

iServiceDesk

FCM *iServiceDesk*

User Manual

FY'14



iServiceDesk

This manual is intended to guide the JSU campus community through the steps to using the web enabled service request interface. This guide will show the user how to submit a request for FCM services, view request status, view all requests for a building, view work orders that result from requests, and view work orders within a date range for a building. These services will greatly improve the level of customer service provided to the campus community. Request inputted into this system go directly into the FCM work request and work order system for processing. This reduces the amount of time needed to process a request. This will also allow the customers the ability to review requests and work orders easily. We hope that the use of this system will increase the level of service that we will be able to provide you.

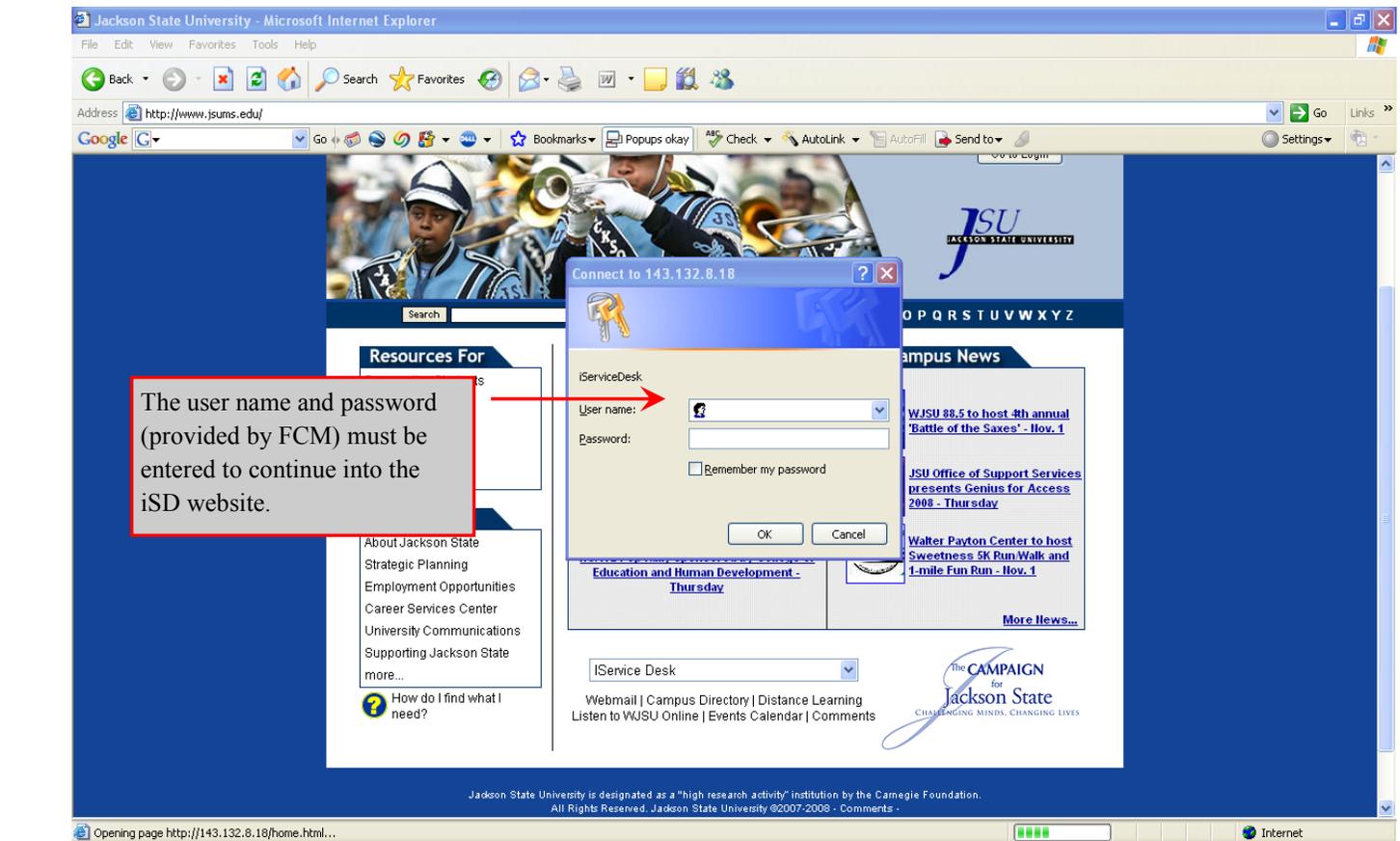
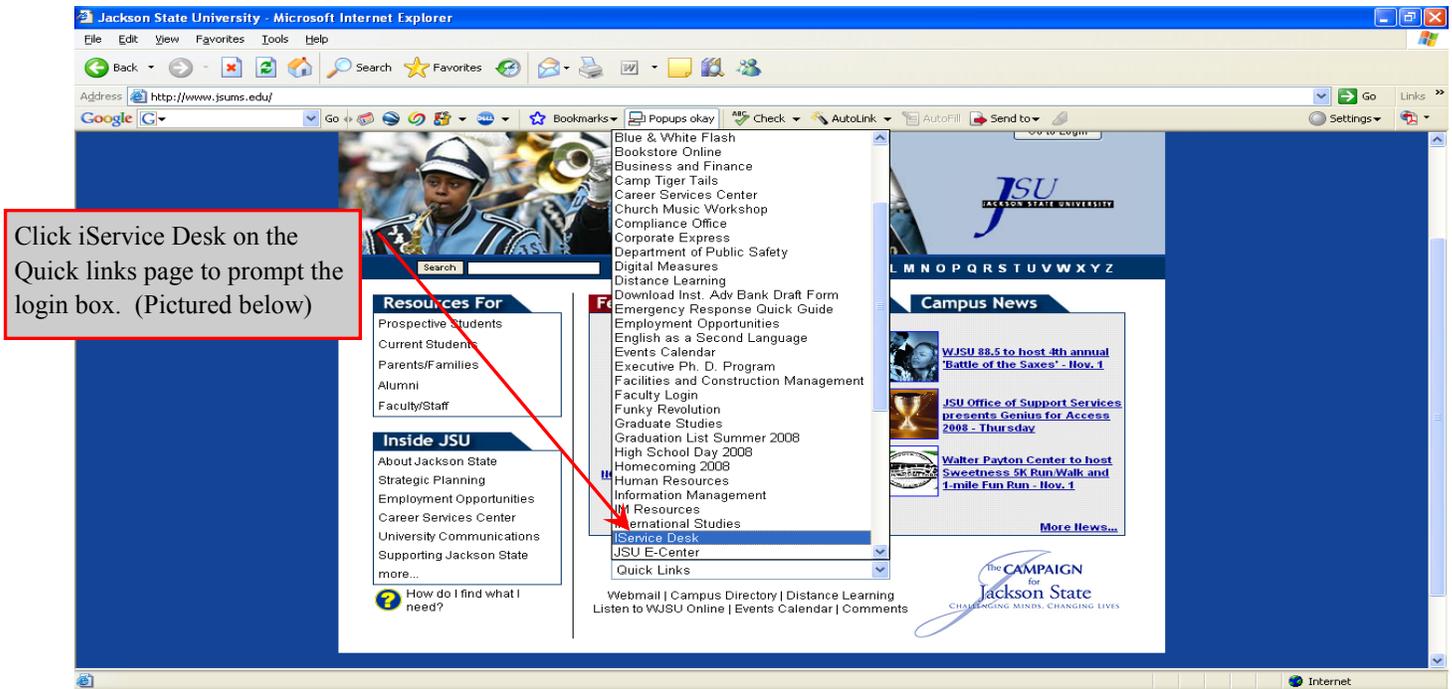
Table of Contents

- **Logging into iServiceDesk**
- **Submitting a Work Request to FCM**
- **Querying Work Requests in iServiceDesk**
- **Querying Work Orders**
- **Pending Authorizations**

For questions, comments or assistance using the iServiceDesk web interface, please contact Operation Staff Assistant or La’Kitha Hughes at (601) 979-2522. If you have problems with the site or the website is unavailable, please e-mail FCM at: fcm@jsums.edu.

