

SDS  
2.0

# Smart Digital Systems

User Guide for L2 & L3 Teams | Managing ITSM Change Request



*Co-Confidential*

7<sup>th</sup> March 2024, Release 4 v1.0

## AGENDA

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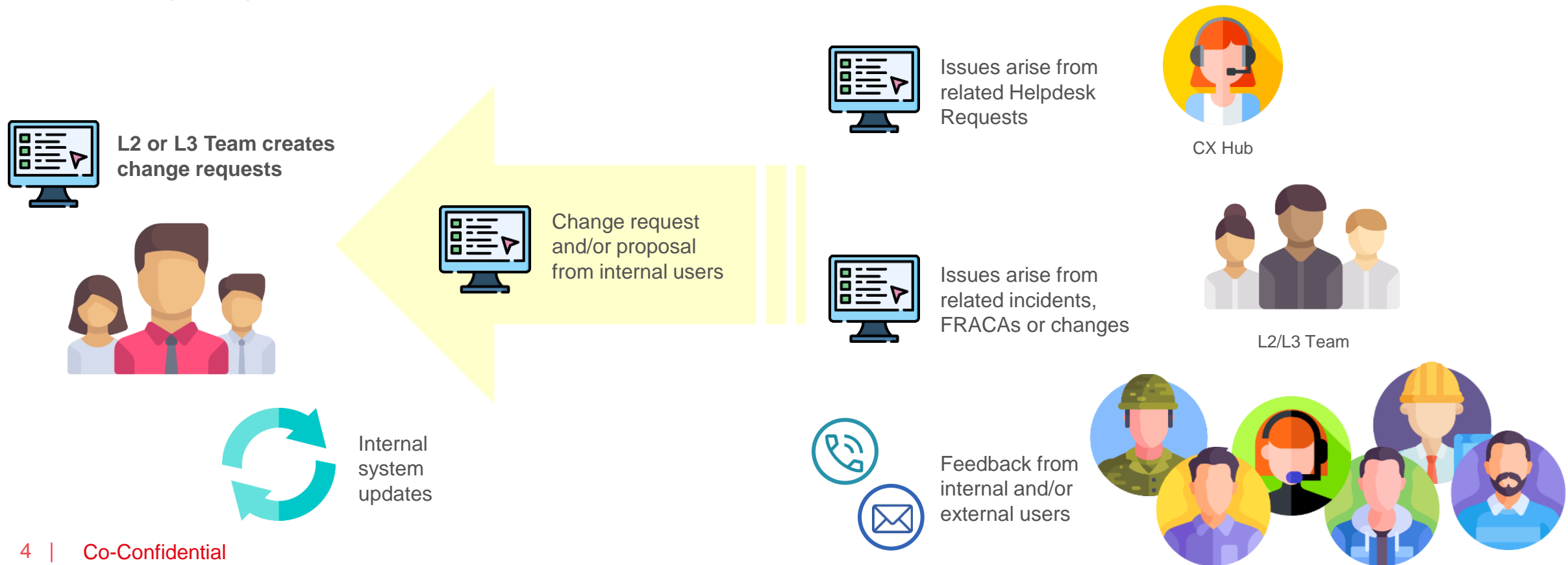
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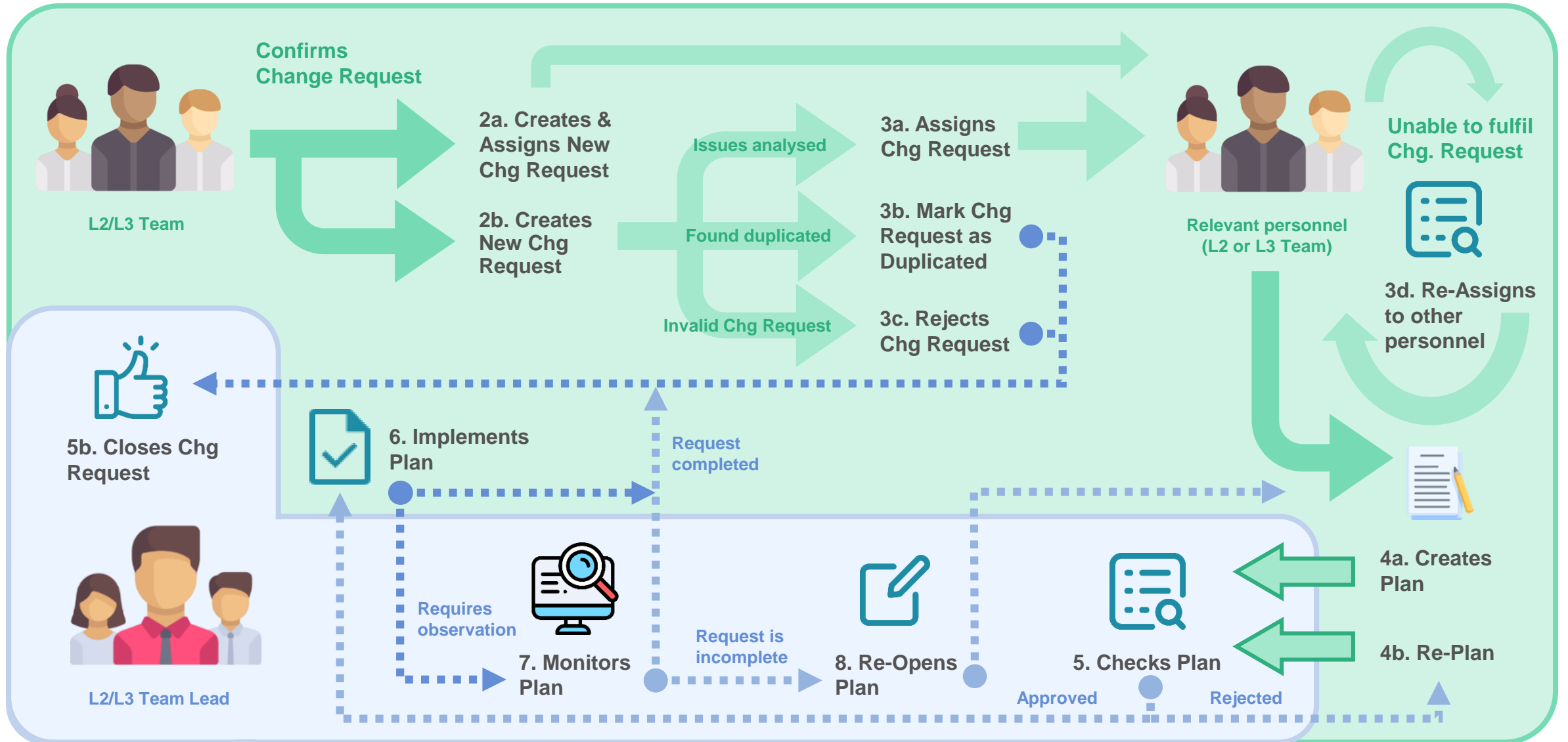
# ITSM Change Request

- About ITSM Change Request
- Process Flow Overview
- How to Process a Change Request
- Login
- Homepage

# About ITSM Change Request

L2 & L3 Teams create change requests when there is a requirement to enhance SDS2.0 system design, functionality or system updates.

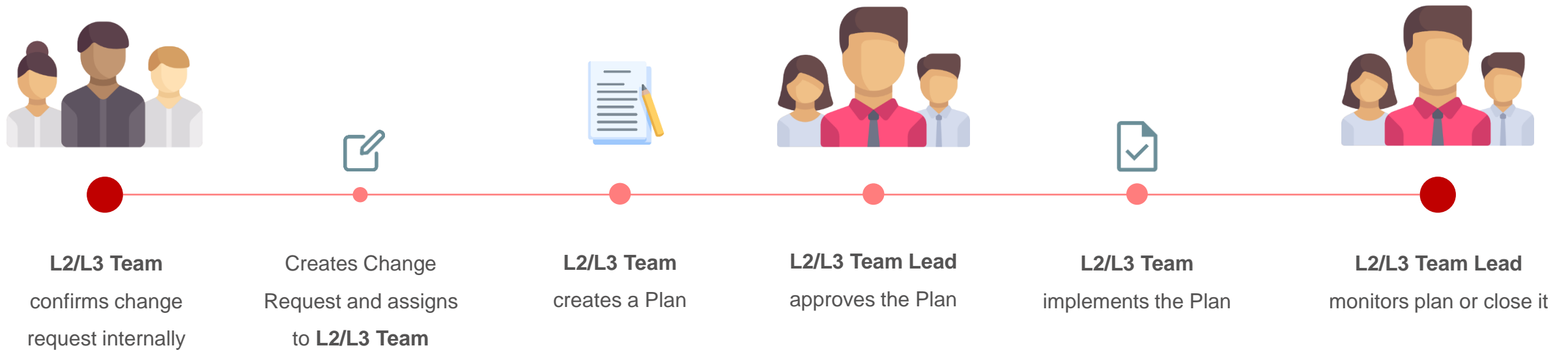




# How to Process a Change Request

**L2 or L3 Team** go through discussions triggered by internal or external request for enhancement.

(Note: For external party, a separate document will be issued and needs to be signed for a change request)

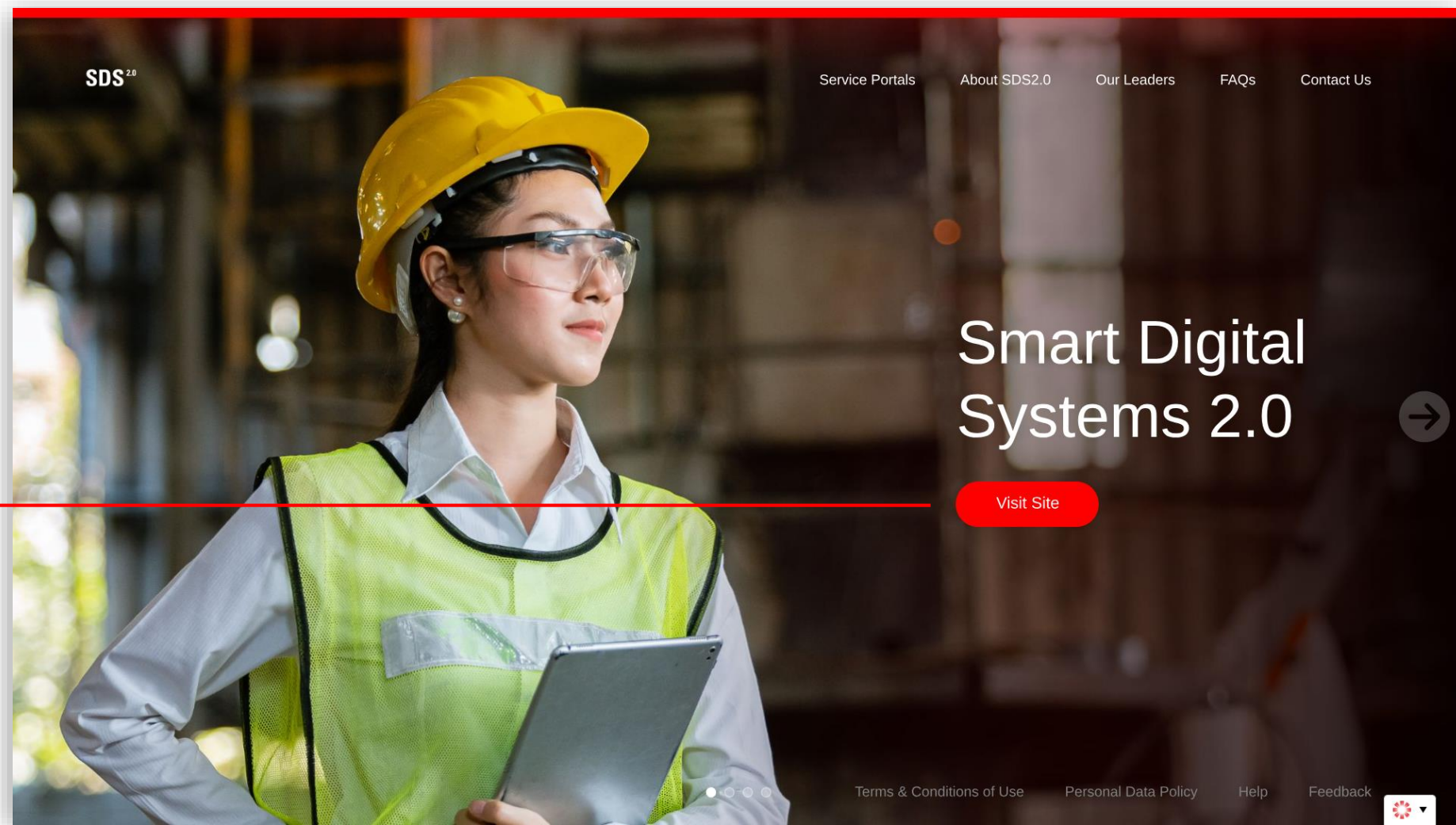


# Login (1)

To access SDS2.0:

<https://sds.stengg.com>

Then select **Visit Site**



# Login (2)


Enter your username  
and Password here  
and click **Sign In**.






# Login (3)

Select **Enter Portal** link under **Helpdesk System Support** section




- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Enter Portal




- Inhouse & Onsite Service Request Extraction
- Updating & Importing of MO/SO/YT3 Values

Enter Portal



- Process Service Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

Enter Portal




(\*for administrative users only)

- Credential Reset or Change
- Device Pairing Authentication

Enter Portal


Equipment Transit



- Monitor Equipment Inflow / Outflow
- Allocation of Equipments to Engineering Teams

Enter Portal

MRO AI Co-pilot



- Formulate rectification action
- Investigate root cause and more ...

Helpdesk System Support



- Create or Process Change Requests
- Request Assignment to Engineers
- Log FRACA, Incidents & Helpdesk Requests

Enter Portal



# Homepage

Once logged in, you will be at homepage where you can view your assigned incidents.

The screenshot displays the ST Engineering ITSM homepage. On the left is a dark navigation sidebar with the ST Engineering logo and menu items: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. At the bottom of the sidebar is a user profile for 'Hi L2 Lead!' with a notification for 'No new message'. The main content area has a top bar with a search icon, a home icon, and the text 'Welcome'. Below this are four sections:

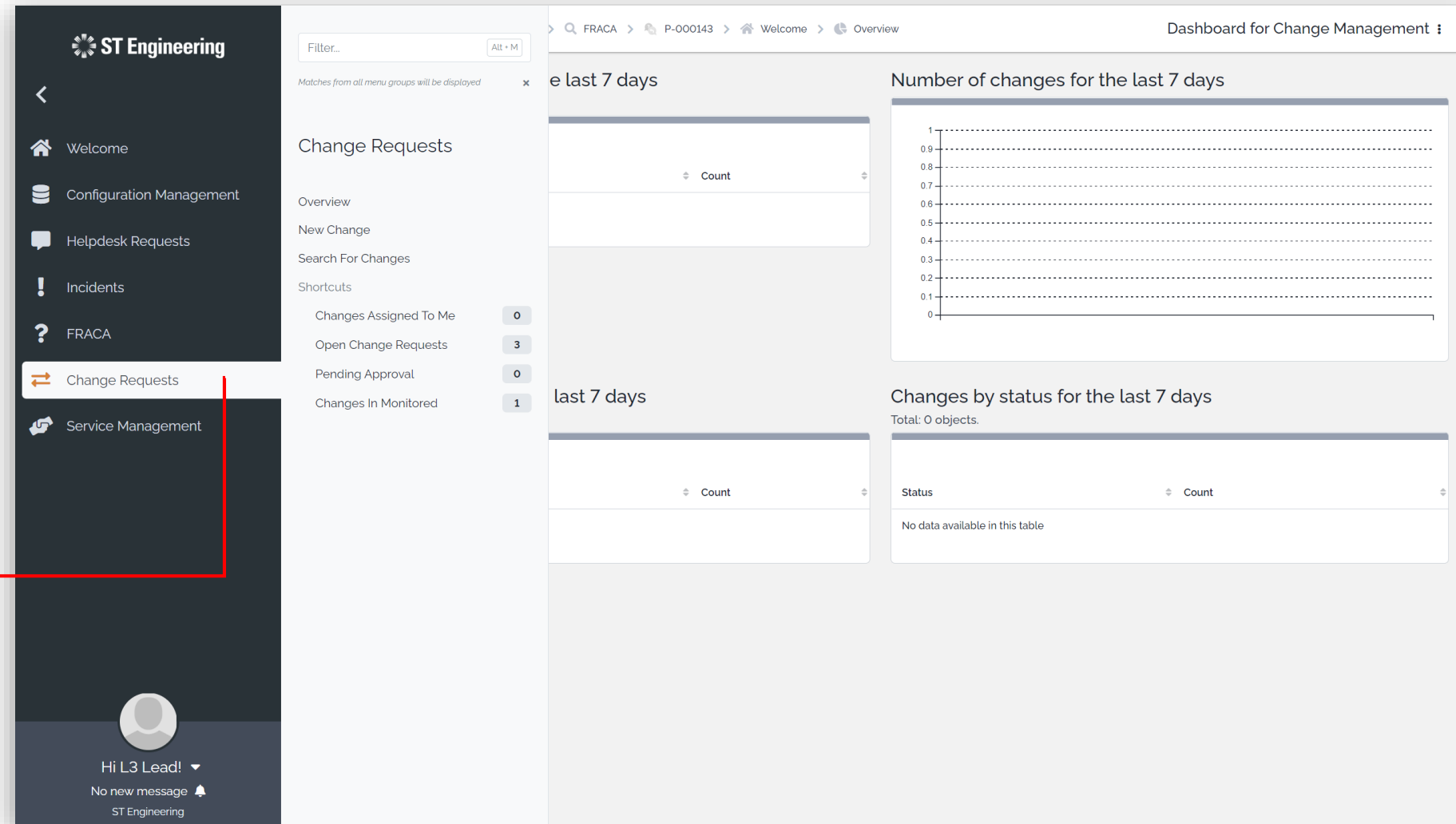
- Assigned Helpdesk Requests:** A table with one row containing the text 'No object to display.'
- Assigned Incidents:** A table with 1 object. The table has columns: Incident, Title, Organization, Caller, Date Of Creation, Status, and Assignee. The data row is: I-000129, sadas, ST Engineering, undefined, 2022-11-28 10:07:59, Resolved, L2 Lead User.
- Assigned FRACA:** A table with 1 object. The table has columns: FRACA, Title, Organization, Date Of Creation, Status, Service, and Priority. The data row is: P-000139, sad, ST Engineering, 2022-11-28 17:07:43, Re-Opened, Undefined, Critical.
- Change Requests:** A table with 4 objects. The table has columns: Change, Ticket sub-class, Title, Organization, Planned Start Date, Planned End Date, Status, Assignee, and Monitored Until Date. The visible data rows are:
  - C-000114, Change, Change 1, ST Engineering, New, undefined
  - C-000122, Change, Make product selection multiple, ST Engineering, Duplicated, undefined
  - C-000133, Change, sad, ST Engineering, Closed, undefined

