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## **Operations Division iServiceDesk**

Basics of Submitting and Tracking the Status of a Request

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# iServiceDesk

The Operations Division Key Management System is a web-based application that enables users to enter a work request into the TTU Operations Division work order tracking system.

## *Essential Information*

Web Address Link: <http://ops-webtma.ttu.edu:81/>

Current Point of Contact for: **TTU Operations Division iServiceDesk:**

Name: Marty Ledesma  
Phone: +1 (806) 834-3565  
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## Document Overview

The purpose of this document is to outline the steps needed to submit a work order or project request within TTU Operations. After reading this document you will be able to walk through the online steps to submit a work order request and search for a work order by number using the iServiceDesk system.

# Definitions

***Building*** – A term used to describe a specific structure in the facility on campus.

***Department Head*** – A person within the Recipient’s organization that has the authority to approve or reject a request for their organization.

***Facility*** – A term used to describe an establishment on campus.

***Request*** – A term used to initiate a work order.

***Requestor*** – The person filling out the request form. May be contacted if there are questions regarding the form.

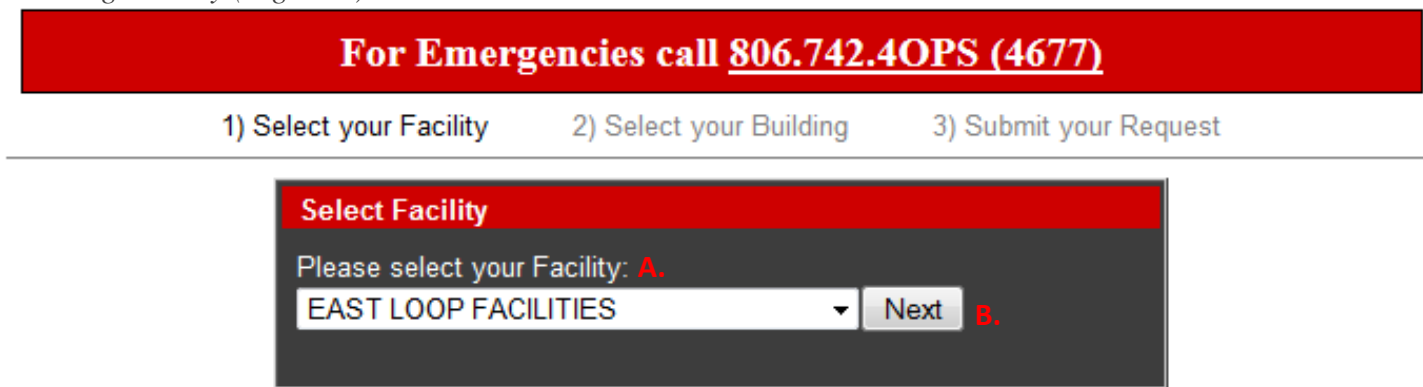
# Steps for Submitting a Request

The following chapter details the steps required for submitting a work order or project request via the iServiceDesk. This request process can be done by an individual for oneself or on the behalf of another person.

## 1. *Selecting your Facility*

After navigating to the web page detailed on page four, you will be prompted with a screen similar to figure 1.

