

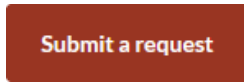
Submit a Business Service Change Request

Wendi Lewis - 2026-02-13 - Comments (0) - Business Systems

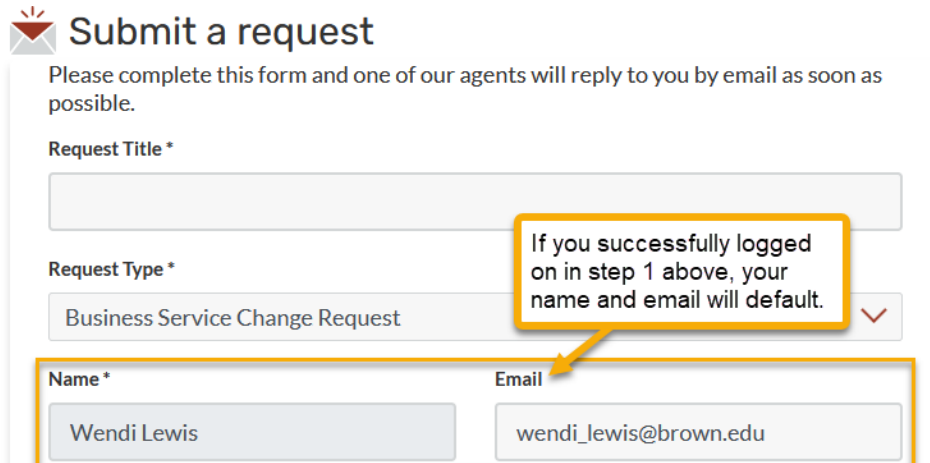
This article is for business service owners responsible for requesting changes to OIT for an administrative application or service (for example, Banner, Cognos Analytics, Workday integrations, and so on).

How to Submit a Business Service Change Request

1. In the upper-right corner of this page, click **Login**, and then enter your credentials.
2. Click **Submit a request**.



3. In the **Request Title** field, enter a brief description of your request.

A screenshot of the "Submit a request" form. The form has a title "Submit a request" with a red envelope icon. Below the title is a message: "Please complete this form and one of our agents will reply to you by email as soon as possible." The form contains several fields: "Request Title *" (a text input field), "Request Type *" (a dropdown menu showing "Business Service Change Request"), "Name *" (a text input field with "Wendi Lewis"), and "Email" (a text input field with "wendi_lewis@brown.edu"). A yellow callout box with an arrow points to the "Email" field, containing the text: "If you successfully logged on in step 1 above, your name and email will default." The "Request Title" field is empty.

4. From the **Request Type** drop-down list, select **Business Service Change Request**.

Fields relevant to a Business Service Change Request appear.

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

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).

If there is no due date, skip this field

Team Assignment *

Production Services

Choose the team who will fulfill your request. If you're not sure, select Production Services.

Category

Uncategorized

Select the service or application name

Message *

Attach screen shots or documentation as needed

Provide specific details. If you requested a due date, provide an explanation why it is needed by this

or

6. Click **Submit**.

A confirmation message and bookmarkable link to your request appears. You will also receive an email with your request ID.

You can update your request or correspond with the assigned agent/team by replying to the email or clicking the link.

When your request is ready for review/testing approval to go to Production, you will receive an email from the assigned agent with instructions for you to approve the request.

Comments (0)