Network Project Request (NS-16) End User Guide

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DOCUMENT HISTORY

Version	Date	Additions/Changes	Prepared/Reviewed By
1.0	07/22/2021	Initial Submission	Emily Shirley
1.1	07/22/2021	Revision – update images	Danyelle Toval
1.2	08/09/2021	Updates	Emily Shirley
1.3	08/10/2021	Revision – update images and formatting	Danyelle Toval
1.4	11/16/2021	Revision - Formatting	Khadijah Cooper
1.5	12/13/2021	Removed mention of deleted field	Emily Shirley
1.6	01/12/2022	Added the Edit Request instruction	Emily Shirley
1.7	01/12/2022	Removed the SDA instructions	Emily Shirley
1.8	05/03/2022	Re-doing the TC Approver section	Emily Shirley

GENERAL INFORMATION

Describes the procedure to submit a Network Project Request (NS-16) using a Service Request within the Ivanti Service Manager system.

SCOPE

The Network Project Request (NS-16) End User Guide is designed for any user able to submit a Network Project Request.

PURPOSE

To provide an understanding and guidelines when submitting a Network Project Request (NS-16) using the Ivanti Service Manager system.

ACCESS THE IVANTI LOGIN PAGE

1. Navigate to web URL for login page. (Google Chrome is the preferred web browser)
   - https://otssupport.la.gov
     - The system logs the user into Ivanti automatically using single sign-on authentication.
     - The user must connect to the Louisiana State Network directly or via VPN to use Ivanti.
   - If not, please email OTSSupport@LA.GOV
2. On First Time Login you may be presented with a selection of Roles if you are assigned more than one role.
   - You should select the Role you wish to be your default Role when you sign in for future login.
   - You can select your role by clicking on the Role name below your Login name in the top right of the page.
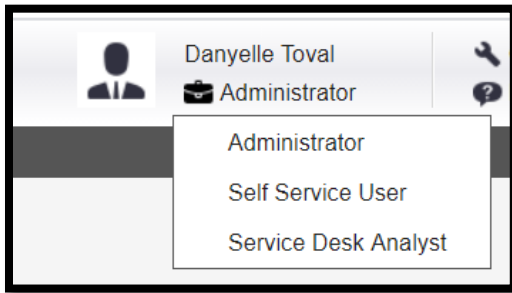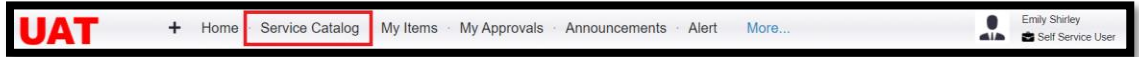

3. The default 'Home Page' will displayed.
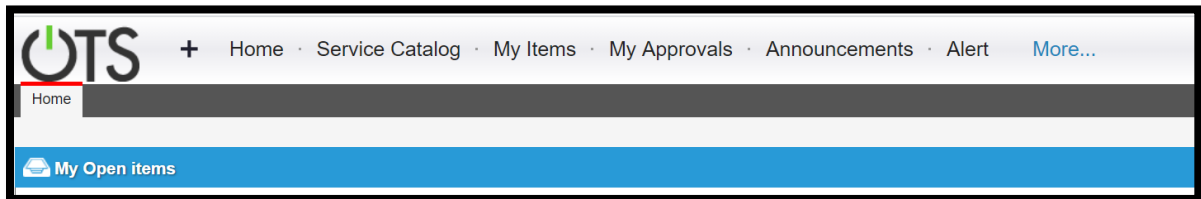
SELF SERVICE USER / SUBMITTER

1. Select the **Self Service User** role.
2. Click **Service Catalog** in the upper toolbar.

3. Click on the **Communication / Network Services** category and find the **Network Project Request (NS-16)** request offering.

4. Open the **Network Project Request (NS-16)** Request Offering and fill out the form according to the instructions. You may hover over the ❓ icons for help if needed.

> Due to expressions used in the creation of this form, some fields shouldn't be edited. If you are part of the OTS-EUC-Network-Orders team, you will be able to edit the following auto-filled fields: **TC Approval Group** and **ARM Group to be Notified**. When a field is manually changed, the form is "Saved for Later", or the form is submitted, the auto-fill expressions no longer work as intended. *Please be aware of this as you'll need to submit this information manually.*

5. When all the required fields are filled out, submit the form by clicking either **Submit** button.

TC APPROVER

When a Self Service User / Submitter submits an article for approval, the TC Approvers review it first. A request can be **Approved**, **Denied**, or identified as **Incorrect Approval Group**.

Select the **Self Service User** role by clicking the dropdown under your name in the upper-right of the page.
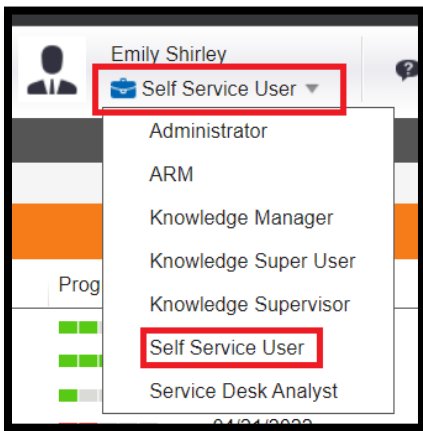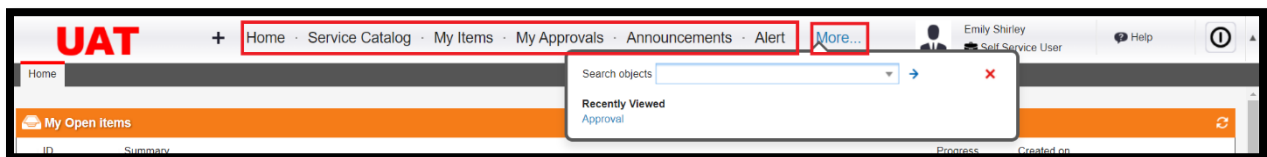

