Service Request for the Enterprise Network Project

Scope: CCC  Revision Date: 3/7/16

Table of Contents
1. Introduction .......................................................................................................................................... 1
2. Ticket Submission for the Enterprise Network Project ......................................................................... 1
3. Email Verification of Ticket Submission ................................................................................................ 2
4. Working on the Ticket ........................................................................................................................... 2

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.

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:

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Area</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request</td>
<td>Network Services</td>
<td>Enterprise Network Project</td>
</tr>
</tbody>
</table>

Note: More details can be found on the Footprints support page.