Logging Into iServiceDesk

Before submitting an FCM work request through the iSD interface, **all users must log into the system**. When a user logs into the system a profile is applied. A profile allows a user to **only** submit, query and review items in buildings assigned to them to manage.



Click on this icon to start the process of **submitting a request** for FCM services.

Click on this icon to view **Pending Authorizations**, which are requests submitted for buildings the user manages, that require approval, of building manager, before being processed by FCM.



Click this icon to **Query Requests** that have been submitted, are pending approval, or have been accepted by FCM. The user can select a range of dates and view all request for a building in that timeframe.

Click this icon to **Query Work Orders** (Open or Closed) within a range of dates for a specified building.

Submitting a Request

• Select your Facility • Select your Building • Submit your Request

Select Facility

Please select your Facility:

Jackson State University (Main Campus) >>

Click this **arrow** to proceed to the building selection menu.

If this is an emergency please contact
Facilities & Construction Mgmt at (601) 979-2522

[\[Home | News | Emergencies | Reports | Links \]](#)

Click this drop down to select the **Facility** the request will be submitted for. This list is limited by the users profile and in most cases consist of only one selection and can be left alone by the user.

Click this **drop down** to select a **building**. This menu is limited to the buildings in the users profile.

• Select your Facility • Select your Building • Submit your Request

Select Building

Please select your Building:

L.E.W. Athletics & Assembly Center >>

If this is an emergency please contact
Facilities Management at (601) 979-2522

Click this arrow to proceed to the **Request Form**.

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Submitting a Request

The screenshot shows the iServiceDesk interface in a Microsoft Internet Explorer browser. The page title is "TMA iServiceDesk - Jackson State University TMA". The address bar shows "http://143.132.8.18/home.html". The main content area displays the "Request Form for L.E.W. Athletics & Assembly Center". A dropdown menu is open for the "Area" field, listing various service categories such as "ADMI - Administrative", "BS - Building Services", "C - E&G Custodial", "CI - Capital Improvement", "CONT - CONTRACTOR", "CP - Consultant Projects", "EM - Energy Management", "FM - FACILITIES MANAGEMENT", "HC - Housing Custodial", "HG - Housing Site Care", "HM - Housing Maintenance", "HSF - Housing Safety", "IM - Information Management", "IT - Information Technology", "M - Movers", "MS - Mechanical Services", "OM - Operations Maintenance", "PH - President's Home", "SC - Site Care", "SFTY - Safety", "TRAN - Transportation", and "UC - Universities Center". The "FM - FACILITIES MANAGEMENT" option is selected. The form fields include: *Name, *Phone #, *E-mail Address, *Repair Center, *Area, Account #, Tag Type, Tag #, *Department, and *Request. A "Submit" button is at the bottom of the form.

All fields with a red asterisk are required fields and **must** be completed before a request can be submitted.

The users selects the group that will perform the services being requested.

Select the **Area**, the services are being requested for, from this drop down. (If the area is not listed, include the location in the **request comment** field and submit to FCM).

The screenshot shows the iServiceDesk interface in a Microsoft Internet Explorer browser. The page title is "TMA iServiceDesk - Jackson State University TMA". The address bar shows "http://143.132.8.18/home.html". The main content area displays the "Request Form for L.E.W. Athletics & Assembly Center". A dropdown menu is open for the "Area" field, listing various service categories such as "1, Classroom - 35 Seats", "101A, Lobby - 101A", "102, Classroom", "165, Classroom - 165", "2, Classroom - 35 Seats", "236, Classroom", "250, Continuing Education", "258, Classroom", "30, Academic Building - 30", "36, Classroom", "ARENA, Assembly Arena", "BLDG, Entire Building - BLDG", "GROUNDS, Grounds - GROUNDS", "PL, Parking Lot - PL", "R-1, Classroom Lecture", "ROOF, Roof-ROOF", and "WR, Weight Room". The "1, Classroom - 35 Seats" option is selected. The form fields include: *Name, *Phone #, *E-mail Address, *Repair Center, *Area, Account #, Tag Type, Tag #, *Department, and *Request. A "Submit" button is at the bottom of the form.