# Change Request

- Change Request Menu List
- Overview
- Creating a New Change Request
- View List of Change Requests
- View a Change Request
- Edit Change Request Information
- Assign or Re-Assign Change Request
- Duplicated Change Request
- Reject Change Request
- Create a Plan or Re-Plan
- Approve or Reject Plan
- Implement a Plan
- Monitor Implementation
- Re-Open and Assign Plan
- Close Change Request
- Activity Panel

# Change Request Menu List

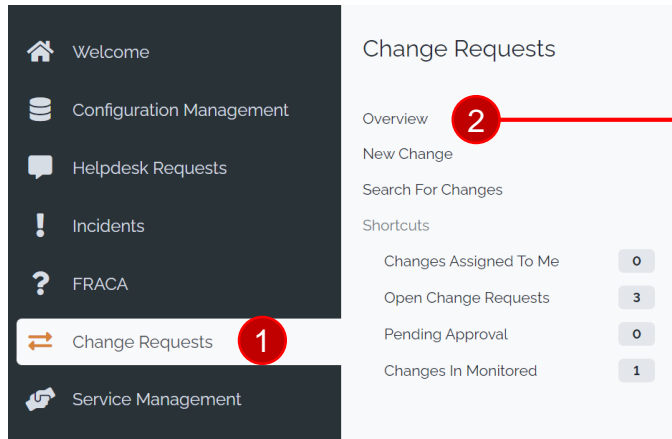
From side navigation, go to **Change Requests** to view change request menu list.



The screenshot displays the ST Engineering Change Management dashboard. On the left, a dark sidebar contains the navigation menu with 'Change Requests' highlighted. The main content area shows a 'Change Requests' menu list with options like Overview, New Change, Search For Changes, and Shortcuts. The dashboard also features a table for 'Changes last 7 days', a line chart for 'Number of changes for the last 7 days', and a table for 'Changes by status for the last 7 days'.

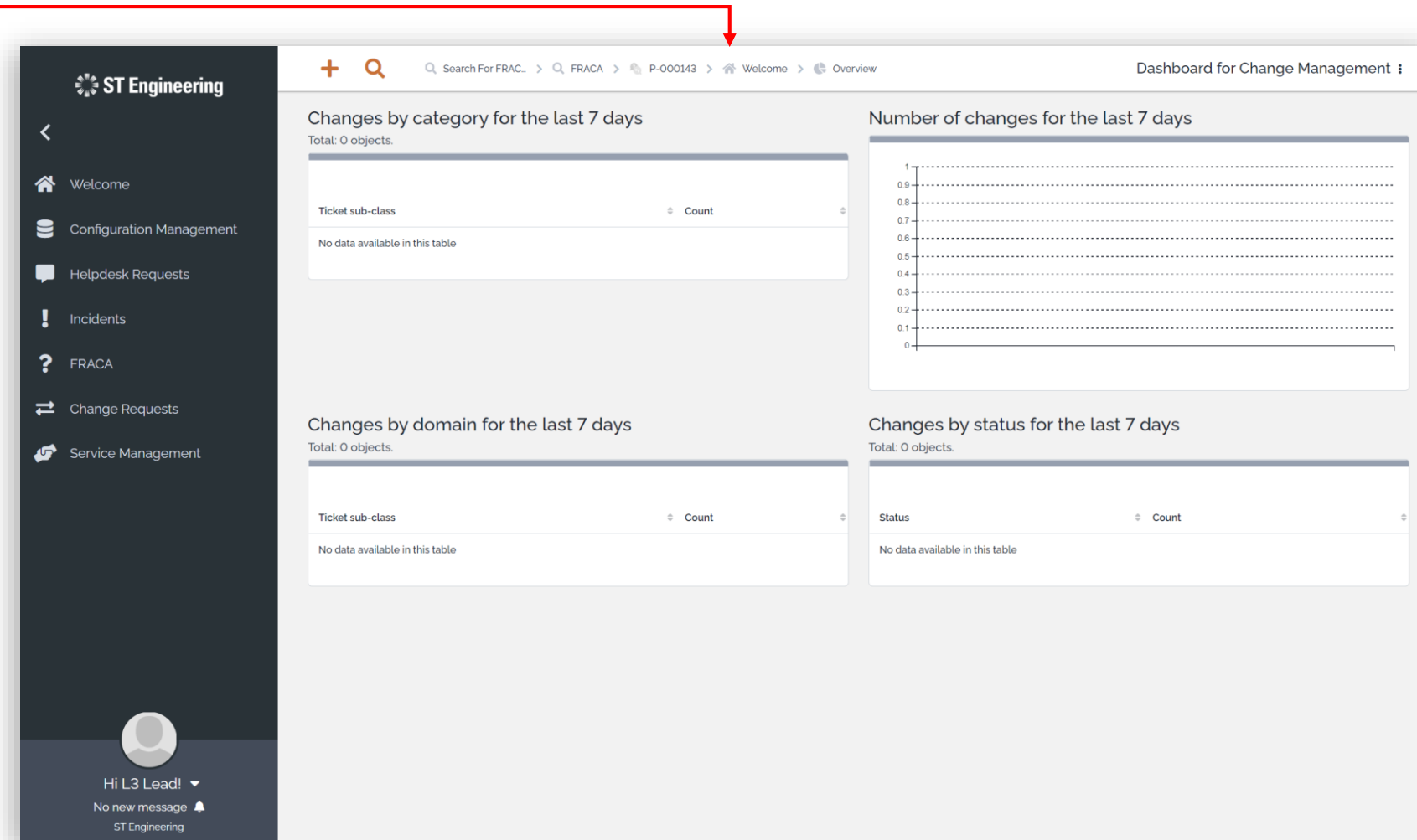
## CHANGE REQUEST

# Overview



Change Requests

- Overview **2**
- New Change
- Search For Changes
- Shortcuts
  - Changes Assigned To Me **0**
  - Open Change Requests **3**
  - Pending Approval **0**
  - Changes In Monitored **1**

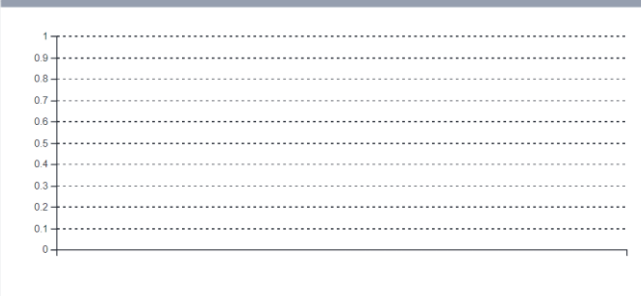


Dashboard for Change Management

Changes by category for the last 7 days  
Total: 0 objects.

Ticket sub-class	Count
No data available in this table	

Number of changes for the last 7 days



Changes by domain for the last 7 days  
Total: 0 objects.

Ticket sub-class	Count
No data available in this table	

Changes by status for the last 7 days  
Total: 0 objects.

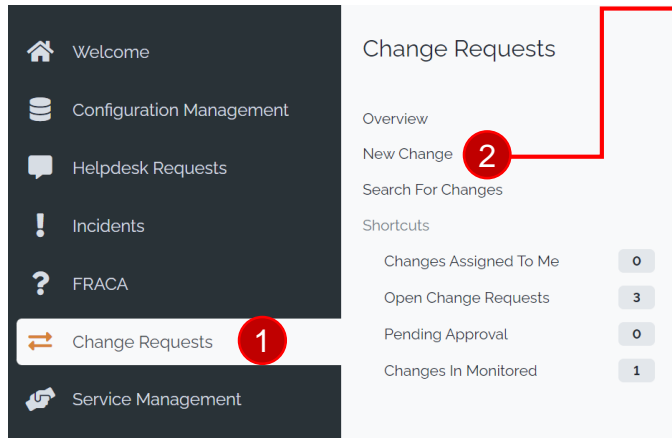
Status	Count
No data available in this table	

Hi L3 Lead!   
 No new message   
 ST Engineering

Select **1** Change Request >  
**2** Overview to see the general view of all change requests.

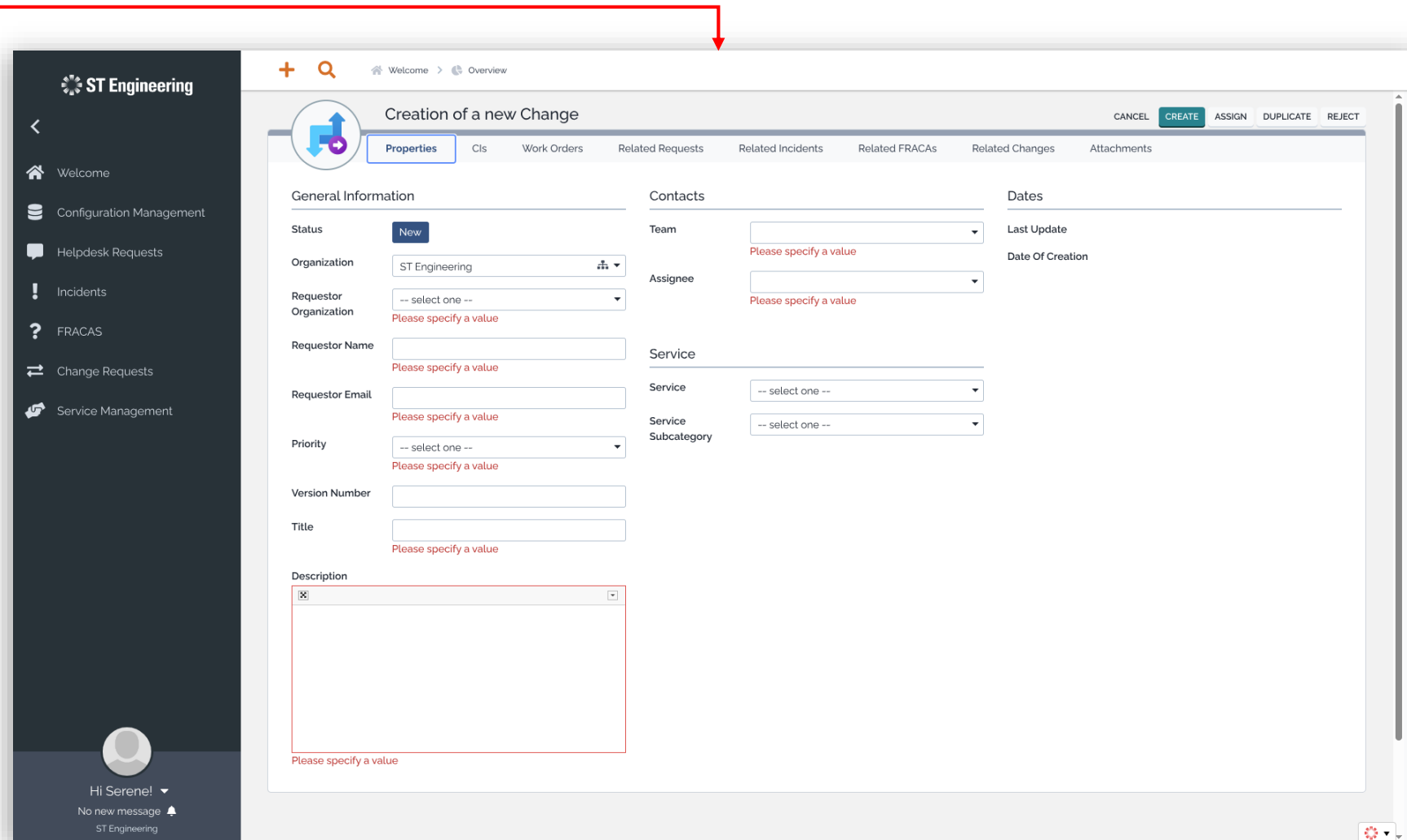
## CHANGE REQUEST

# Creating a New Change Request (1)



The screenshot shows a navigation menu with the following items: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests (highlighted with a red circle and the number 1), and Service Management. To the right, a sub-menu for Change Requests is visible, containing: Overview, New Change (highlighted with a red circle and the number 2), Search For Changes, and Shortcuts. The shortcuts list includes: Changes Assigned To Me (0), Open Change Requests (3), Pending Approval (0), and Changes In Monitored (1).

Select **1** Change Requests  
> **2** New Change to create  
a new change request.



The screenshot displays the 'Creation of a new Change' form. The form is titled 'Creation of a new Change' and has a 'Properties' tab selected. The form is divided into several sections: General Information, Contacts, Service, and Dates. The General Information section includes fields for Status (set to 'New'), Organization (ST Engineering), Requestor Organization (Please specify a value), Requestor Name (Please specify a value), Requestor Email (Please specify a value), Priority (Please specify a value), Version Number, and Title (Please specify a value). The Contacts section includes fields for Team (Please specify a value) and Assignee (Please specify a value). The Service section includes fields for Service (Please specify a value) and Service Subcategory (Please specify a value). The Dates section includes fields for Last Update and Date Of Creation. The form also has a 'Description' field at the bottom. The top of the form has a navigation bar with 'CANCEL', 'CREATE', 'ASSIGN', 'DUPLICATE', and 'REJECT' buttons. The bottom of the form shows a user profile for 'Hi Serene!' and a notification for 'No new message'.

