



View the Change Request Dashboard

Wendi Lewis - 2018-05-15 - 0 Comments - in Business Systems

To give business users and Deskpro agents visibility into Business Service Change Requests, a [Change Request Dashboard](#) (login required) is available to staff.

Filters

When you open the dashboard, default filters are applied.

The screenshot shows the top section of the Change Request Dashboard. It features two dropdown menus: 'Submitted by:' with 'Wendi Lewis' selected, and 'Assigned Team:' with 'Business Intelligence' selected. A yellow callout box points to these dropdowns with the text: 'Defaults to requests you submitted and, if you are a Deskpro agent, your team. Otherwise, defaults to "Show all."'

Use filters to limit your request results.

The screenshot shows the main content area of the Change Request Dashboard. It includes a table of request results and several filter controls. A yellow callout box points to the 'Request Type' dropdown (set to 'Show all') with the text: 'Resets filter values to "Show all"'. Another yellow callout box points to the 'Ticket Status' column header with the text: 'Use filters to limit your results'. The table below shows one request entry.

Number	Subject	Category	Ticket Status
92947	CR92947 - Upgrade Cognos v10.2.2 to Cognos Analyt...	Cognos	Awaiting Agent

Search

You can search for a keyword(s) in data across available dashboard columns (Subject, Category, Submitted by, and so on).

Change Request Dashboard About IT Service Center

Submitted by: Show all Assigned Team: Show all Request Type: Show all

Toggle column: Number Subject Submitted By Request Type

Show 10 entries

Search: cognos

Example
A search for "cognos" returns requests with a.) Cognos in the subject or b.) a Category of Cognos

(Clear Filters resets values to "Show all")

Number	Subject	Category	Ticket Status
92947	CR92947 - Upgrade Cognos v10.2.2 to Cognos Analyt...	Cognos	Awaiting Agent
93083	TR93083 - CR92701 - Copy the Cognos Financial Aid...	Banner Reporting Database (ODS)	Resolved
93529	CR93529 - Including grad certs in degree file	Cognos	Awaiting Agent

Choose Columns to Display

To select (or deselect) a column to appear in your results, click a **Toggle column**. Grey indicates a selected column.

Change Request Dashboard About IT Service Center Hello Wendi Lewis! Sign out

Submitted by: Wendi Lewis Assigned Team: Business Intelligence Request Type: CR Status: Open

Toggle column: Number Subject Submitted By Request Type Category Assigned Team Ticket Status

Show 10 entries

Search:

Number	Subject	Category	Ticket Status
92947	CR92947 - Upgrade Cognos v10.2.2 to Cognos Analyt...	Cognos	Awaiting Agent

View Request Details

Click a request in the results (any column value) to view a request details.

NOTE: Request communication (replies and notes) does not appear in this interface.

Change Request Dashboard About IT Service Center Hello Wendi Lewis! Sign out

Ticket Details

Ticket Number: 92947

Subject: CR92947 - Upgrade Cognos v10.2.2 to Cognos Analytics v11.0.8

Submitted by: Wendi Lewis

Assigned Agent: Wendi Lewis

Assigned Team: Business Intelligence

Category: Cognos

Workflow Status: Ready for Sign-Off

Status: Awaiting Agent

Created Date: NaN/NaN/NaN

Requested Due Date: NaN/NaN/NaN

Resolution Date: None

Request Type: CR

Signed Off?


Change Request Details: See this [Google sheet for implementation plan.](#)

We will need sign-off from the following Departments (count = 12)

Department	Power User
Admission	Julia Bengochea

Open a Request in Deskpro

If you are a Deskpro agent, you will see an icon you can click to open the request in Deskpro.




 **Change Request Dash**

Submitted by:

Toggle column:

Show

Click to open a request in Deskpro

Number		Subject
92947		CR92947 - Upgra
93083		TR93083 - CR927
93529		CR93529 - Includ

Questions or Suggestions?

Email CIS-BSCR@Brown.edu with questions or suggestions.

If you're having a problem with the Change Request Dashboard, open a [support request](#).

Tags

Business Systems