This dashboard contains two sections of interest: **My Open Items** and **My Approvals (My Items)**.
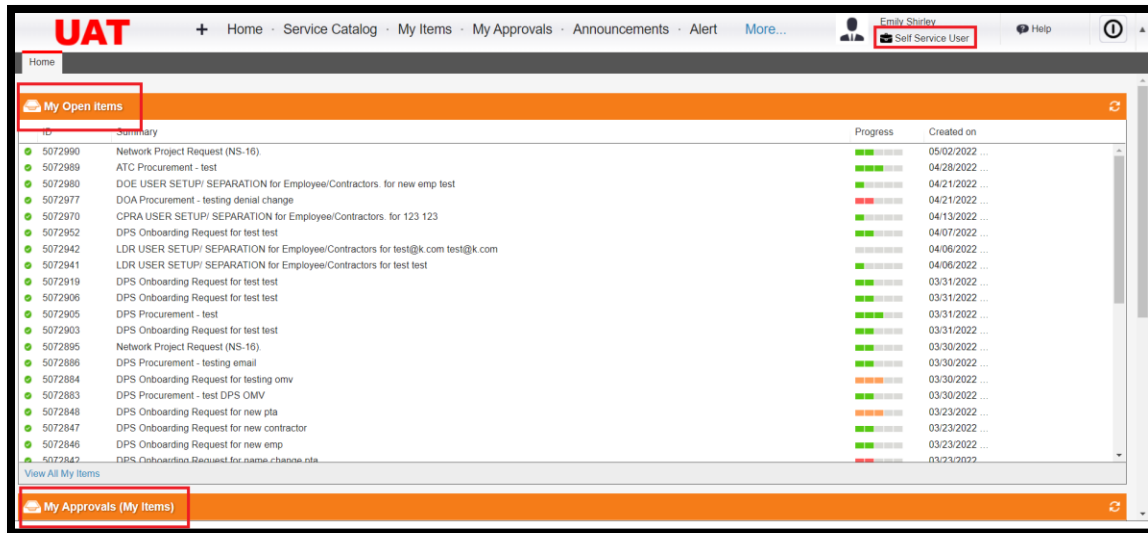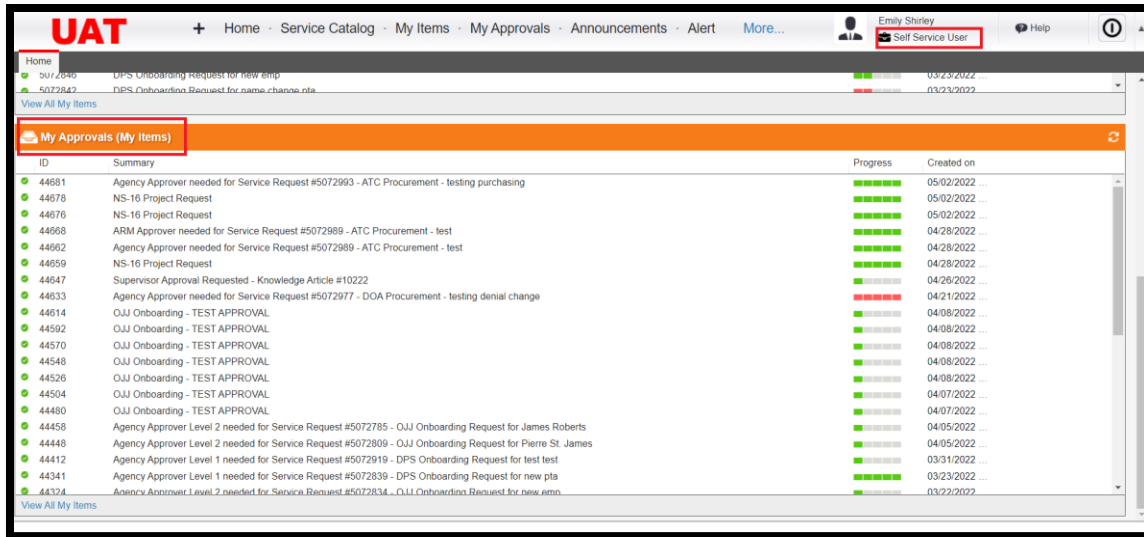
The **Top Level Tabs** are as follows: Home, Service Catalog, My Items, My Approvals, Announcements, Alert, and *More....* Click one of these options to be taken to that object's workspace. If a workspace that you need is not shown, click the *More...* button to show the Approval tab.

