

Use a service request (SR) for password resets -or- access to a system/application -or- new workstation installation -or- other services.

- Create a Service Request (SR) if you need something new or need something to be changed.
- Create an Incident (IN) if something needs to be fixed because it is not available or not responding (appears to be broken). Reference Job Aid 'Create New Incident' for more information.

1. Select: New Service Request..

→ ESP will display a list of service categories.

HOME

MENUS

- Home
- New Incident
- My Incidents
- New Service Request**
- My Service Requests
- My Change Requests
- My Approvals
- Knowledge Base
- Search

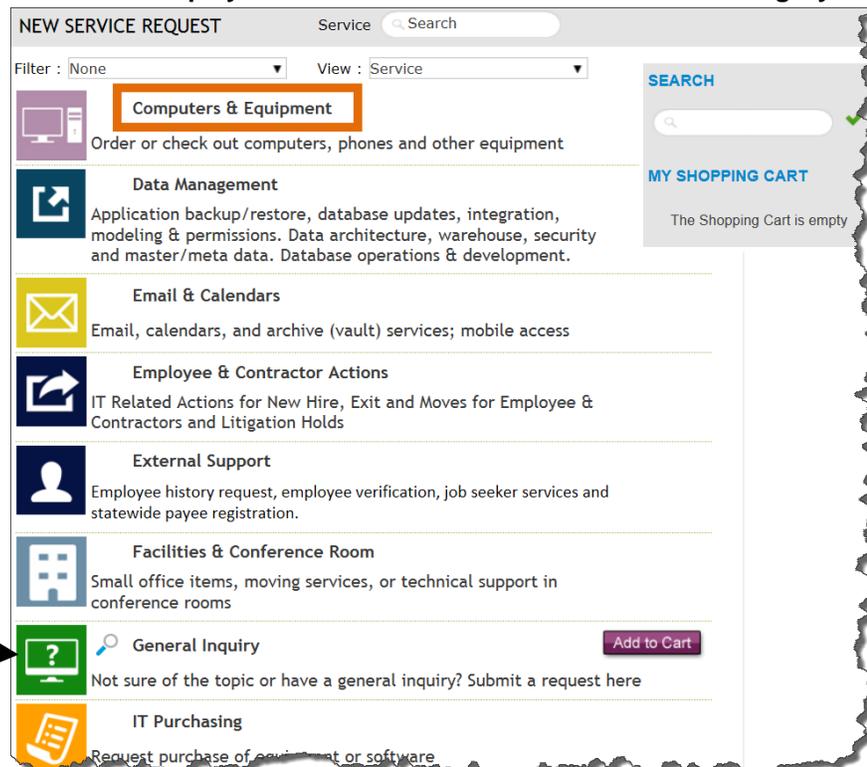
2. Select: Service category.

--or--

Select: Add to Cart (next to the service category).

In this example, we select service category for Computers & Equipment.

→ ESP will display a list of available items in the service category.



NEW SERVICE REQUEST Service

Filter : None View : Service

- Computers & Equipment**
Order or check out computers, phones and other equipment
- Data Management**
Application backup/restore, database updates, integration, modeling & permissions. Data architecture, warehouse, security and master/meta data. Database operations & development.
- Email & Calendars**
Email, calendars, and archive (vault) services; mobile access
- Employee & Contractor Actions**
IT Related Actions for New Hire, Exit and Moves for Employee & Contractors and Litigation Holds
- External Support**
Employee history request, employee verification, job seeker services and statewide payee registration.
- Facilities & Conference Room**
Small office items, moving services, or technical support in conference rooms
- General Inquiry** **Add to Cart**
Not sure of the topic or have a general inquiry? Submit a request here
- IT Purchasing**
Request purchase of equipment or software

