

Service Request for the Enterprise Network Project

Scope: CCC	Revision Date: 3/7/16
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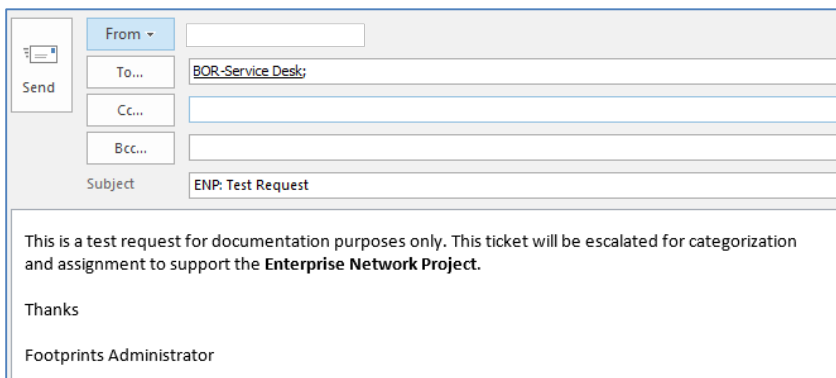
1. Introduction

This procedure details the steps to follow to submit a service request (Footprints ticket) for work associated with the Enterprise Network Project (ENP) to the BOR Service Desk. Service Requests of this nature will be assigned to Presidio Network Project and the Network Admin teams in Footprints. The submitter (contact) and all assigned teams will receive notifications when a ticket is submitted.

2. Ticket Submission for the Enterprise Network Project

The steps to submit an ENP service request to the BOR Service Desk is as follows:

1. Send an email to the BOR Service Desk (BOR-ServiceDesk@ct.edu)
Note: Do not CC or BCC BOR-ServiceDesk@ct.edu it should be in the TO: only.
2. Make sure that the subject line starts with **ENP:**
3. In the body of the message, clearly describe the request with detailed information. If needed attach any supporting documents.



The screenshot shows an email composition interface. The 'To' field contains 'BOR-Service Desk;'. The 'Subject' field contains 'ENP: Test Request'. The body of the email contains the following text:

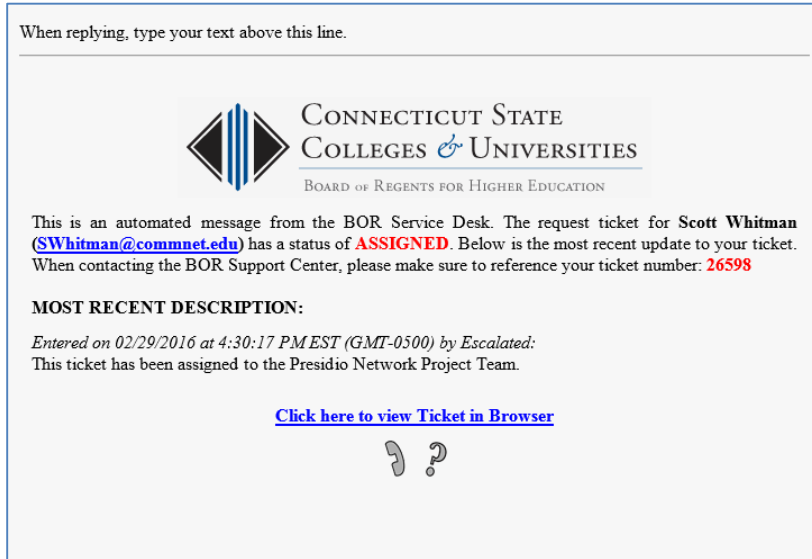
This is a test request for documentation purposes only. This ticket will be escalated for categorization and assignment to support the **Enterprise Network Project**.

Thanks

Footprints Administrator

3. Email Verification of Ticket Submission

Within a few minutes after the ticket is submitted, the submitter and the assigned teams (Presidio Network Project, Network Admin) will receive a verification email with the ticket information.



4. Working on the Ticket

The assigned teams (Presidio Network Project, Network Admin) will have access to the ticket in Footprints and will work it through the normal ticket workflow.

These Tickets will be initially categorized as the following:

Request Type	Area	Category
Service Request	Network Services	Enterprise Network Project

Note: More details can be found on the [Footprints support page](#).