Managing Service Requests

This chapter contains the following sections:

Managing Service Requests

You can view, resubmit, and cancel previously submitted service requests. You can also view a group's service request history.

Resubmitting A Service Request

A user can resubmit a failed service request. A service request could fail for the following reasons:

• Budget time

• Resource limits exceeded for the group under which the VM is being provisioned.

• Provisioning if incorrect information is not provided by the end user when creating a service request.

• Any connectivity issues between UCS Director and device.

Before You Begin

Create a service request.

Procedure

Step 1   On the menu bar, click **Services** and choose the **Service Requests** tab.

Step 2   Choose a service request.

Step 3   Click the **Resubmit Request** button to resubmit the failed request (you can also right-click on a service request and choose **Resubmit Request**).

Step 4   In the **Resubmit Service Request** dialog box, complete the following fields:

Name	Description
Resubmit Step drop-down list	Choose a resubmit step. • Initiated by end user • HyperV Resource Allocation • Provision
Skip approvals if already approved check box	If checked, the system skips the step if the service request has already been approved. Uncheck the check box to process all approvals.

Step 5 Click **Submit**.

Cancelling a Service Request

After submitting a service request, you can cancel it for any reason. As an end-user in the system, you can cancel service requests that only you have created.

Procedure

Step 1 On the menu, choose **Services** > **Service Requests**.

Step 2 Choose the service request entry that needs to be canceled.

Step 3 Click **Cancel Request**.

Step 4 Click **Submit** to cancel the service request.

Viewing the Service Request History for a Group

End users can view all service requests created.

Before You Begin

Create a service request.

Procedure

On the menu bar, click **Services** and choose the **Service Requests** tab (see step 1 above).

Searching the Service Request History for a Group

End users can search request history for any group.

Before You Begin

Create a service request.

Procedure

Step 1 On the menu bar, choose the **Organizations** > **Service Request** tab.

Step 2 Enter the text or service request number in the search field.

      Note   Criteria can be any text from any of the columns.

Exporting Group Service Requests History

Reports of service requests for all groups or any particular group can be exported into a tabular format.

Before You Begin

Creating service requests.

Procedure

Step 1 On the menu bar, choose **Services** > **Service Requests**.

Step 2 Click the **Export Report** icon to generate a report of service requests.
Reports can be exported in PDF, CSV, or XLS format.

Service Request Approvals

A service request has to be approved by a user before the VM can be provisioned. A user could be a service administrator or perhaps an IT manager. Once a service request is initiated, the service request workflow has a step for VM approval that shows the approver name. An email notification is also sent to the approver about the service request. Once approved, the next step (for example, provisioning) is initiated.

Approving Service Requests

Procedure

Step 1   On the menu bar, choose **Services** > **Service Requests** tab.

Step 2   Choose a service request.

Step 3   Click **Approve**.

Step 4   Enter any additional comments, if necessary.

Step 5   Click **Approve** to finalize the process.

Viewing Service Request Approvals History

Before You Begin

Create a service request.

Procedure

On the menu bar, click the **Organization** tab, and choose **My Approvals** > **My Approvals**. All service requests, approved or pending, are listed.

What to Do Next

Search the service request history

Searching the Service Request Approval History

End users can search through their list of current service requests.

Before You Begin

Create a service request.

Procedure

Step 1   On the menu bar, choose **Services > Service Requests** tab.

Step 2   Enter a search term in the search field to filter the current list of approvals.

Exporting Service Request Approvals History

Reports of all service request approvals can be exported to tabular format.

Before You Begin

Create a service request.

Procedure

Step 1   On the menu bar, choose **Approvals > My Approvals**.

Step 2   Click on the **Export Report** icon to generate a report of approvals.