## CHANGE REQUEST

# Creating a New Change Request (2)

There are 8 sections shown when creating a new change request:

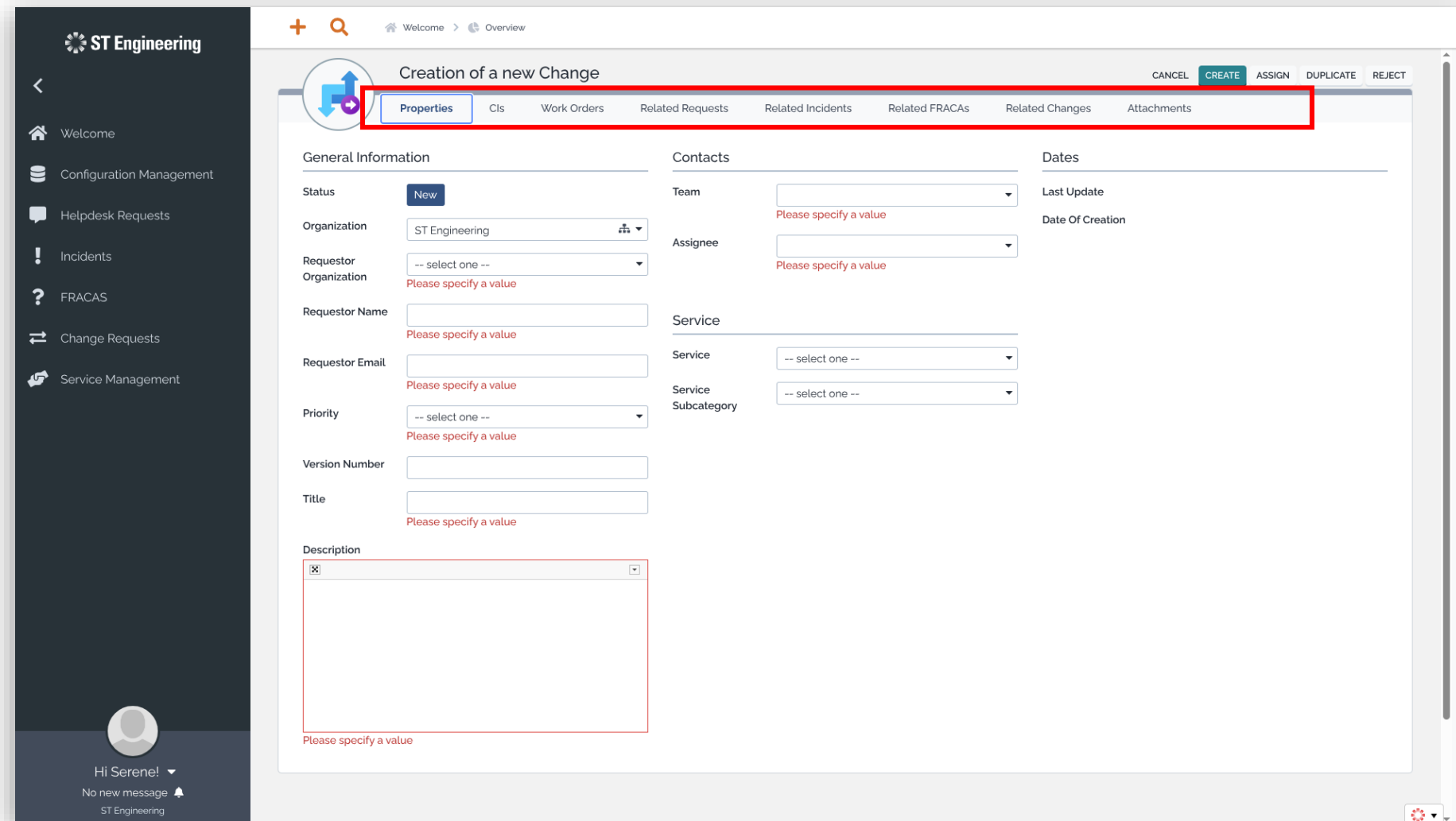
**Properties** – Detailed information

**CIs** – Configuration Items

**Work Orders** – Work dedicated

**Related Requests, Incidents, FRACAs and Changes** – Linked issues

**Attachments** – Linked files



The screenshot shows the 'Creation of a new Change' form in the ST Engineering system. The form is divided into several sections: General Information, Contacts, Service, and Dates. The 'Properties' tab is highlighted with a red box. The form includes fields for Status (New), Organization (ST Engineering), Requestor Organization, Requestor Name, Requestor Email, Priority, Version Number, Title, Description, Team, Assignee, Service, and Service Subcategory. There are also fields for Last Update and Date Of Creation. The form is set against a dark sidebar with navigation options like Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACAS, Change Requests, and Service Management.


# Creating a New Change Request (3)

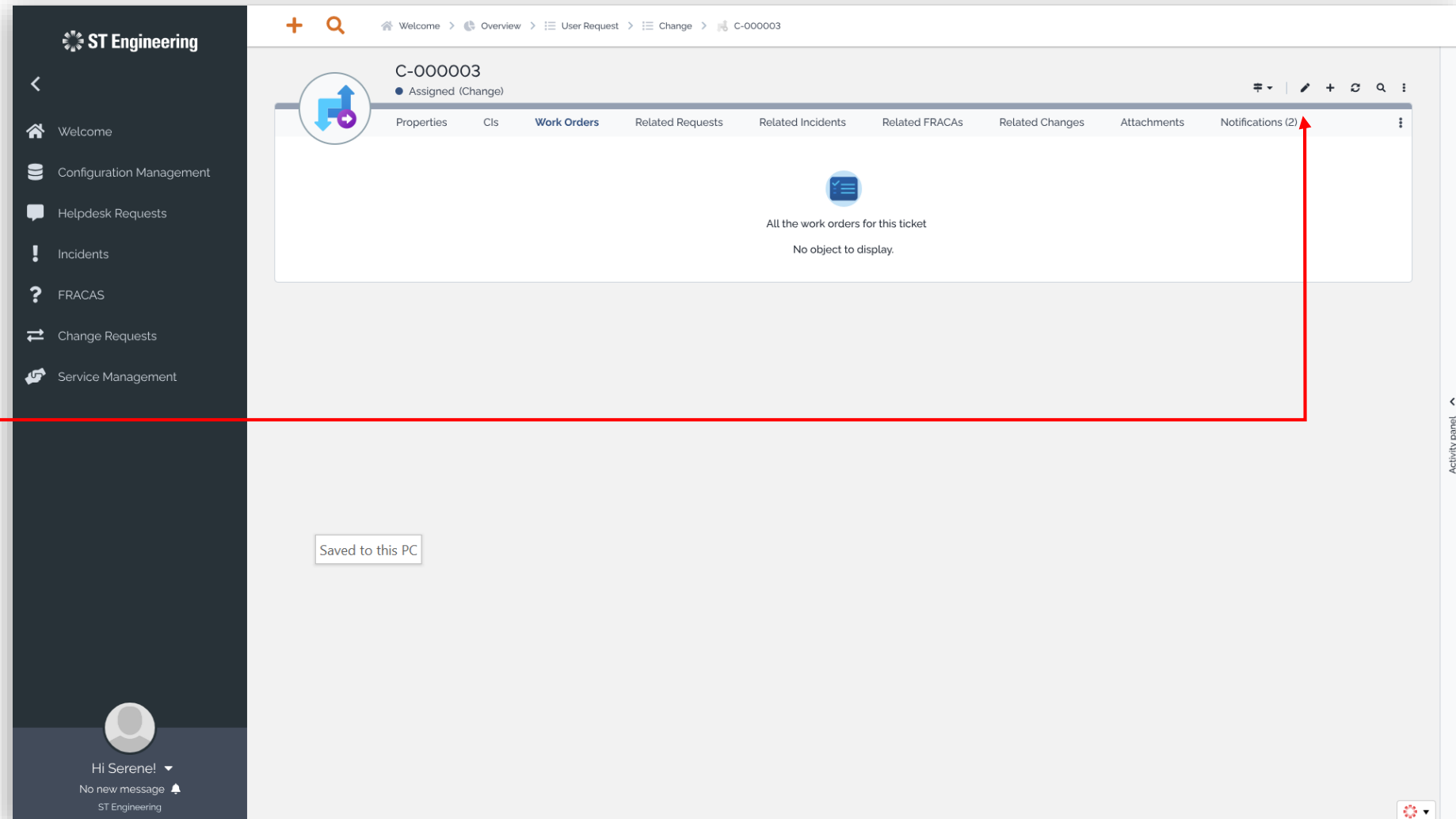
Work orders can only be added after a change request has been created.



# Creating a New Change Request (4)

## Adding a Work Order

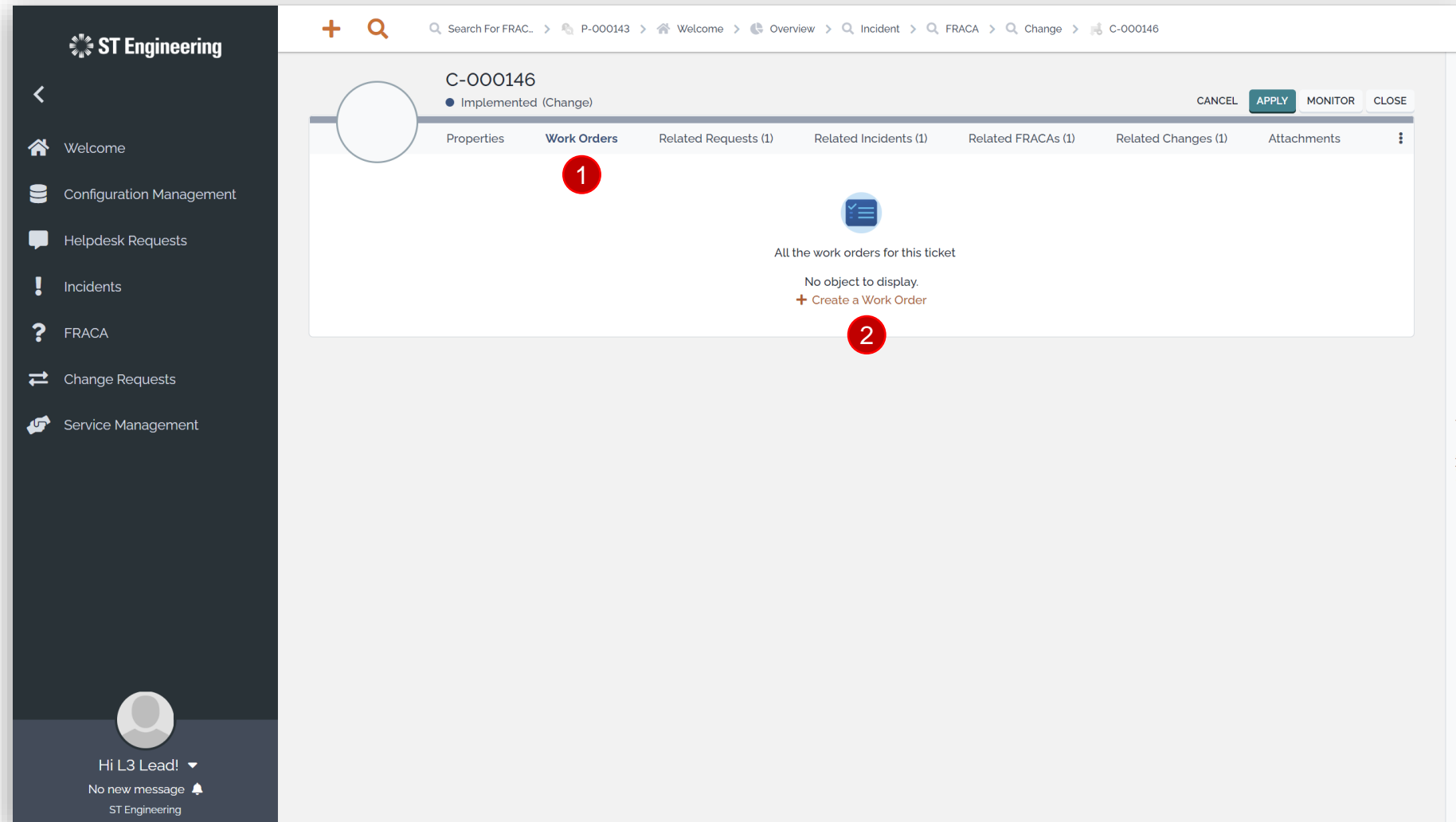
After a new change request is created, select the edit icon  to edit changes to request.



# Creating a New Change Request (5)

## Adding a Work Order

- 1 Under Work Orders section, select
- 2 + Create a Work Order

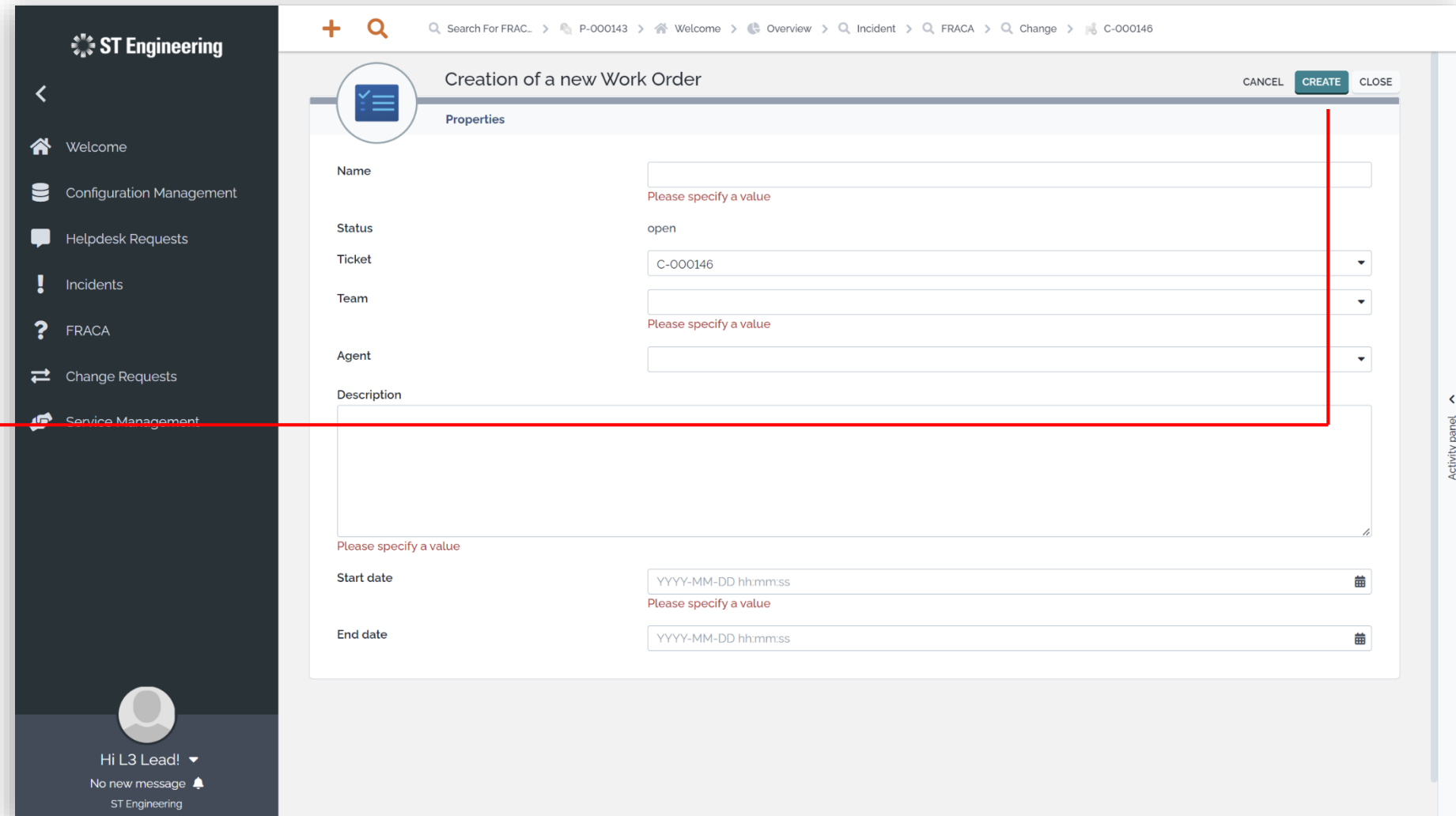


The screenshot displays the ST Engineering mobile application interface. On the left is a dark navigation sidebar with the ST Engineering logo and menu items: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows a change request for 'C-000146' (Implemented (Change)). A breadcrumb trail at the top reads: Search For FRAC... > P-000143 > Welcome > Overview > Incident > FRACA > Change > C-000146. Below the breadcrumb is a header with 'C-000146' and 'Implemented (Change)', and buttons for CANCEL, APPLY, MONITOR, and CLOSE. A horizontal menu below the header includes Properties, Work Orders (highlighted with a red circle '1'), Related Requests (1), Related Incidents (1), Related FRACAs (1), Related Changes (1), and Attachments. The main content area shows a message: 'All the work orders for this ticket' followed by 'No object to display.' and a '+ Create a Work Order' button (highlighted with a red circle '2'). At the bottom of the sidebar, there is a user profile section for 'Hi L3 Lead!' with a dropdown arrow, a notification for 'No new message' with a bell icon, and the text 'ST Engineering'. On the far right edge, there is a vertical 'Activity panel' label with a left-pointing arrow.

# Creating a New Change Request (6)

## Adding a Work Order

Input the relevant details for your work order and select **[Create]**.