The **My Open Items** panel shows a list of all the **Service Requests** that have been created by the current user. Click on a request to view it.
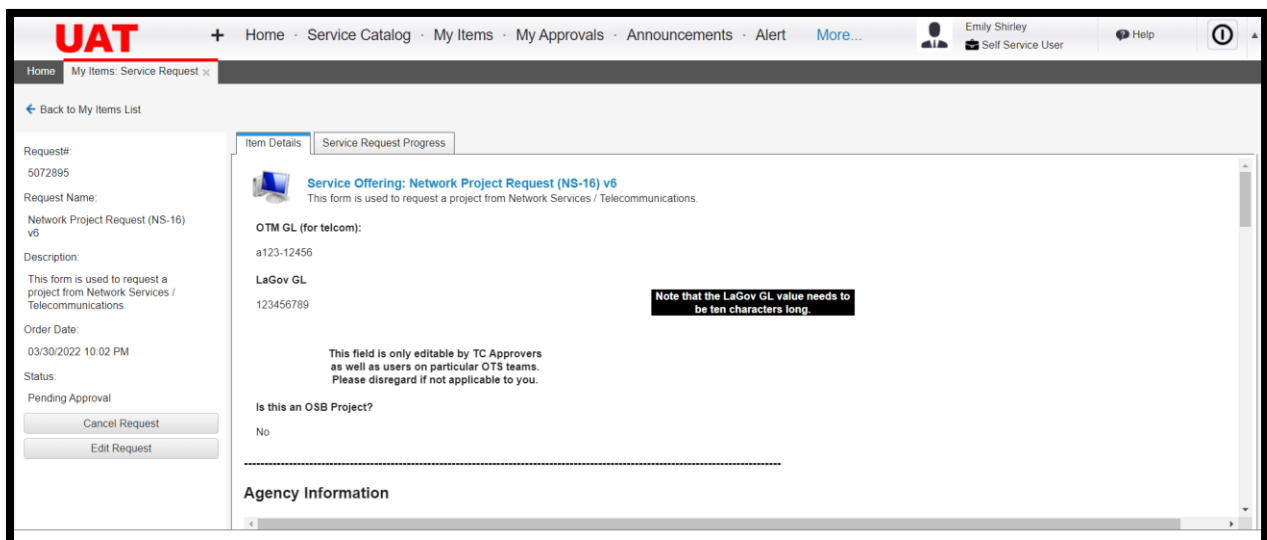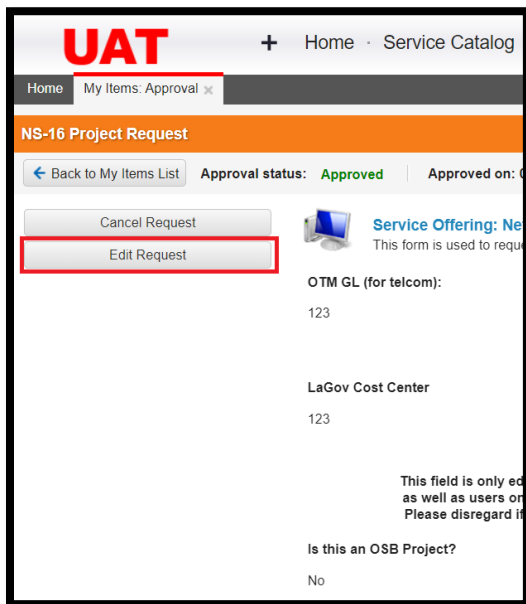
The **My Approvals (My Items)** panel shows a list of all the **Approvals** that belong to the current user. Click on an **Approval** to open the associated request.
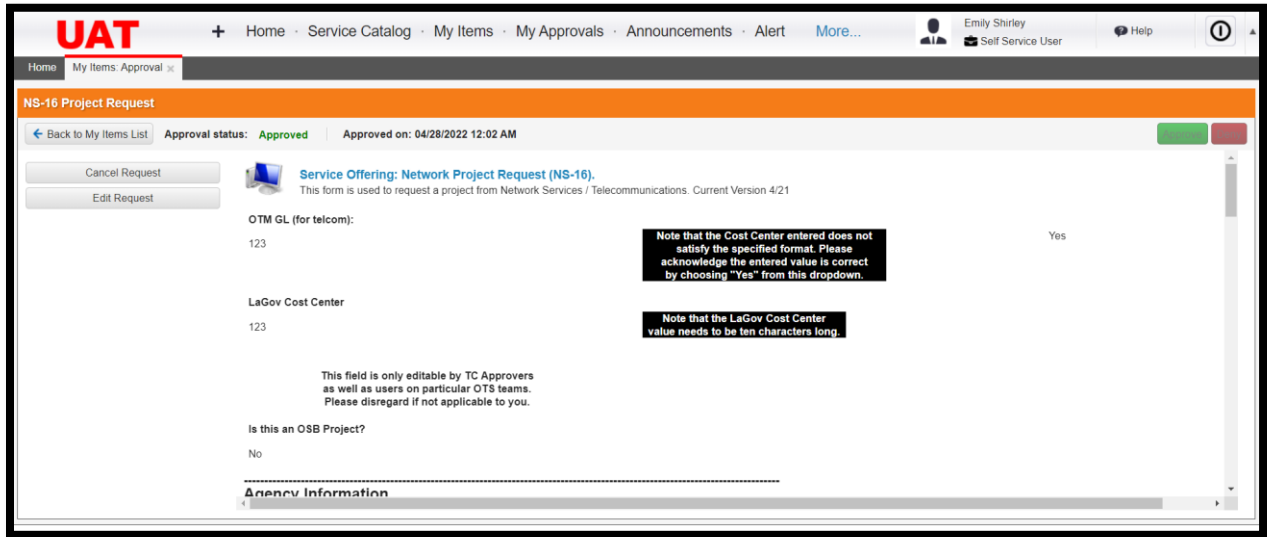
At the top of this page, you can view the Approval Status as well as **Approve** or **Deny** the request.
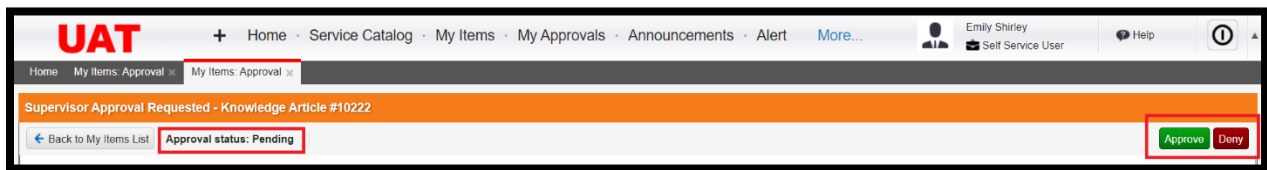
If applicable, you may also have the ability to Edit the request by clicking the button on the left.
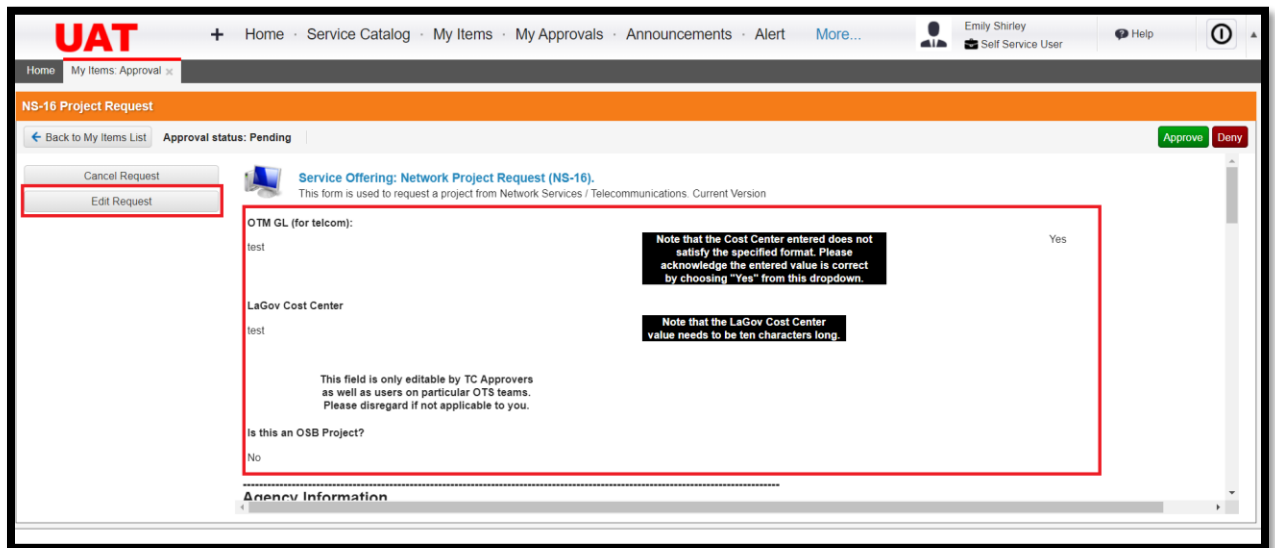
REQUEST APPROVAL