SEARCH

MY SHOPPING CART
The Shopping Cart is empty

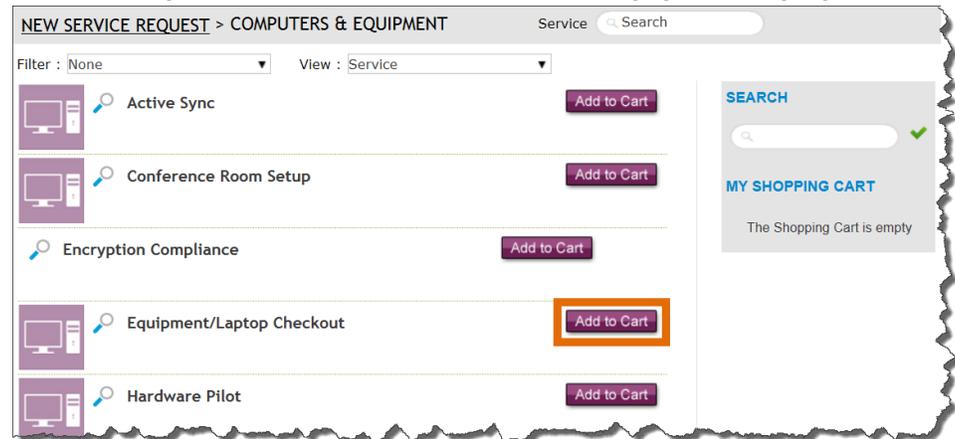
In this example, 'Add to Cart' is available for General Inquiry because it's a generic category and doesn't include additional list of items.

ESP uses service categories to help ensure the service request is quickly routed to the appropriate response team.

3. Select: Add to Cart (next to the service category item).

→ ESP will add the request to your shopping cart.

In this example, we select 'Add to Cart' next to Equipment/Laptop Checkout.



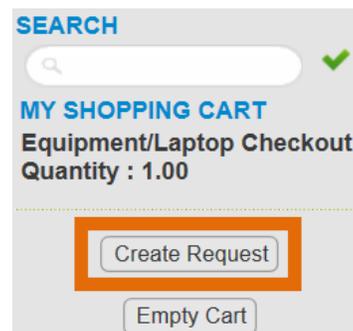
→ You can only have one (1) item in your shopping cart. If 'Add to Cart' is not available, check your shopping cart.

In this example, we have one (1) item in the shopping cart for Equipment/Laptop Checkout.



4. Select: Create Request.

→ ESP will guide you through the steps with a series of interactive forms.



You can only have one (1) item in your shopping cart. If you want to create another request, finish this request by selecting Create Request (or remove this item from your shopping cart by selecting Empty Cart).

Some of the service categories include a questionnaire. This helps to ensure your requirements are quickly routed to the appropriate response team.

If the request includes a questionnaire:

5. Select: Questionnaire.

→ ESP will guide you through the steps with a series of interactive forms.

6. Input: Information about your request.

7. Select: Next.

8. Select: Next.

→ If the request includes a questionnaire and you want to review or edit your answers, select  Questionnaire icon.

In this example, Equipment/Laptop Checkout includes a questionnaire.

CREATE REQUEST 

Description	Questionnaire
Equipment/Laptop Checkout	

Next Cancel

CREATE REQUEST 

* Employee Name (Last, First)

* How many laptops are needed?

* Date & Time Needed

* Return Date

Please describe special software needs.

Is the purpose for a Presentation or Conference Room? No Yes

Equipment setup assistance needed? No Yes

Does the laptop need audio connection to the room? No Yes

Network Cable No Yes

Video Cable? No Yes

Next Cancel

CREATE REQUEST 

* Employee Name (Last, First)

* How many laptops are needed?

* Date & Time Needed

* Return Date

Please describe special software needs.

Is the purpose for a Presentation or Conference Room? No Yes

* Building and Conference Room Number

Equipment setup assistance needed? No Yes

Does the laptop need audio connection to the room? No Yes

Network Cable No Yes

Video Cable? No Yes

Next Cancel

CREATE REQUEST 

Description	Questionnaire
Equipment/Laptop Checkout	

Next

The recipient name will default to your name (you can change this if you are creating the service request for someone else).

9. Select: Next.

→ESP will send an email with status to the recipient. If you want to change the recipient to another person, use  field lookup.

CREATE REQUEST ?

*Recipient  Sample Employee  

*Urgency 3 - Medium ▼

Next

10. Input: Request Details.

11. Select: Next.

APPROVAL ?

*Request Details

Please provide any additional information that may help us fulfill your request

Previous

Next

12. Select: Finish.

→ESP will send an email to the appropriate support team based on the information you provided.

CREATE REQUEST

Your Request has been generated with Number SANDBOX_SR1606_00155

Display Request

Finish