The screenshot shows the 'Creation of a new Work Order' form in the ST Engineering system. The form is titled 'Creation of a new Work Order' and has a 'CREATE' button highlighted in green. The form fields are as follows:

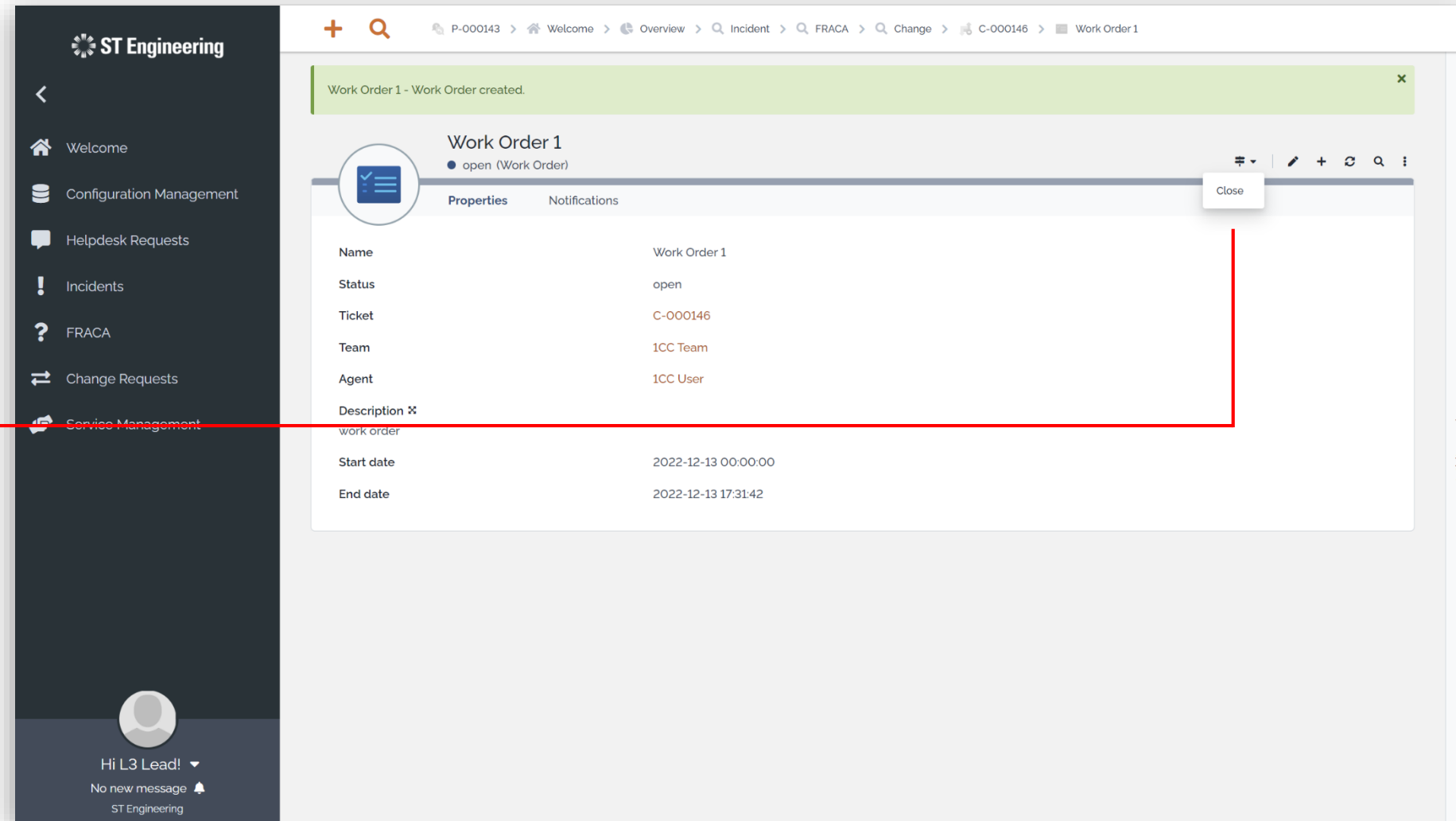
- Name:  (Please specify a value)
- Status: open
- Ticket: C-000146
- Team:  (Please specify a value)
- Agent:
- Description:  (Please specify a value)
- Start date: YYYY-MM-DD hh:mm:ss (Please specify a value)
- End date: YYYY-MM-DD hh:mm:ss

A red box highlights the 'CREATE' button and the 'Description' field. A red line connects the text 'select [Create]' to the 'CREATE' button.

# Creating a New Change Request (7)

## Complete a Work Order

Once you have completed your work order, you can **Close** it from the dropdown icon.

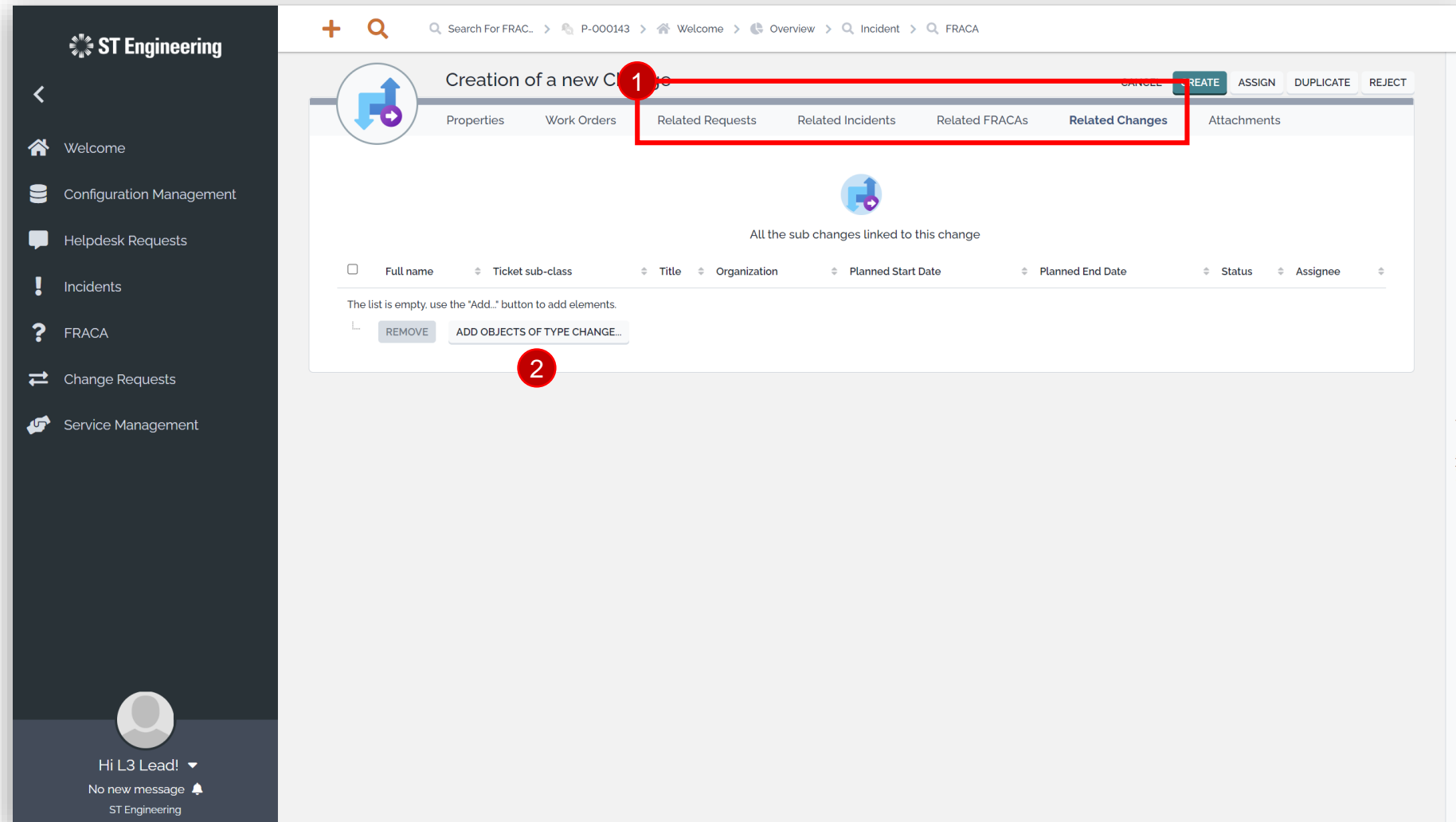


The screenshot shows the ST Engineering mobile app interface. The top navigation bar includes a search icon, a plus icon, and a breadcrumb trail: P-000143 > Welcome > Overview > Incident > FRACA > Change > C-000146 > Work Order 1. A green notification banner at the top reads "Work Order 1 - Work Order created." Below this, the "Work Order 1" card is displayed, showing its status as "open (Work Order)". The card has a "Properties" tab selected, showing details: Name (Work Order 1), Status (open), Ticket (C-000146), Team (1CC Team), Agent (1CC User), Description (work order), Start date (2022-12-13 00:00:00), and End date (2022-12-13 17:31:42). A "Close" button is visible in the top right corner of the card, with a red line pointing to it from the text on the left. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The bottom of the screen shows a user profile for "Hi L3 Lead!" with a notification for "No new message" and the ST Engineering logo.

# Creating a New Change Request (8)

Related requests, incidents, FRACAS and Changes Tab

1 To link related requests, incidents, FRACAs or changes, select the tab and go to 2 ADD OBJECTS OF TYPE ...



ST Engineering

Creation of a new Change Request

Properties Work Orders Related Requests Related Incidents Related FRACAs **Related Changes** Attachments

Cancel Create Assign Duplicate Reject

All the sub changes linked to this change

Full name	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee
The list is empty, use the "Add..." button to add elements.							

REMOVE ADD OBJECTS OF TYPE CHANGE...

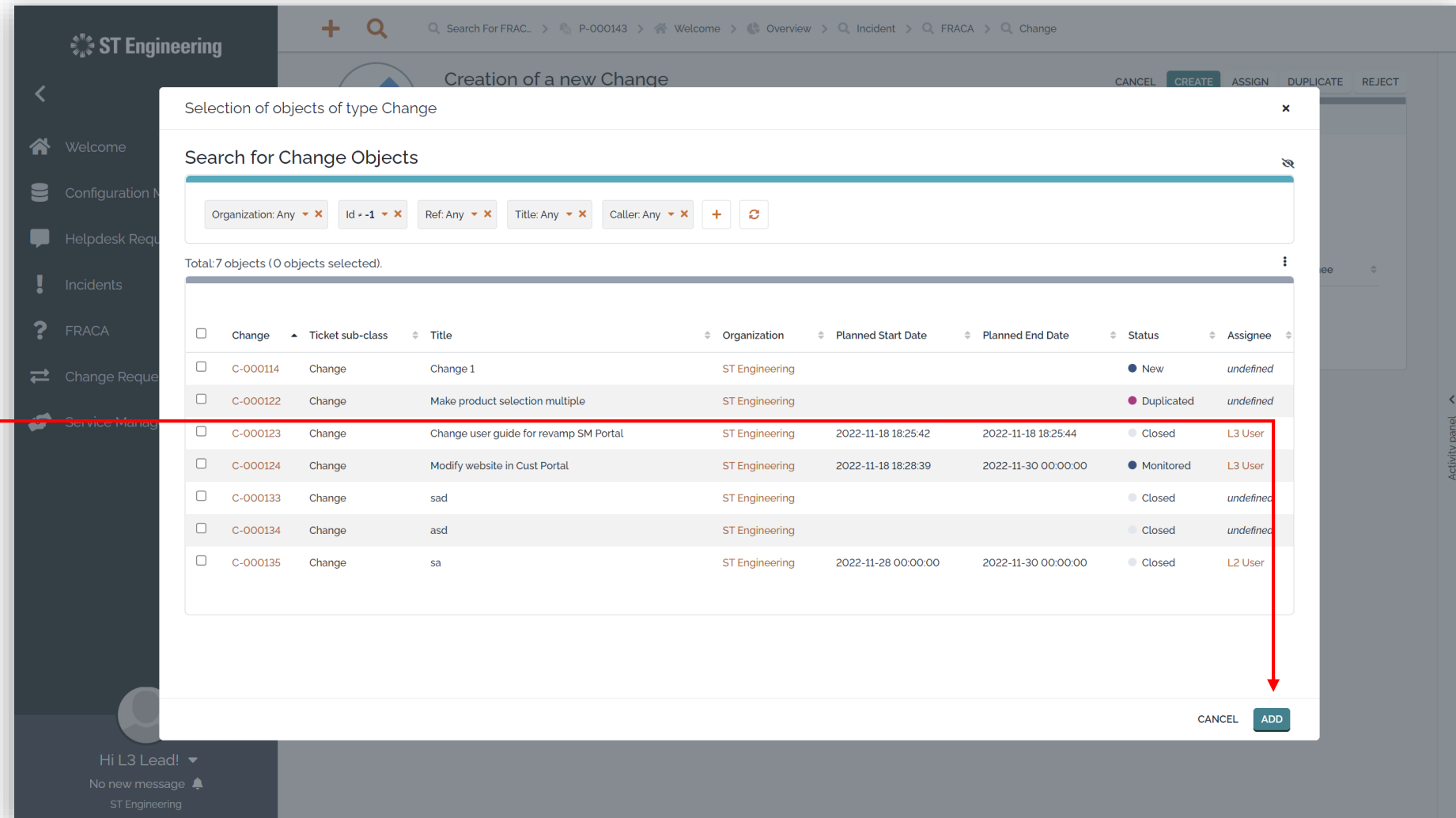
Hi L3 Lead! No new message ST Engineering

CHANGE REQUEST

# Creating a New Change Request (9)

## Related requests, incidents, FRACAS and Changes Tab

Select the checkboxes of the related subjects and tap **ADD** to link them to the change request.



Creation of a new Change

Selection of objects of type Change

Search for Change Objects

Organization: Any Id: -1 Ref: Any Title: Any Caller: Any

Total: 7 objects (0 objects selected).

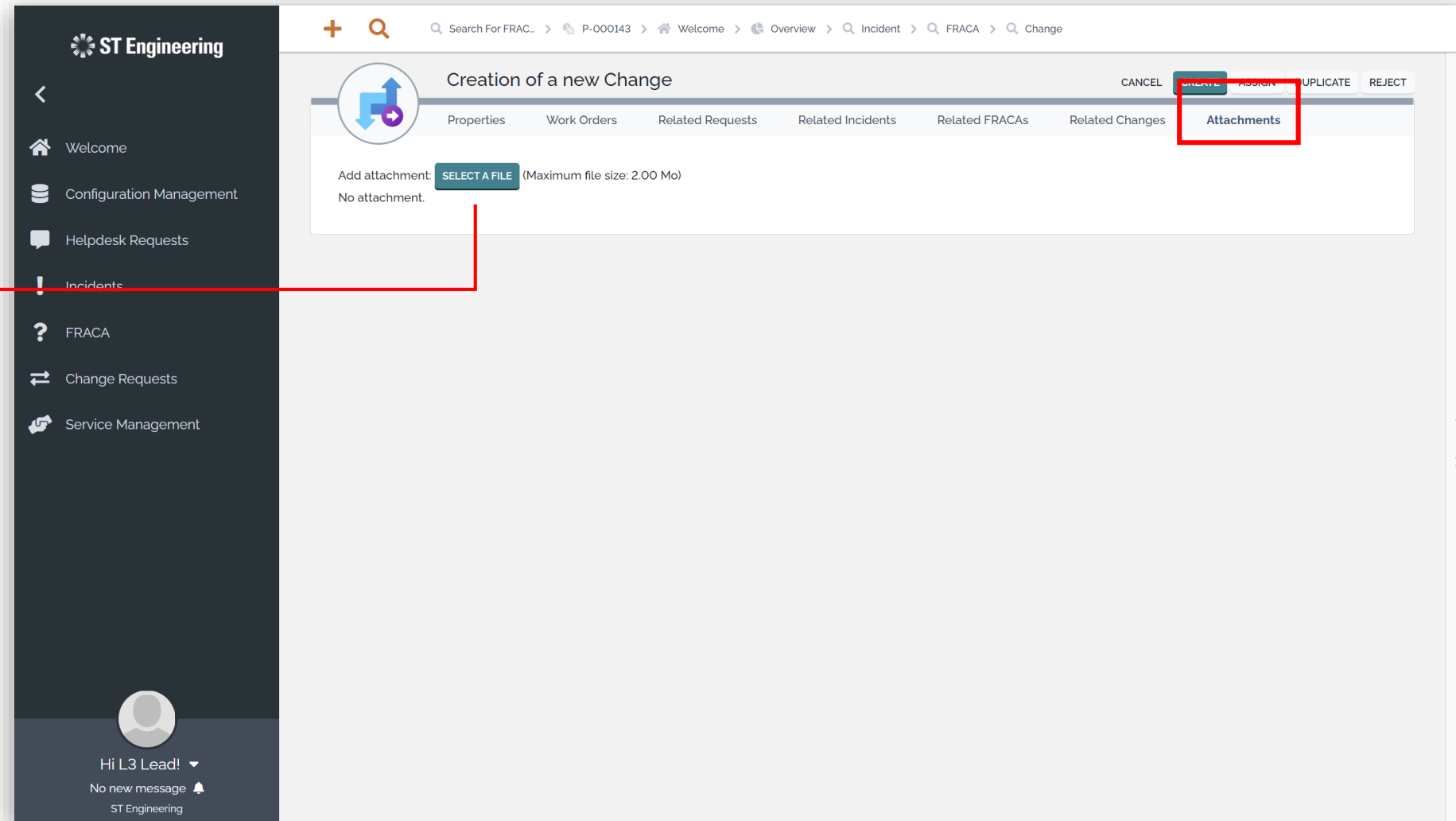
<input type="checkbox"/>	Change	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee
<input type="checkbox"/>	C-000114	Change	Change 1	ST Engineering			New	undefined
<input type="checkbox"/>	C-000122	Change	Make product selection multiple	ST Engineering			Duplicated	undefined
<input type="checkbox"/>	C-000123	Change	Change user guide for revamp SM Portal	ST Engineering	2022-11-18 18:25:42	2022-11-18 18:25:44	Closed	L3 User
<input type="checkbox"/>	C-000124	Change	Modify website in Cust Portal	ST Engineering	2022-11-18 18:28:39	2022-11-30 00:00:00	Monitored	L3 User
<input type="checkbox"/>	C-000133	Change	sad	ST Engineering			Closed	undefined
<input type="checkbox"/>	C-000134	Change	asd	ST Engineering			Closed	undefined
<input type="checkbox"/>	C-000135	Change	sa	ST Engineering	2022-11-28 00:00:00	2022-11-30 00:00:00	Closed	L2 User

CANCEL ADD

# Creating a New Change Request (10)

## Add Attachment

Tap **SELECT A FILE** to upload an attachment to the change request.



# Creating a New Change Request (11)

## Create Request Only

After you have filled in the details, you can **CREATE** the change request.