1. Navigate to the **Approval** you'd like to approve by scrolling down and clicking the **Approval** within the **My Approvals (My Items)** panel on the homepage. By default, the most recent Approvals are at the top of the list.
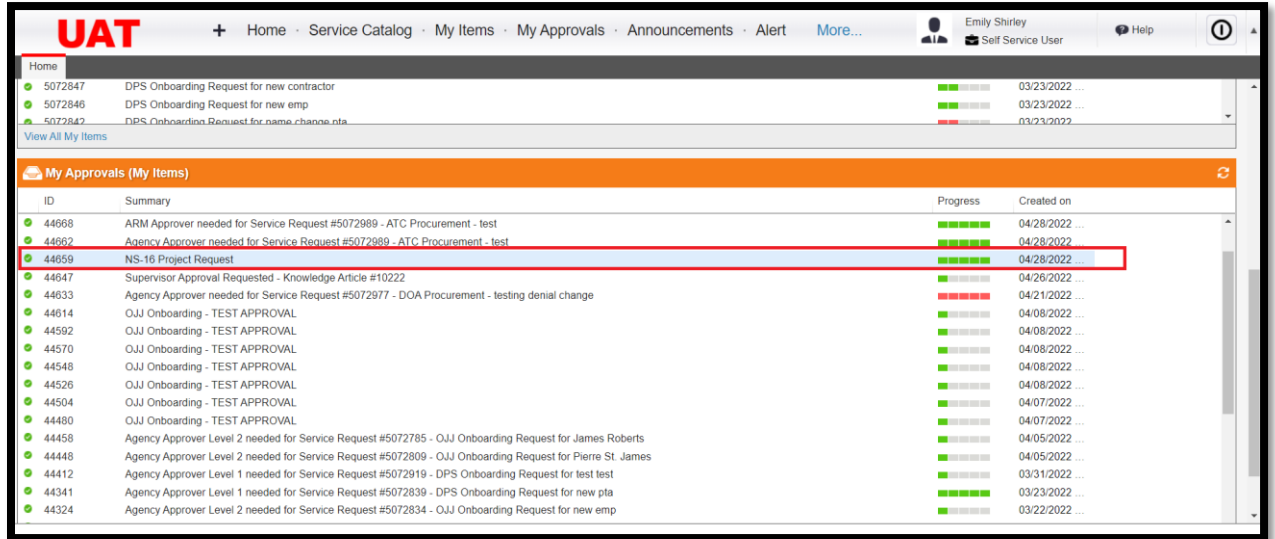
2. Once the **Approval**'s associated **Service Request** is open, you may scroll through the request to see the contents. If the beginning **Cost Center fields** are not filled out or they are incorrect, click the "**Edit Request**" button to populate them.

