

# How to Create a Service Request



Audience: IT Staff

This is a review of how to create a Service Request in ChangeGear.

1. Enter the **Requester** information and confirm the name, phone and email are correct.
2. Select **Location**. This ensures the ticket is routed to the correct facility.
  - a. Use the **+** sign to locate other hospitals or facilities.
3. Sometimes it's useful to know **User Role** in Outlook. For example, if the **Requester** is a nurse practitioner, that person has a different access level than a lab technician. This is why some roles are listed, and more will be added later.
4. **Summary** is a brief description of the Service Request.

The screenshot shows the 'UNSUBMITTED' form in ChangeGear. It includes fields for Requester (David Van Gorder), Phone (+18326675584), E-Mail (DEVANGORDER@HoustonMethodist.org), Title (Sr IT Training Spclst), Department (IT-Training/Comms/Change Mgmt), and Location (HMH - Houston Methodist Hospital: Bellaire Place). Other fields include User Role (HIM Manager), HCTEC, Help Desk Review, and Physician. A summary field contains the text: 'Requester says his VPN is not working.' Red circles with numbers 1 through 4 highlight the Requester, Location, User Role, and Summary fields respectively.

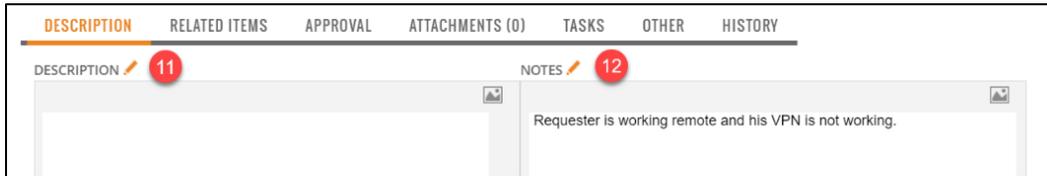
5. **Owner** is the entity responsible for working the ticket. If you don't know the team, select the Help Desk.
  - a. Leave **Assigned To** blank.
6. **Owner Priority** defaults to **Medium**. You can change this to low, high or urgent as needed.
7. Use **General Request**, but select the appropriate **Request Type Subcategory**. There will be additional subcategories as we go forward.
8. **Application/Resource/Classification** is important for reporting which application is being requested.
9. **Priority** defaults to **Medium** but can be changed to low, high or critical. The **Urgency** and **Impact** field are not currently active.
10. **Origin** field is mainly for reporting and shows how the service request came in.

The screenshot shows the 'ASSIGNED' form in ChangeGear. It includes fields for Owner (Desktop - TMH Corporate), Assigned To, Owner Priority (3 - Medium), Request Type (General Request), Request Type Subcategory (Network), Application/Resource/Classification (Infrastructure : CITRIX), Priority (3 - Medium), Urgency (3 - Medium), Impact (3 - Minor), Origin (Self Service Portal), Computer Name, and Reference Number. Red circles with numbers 5 through 10 highlight the Owner, Assigned To, Owner Priority, Request Type Subcategory, Priority, Urgency, Origin, and Reference Number fields respectively.

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- 11. **Description** provides more detail regarding the request. Click the pencil icon to record your entry.
- 12. **Notes** is used to describe action taken on the request. It's not viewable by the requester, so it can include confidential information, such as an MRN. Click the pencil icon to record your entry.



- 13. Click **Submit for Approval**. There is no approval, and this may say **Submit** in the future.