ST Engineering

Welcome > Overview

### Creation of a new Change

CANCEL CREATE ASSIGN DUPLICATE REJECT

Properties CIs Work Orders Related Requests Related Incidents Related FRACAs Related Changes Attachments

#### General Information

Status: **New**

Organization: ST Engineering

Requestor Organization: -- select one --  
Please specify a value

Requestor Name: Please specify a value

Requestor Email: Please specify a value

Priority: -- select one --  
Please specify a value

Version Number:

Title: Please specify a value

Description: Please specify a value

#### Contacts

Team: Please specify a value

Assignee: Please specify a value

Service: -- select one --

Service: -- select one --

Subcategory:

#### Dates

Last Update:

Date Of Creation:

Activity panel

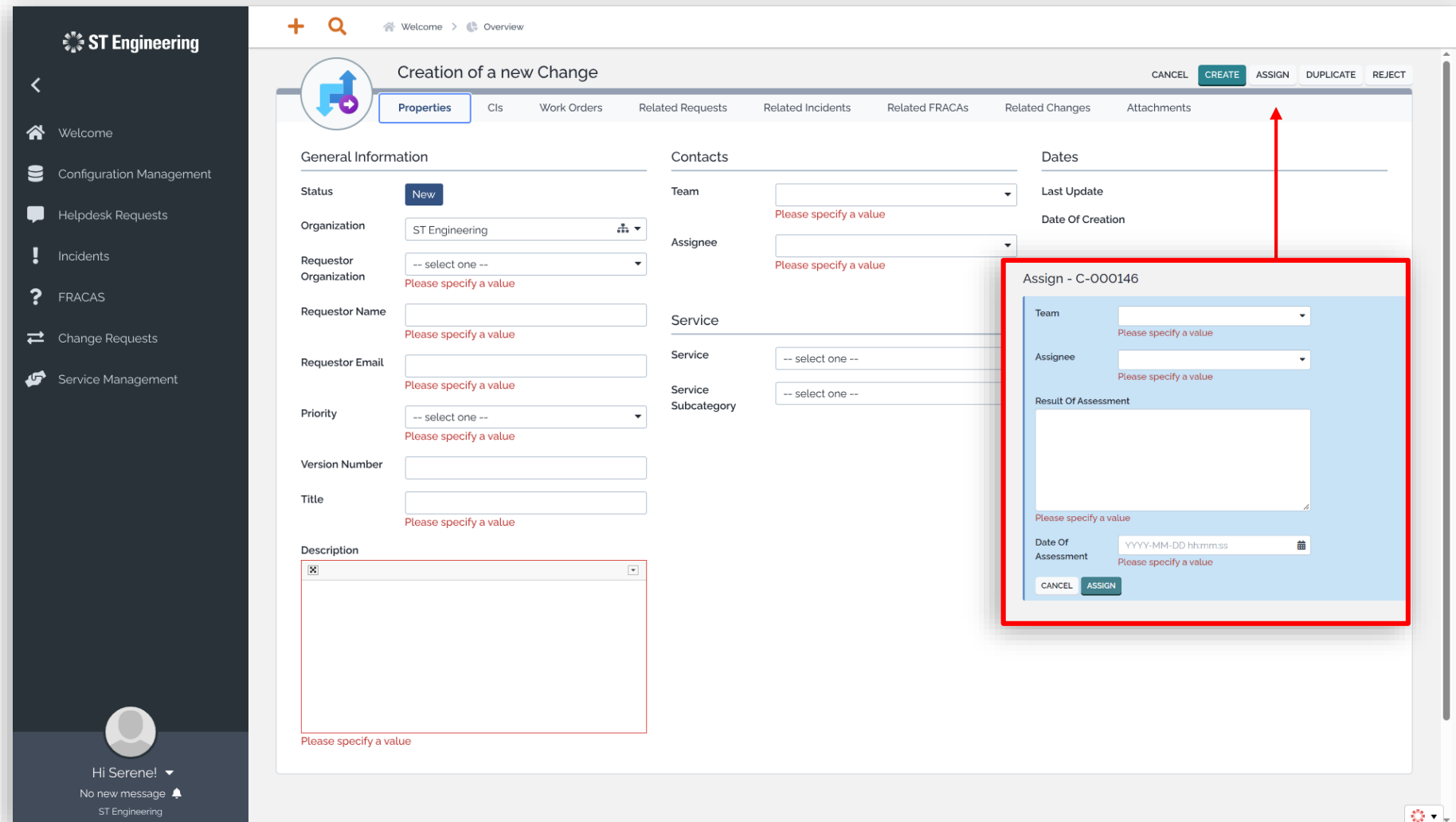


# Creating a New Change Request (12)

## Create Request and Assign Task

Alternatively, you can **ASSIGN** the task during change request creation.

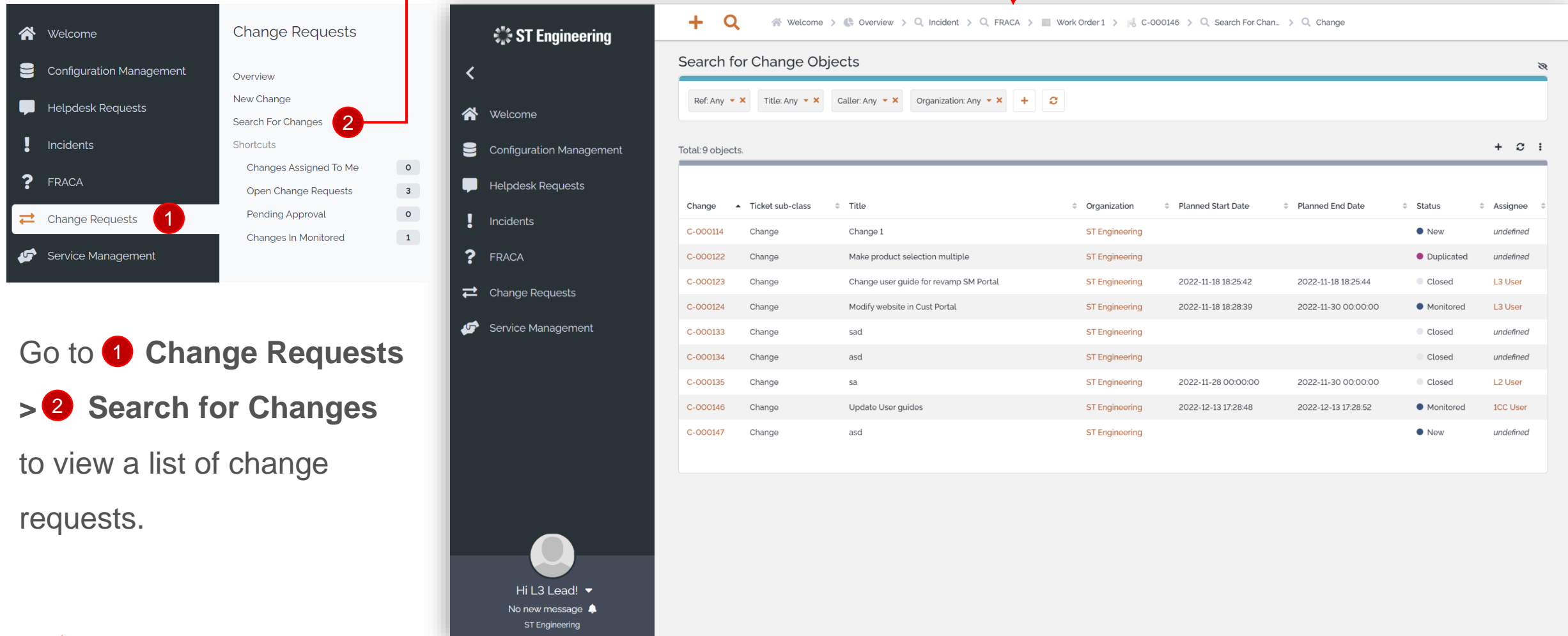
It automatically creates a change request while assigning the task to selected users.



The screenshot displays the 'Creation of a new Change' interface. The main form is divided into several sections: 'General Information', 'Contacts', 'Dates', and 'Description'. The 'General Information' section includes fields for Status (set to 'New'), Organization (ST Engineering), Requestor Organization, Requestor Name, Requestor Email, Priority, Version Number, and Title. The 'Contacts' section includes Team, Assignee, Service, and Service Subcategory. The 'Dates' section includes Last Update and Date Of Creation. The 'Description' section has a text area. A modal window titled 'Assign - C-000146' is open, showing fields for Team, Assignee, Result Of Assessment, Date Of Assessment, and an 'ASSIGN' button. A red arrow points from the 'ASSIGN' button in the modal to the 'ASSIGN' button in the top navigation bar of the main form.

## CHANGE REQUEST

# View List of Change Requests



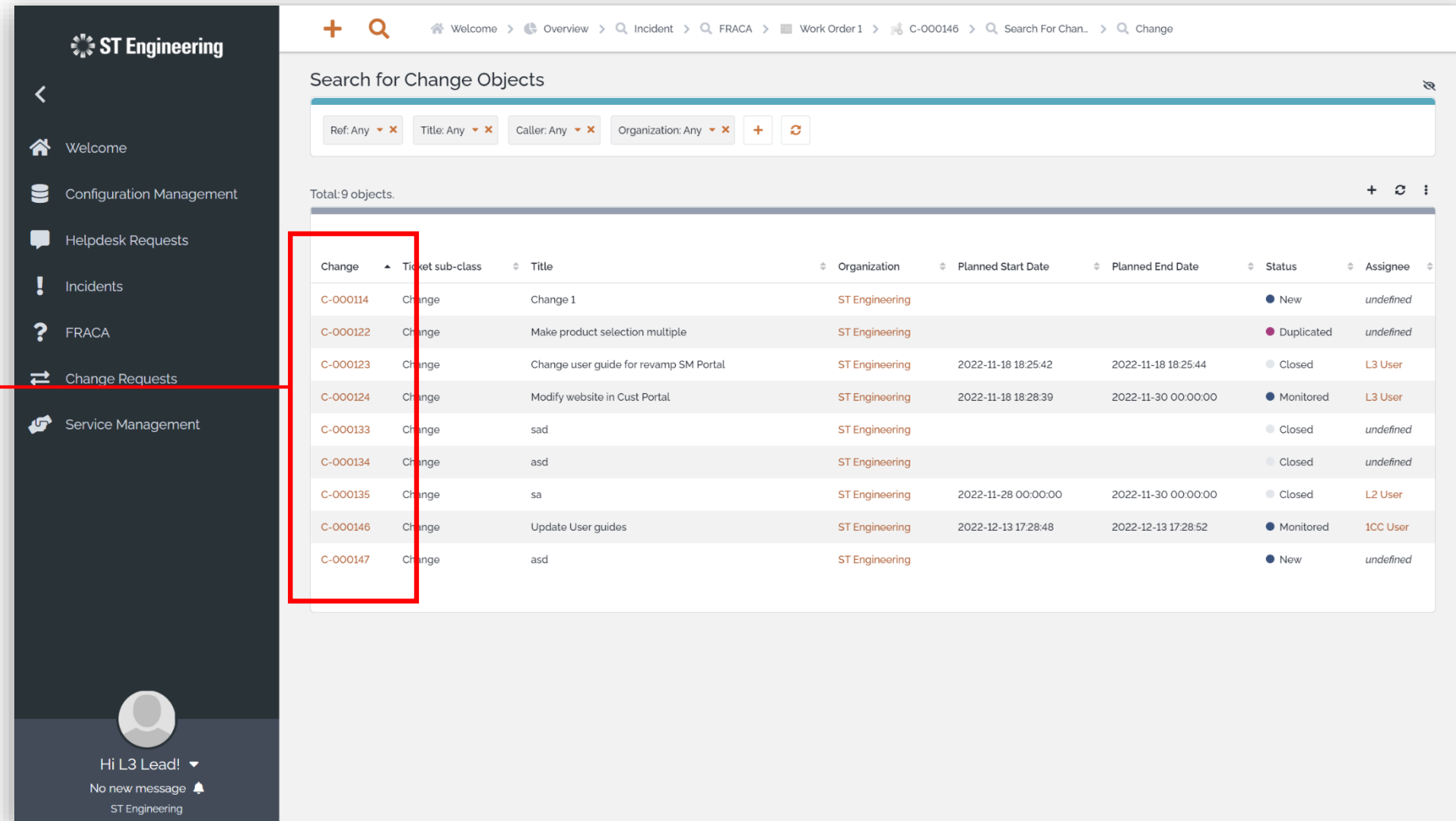
Go to **1** Change Requests  
> **2** Search for Changes  
to view a list of change requests.

Change	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee
C-000114	Change	Change 1	ST Engineering			New	undefined
C-000122	Change	Make product selection multiple	ST Engineering			Duplicated	undefined
C-000123	Change	Change user guide for revamp SM Portal	ST Engineering	2022-11-18 18:25:42	2022-11-18 18:25:44	Closed	L3 User
C-000124	Change	Modify website in Cust Portal	ST Engineering	2022-11-18 18:28:39	2022-11-30 00:00:00	Monitored	L3 User
C-000133	Change	sad	ST Engineering			Closed	undefined
C-000134	Change	asd	ST Engineering			Closed	undefined
C-000135	Change	sa	ST Engineering	2022-11-28 00:00:00	2022-11-30 00:00:00	Closed	L2 User
C-000146	Change	Update User guides	ST Engineering	2022-12-13 17:28:48	2022-12-13 17:28:52	Monitored	ICC User
C-000147	Change	asd	ST Engineering			New	undefined

CHANGE REQUEST

# View a Change Request

Select a **Change ID** to view a change request.



ST Engineering

Welcome > Overview > Incident > FRACA > Work Order 1 > C-000146 > Search For Chan... > Change

Search for Change Objects

Ref: Any Title: Any Caller: Any Organization: Any


Total: 9 objects.

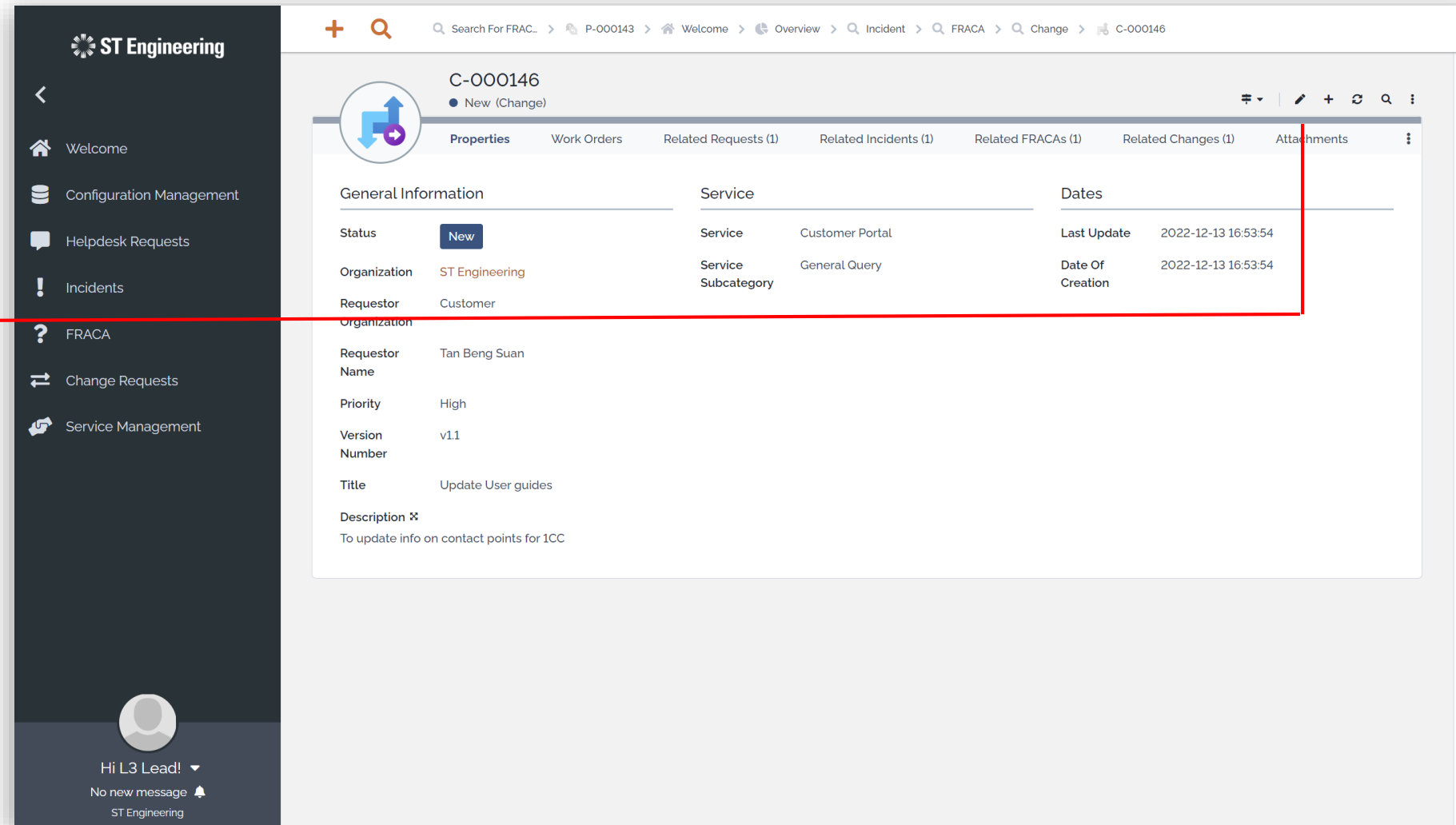
Change	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee
C-000114	Change	Change 1	ST Engineering			New	undefined
C-000122	Change	Make product selection multiple	ST Engineering			Duplicated	undefined
C-000123	Change	Change user guide for revamp SM Portal	ST Engineering	2022-11-18 18:25:42	2022-11-18 18:25:44	Closed	L3 User
C-000124	Change	Modify website in Cust Portal	ST Engineering	2022-11-18 18:28:39	2022-11-30 00:00:00	Monitored	L3 User
C-000133	Change	sad	ST Engineering			Closed	undefined
C-000134	Change	asd	ST Engineering			Closed	undefined
C-000135	Change	sa	ST Engineering	2022-11-28 00:00:00	2022-11-30 00:00:00	Closed	L2 User
C-000146	Change	Update User guides	ST Engineering	2022-12-13 17:28:48	2022-12-13 17:28:52	Monitored	1CC User
C-000147	Change	asd	ST Engineering			New	undefined

Hi L3 Lead! No new message ST Engineering

CHANGE REQUEST

# Edit Change Request Information

Select the edit icon  to amend the information on a change request.