3. This will bring you to the **Service Catalog** version of the request that will allow you to edit the needed fields.

4. When you're done editing, click the "Review & Submit" button to review the request. When finished, click either "Submit" button.
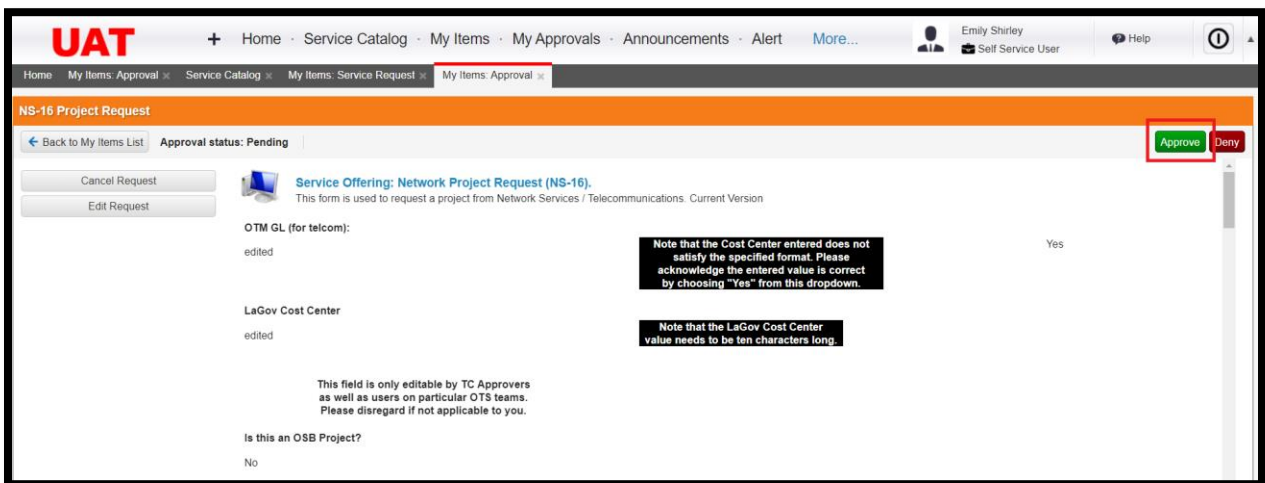

