Frequently Asked Questions

ChangeGear 8.0

For a review of reclassifying open tickets, access this tip sheet.

Where can I locate the CG site?

The direct ChangeGear URL is: https://cg/cgweb/. You also can reach it via it.houstonmethodist.org/help, then click **Submit a Ticket**.

What should I do if my access to ChangeGear isn't working? I get an error message: "You do not have privileges to edit this Service Request. Please reset your changes and retry."

Open a ticket with the Help Desk and have them assign it to **CG Admin**.

I'm not able to reassign tickets to the application teams that own them. What should I do?

This is a known issue and we're working with the vendor to resolve it.

Will ChangeGear 8.0 follow similar processes to what we're using now?

Yes, we'll continue using the same tools and processes, including the Service Request module and Workspace.

Does CG8 offer better reporting tools, like viewing the need for a ticket to be moved from SR to failure or vice versa?

This functionality will not be available with the CG8 launch. We are exploring future reporting functionality/dashboards with the vendor and have added this to our list of requirements.

Will the new SR and IR processes continue in CG8?

SRs and IRs will continue to be separate in CG8 and will have the same look and feel. Some small changes are expected and will be covered in training.

Can we finally remove Priority from the standard views? Most of us don't need it or organize by it.

No, we can't remove this designation because it will be critical as we progress on our IT Service Transformation journey. **Priority** is based on urgency and impact, as we continue to implement ITIL best practices. We'll provide more information as it becomes available.

Closing Tickets

For a full review of closing Service Requests, access this tip sheet.

How do I close an old ticket that is pending approval and no longer valid?

IT will close these. You can ignore them.

What should I do if I get a Runtime Error while trying to close a ticket?

This error may occur when using Internet Explorer. Try using Chrome or Edge, the preferred browsers. If you continue to get a **Runtime Error,** open a ticket and assign CG Admin as the owner. Be sure to include the error name, which browser you're using and your team.

Can we see the Request Validation status on the main form without going to history?

Request Validation is an action only visible in **History.** It is not currently available as a status to add to a view. The **Fulfillment** status is changing to **Requester Review,** which is a status you can filter for. For example, an SR will go from **Assigned** to click **Request Validation** to **Requester Review.**

Where can I document information the user will see when I close an SR ticket and select Request Validation? Typing notes in that field doesn't display to my customer.

This is not available currently. We are working with the vendor to resolve this known defect.

Workspace

For a full review of **Workspace,** access this tip sheet.

Is there an automated way move a Service Request from Incident to SR and vice versa?

Currently, converting an Incident Request to Service Request or vice versa can only be completed manually. Review this tip sheet for detailed steps. The Promote feature, which will automate the process, is under development.

Is Workspace the only way to see a merge of IRs and SRs for a person or team?

Yes.

How do I save My View/Columns in Workspace?

This functionality is not currently available. We are working with the vendor to add this as a future enhancement.

Is Workspace team-specific? Can you have this view for each analyst?

To make a view analyst-specific, add the **Assigned To** column.

Does the Incident Type Root Display work for Service Requests and Incident Requests?

In **Workspace**, adding the column **Incident Type Root Display** will populate both IRs and SRs.

Can I remove the additional objects on the right side of the screen to view more than the Workspace view?

No. Unfortunately, you are currently unable to remove the additional objects. We are checking with the vendor to see if this feature is available and, if so, when we can implement.

Service Requests

For a full review of Service Requests, access this [tip sheet.](#)

How do I add columns to the SR view under the My Teams Active Request tab to know if new tickets are assigned?

Click **Manage View** → **Show/Hide** columns.
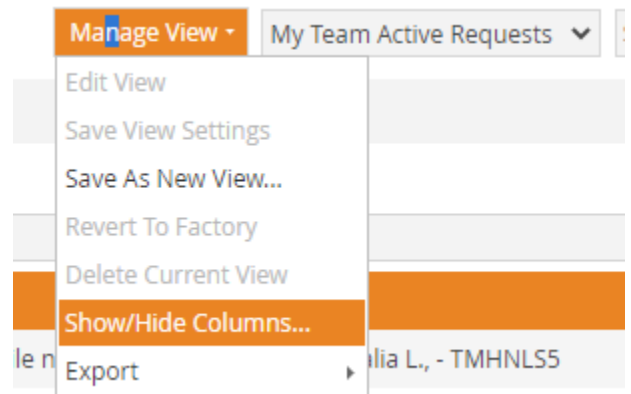
How are SR ticket auto-assignments determined?

SR tickets are auto-assigned to the first IT staff person who responds to the ticket notification email.

How are Priority vs Owner Priority defined? Will this be used for an action item, or is it for reporting?

Owner Priority is an option for teams to prioritize SRs and IRs in their own queues. It's not reported on, but reports using this column can be created. The Help Desk and the assigned team use **Priority** to rank the service or incident itself. For example, a **Critical** ticket is when an entire system is down, and **High** is an issue for a department, floor or highly visible customer.

Can Service Requests be duplicated?

Yes, this feature is available.

Requests for Change

Do we create a Request for Change (RFC) or a Service Request for changes to a production environment that requires CAB approval?

You should continue using an RFC for changes requiring CAB approval. This process is not impacted by the ticket cleanup campaign.

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