ST Engineering

Search For FRAC... > P-000143 > Welcome > Overview > Incident > FRACA > Change > C-000146

C-000146  
New (Change)

Properties Work Orders Related Requests (1) Related Incidents (1) Related FRACAs (1) Related Changes (1) Attachments

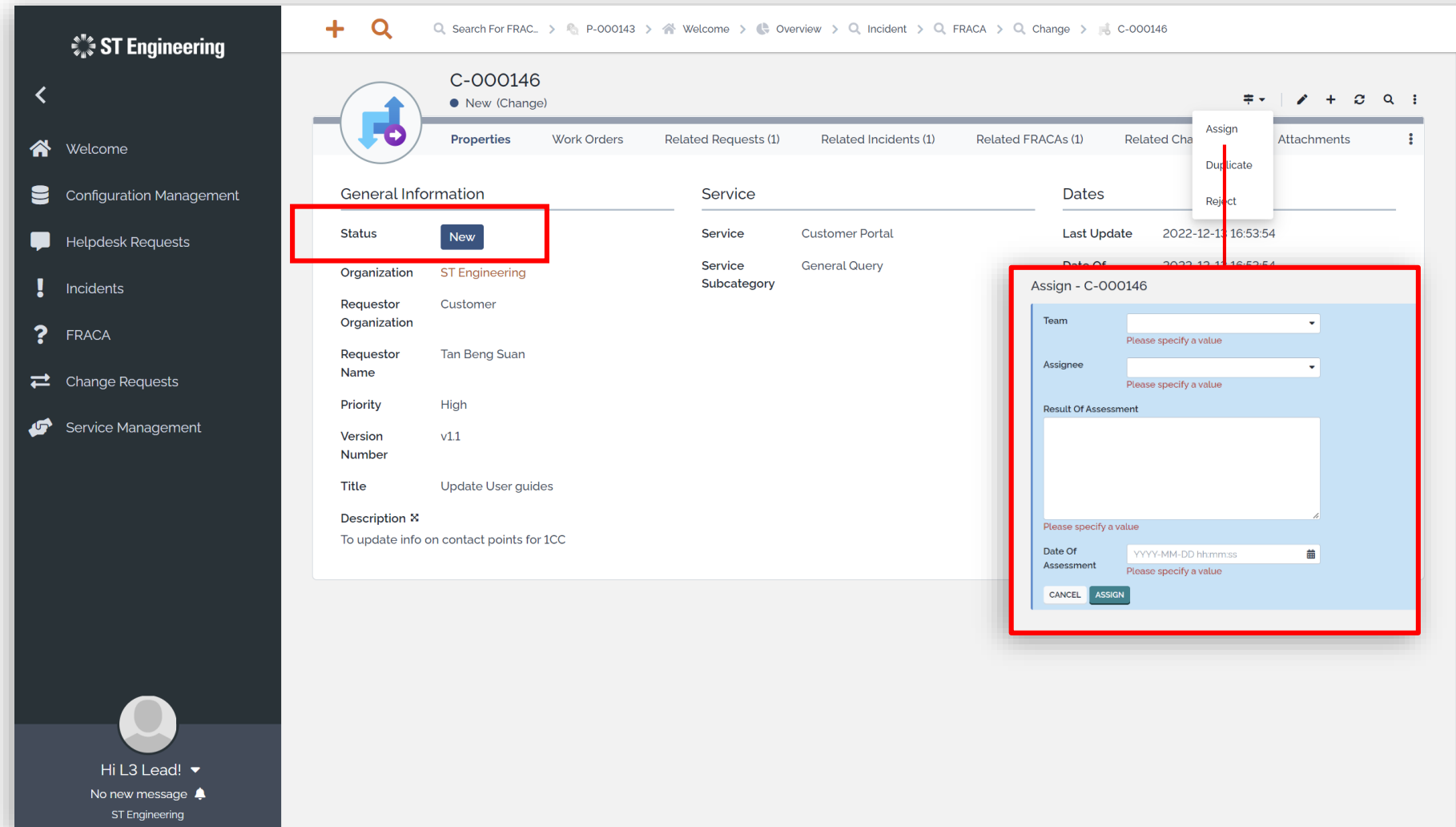
General Information		Service		Dates	
Status	New	Service	Customer Portal	Last Update	2022-12-13 16:53:54
Organization	ST Engineering	Service Subcategory	General Query	Date Of Creation	2022-12-13 16:53:54
Requestor Organization	Customer				
Requestor Name	Tan Beng Suan				
Priority	High				
Version Number	v1.1				
Title	Update User guides				
Description	To update info on contact points for ICC				

Hi L3 Lead! No new message ST Engineering

CHANGE REQUEST

# Assign or Re-Assign Change Request (1)

If the request status is **New**, you will need to **Assign** change request from the dropdown menu

The screenshot displays the ST Engineering user interface for a change request. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows details for change request C-000146, which is in a 'New' status. A dropdown menu is open over the 'Status' field, with the 'Assign' option selected. The 'Assign' dialog box is also visible, containing fields for Team, Assignee, Result Of Assessment, and Date Of Assessment, along with 'CANCEL' and 'ASSIGN' buttons.

General Information	Service	Dates
Status: <b>New</b>	Service: Customer Portal	Last Update: 2022-12-11 16:53:54
Organization: ST Engineering	Service Subcategory: General Query	Date Of: 2022-12-11 16:53:54
Requestor Organization: Customer		
Requestor Name: Tan Beng Suan		
Priority: High		
Version Number: v1.1		
Title: Update User guides		
Description: To update info on contact points for ICC		

# Assign or Re-Assign Change Request (2)

If the request status is **Assigned**, you can **Re-Assign** incident to other personnel from the dropdown menu



The screenshot displays the ST Engineering Change Request management interface. The main content area shows details for change request C-000146, which is currently in an 'Assigned' status. A dropdown menu is open, showing 'Re-Assign' and 'Plan' options. A modal window titled 'Re-Assign - C-000146' is displayed, allowing the user to re-assign the request. The modal includes dropdown menus for 'Team' (set to 'ICC Team') and 'Assignee' (set to 'ICC User'), a text area for 'Re-Assign Comments', and buttons for 'CANCEL' and 'RE-ASSIGN'.

**Change (C-000146) updated.**

**C-000146**  
Assigned (Change)

**General Information**

Status	Assigned
Organization	ST Engineering
Requestor Organization	Customer
Requestor Name	Tan Beng Suan
Priority	High
Version Number	v1.1
Title	Update User guides
Description	To update info on contact points for ICC

**Contacts**

Team	ICC Team
Assignee	ICC User

**Service**

Service	Customer Portal
Service Subcategory	General Query

**Assessment**

Result Of Assessment	to investigate
----------------------	----------------

**Re-Assign - C-000146**

Team: ICC Team

Assignee: ICC User

Re-Assign Comments

Please specify a value

CANCEL RE-ASSIGN

CHANGE REQUEST

# Duplicated Change Request

If the created change request is a duplicated copy, mark the request as **Duplicated**

**Note:** Inform your Team Lead that there is a duplicated change request for them to close the case.

The screenshot displays the ST Engineering Change Request management interface. The main view shows details for change request C-000146, which is marked as 'New (Change)'. The 'General Information' section includes fields for Status (New), Organization (ST Engineering), Requestor Organization (Customer), Requestor Name (Tan Beng Suan), Priority (High), Version Number (v1.1), and Title (Update User guides). The 'Description' field contains the text: 'To update info on contact points for ICC'. The 'Service' section lists 'Customer Portal' and 'General Query'. The 'Dates' section shows 'Last Update' and 'Date Of Creation' as 2022-12-13 16:53:54. A context menu is open over the 'Duplicate' button, with the 'Duplicate' option highlighted. A red box highlights a modal dialog titled 'Duplicate - C-000146'. This dialog contains a 'Duplicated Change Request' field with a dropdown menu and a red error message 'Please specify a value'. Below this is a 'Result Of Assessment' text area, also with a red error message 'Please specify a value'. At the bottom of the dialog are 'CANCEL' and 'DUPLICATE' buttons.

CHANGE REQUEST

# Rejected Change Request

If the created change request is rejected or discontinued, mark the request as **Reject**

**Note:** Inform your Team Lead that the request has been rejected for them to close the case.

The screenshot shows the ST Engineering user interface for a change request. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays details for change request C-000146, which is a 'New (Change)'. The 'General Information' section includes fields for Status (New), Organization (ST Engineering), Requestor Organization (Customer), Requestor Name (Tan Beng Suan), Priority (High), Version Number (v1.1), and Title (Update User guides). The 'Description' field contains the text: 'To update info on contact points for ICC'. The 'Service' section lists 'Customer Portal' and 'General Query'. The 'Dates' section shows 'Last Update' and 'Date Of Creation' as 2022-12-11 16:53:54. A context menu is open over the 'Reject' button, with options for 'Assign', 'Duplicate', and 'Reject'. A red box highlights a modal dialog titled 'Reject - C-000146' which contains a 'Rejected Remarks' text area and 'CANCEL' and 'REJECT' buttons. At the bottom of the interface, a user profile for 'Hi L3 Lead!' is visible with a 'No new message' notification.

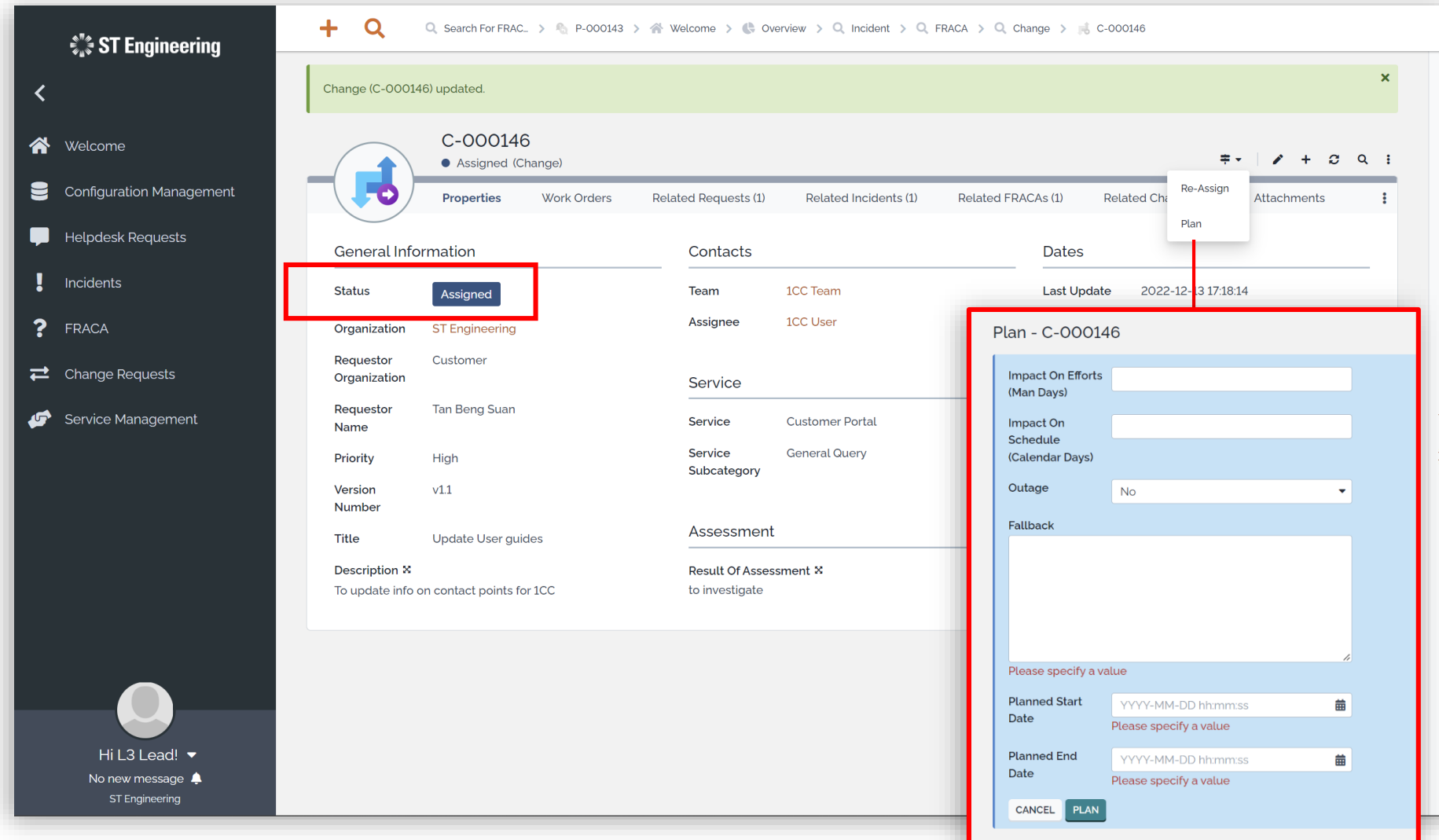


## CHANGE REQUEST

# Create a Plan or Re-Plan (1)

Once a Task is Assigned, a Plan can be created for the request.

**Note:** Inform your Team Leader after submitting your plan details to get his/her approval.



The screenshot displays the ST Engineering user interface for a Change Request (C-000146). The interface includes a sidebar with navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The main content area shows the details of the change request, including its status, organization, requester, and service details. A 'Plan' modal is open, allowing the user to input details such as 'Impact On Efforts (Man Days)', 'Impact On Schedule (Calendar Days)', 'Outage', 'Fallback', 'Planned Start Date', and 'Planned End Date'. The 'Status' field is highlighted with a red box, and the 'Plan' button in the modal is also highlighted.

**Change (C-000146) updated.**

**C-000146**  
Assigned (Change)

**General Information**

Status	Assigned
Organization	ST Engineering
Requestor Organization	Customer
Requestor Name	Tan Beng Suan
Priority	High
Version Number	v1.1
Title	Update User guides
Description ✕	To update info on contact points for ICC

**Contacts**

Team	ICC Team
Assignee	ICC User

**Service**

Service	Customer Portal
Service Subcategory	General Query

**Dates**

Last Update	2022-12-13 17:18:14
-------------	---------------------

**Plan - C-000146**

Impact On Efforts (Man Days)

Impact On Schedule (Calendar Days)

Outage

Fallback

Please specify a value

Planned Start Date

Please specify a value

Planned End Date

Please specify a value

# Create a Plan or Re-Plan (2)

If your Plan is **rejected**, you will need to **Re-Plan** your request.

**Note:** Inform your Team Leader after resubmitting your plan details to get his/her approval.

The screenshot displays the ST Engineering Change Request management interface. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows details for change request C-000148, which is in a 'Rejected (Change)' status. The 'Status' field is highlighted with a red box and contains a purple 'Rejected' button with a person icon. Other fields include Organization (ST Engineering), Requestor Organization (Customer), Requestor Name (Tan Beng Suan), Priority (High), Version Number (v1.1), Title (Change request title), and Description (change request description). The 'Service' section shows Customer Portal and Issue. The 'Assessment' section shows 'Result Of Assessment' as 'result of assessment' and 'Rejected Remarks' as 'redo'. A 'Re-Plan' button is visible in the top right of the main area. A modal window titled 'Re-Plan - C-000148' is open on the right, containing fields for Team (L3 Team), Assignee (L3 Lead User), Impact On Efforts (Man Days), Impact On Schedule (Calendar Days), Outage (No), and Fallback. It also has fields for Planned Start Date and Planned End Date, both with 'Please specify a value' prompts. At the bottom of the modal are 'CANCEL' and 'RE-PLAN' buttons.

# Approve or Reject Plan

Your **Team Lead** can either **Approve** or **Reject** your submitted plan(s).

