



California
DEPARTMENT OF TECHNOLOGY
Office of Technology Services

Service Request Fulfillment Training How to Copy a Service Request

Date: 1/19/16

Module Objectives

- **Lesson 1: How to Copy a Request**

Lesson 1

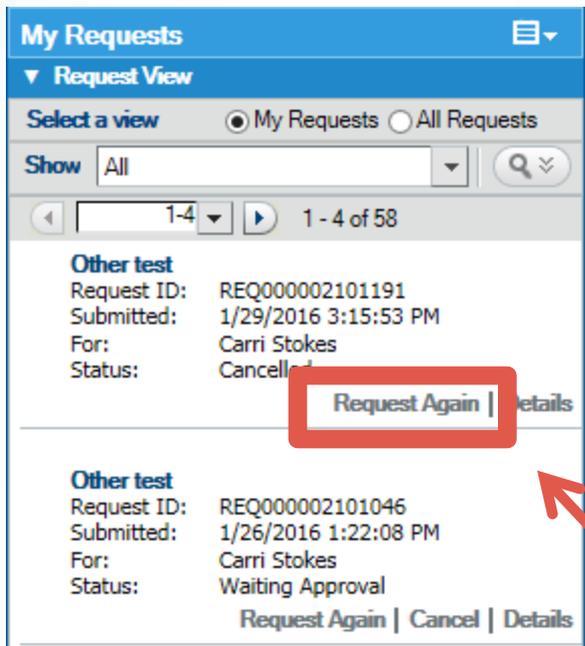
How to Copy a Service Request

The screenshot displays the 'Request Service' interface. On the left, there is a sidebar with 'All Categories' including: Dept of Technology Employee Services, Infrastructure Services, Network Services, Software Services, Email/Mobile Services, Professional Services, Service Desk Services, and Other Services. The main area shows a search bar, 'Favorites', and 'Popular/Browse' buttons. Below, there is a list of 'Available Requests' with one entry for 'Active Directory (AD) Administration'. On the right, a 'My Requests' panel shows a detailed view of a request. The first request is for 'Active Directory (AD) Administration' with Request ID: REQ000002100447, Submitted: 1/14/2016 12:48:42 PM, For: Carri Stokes, and Status: Cancelled. A red box highlights the 'Request Again | Details' link for this request. The second request is for 'Active Directory (AD) Administration' with Request ID: REQ000002100446, Submitted: 1/14/2016 12:36:05 PM, For: Carri Stokes, and Status: Cancelled.

You might need to create a request that is similar to a previous one that you submitted. With the *Request Again* function you can create a copy of an existing request, the details of which can be modified.

Lesson 1

How to Copy a Service Request



My Requests

▼ Request View

Select a view My Requests All Requests

Show All

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Other test
Request ID: REQ000002101191
Submitted: 1/29/2016 3:15:53 PM
For: Carri Stokes
Status: Cancelled
Request Again | details

Other test
Request ID: REQ000002101046
Submitted: 1/26/2016 1:22:08 PM
For: Carri Stokes
Status: Waiting Approval
Request Again | Cancel | Details

You can copy a request regardless of its status. That is, you can copy a draft, a submitted, or a cancelled request. Note that the *Request Again* function will fail if the service request form is no longer available.

To copy a request, in *My Requests*, click *Request Again* for the request that you want to copy.

Lesson 1

How to Copy a Service Request

Request Details

Details Additional Details Process View

Draft Waiting Approval Initiated

General Information

Request Status: Cancelled (By User)
ID: REQ000002100447
Title: Active Directory (AD) Administration
Submit Date: 1/14/2016 12:48:42 PM
Required Completion:
Requested By: Carri Stokes
Requested For: Carri Stokes
Company: OCIO ITSM Services
Phone: 1 916 431-4052
Email: carri.stokes@state.ca.gov

Print Request Again Cancel Request Close

You can copy from within an existing service request's *Request Details* dialog box, by clicking Request Again.