Submitting a Request

• Select your Facility

Request Form for L.E.W. Athletics & Assembly Center

*Name: _____

*Phone #: _____

*E-mail Address: _____

*Repair Ctr: _____

*Area: _____

Account #: _____

Tag Type: _____

Tag #: _____

Department: _____

Alumni Affairs
American Disability Act
Army - ROTC
Athletics
Biology
Business Education
Campus Union
Career Counseling and Placement
Center for Technology and Transfer
Chemistry
College of Education
Communicative Disorders
Community Health
Community Service/Service Learning Ctr.
Continuing Education
Continuing Education Learning Center
Criminal Justice
Curriculum and Instruction
Data Management and Records
Foundation and Leadership
ip

Submit

[Home | News | Emergencies | Reports | Links]

The user must select the **department** that the request is for. This information may be used by FCM to provide services.

• Select your Facility • Select your Building • Submit your Request

Request Form for L.E.W. Athletics & Assembly Center

*Name: Bill Smith

*Phone #: 354-3456

*E-mail Address: bill@jsums.edu

*Repair Ctr: FM - FACILITIES MANAGEMENT

*Area: 250, Continuing Education

Account #: _____

Tag Type: Area

Tag #: _____

Department: Center for Technology and Transfer

*Request: Type your request for service here...be as detailed as possible.

Submit

Type the details of the **Service Request** into this field. **Please be as detailed as possible.** This information will be used to provide the needed services.

Once the request information is completed, click the **Submit button once**. Wait for the screen, on the following page, to load.

[Home | News | Emergencies | Reports | Links]

Submitting a Request

This screen will appear after successfully submitting a request. The status of the request will be shown and a **Request Number** will be assigned. This is done by the system automatically.

The screenshot shows a web browser window displaying a request confirmation page. At the top, there is a blue header with 'Request #' and 'Important'. Below this, the request number '13167' is prominently displayed, with 'for AAC-250' underneath it. A callout box labeled 'Request Number' points to this text. To the right, there is a notice: 'Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.' Below this, the 'Current Status' is shown as 'Pending'. Further down, details for the request are listed: 'Building: L.E.W. Athletics & Assembly Center', 'Location ID: AAC-250', 'Tag #:', 'Item Description:', 'Accept Date:', 'Work Order #:', 'Reject Date:', and 'Reject Reason:'. Below these details, the 'Requested Action' is described as 'The lights are out over my desk.' A callout box points to this text. At the bottom of the page, there are navigation links: '[Home | News | Emergencies | Reports | Links]'. The browser's address bar shows 'Done' and 'Internet'.

Request # **Important** • print page

13167
for AAC-250

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

Building: L.E.W. Athletics & Assembly Center Location ID: AAC-250
Tag #: Item Description:
Accept Date: Work Order #:
Reject Date:
Reject Reason:

Request Number

Requested Action: The lights are out over my desk.

[Home | News | Emergencies | Reports | Links]

This is the information the user provided while filling out the **Request Form**.

Query Requests

Requests for work submitted through iSD may be queried within the system. A user may only query requests for the areas assigned in their user profile. The following diagrams show the process for querying requests for a range of dates, for a building, and the results. This is a useful tool for managing the requests that are inputted into the system.

Jackson State University TMA

Select your Facility Select your Building

Search Criteria for Request Report

Building:
L.E.W. Athletics & Assembly Center

*Start Date:
11/12/2005 (mm/dd/yyyy)

*End Date:
12/12/2005 (mm/dd/yyyy)

Repair Ctr:
All repair ctrs

[Home | News | Emergencies | Reports | Links]

This is the **building** the requests will have been submitted on. This drop down is populated by the user's profile.