The screenshot displays the ST Engineering Change Request management interface. The main content area shows details for Change Request C-000146, which is in the 'Planned And Scheduled' status. A context menu is open over the status, offering 'Approve', 'Reject', and 'Close' actions. Two modal windows are overlaid on the screen: 'Approve - C-000146' and 'Reject - C-000146'. The 'Approve' modal contains an 'Approval Comment' text area and 'CANCEL' and 'APPROVE' buttons. The 'Reject' modal contains a 'Rejected Remarks' text area and 'CANCEL' and 'REJECT' buttons. The left sidebar shows navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The bottom of the sidebar shows a user profile for 'Hi L3 Lead!' with a notification for 'No new message'.

# Implement Plan

Once your plan is approved, you can **Implement** your plan.

**Note:** Inform your Team Leader after implementation to get him/her to observe or close the case.

Change (C-000146) updated.

C-000146  
Approved (Change)

Properties Work Orders Related Requests (1) Related Incidents (1) Related FRACAs (1) Related Change Requests (1) Attachments

Implement

General Information

Status	Approved
Organization	ST Engineering
Requestor Organization	Customer
Requestor Name	Tan Beng Suan
Priority	High
Version Number	v1.1
Title	Update User guides
Description	To update info on contact points for ICC

Contacts

Team	ICC Team
Assignee	ICC User

Service

Service	Customer Portal
Service Subcategory	General Query

Dates

Last Update	2022-12-13 17:25:14
Date Of Creation	2022-12-13 16:53:54
Date Of Assessment	2022-12-13 00:00:00

Assessment

Result Of Assessment ✕  
to investigate

Re-Assign Comments ✕

Plan

Impact On Efforts (Man Days)	6
Impact On Schedule	14

Implement - C-000146

Changes Made

Please specify a value

CANCEL IMPLEMENT

# Monitor Implementation

- 1 Your Team Lead can **Monitor** the implementation if the change request requires some observation time.
- 2 Otherwise, he can close the case if it is completed.

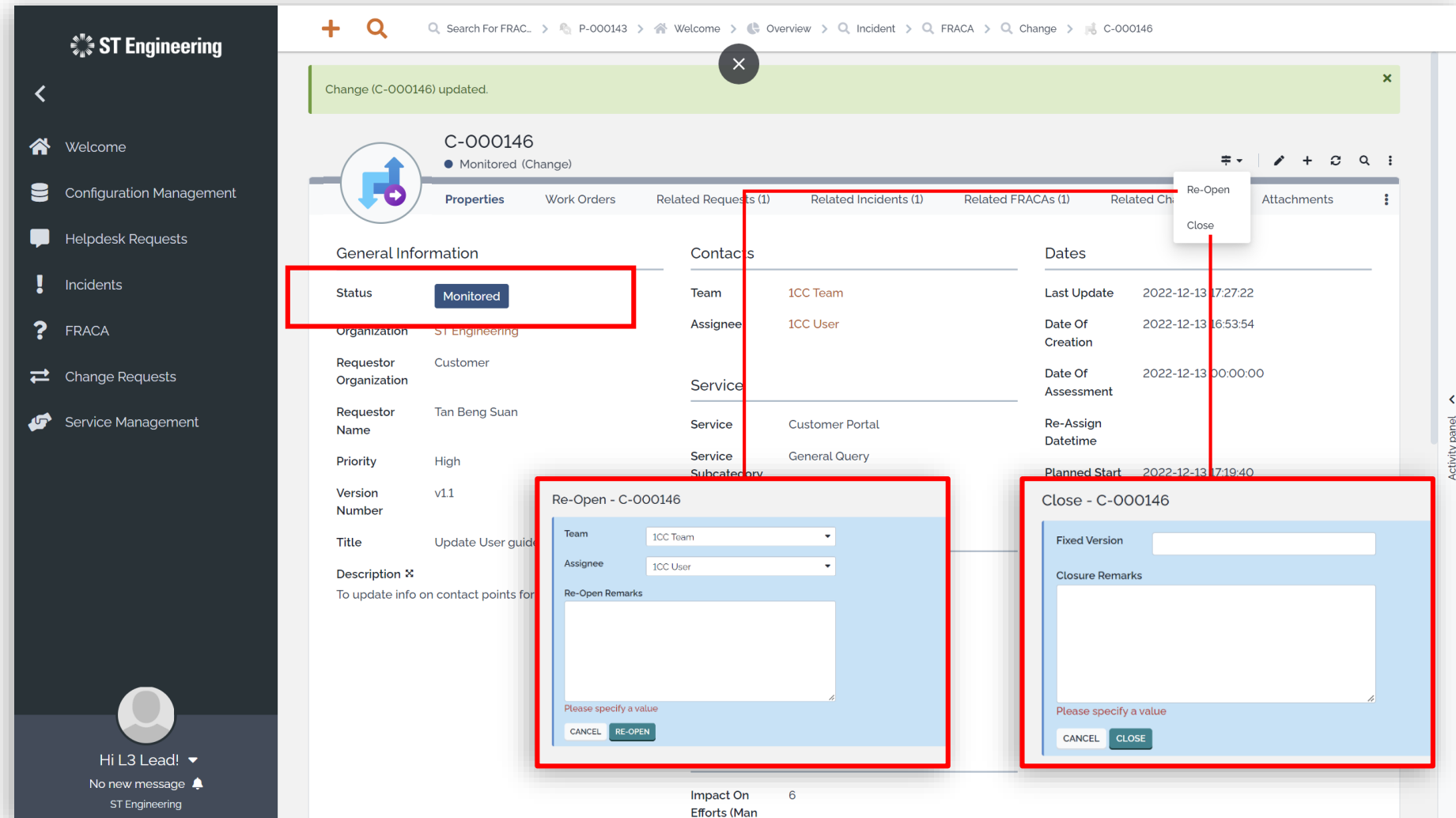
The screenshot displays the ST Engineering user interface for a Change Request (C-000146). The status is 'Implemented (Change)'. A red box highlights the 'Status' field, which is set to 'Implemented'. A dropdown menu is open, showing 'Monitor' and 'Close' options. Two modal windows are shown: 'Monitor - C-000146' (labeled 1) and 'Close - C-000146' (labeled 2). The 'Monitor' modal includes a 'Monitor Remarks' text area, a 'Monitored Until Date' field, and 'CANCEL' and 'MONITOR' buttons. The 'Close' modal includes a 'Fixed Version' field, a 'Closure Remarks' text area, and 'CANCEL' and 'CLOSE' buttons. A green notification bar at the top indicates 'Change (C-000146) updated.' The left sidebar shows navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The bottom of the screen shows a user profile for 'Hi L3 Lead!' and a 'Connecting...' status.

CHANGE REQUEST

# Re-Open and Assign Plan

1 If your Team Lead finds issues during monitoring stage, he can **Re-Open** and assign Plan back to L2/L3 Team.

2 Or he can **Close** case if it is completed.



The screenshot displays the ST Engineering Change Request management interface. The main content area shows details for Change C-000146, which is currently in a 'Monitored' status. A red box highlights the 'Status: Monitored' field. A 'Re-Open' button is visible in the top right corner of the main content area. Below the main content area, two modal windows are shown: 'Re-Open - C-000146' and 'Close - C-000146'. The 'Re-Open' modal includes fields for Team (ICC Team), Assignee (ICC User), and Re-Open Remarks. The 'Close' modal includes a Fixed Version field and Closure Remarks. Both modals have 'CANCEL' and 'RE-OPEN'/'CLOSE' buttons. A notification banner at the top indicates 'Change (C-000146) updated.' The sidebar on the left contains navigation options such as Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The bottom of the sidebar shows a user profile for 'Hi L3 Lead!' with a dropdown arrow, a message notification 'No new message', and the ST Engineering logo.

# Close Change Request

Once status is **Closed**, it cannot be re-opened.

You can only create a new change request if it requires a follow-up.

The screenshot displays the ST Engineering Change Request interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows the details for Change Request C-000146, which is in a 'Closed (Change)' state. The 'Status' field is highlighted with a red box and shows 'Closed'. Other fields include Organization (ST Engineering), Requestor Organization (Customer), Requestor Name (Tan Beng Suan), Priority (High), Version Number (v1.1), and Title (Update User guides). The description is 'To update info on contact points for ICC'. The interface also shows related entities like Work Orders, Requests, Incidents, and FRACAs, along with various dates and assessment details.

General Information	
Status	Closed
Organization	ST Engineering
Requestor Organization	Customer
Requestor Name	Tan Beng Suan
Priority	High
Version Number	v1.1
Title	Update User guides
Description ✖	To update info on contact points for ICC

Contacts	
Team	ICC Team
Assignee	ICC User

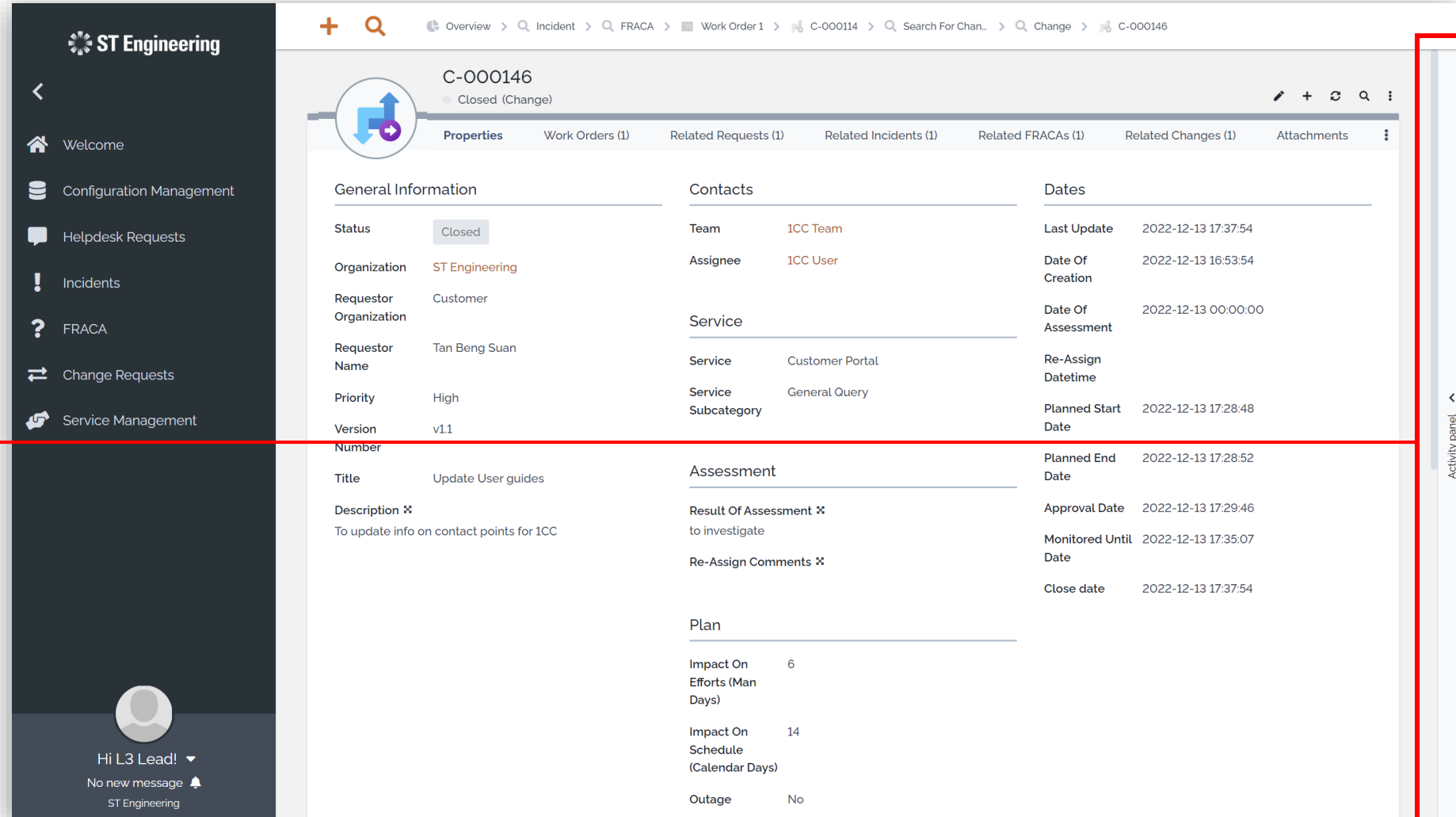
Dates	
Last Update	2022-12-13 17:37:54
Date Of Creation	2022-12-13 16:53:54
Date Of Assessment	2022-12-13 00:00:00
Re-Assign Datetime	
Planned Start Date	2022-12-13 17:28:48
Planned End Date	2022-12-13 17:28:52
Approval Date	2022-12-13 17:29:46
Monitored Until Date	2022-12-13 17:35:07
Close date	2022-12-13 17:37:54

Assessment	
Result Of Assessment ✖	to investigate
Re-Assign Comments ✖	

Plan	
Impact On Efforts (Man Days)	6
Impact On Schedule (Calendar Days)	14
Outage	No

# Activity Panel (1)

To check the activity logs for request activity, tap **Activity panel** at the side of the screen.

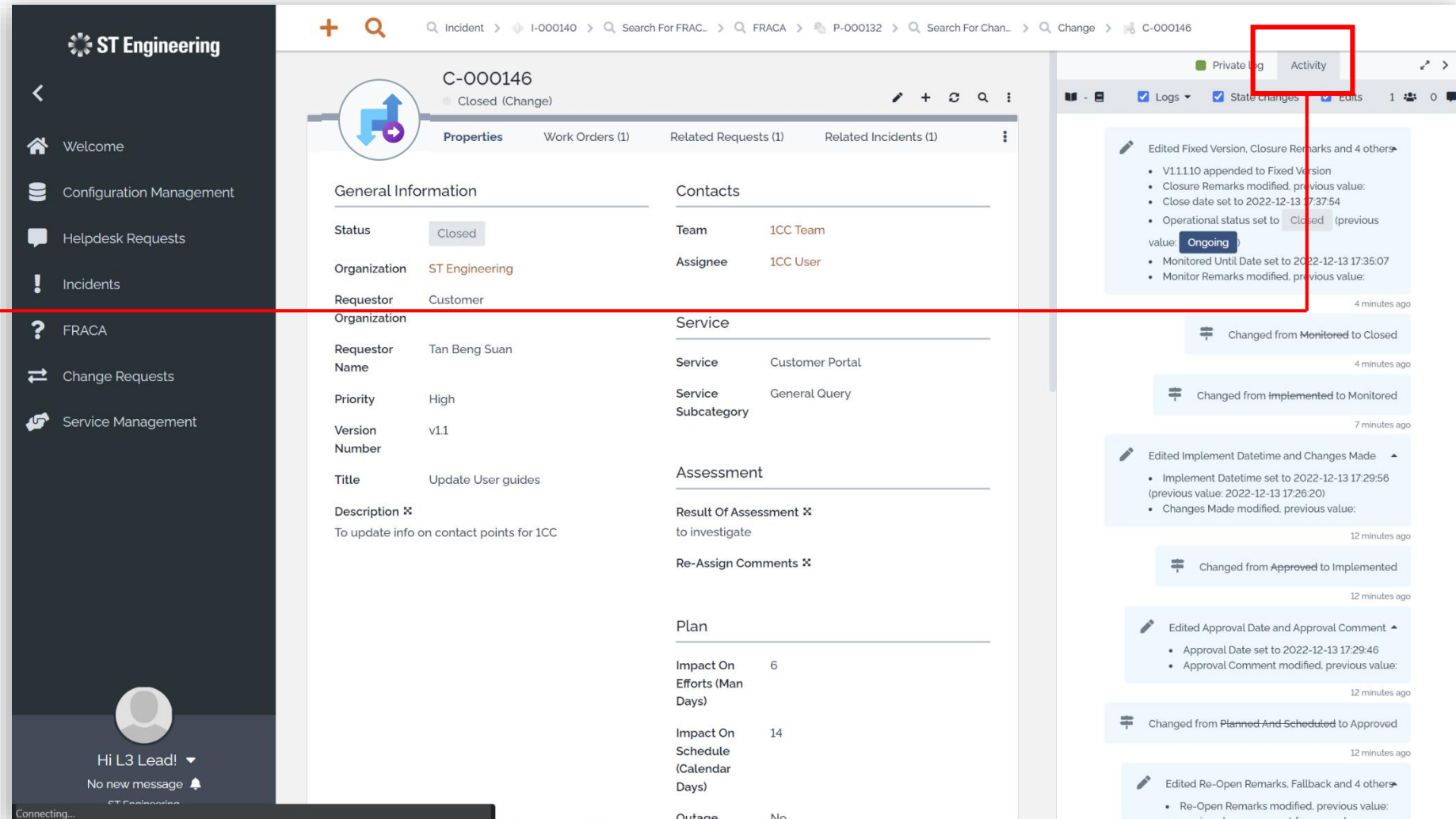




# Activity Panel (2)

## Activity Logs

Then select the **Activity Tab** to view activity logs, state changes and edits on the request.



