

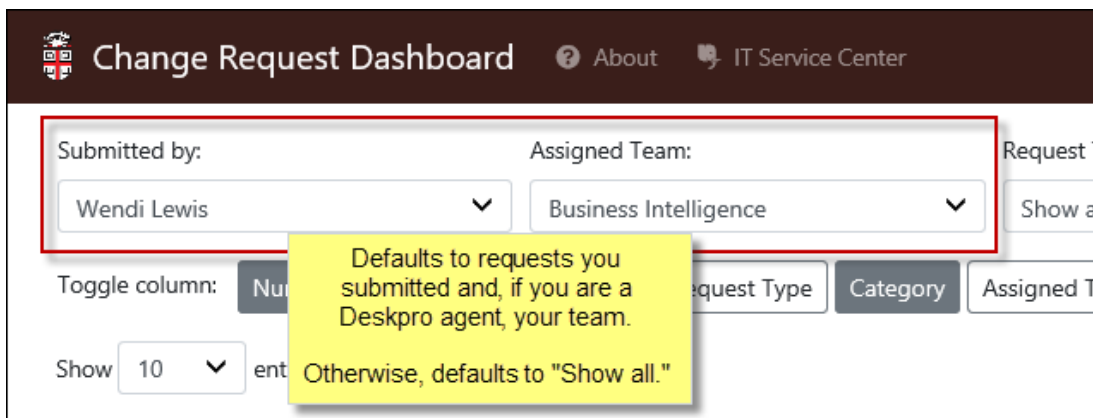
## View the Change Request Dashboard

Wendi Lewis - 2022-03-04 - Comments (0) - Business Systems

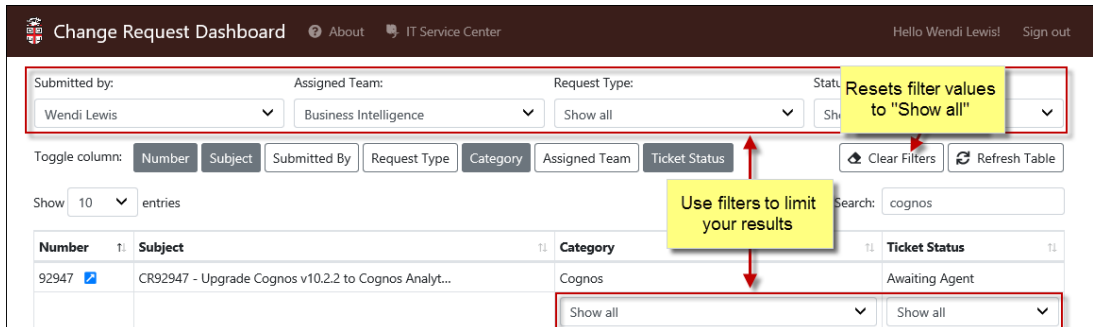
To give business users and Deskpro agents visibility into Business Service Change Requests, a [Change Request Dashboard](#) (login required) is available to staff.

### Filters

When you open the dashboard, default filters are applied.



Use filters to limit your request results.



### 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** 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** 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](mailto:CIS-BSCR@Brown.edu) with questions or suggestions.

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