5. After submission, you are taken to the **My Items** view for the request. You are not able to approve the request on this page. You will need to navigate back to the **Home** tab in the upper left and click the applicable request within the **My Approvals (My Items)** panel.
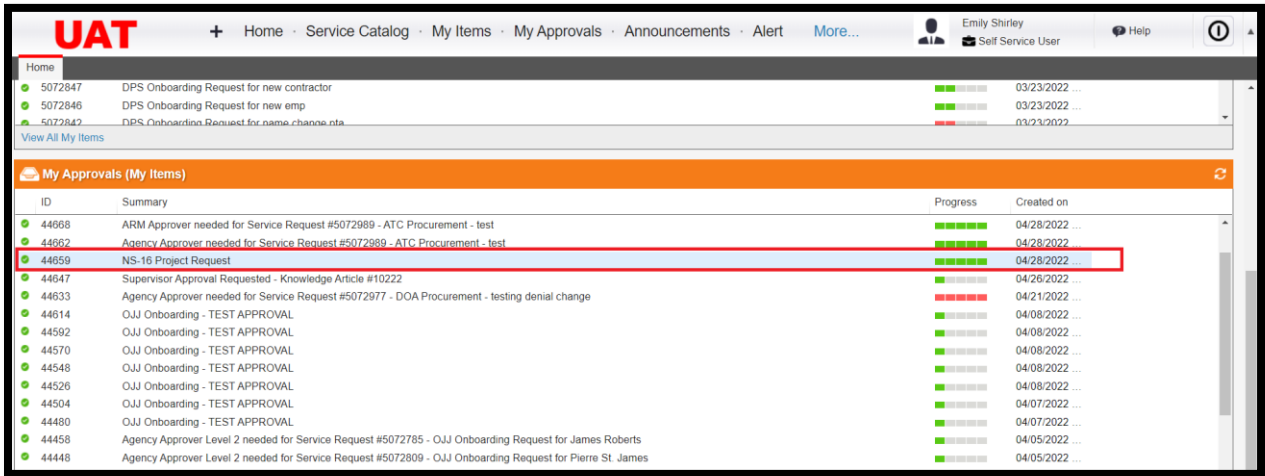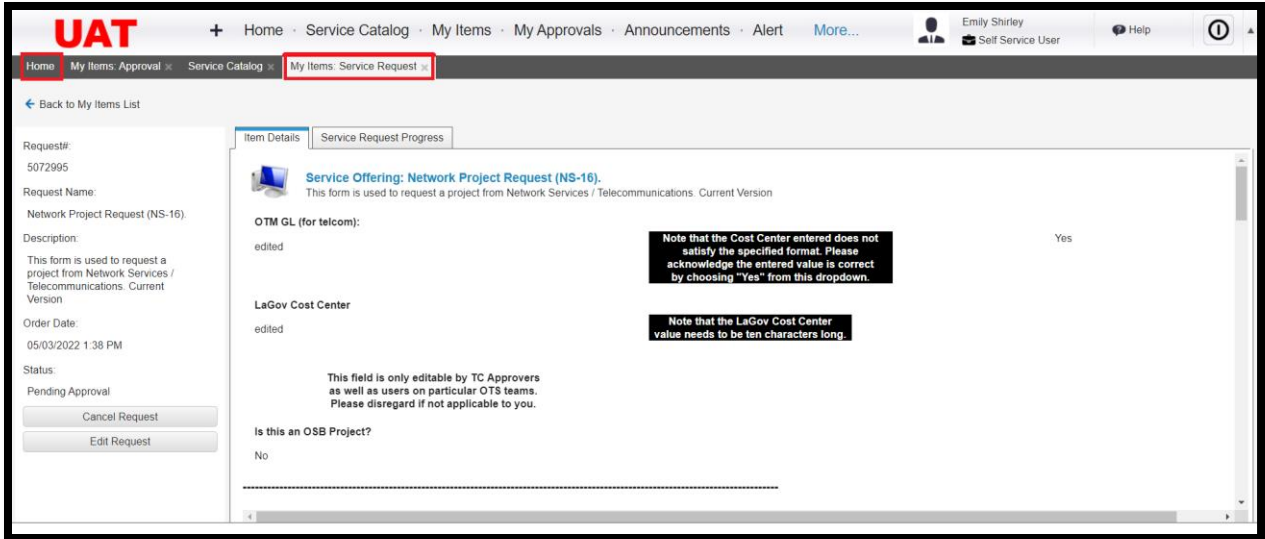
6. Once the request is open again, click the "Approve" button in the upper right.
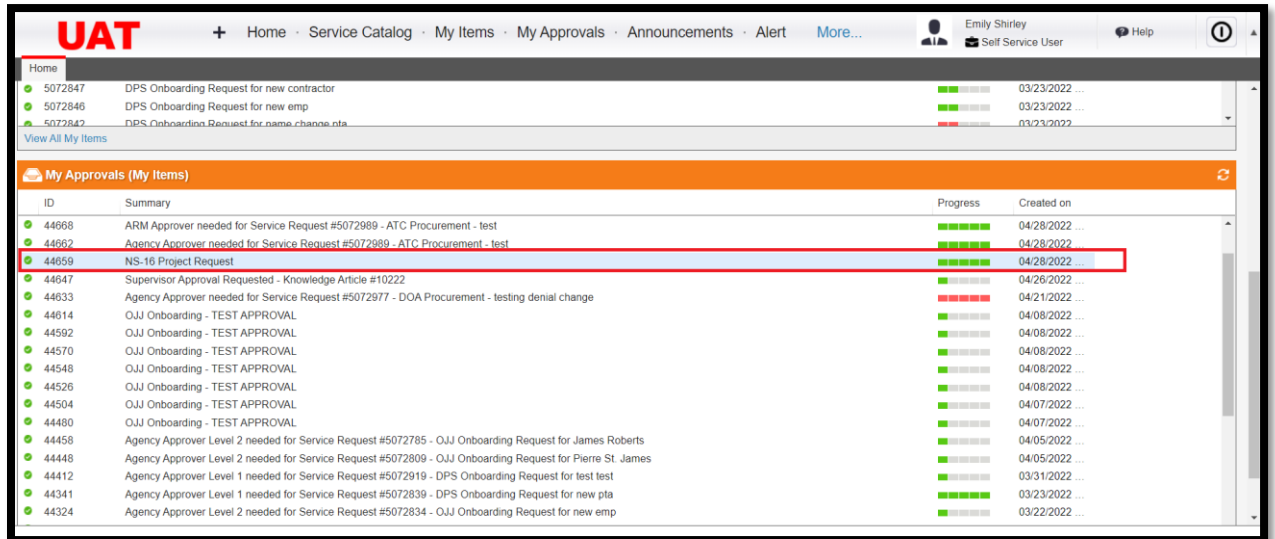
7. The updated **Approval Status** is shown at the top of the page.
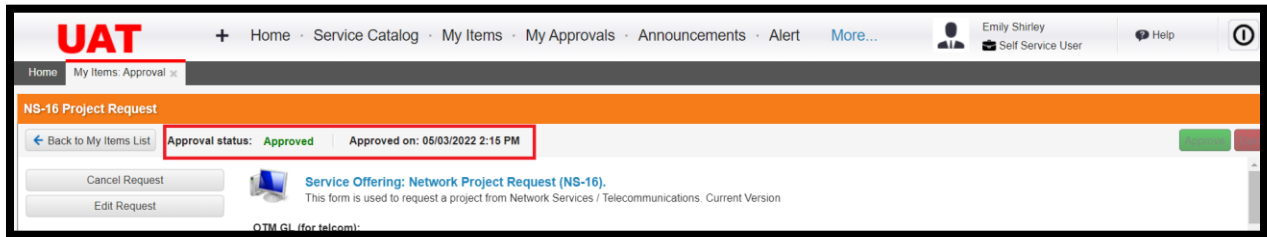
REQUEST DENIAL

1. Navigate to the **Approval** you'd like to deny by scrolling down and clicking the **Approval** within the **My Approvals (My Items)** panel on the homepage. By default, the most recent Approvals are at the top of the list.