*Selecting Facility (Figure 1)*



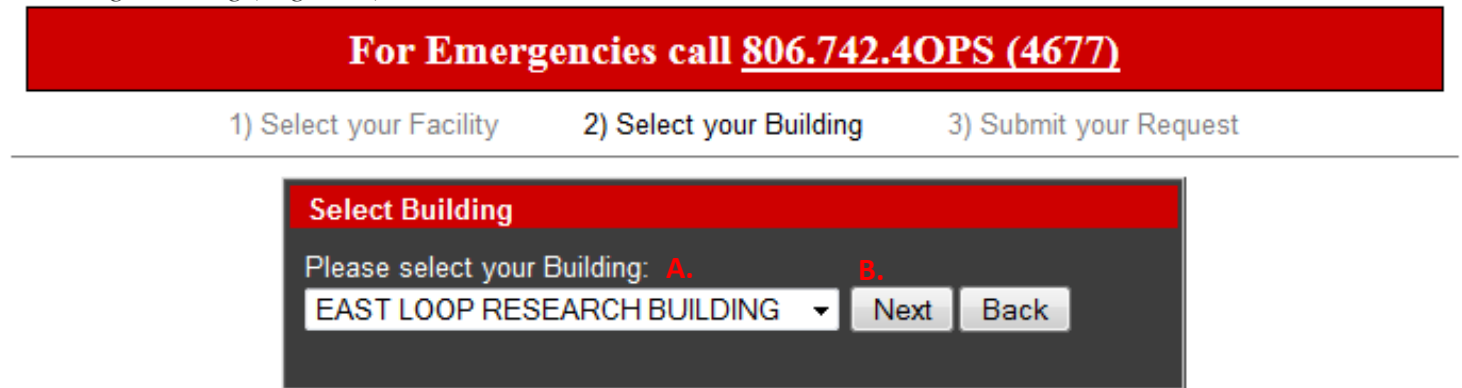
The screenshot shows a web interface for submitting a request. At the top, a red banner contains the text "For Emergencies call **806.742.4OPS (4677)**". Below this, a navigation bar has three steps: "1) Select your Facility", "2) Select your Building", and "3) Submit your Request". The "1) Select your Facility" step is highlighted. Below the navigation bar, a dark grey box titled "Select Facility" contains the text "Please select your Facility: A." followed by a dropdown menu showing "EAST LOOP FACILITIES" and a "Next" button with a red "B." next to it.

- A. First, begin by selecting what facility (campus) your request's building is located at.
  - **NOTE:** If this is an emergency, call 742-4OPS (4677) to expedite the process.
- B. Click *Next*.

## 2. Selecting your Building

After selecting your facility you will be met with a page that looks similar to Figure 2.

Selecting Building (Figure 2)



The screenshot shows a web interface for selecting a building. At the top, a red banner contains the text "For Emergencies call 806.742.4OPS (4677)". Below this, a navigation bar lists three steps: "1) Select your Facility", "2) Select your Building", and "3) Submit your Request". The "2) Select your Building" step is highlighted. The main content area is titled "Select Building" and contains the instruction "Please select your Building: A." followed by a dropdown menu showing "EAST LOOP RESEARCH BUILDING" and a downward arrow. To the right of the dropdown are two buttons: "Next" and "Back".

- A. Select which building the request is for.
- B. Once you have made your choice, please click *Next*  
**NOTE** – If you do not find the building you are looking for, you may click *Back* to select a different facility (campus) if you made an incorrect choice.

### 3. Fill out Request Details

Lastly, you will submit your request by filling out details of the request form. These details include who is requesting the work order and the type of work you are requesting. Figure 3 identifies the key aspects of this section. The *Requestor* should review the Request, ensure that all previously completed information is completely and accurately filled out. This is vital for ensuring that mistakes are not made.

Submit Details (Figure 3)

**For Emergencies call [806.742.4OPS \(4677\)](tel:806.742.40PS)**

1) Select your Facility      2) Select your Building      3) Submit your Request  
Please note that items in **RED** are required.

The screenshot shows a web form titled "Request Form for EAST LOOP RESEARCH BUILDING". The form has a dark background with white text and input fields. The fields are labeled with letters A through J in red. The labels are: A. Name, B. Phone #, C. E-mail Address, D. Area or Room #, E. Account #, F. Tag #, G. Department, H. Request, I. Did you have a primary contactory, and J. Submit/Back buttons. The form contains the following data: Name: leslee, Phone #: 7424ops, E-mail Address: leslee.castro@ttu.edu, Area or Room #: (dropdown menu), Account #: Optional, Tag #: (input field), Department: (dropdown menu), Request: (text area), Did you have a primary contactory: (text area), and Submit/Back buttons.

If you have questions or comments, please contact us at [806.742.4OPS \(4677\)](tel:806.742.40PS)

- A. Begin filling out the request form by entering your name.
  - **NOTE:** The fields in **red** are required.
- B. Enter the phone number of the *Requestor* that is filling out this request.
- C. Enter the email of the *Requestor* that is filling out this request.
- D. If known, select the Area or Room Number of the request.
- E. If necessary, enter the account number for the request.



