

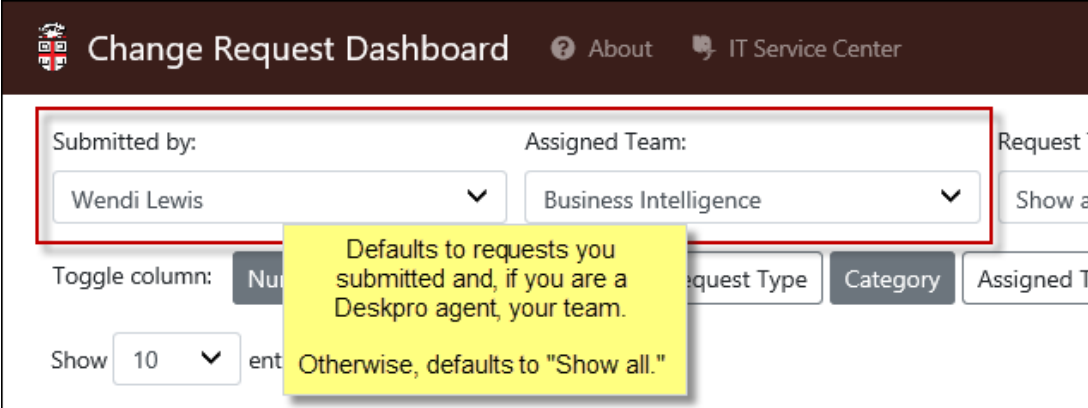
View the Change Request Dashboard

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.

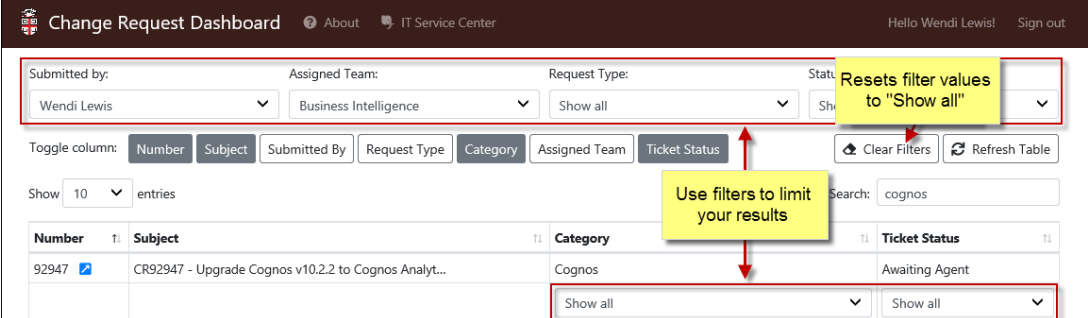
Filters

When you open the dashboard, default filters are applied.



The screenshot shows the top section of the Change Request Dashboard. It features a dark header with the Brown University logo, the title "Change Request Dashboard", and links for "About" and "IT Service Center". Below the header, there are two dropdown menus: "Submitted by:" with "Wendi Lewis" selected, and "Assigned Team:" with "Business Intelligence" selected. A yellow callout box points to these filters, stating: "Defaults to requests you submitted and, if you are a Deskpro agent, your team. Otherwise, defaults to 'Show all.'" Below the filters, there are buttons for "Toggle column:" (Number, Subject, Submitted By, Request Type, Category, Assigned Team) and a "Show" dropdown set to "10".

Use filters to limit your request results.



The screenshot shows the full Change Request Dashboard. The filters at the top are "Submitted by: Wendi Lewis", "Assigned Team: Business Intelligence", and "Request Type: Show all". A yellow callout box points to the "Request Type" filter, stating: "Resets filter values to 'Show all'". Below the filters, there are buttons for "Toggle column:" (Number, Subject, Submitted By, Request Type, Category, Assigned Team, Ticket Status) and a "Show" dropdown set to "10". A search bar contains the text "cognos". Below the search bar, there is a table with the following data:

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

A yellow callout box points to the "Category" and "Ticket Status" dropdowns at the bottom of the table, stating: "Use filters to limit your 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 Category Assigned Team Ticket Status

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

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

Show 10 entries

Showing 1 to 4 of 4 entries

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](#).