2. Once the **Approval**'s associated **Service Request** is open, you may scroll through the request to see the contents. If applicable, you may edit the beginning **Cost Center fields** by clicking the "**Edit Request**" button to populate them. If this is not needed, you may skip to **step 6**.
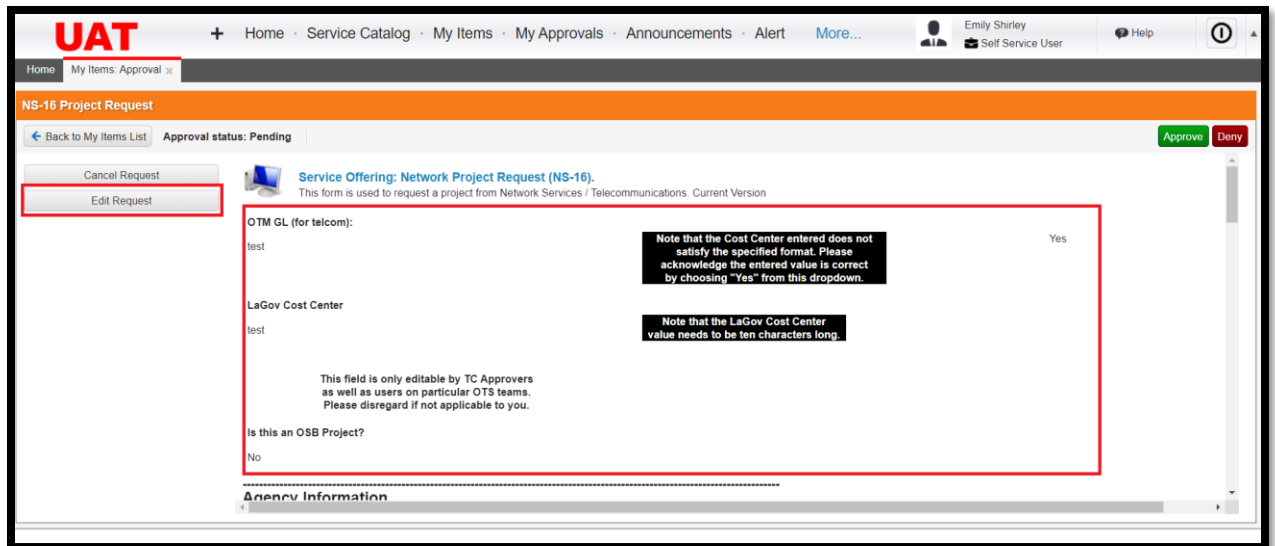
3. This will bring you to the **Service Catalog** version of the request that will allow you to edit the needed fields.

4. When you're done editing, click the "Review & Submit" button to review the request. When finished, click either "Submit" button.