- **NOTE:** This field is optional. Some types of work do not require an account number, such as maintenance work. If you have questions as to if you need an account number or not, please call the help line at (806) 742-4OPS.
- F. If known, enter any pertinent Tag Number on any work related equipment.
- G. Select your Department from the dropdown menu.
- H. Enter a description of the request.
  - **NOTE:** Some examples would be clogged toilets, leaking faucets or replacing water damaged ceiling tiles. If you have any questions about the type of work you are requesting, please feel free to call us anytime at 742-4OPS (4677).
- I. Enter information for a primary contact, if needed.
- J. Once you have filled out the details of the request, please click *Submit*, or you may click *Back* to select a different building if you made an incorrect choice.

#### 4. Locate the Request Number

After the Request Form has been filled out and the *Submit* button pressed, you will then be directed to a summary page of the Request Form you just filled out, as shown in Figure 4 below. The first step in tracking the status of a submitted request is to locate the request number.

Submitted Page (Figure 4)

**A.**

**Request # 69691 for PHYSICAL PLANT** [print page](#)

**A.** Request # 69691

**Current Status: Accepted**

---

**Facility:** TEXAS TECH UNIVERSITY FACILITIES  
**Building:** PHYSICAL PLANT  
**Floor:**  
**Location ID:**  
**Tag #:**  
**Item Description:**  
**Accept Date:** 10/13/2014  
**Work Order #:** [BU-65770](#)  
**Reject Date:**  
**Area Description:**  
**Reject Reason:**

---

**Requested Action:** My ceiling tiles are wet!

primarycontact: Jane Doe  
Account #: Optional

**IMPORTANT**

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

**B. [Click here to return to the landing page.](#)**

A. Locate the request number.

- **NOTE:** It can be found on 2 different places on the summary page.

B. Click the hyperlink at the bottom to return to the landing page.

***IMPORTANT – MAKE SURE AND STORE THE REQUEST NUMBER, IT WILL BE IMPORTANT FOR TRACKING THE STATUS OF THE REQUEST LATER!***

# Steps for Tracking the Status of a Submitted Request

The following chapter details the steps required for tracking a request that has already been submitted via the iServiceDesk. This request process can be done by an individual for oneself or on the behalf of another person.

## 1. Search by Number

Next, we will use the request number to look up a work request.

*iServiceDesk Main Page (Figure 5)*

The screenshot displays the iServiceDesk interface. On the left, a navigation menu includes 'Operations Division', 'Operations Home', 'Key Request Form', 'Virtual Information Portal', 'Work Request', 'Submit a Request', and 'Search By Number'. Under 'Search By Number', there are two input fields: 'A.' with a dropdown menu set to 'Work Order', and 'B.' with a blank text box. A red arrow points from 'B.' to 'C.', which is a 'go' button. The main content area features the 'iServiceDesk' logo and a red banner with the text 'For Emergencies call 806.742.4OPS (4677)'. Below the banner, a progress indicator shows '1) Select your Facility', '2) Select your Building', and '3) Submit your Request'. A modal window titled 'Select Facility' is open, showing a dropdown menu with 'EAST LOOP FACILITIES' selected and a 'Next' button. At the bottom, a footer text reads 'If you have questions or comments, please contact us at 806.742.4OPS (4677)'.

- A. Under 'Search By Number' on the left-side panel, use the dropdown box to select 'Work Request'
- B. In the blank box below, enter the Work Request Number that we located in the above step.
- C. Click *Go*.

## 2. View Submitted Work Request

After you have searched for a specific Work Request by the Request Number, you will then see the current status of that Request, as shown in Figure 6 below.

Submitted Work Request Page (Figure 6)

The screenshot displays the iServiceDesk interface for Texas Tech University Operations. The main content area shows details for Request # 69691 for PHYSICAL PLANT. The current status is Accepted. The request details include: Facility: TEXAS TECH UNIVERSITY FACILITIES, Building: PHYSICAL PLANT, Floor: (blank), Location ID: (blank), Tag #: (blank), Item Description: (blank), Accept Date: 10/13/2014, Work Order #: BU-65770 (highlighted in red), Reject Date: (blank), Area Description: (blank), and Reject Reason: (blank). The requested action is 'My ceiling tiles are wet!'. The primary contact is Jane Doe and the account number is optional. An important notice states that request information is provided in real-time and is subject to approval, with a notification via email upon acceptance. A link is provided to return to the landing page.

