


# Support Request Guide

for IT Fulfillers

## HOW TO: Complete a support request

Support Request forms are usually assigned to you after they are created by a user (through the Services Portal) or by another fulfiller.

However, you might create a Support Request from a New Call Record or from the Navigator (Support Request > Create New). When doing so, you will need to complete the following fields. Mandatory fields are indicated by the \*. If you don't know what should be in a field, you can search by clicking the  associated with the field.

\* **Requested by** — Person who asked for the item or service

**Requested for** — Person for whom the request was made (if not the "Requested by" person)

\* **Business Service** — Choose the category for this request

**Service/Function** — Choose an appropriate sub-category

**Classification Code** — Add when you close the ticket.

**Assignment Group** — The support group associated with the category

**Assigned to** — The fulfiller who completes the support request. These options are limited by the Assignment Group selection.

**Secure flag** — Click this if there is confidential information in the ticket

**Priority** — Choose the priority level of the ticket, if necessary

**Contact type** — Select how the request was made

**KCS Solution** — Search for knowledge articles associated with this request, if necessary

**Alternate Contact** — List an alternate contact for the support request, if needed

\* **Short description** — Briefly describe the request/issue

**Additional Comments** — Use this field to communicate with the person who has requested the item or service. Anything you put in this field is sent in an email to the requester.

**Work Notes** — Use this field to make notes for yourself or other fulfillers who might access this ticket. The requester will not see this content, unless they have fulfiller status in ServiceNow.

## HOW TO: Close a support request

1. In the Status field, click **Resolved**.
2. Select a **Classification code** - it is mandatory.
3. On the **Closure Information** tab, enter information about how you resolved the ticket and next steps (if any) for the requester.  
*This text is sent by email to the requester with a notification that the ticket is resolved.*
4. Click **Save**.


## HOW TO: Assign a task

1. Find the **Task** tab at the bottom of the Support Request form.
2. Click the **New** button.
3. Complete the form.  
*The required fields are Priority, Assignment group, and Short description, but be as specific as you can be.*
4. Click **Save**.  
*The task is forwarded to the Assignment group you specified.*

## HOW TO: Close a task

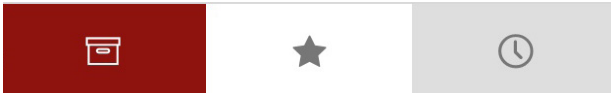
1. Open the task.
2. Change the **Status** field to Complete or Cancelled, as appropriate.
3. In the **Work Notes** field, describe how you resolved the task or why you cancelled it.
4. Click **Save**.

## HOW TO: Attach Knowledge to an SR

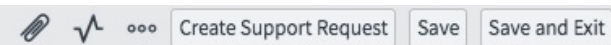
1. In a Support Request, find the **KSC Solution** field.
2. Click on the  to search for a knowledge article.
3. Click on the knowledge article that includes information appropriate to the request.
4. Click **Save**.  
*The knowledge article is saved as part of the Support Request and is sent by email to the requester.*

## HOW TO: Log a call

1. From the Navigator, click the Filing Box.

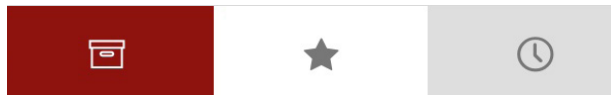


2. Open the Service Desk application and click **New Call**.
3. Complete the form.
  - If the call requires that a Support Request form be completed, choose **Support Request** for the Call type. Then, select the **Stanford HR Catalog** in the required **Catalog** field.
4. Click **Save**.
5. If the call requires that a Support Request be created, click the **Create Support Request** button on the upper right side of the form.



## HOW TO: Find my work or my group's work

1. From the Navigator, click on the Filing Box.




2. Open the Service Desk application.
3. Click **My Work** or **My Group's Work** or **My Group - Unassigned** to see the open tickets assigned to your group.

## HOW TO: Fix the look of a form or a list

If you access a form (Support Request, Task) or a list (My Work, Open Support Requests) and the list looks unusual (e.g., columns out of order, fields missing), someone has probably changed the View of the form.

To fix it:

1. Click  (in the upper left corner).
2. Click **View** and select **Default View**.

## HOW TO: Create a JIRA ticket

1. Find the **Task** tab at the bottom of the Support Request form.
2. Click the **New** button.
3. Complete top part of the form as usual.
4. In the **JIRA Integration Fields** tab, in the SDLC System dropdown list, select JIRA.  
*You will see this tab if you have the JIRA role in SNOW.*
5. Complete the required fields:
  - **JIRA Project** - Click on the magnifying glass to see a list of projects
  - **JIRA Component** - Select the component from the dropdown list
  - **SDLC Description** - Type a description of the enhancement you are requesting.
6. Click **Save**.
7. Click the **Create SDLC Issue** button at the top of the screen.  
*The system returns a message that the JIRA ticket was successfully created. ServiceNow populates the JIRA number in the field and marks the task Complete.*

## HOW TO: Communicate with a client

1. From within the Support Request, click the **Notes** tab.
2. In the **Additional comments** field, type your note to the customer.
3. Click the **Post** button.  
*The note will be sent by email to the requester.*

## WHAT IS: The Watch List



People you add to this list will receive an email when you add text to the **Additional comments** field.

## WHAT IS: The Work Notes List



People you add to this list will receive an email when you add text to the **Work notes** field.