

Forms and approval of the immediate manager

From the «Maintenance» module, forms can be published in the user web with associated approval flows. More Service will automatically pick up the immediate manager from AD and send an email to the person. It is also possible to manually place the immediate manager under "Servicedesk" «Admin » «Users»

Create a form according to your own needs, eg. booking a mobile phone, under Maintenance Checklist New change checklist.

Structure

New/change checklist

Get checklist

Malsett

Helpdesk

Skrivere

Kunder/avdelinger

System

Tjeneste

Switch

Servere

Backup

Brukere og grupper

Nettverk

Name

Description

Writer

Time

Hours

Minutes

consumption

Event id / doc

☐ Do not include
 ☐ Include on all rows
 ☐ Include only once in template

Maintenance

☐ Do not include
 ☐ Include

Time Spent

☐ Do not include
 ☐ Include

Auto Escalation

☐ No auto escalation
 ☐ Auto Escalate

Use approval flow

☐ Yes
 ☐ No

NEW

UPDATE

DELETE

COPY

STANDARD EDITING

Kopier valgt rutine

Helpdesk

Skrivere

Kunder/avdelinger

System

Tjeneste

Switch

Servere

Backup

Brukere og grupper

Nettverk

The following checklists are under construction

Click on the form you want to associate authentication flow and select "Yes" for "Use Approval Flow." Remember to click on "Update".

The form is published in the user web and upon completion and submission. The form will be sent as a PDF document attached to the email to the requester's (user's) manager.

FIL

MELDING

Ignorer

Slett

Svar

Svar alle

Videresend

Møte

IM

Mer

CHAT

Gruppe-e-post

Opprett ny

Nesjar

Fullført

Til overordnet

Svar og slett

Slett

Svar

Hurtigtrinn

tor 04.06.2015 09:13

Technet Helpdesk <helpdesk@technet.no>

Forespørsel om godkjenning av skjema

Til

Morten Naess

Melding

Skjema.pdf (27 kB)

Forespørsel om godkjenning av skjema

Du har mottatt en forespørsel om å godkjenne det vedlagte skjemaet.

Godkjenn

Avvis

Kommenter