# Other

- Export from Table
- List of Contacts
- Preferences
- Change Password
- Logoff

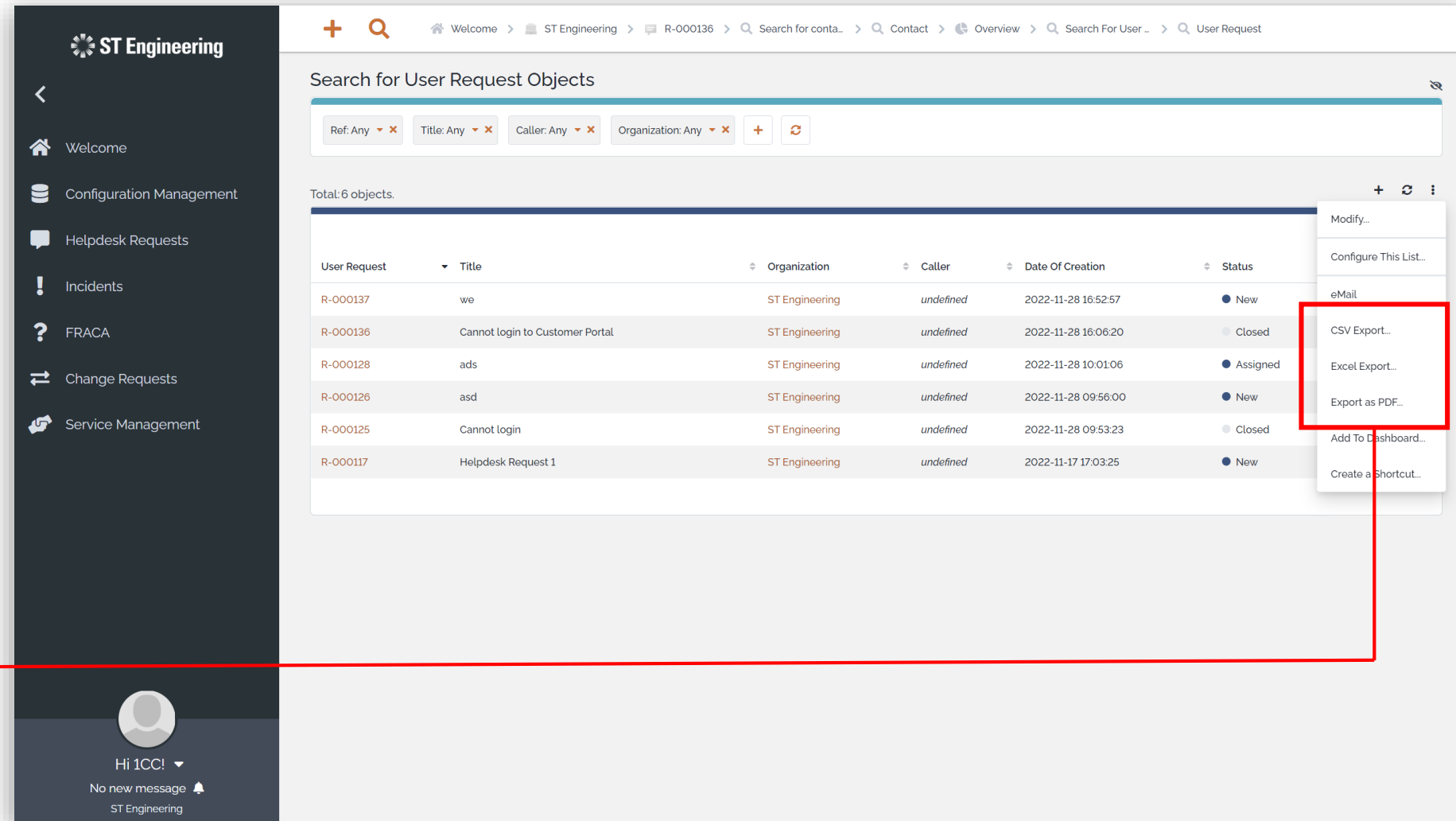
OTHER

# Export from Table

You can export a list of records in CSV, XSL or PDF format from:

- **Contacts** Table and
- **User Requests** Table

Tap the dropdown icon  and select your export options.



The screenshot shows the 'Search for User Request Objects' interface. A table lists 6 objects with columns: User Request, Title, Organization, Caller, Date Of Creation, and Status. A dropdown menu is open on the right side of the table, showing options: Modify..., Configure This List..., eMail, **CSV Export...**, Excel Export..., Export as PDF..., Add To Dashboard..., and Create a Shortcut... A red box highlights the 'CSV Export...' option, and a red line connects it to the text 'select your export options.'

User Request	Title	Organization	Caller	Date Of Creation	Status
R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New
R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New

# List of Contacts

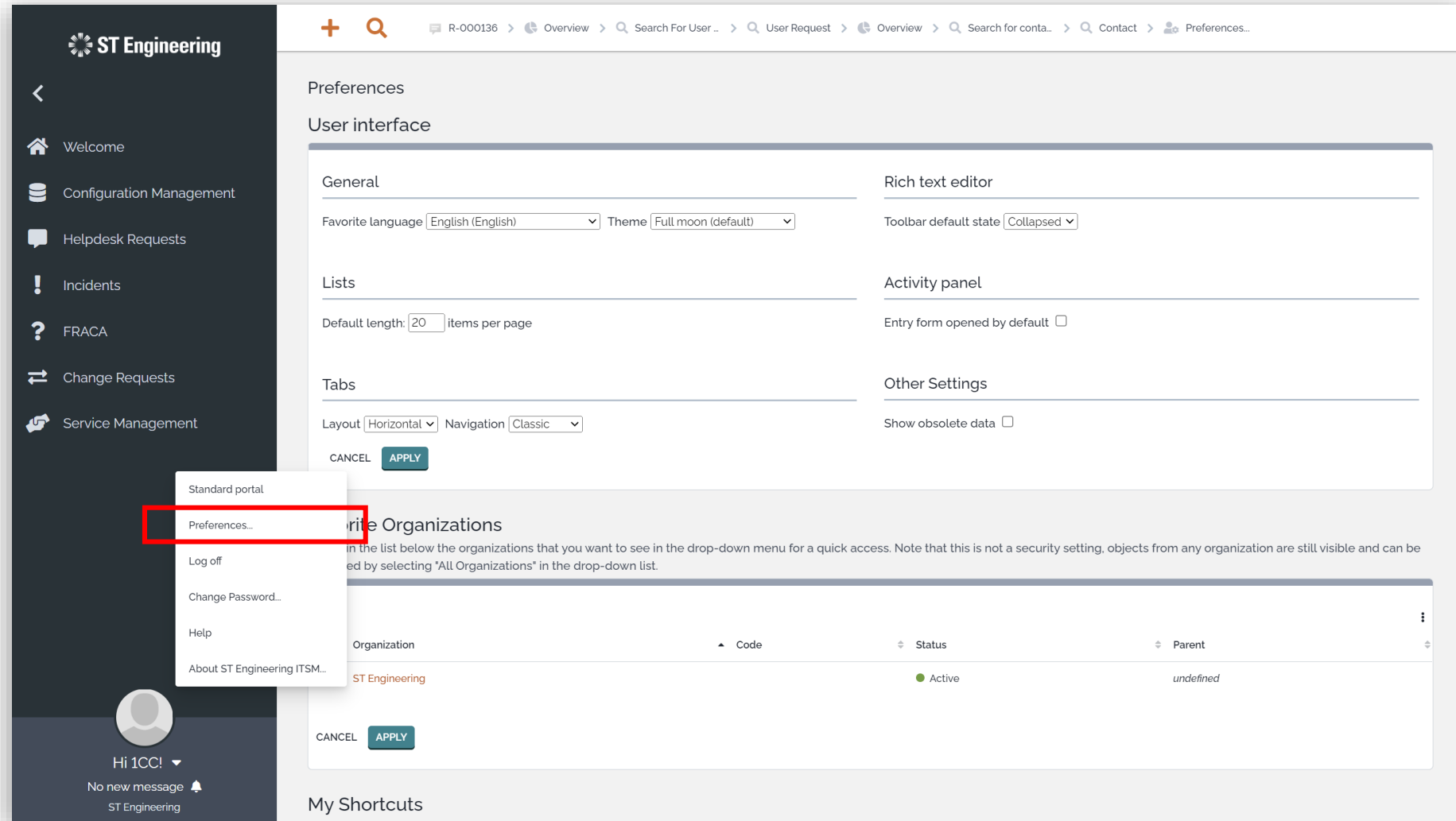
Select **Configuration Management** > **Search for contacts** to view a list of contacts in your organization.

The screenshot shows the ST Engineering Configuration Management interface. The left sidebar contains navigation options: Welcome, Configuration Management (highlighted with a red box), Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays a search for 'Contact' objects, showing a total of 12 objects. The contact list includes:

Contact	Status	Organization	Email	Phone	Function
1CC Team	Active	ST Engineering			
1CC User	Active	ST Engineering			
Admin User	Active	ST Engineering	my.email@foo.org		
L2 Lead User	Active	ST Engineering			
L2 Team	Active	ST Engineering			
L2 User	Active	ST Engineering			
L3 Lead User	Active	ST Engineering			
L3 Team	Active	ST Engineering			
L3 User	Active	ST Engineering			
Service Manager User	Active	ST Engineering			
Super User	Active	ST Engineering			
Tan Beng Suan	Active	ST Engineering			

# Preferences

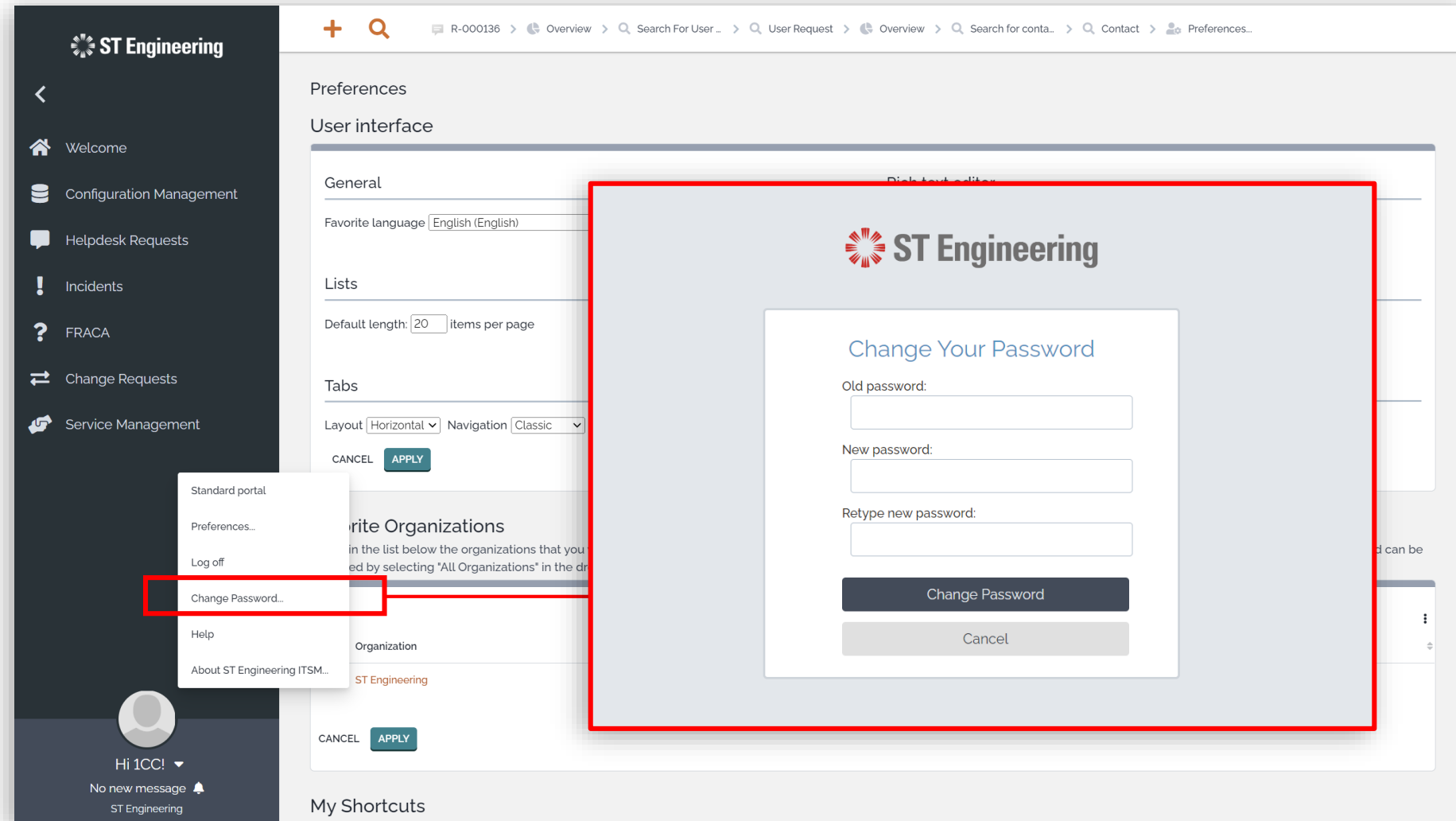
Tap on your name to view dropdown list and select **Preferences** to change the elements of the user interface.



OTHER

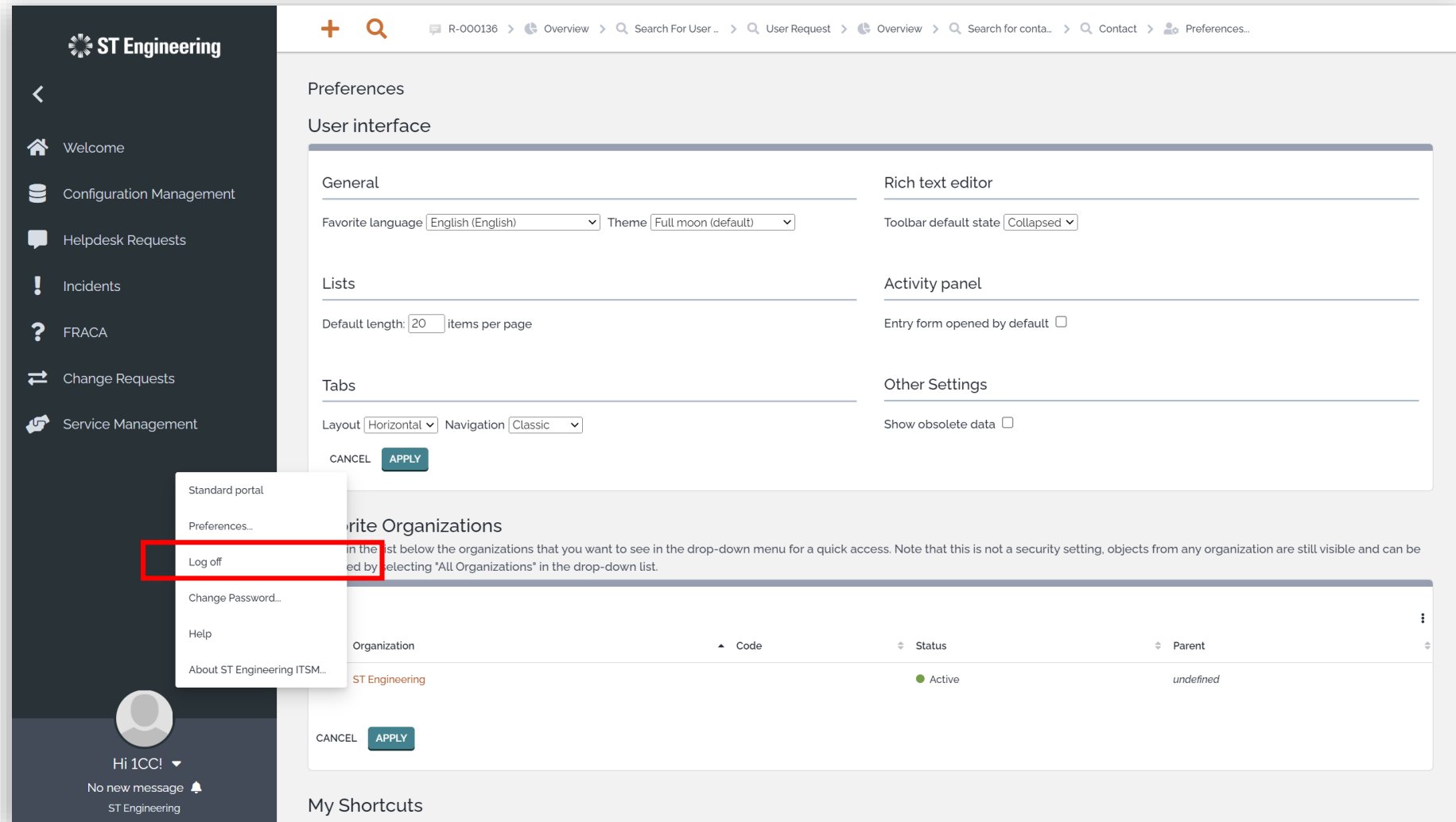
# Change Password

Tap on your name to view dropdown list and select **Change Password**. It will redirect you to a page to change your password.



# Logoff

Tap on your name to view dropdown list and select **Log off**. You will return to login page.



Thank you