

# Service Request Management

[98080.ksu.edu.sa](http://98080.ksu.edu.sa)

## How to Use



# Login to System

Log in to the portal (<http://98080.ksu.edu.sa>) using your mail ID and Password

نظام إدارة خدمات العمادة والدعم الفني  
Deanship of Service Management System & Technical Support

جامعة الملك سعود  
King Fahd University  
e-learning  
2007

98080  
الرقم الموحد

User Login

Sign In

نبني المستقبل لخدمتكم!!

جميع الحقوق محفوظة لجامعة الملك سعود | عمادة التعليم الإلكتروني والتعلم عن بعد، ٢٠١٣

# Select the Service Category

The screenshot displays the BMC Service Request Management interface within a Windows Internet Explorer browser. The browser address bar shows the URL: `deskappsrv:8080/arsys/forms/helpdeskappsrv`. The page title is "Request Entry (New)".

The main content area is titled "BMC Service Request Management" and includes a "Request Service" section with a search bar and navigation options like "Favorites", "Popular", and "Browse". Below this, there are "All Categories" listed:

- Maintenance (Sub-Categories)
- LMS (Sub-Categories)
- Deanship Services (Sub-Categories)
- HR Services (Sub-Categories)

The "Available Requests" section on the left lists various service categories, with "Digital Signage - Indoor" selected. The details for this request are shown in a central panel:

- Digital Signage - Indoor**
- Description:** Digital Signage - Indoor
- Buttons: Add to Favorites, Request Now

On the right side, the "My Requests" section displays a list of requests:

- Leave Request**  
REQ000000004201Request ID:  
5/7/2013 10:29:35 AMSubmitted:  
Devoteam SupportFor:  
Waiting ApprovalStatus:  
Request Again | Cancel | Details
- Projectors**  
REQ000000003901Request ID:  
5/5/2013 12:52:57 PMSubmitted:  
Devoteam SupportFor:  
In ProgressStatus:  
Request Again | Cancel | Details
- Display Screens**  
REQ000000003637Request ID:  
4/30/2013 2:07:48 PMSubmitted:  
Devoteam SupportFor:  
InitiatedStatus:  
Request Again | Cancel | Details
- E-Podium**  
REQ000000003631Request ID:  
4/30/2013 12:10:16 PMSubmitted:  
Devoteam SupportFor:  
InitiatedStatus:  
Request Again | Cancel | Details

The Requests Console will open showing the provided services that you can request. Select any 'Service Category'

# Select Related Service

The screenshot shows the BMC Service Request Management web application. The main navigation bar includes 'Request Service' with search and filter options, and 'My Requests' with a list of active requests. The 'Request Service' section is expanded to show a list of services under the 'Maintenance' category. The 'Available Requests' section is also expanded to show a detailed view of the 'Display Screens' service, including its description and buttons for 'Add to Favorites' and 'Request Now'.

**Request Service**

Maintenance

- Display Screens
- E-Podium
- Digital Signage - Indoor
- Digital Signage - Outdoor
- Documents Camera
- Interactive Board
- Interactive Pen Display
- Kiosk
- Manual Screens

**Available Requests**

Display Screens

**Display Screens**

Description:  
Display Screens Services

[Add to Favorites](#) [Request Now](#)

**My Requests**

Show: Open And Draft Requests

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**Leave Request**  
REQ00000004201Request ID:  
5/7/2013 10:29:35 AMSubmitted:  
Devoteam SupportFor:  
Waiting ApprovalStatus:  
[Request Again](#) | [Cancel](#) | [Details](#)

**Projectors**  
REQ00000003901Request ID:  
5/5/2013 12:52:57 PMSubmitted:  
Devoteam SupportFor:  
In ProgressStatus:  
[Request Again](#) | [Cancel](#) | [Details](#)

**Display Screens**  
REQ00000003637Request ID:  
4/30/2013 2:07:48 PMSubmitted:  
Devoteam SupportFor:  
InitiatedStatus:  
[Request Again](#) | [Cancel](#) | [Details](#)

**E-Podium**  
REQ00000003631Request ID:  
4/30/2013 12:10:16 PMSubmitted:  
Devoteam SupportFor:  
InitiatedStatus:  
[Request Again](#) | [Cancel](#) | [Details](#)

After the 'Service Category' has been selected, it will show the 'Related Services', select the related service you want

# Service Request Details

### Custom and Mapped Data

Requested By	Devoteam Support	Phone	966 5 98176748	<input type="button" value="Edit"/>
Requested For	Devoteam Support	Email	mggharaibeh@devoteam.com	

Attachments:

▶ Instructions:

Service Type	Projectors
Campus	Diriyah
Collage'	College Of Dentistry Bldg 23
Floor #	Ground Floor
Room	02/AA
Tag Number*	PRJ0001
Error Type	Lamp
Notes	Lamp is broken

When selecting the related service, the 'Service Request Details' appear, select from the menus what is your requested service and write in the note field a description about your request. After that click on 'submit'


# SRM – Creating Template 2/5


The screenshot shows a web application window titled "Request Details". At the top, there are tabs for "Details", "Additional Details", and "Process View". Below the tabs is a progress bar with six stages: "Draft", "Waiting Approval", "Initiated" (highlighted in green), "In Progress", "Completed", and "Closed".

**General Information**

<b>Request Status:</b>	Initiated
<b>ID:</b>	REQ00000004238
<b>Title:</b>	Projectors
<b>Submit Date:</b>	5/8/2013 3:07:19 PM
<b>Requested By:</b>	Devoteam Support
<b>Requested For:</b>	Devoteam Support
<b>Company:</b>	KSU
<b>Phone:</b>	966 5 98176748
<b>Email:</b>	mgharaibeh@devoteam.com

**Activity Log**

<type your activity log text here> 

 <File Name>

At the bottom of the window, there are buttons for "Request Again", "Cancel Request", "Close", "More Details", and "Print".

After submitting the request, the console will appear again showing your request.