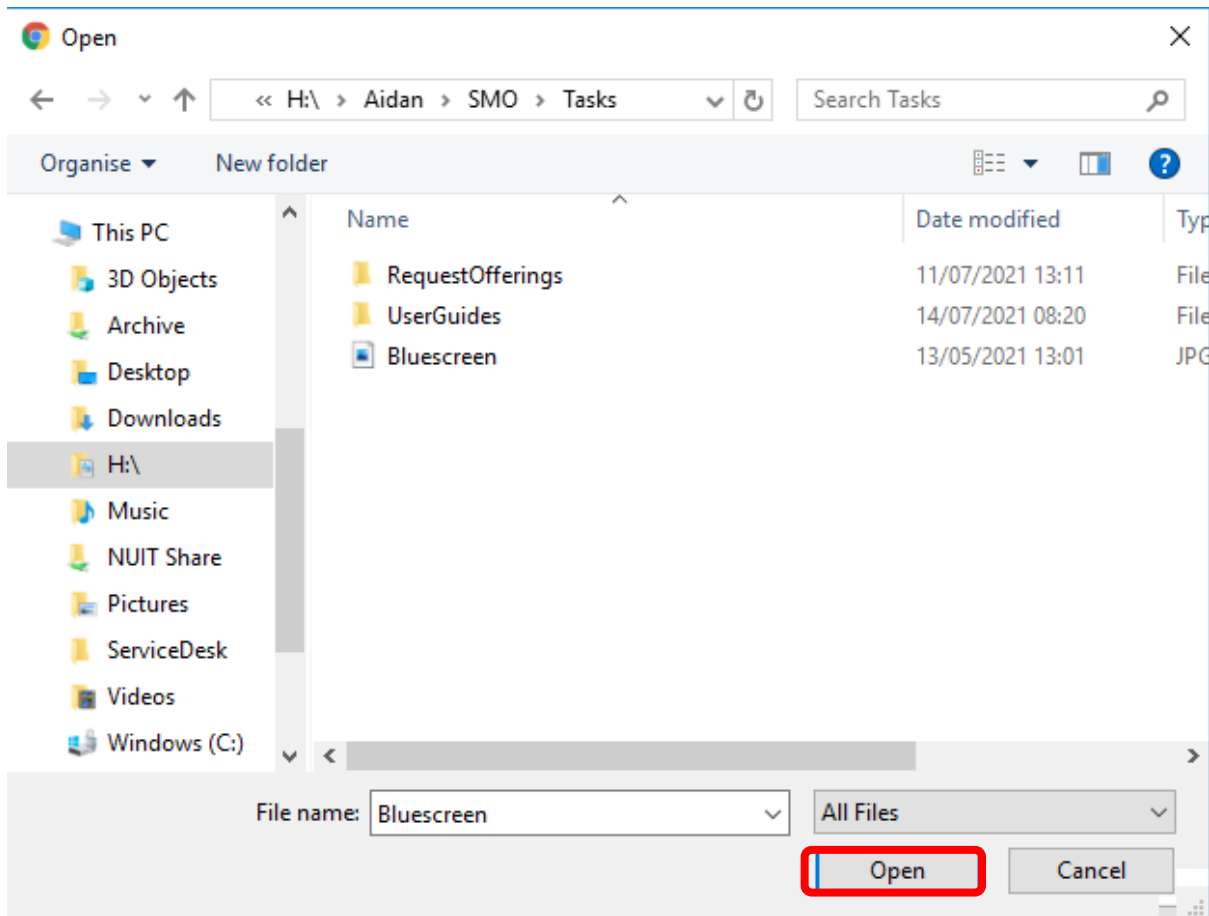
The **ATTACHMENT** tab, as well as viewing attachments already added allows files to be added to the ticket. This can be performed by clicking **New Attachment**:

[REQUESTABLE ITEM](#)
[DETAILS](#)
[TICKET HISTORY](#)
[TASK \(1\)](#)
[ATTACHMENT \(0\)](#)

[New Attachment](#)
[New URL](#)
[Go to](#)

Attachment	Description	Size	Created On	Modified On
------------	-------------	------	------------	-------------

You are then prompted to browse to the file to be attached, then click **Open**:



The file is now attached:

REQUESTABLE ITEM	DETAILS	TICKET HISTORY	TASK (1)	ATTACHMENT (1)
<a href="#">New Attachment</a>	<a href="#">New URL</a>	<a href="#">Go to</a>		
Attachment	Description	Size	Created On	Modified On
<a href="#">Bluescreen.JPG</a>		21 KB	14/07/2021 12:10	14/07/2021 12:10