- A. The Request Summary panel details all information input into the system when completing a work request, as well as any additional information that the TMA work controllers enter into the request.
- B. This is the current status of the work *Request*.
- C. Click on the *Work Order Number* link highlighted in red to see a detailed summary of the accepted work order.
  - **NOTE:** This link will only appear after the work request has been accepted.

### 3. View Request Work Order

After clicking on the Work Order Number, it will bring you to a page that looks similar to Figure 7. At this page you can view a detailed summary of the Work Order that was created via iServiceDesk request.

Work Order Tracking Page (Figure 7)

The screenshot shows the iServiceDesk interface for Texas Tech University Operations. The page title is "iServiceDesk" and the breadcrumb is "Operations Division > iServiceDesk >". The main content area displays the work order number "BU-65770" in a large font, with a red banner above it containing "Work Order Number" and links for "print page" and "view charges". Below this, there is a section for "Work Status" showing "Created" and "Date Complete". A detailed information section follows, listing fields such as Facility, Building, Location ID, Priority, Request Date, Schedule Date, Work Status, Date Complete, Main Charge Account, Task Code, Reference #, Tag Number, Item Description, Request Time, Date Last Posted, Trade, Contractor Name, Est End Date, and Task Description. The "Requested Action" field contains the text "My ceiling tiles are wet! primarycontact: Jane Doe Account #: Optional". The "Corrective Action" field is currently empty.

**Operations Division**  
Operations Home  
Key Request Form  
Virtual Information Portal  
Work Request  
Submit a Request  
Search By Number  
Work Request  
69891 GO ▶

Operations Division > iServiceDesk >  
**iServiceDesk**

**Work Order Number** • [print page](#) • [view charges](#)  
**BU-65770**  
**IMPORTANT:** Work Order information is provided in real-time and is subject to change. To confirm the exact status of this work order, please call at 808.742.4OPS.

**Work Status:** Created **Date Complete:**

**Facility:** Various **Reference #:**  
**Building:** PHYSICAL PLANT  
**Location ID:**  
**Priority:** Emergency **Tag Number:**  
**Request Date:** 10/13/2014 **Item Description:** PHYSICAL PLANT  
**Schedule Date:** **Request Time:** 09:36:00  
**Work Status:** Created **Date Last Posted:**  
**Trade:** Plumbing  
**Date Complete:**  
**Contractor Name:**  
**Main Charge Account:** **Est End Date:**  
**Task Code:** [10003](#) **Task Description:** Water source problem

**Requested Action:** My ceiling tiles are wet!  
primarycontact: Jane Doe  
Account #: Optional

**Corrective Action:**

- A. Work Order Number this is the TMA work order that is used to track all costs related to the work request.
- B. View Charges link takes you to the summary of cost page. This page details all costs related to the work order.
- C. Work Order Status is the TMA status for the *Work Order*. This gives you a basic indication of the progress of the work the request details.
- D. Work Order Information Area gives basic work order information that the technicians use to fix the problem.

## 4. View Work Order Charges

As shown in Figure 7 above, you can click on *View Charges* to see a summary of the costs associated with an individual Work Order. After *View Charges* is selected, it will bring you to a page that looks similar to Figure 8.

Work Order Charges Page (Figure 8)

The screenshot displays the iServiceDesk interface for viewing work order charges. The header includes the Texas Tech University logo and 'Operations' text. The main content area shows the title 'Charges for Work Order # BU-65770' and a 'print page' link. A summary table lists the following values:

|                      |             |
|----------------------|-------------|
| Total Labor:         | \$ 0        |
| Total Labor:         | 0 Hours     |
| Total Part:          | \$ 0        |
| Total Part Quantity: | 0           |
| Total Other:         | \$ 0        |
| Total Contract:      | \$ 0        |
| <b>Total Cost:</b>   | <b>\$ 0</b> |

Below the summary, an 'IMPORTANT' notice reads: 'Work Order information is provided in real-time and is subject to change. To confirm the exact status of BU-65770, please call at 806.742.40PS.'

**NOTE:** If you have any issues with the charges presented in the Work Order Summary, please call 742-40PS and they will direct you to the billing department.

If you have any questions or concerns about this process, or this document, please contact Operations Division Planning & Administration respectively. The contact information is listed on page four (4).