

Submit a Business Service Change Request

Wendi Lewis - 2022-08-11 - Comments (0) - Business Systems

This article is for business service owners responsible for requesting changes to OIT for an administrative application or service (for example, Banner, Coeus, Cognos Analytics report, Workday integrations, and so on).

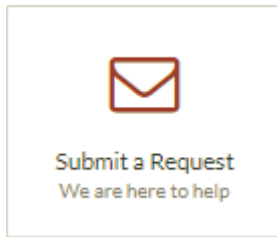
Requesting a change is as easy as submitting an IT Service Center request and choosing a **Request Type** of **Business Service Change Request**.

NOTE: Effective 5/7/18, this procedure replaces Remedy Change Requests.

Steps to Submit a Business Service Change Request

Follow the steps below to submit a Business Service Change Request.

1. Go to ithelp.brown.edu.
2. If you are not already logged in, in the upper-right corner, click **Login**, and then enter your credentials.
3. Click [Submit a Request](#).



4. In the **Request Subject** field, enter a brief description of your request.

Request Subject *

Select a request type *

5. From the **Select a request type** drop-down list, select **Business Service Change Request**.

Fields relevant to a Business Service Change Request appear.

6. Use the image below to complete the request form.

Your Name *

Wendi Lewis

Your Email

wendi_lewis@brown.edu

Requested Due Date

If this request has a required due date, please provide justification for this in your request details. Date must be greater than or equal to the current date (excluding weekends).

Team Assignment *

Production Services

Category

Please provide additional details to help us expedite your request *

Provide more details here-be specific about what you need.

If you requested a due date, provide an explanation why it is needed by this date here. (We'll do our best to accommodate your date.)

Drag a file in here or Choose a file

Attach screen shots or supporting documentation, as needed.

When you are logged in (step 2), these fields default with your information.

If there is no due date, skip this field.

Choose the team who will will fulfill your request. If you don't know, select Production Services.

Select the name of the service or application. This makes assignment of your request easier.

view Your Email Addresses >

7. Click **Submit**.

A confirmation message and bookmarkable link to your request appears.

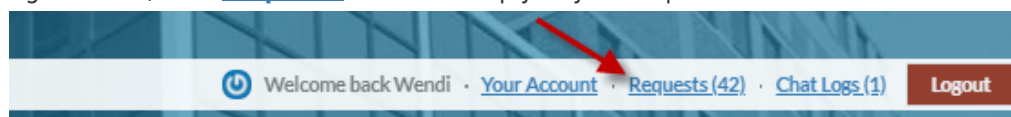
You will receive an email with your request ID. You can reply to this email if you want to update your request or correspond with the assigned agent/team.

What happens next?

Reply to Your Request

There are two ways you can reply to your request to communicate with the assigned agent/team, provide information, or ask for an update.

1. **Email**—Reply to the email you received when your request was submitted.
2. **User portal**—When you are logged in to the user portal (step 2 above), in the upper-right corner, click [Requests](#) to view or reply to your requests.



Request Approval

When your request is ready to go to Production, you will receive an email with instructions for you to approve the request. Your response will be recorded in the request.

Comments (0)