Jackson State University TMA

Select your Facility Select your Building

Search Criteria for Request Report

Building:
L.E.W. Athletics & Assembly Center

*Start Date:
11/12/2005 (mm/dd/yyyy)

*End Date:
12/12/2005 (mm/dd/yyyy)

Repair Ctr:
All repair ctrs

[Home | News | Emergencies | Reports | Links]

By clicking the "calendar" symbol, to the right of the date field, a "pop up" calendar will appear. Double clicking a date will place that date in the "date" field.

Calendar Button

November 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

Internet

Request Query (Continued)

Jackson State University TMA

• Select your Facility • Select your Building

Search Criteria for Request Report

Building:
L.E.W. Athletics & Assembly Center

*Start Date:
11/11/2004 (mm/dd/yyyy)

*End Date:
12/09/2005 (mm/dd/yyyy)

Repair Ctr:
All repair ctrs

- All repair ctrs
- ADMI - Administrative
- C - E&G Custodial
- CI - Capital Improvement
- CONT - CONTRACTOR
- FM - FACILITIES MANAGEMENT
- HC - Housing Custodial
- HM - Housing Maintenance
- IM - Information Management
- IT - Information Technology
- OM - Operations Maintenance
- PH - President's Home
- SC - Site Care
- SFTY - Safety
- TRAN - Transportation
- UC - Universities Center

>>

By selecting a "Repair Center" the user can narrow the list of requests for a building. If the user is unsure what "repair center" was used, "all repair ctrs" will return requests on all possible repair centers.

Click this **arrow** to submit Query.

Jackson State University TMA

Request List

Request #	Request Date	Accept Date	Reject Date
13167	12/08/2005		
13168	12/08/2005		
13169	12/08/2005		
13170	12/08/2005		
13171	12/08/2005		
13172	12/08/2005		
13179	12/08/2005		
13178	12/08/2005		
13177	12/08/2005		
13175	12/08/2005		
13174	12/08/2005		
13173	12/08/2005		
13161	11/16/2005		
12999	11/10/2005		
13015	11/10/2005		
13016	11/10/2005		
13017	11/10/2005	11/10/2005	
13018	11/10/2005	11/10/2005	
13026			
13045			
13048			
13049			
12959			
12874			
12821	11/04/2005	11/04/2005	
12822	11/04/2005	11/04/2005	

After the query has run, all requests within the parameters set by the user will appear. The "Requested Date", "Accepted Date", and "Reject Date" will appear beside the requests in the appropriate column.

By clicking on a "Request Number" the user will be taken to the details of that specific request. (Shown on the next page, top image.)

Request Query (Continued)

The current status of the request is shown here.

Jackson State University TMA

• [print page](#)

Request #	Important
12999 for AAC-30	Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email. Current Status: Accepted
Building: L.E.W. Athletics & Assembly Center	Location ID: AAC-30
Tag #:	Item Description:
Accept Date: 11/10/2005	Work Order #: OM-200602023
Reject Date:	
Reject Reason:	
Requested Action:	WE ARE REQUESTING YOU TO INSTALL ONE 220 WATT OUTLET IN ROOM 227 WOMEN BASKETBALL

The date the request was **accepted** is shown here.

The “**Work Order**”, that is created from the request, is shown here and may be clicked to take the user to the “**Work Order**” details.

Jackson State University TMA

• [Select your Facility](#) • [Select your Building](#)

Search Criteria for Work Order Query

Building:

Department:

* Start Date: (mm/dd/yyyy)

* End Date: (mm/dd/yyyy)

Open Work Orders (By Request Date)

Closed Work Orders (By Closed Date)

All Work Orders (By Request Date)

Repair Ctr:

“**Work Order**” queries work the same as request queried, but the user has the ability to view only **Open, Closed, or All** Work orders by selecting the appropriate button.

[[Home](#) | [News](#) | [Emergencies](#) | [Reports](#) | [Links](#)]

