

NEWCASTLE UNIVERSITY IT SERVICE

NU Service

Frequently Asked Questions (FAQs)

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Document Control

Document Name	NU Service – Frequently Asked Questions (FAQs)
Directorate/Team:	Service Delivery/Service Management
Effective From:	05 November 2024
Next Review Date:	05 November 2025

Version History

Version	Date	Update by	Reason for/Summary of update
1.0	17 July 2024	P Gray	Created
1.1	05 November 2024	P Gray	Updated answer to question 'What if the request I need is not listed in the Service Request Catalogue?'

Document Approvers

NUIT Team	Job Title	Name	Signature	Date
Service Management	IT Service Manager	Penney Gray	P.A. Gray	05.11.24

General Information

What is NU Service?

NU Service is the tool that users can use to log and track requests and report issues/problems with the Newcastle University IT Service (NUIT).

What is a "ticket"?

A ticket is the name given to your Service Request or Incident ('Something Broken') within NU Service. Every ticket has a unique ID which should be quoted when you contact NUIT.

How long does it take to process a ticket?

Processing times vary depending on the type of request and the current workload of the team(s) involved.

The Service Request Catalogue

What is the Service Request Catalogue?

The new Service Request Catalogue is an organised list of all of resources available for users to request via NU Service. Every category within the Catalogue is aligned to an owning team responsible for its delivery. Service Requests are distinct from Incidents ('Something is Broken').

When was the new Service Request Catalogue introduced?

The new Service Request Catalogue was introduced mid-July 2024.

Why has the Service Request Catalogue been updated?

The Catalogue has been updated to improve the process of making a request to NUIT. It has a brand-new set of categories for users to choose from. It should be simpler to navigate, easier to find what you are looking for and have a fresher look and feel to it. By undertaking analysis of the data, it will also help NUIT understand how well we are supporting our users and identify areas for improvement.

How can I access the new Service Request Catalogue?

You can access the Service Request Catalogue by logging into [NU Service](#) and navigating to the "Request Something..." section from the homepage.

What can I request through the Service Request Catalogue?

The Catalogue includes a variety of requests such as hardware requests, software installations, network access, technical support, and more. These are known as Service Requests. Do not use these categories to report an issue or problem. Detailed user guides and videos can be found [here](#).

How do I search for a specific request in the Catalogue?

Use the search bar at the top of the catalogue page to enter keywords related to the request you need. The system will display matching results. You may also navigate via the left-hand menu or simply browse. A more detailed guide can be found [here](#).

How do I submit a Service Request ticket?

Select the appropriate request category from the Catalogue, fill out the required information in the request form – those fields marked with * are mandatory –, and click "Submit." More detailed guides and videos can be found [here](#).

What information do I need to provide when submitting a Service Request ticket?

You typically need to provide details such as the urgency, relevant dates, and any specific requirements or additional information needed to process your request. Your ticket may be completed faster if you provide all the necessary information from the beginning.

Can I track the status of my Service Request ticket?

Yes, you can track the status of your Service Request ticket by navigating to the "My Tickets" section from the homepage in NU Service.

What should I do if I encounter an error while using the Service Request Catalogue?

If you encounter an error, try refreshing the page, clearing your browser cache or try using a different browser. If the problem persists, contact the IT Service Desk for assistance.

What if the request I need is not listed in the Service Request Catalogue?

In the first instance, refer to the user guide which can be found [here](#). If you have tried searching via keywords and using the left-hand menu and you still are unable to find the service you need, please telephone the Service Desk.

Incidents (Something is Broken...)

How do I report an issue or report something is broken?

Navigate to the "Something Broken?" section from the home page. Complete the form by describing the problem and providing as much detail as possible. These are called Incidents. Do not use this form to request something. Detailed user guides and videos can be found [here](#).

What information do I need to provide when submitting an Incident ticket?

You typically need to provide details of the problem/issue. Examples include what happened, when it happened, where it happened (specific location/device, system and/or application), how it happened. Photos and/or screenshots would be helpful. A description of any steps taken to try and resolve the issue would also be very helpful. Your ticket may be completed faster if you provide all the necessary information from the beginning.

Planned and Unplanned Interruptions to Services

How do I find out about planned interruptions to a service?

Users are informed via a variety of ways e.g., email, Teams notifications, newsletters etc. Where possible, notifications are also added to the systems themselves. NUIT will also publish any planned changes in the Announcements section on the [NU Service](#) homepage.

How do I find out whether there are any active Major Incidents?

Major incidents are published within the Announcements section on the [NU Service](#) homepage.

How do I find out whether there are any updates to an active Major Incident?

Updates to any active major incidents are published within the Announcements section on the [NU Service](#) homepage. Click on the article and more information will be displayed.

How do I report that I am affected by an ongoing Major Incident?

Active Major Incidents are listed within the Active Major Incident section on the [NU Service](#) homepage. Click on the Incident and complete the form. Provide as much information as possible. Click 'I'm affected by this issue' button to submit your ticket.

Additional Features

Is there a way to view past tickets that I have submitted?

Yes, you can view your past tickets in the "My Tickets" section from the NU Service homepage, where you can see details and status updates.

How do I update a ticket after submission?

To update a request, go to the "My Tickets" section, select the request you want to modify, and add a note. User guides are available to watch and view [here](#).

How do I cancel a ticket after submission?

You are not able to cancel a Service Request that you have already submitted. Instead, add a note to the ticket to indicate that you no longer require the request, and the ticket will be closed on your behalf. User guides are available to watch and view [here](#).

You may mark an Incident as being completed to show that you are no longer experiencing a problem/issue.

What should I do if my ticket is urgent?

If your request is urgent, please indicate the urgency and the reason for the urgency in the form.

I have been asked to provide further information. What do I do?

There will be a link within the email that you have received which will take you to the ticket within NU Service. Add a note to the ticket, providing the information that has been requested. Detailed user guides and videos can be found [here](#). If you do not respond within 10 working days, then your ticket will be automatically closed.

My ticket has been marked as fulfilled but my request has not been completed or my problem is still unresolved. What do I do?

There will be a link within the email that you have received which will take you to the ticket within NU Service. You will be able to reopen the ticket from there. You have 5 days to reopen your ticket.

Support and Feedback

Who can I contact for help with using NU Service?

Detailed user guides and videos can be found [here](#). If you still require help with NU Service, please select the service request category 'NU Service – Advice/Guidance' within the Service Request Catalogue.

Will there be any training sessions on how to use NU Service?

No. Training sessions will not be scheduled. User guides are available to watch and view [here](#).

How can I provide feedback about the new Service Request Catalogue and the new look NU Service homepage?

You can provide feedback by completing the specific feedback form available [here](#).