5. After submission, you are taken to the **My Items** view for the request. You are not able to deny the request on this page. You will need to navigate back to the **Home** tab in the upper left and click the applicable request within the **My Approvals (My Items)** panel.
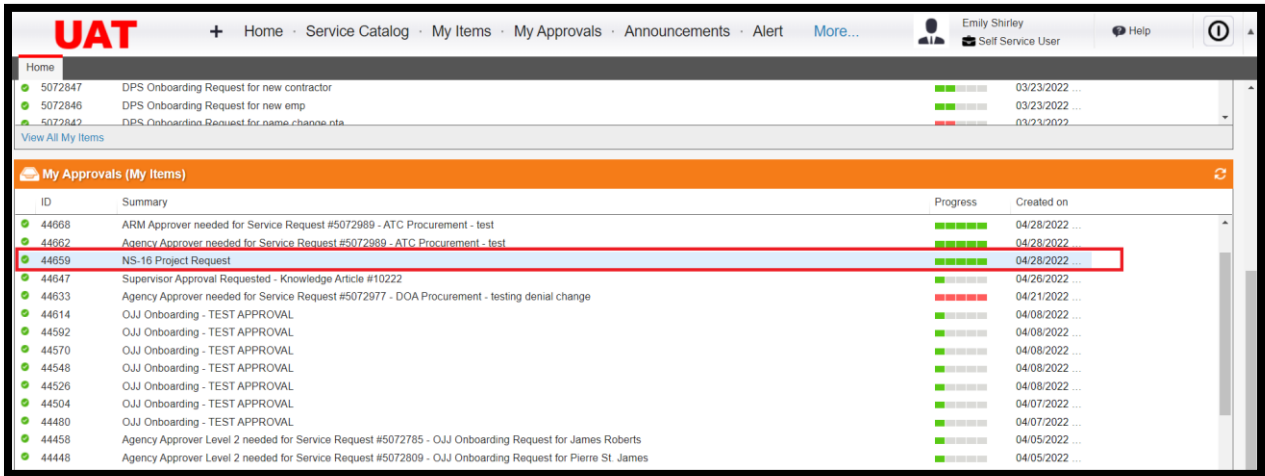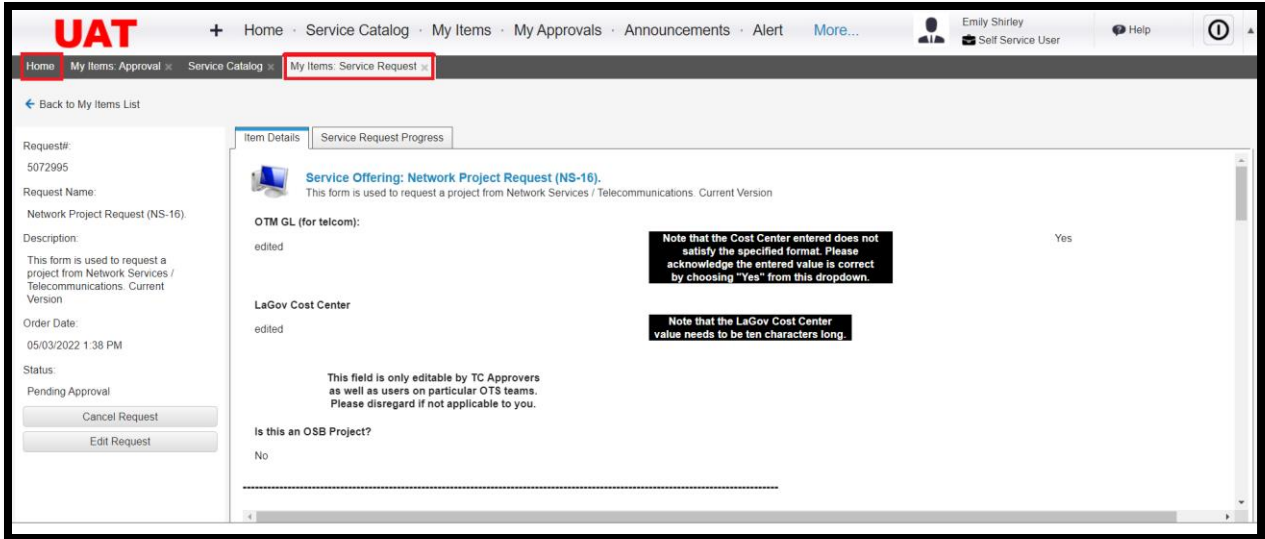
6. Once the request is open again, click the "Deny" button in the upper right.
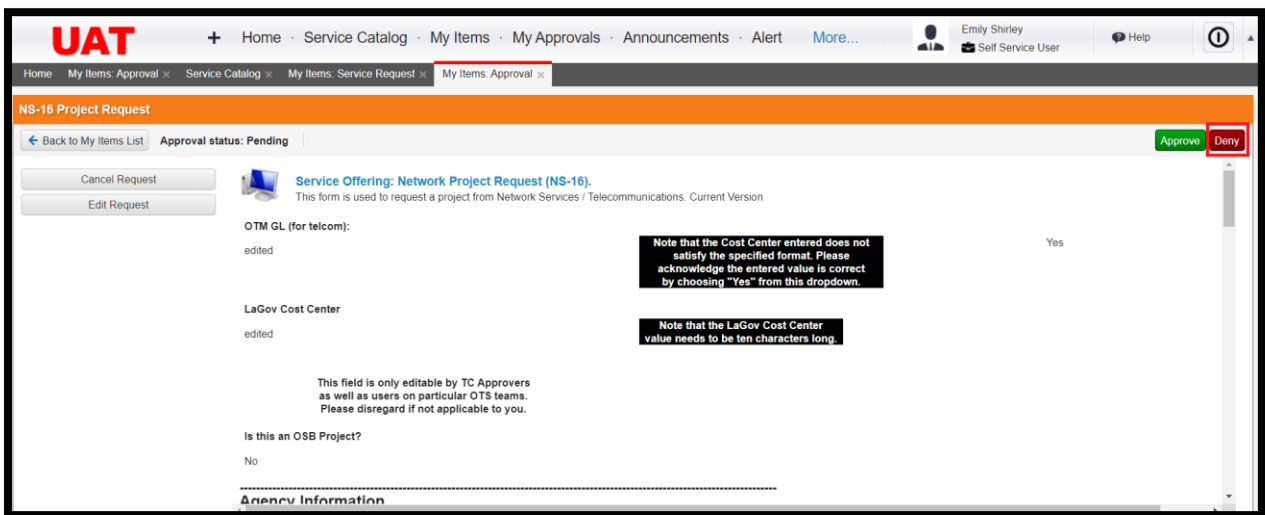
7. In order to finalize your decision, you must provide a reason for the Denial. Then click "Submit".
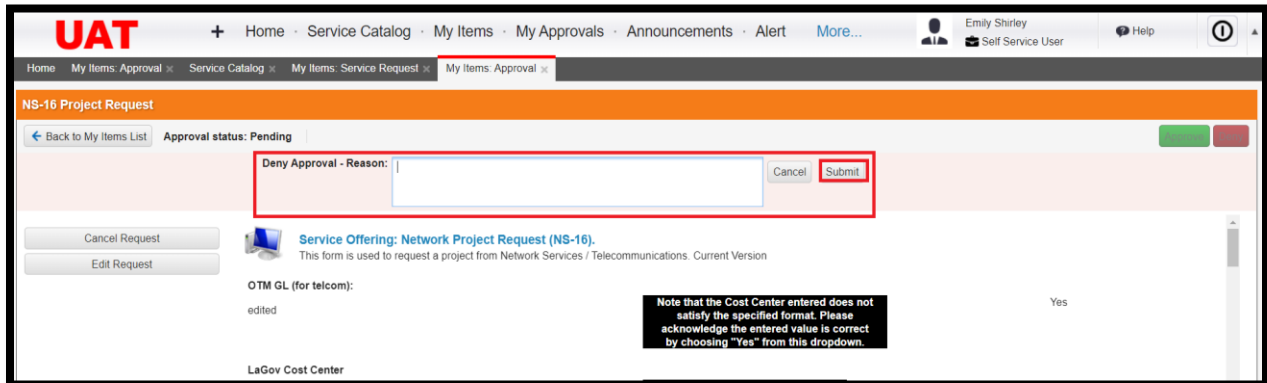
8. The new **Approval Status** and denial reason are shown at the top of the page.