ENTERPRISE PRODUCTION SUPPORT

ClearView Service Request
Quick Reference Guide

ClearView
Service Request

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Preface

Intended Audience

These training materials are intended for internal IS staff only of National City.

Explanation

The complexity of trying to piecemeal an infrastructure together is risky, prone to errors, and devoid of the collective intelligence needed to ensure that it meets our business needs. ClearView "Service Request" module provides significant advantages for our IT Infrastructure services. The main benefits are increased utilization of individual resources (resulting in decreased costs) and increased service levels and in many cases real time.

Objective

These training materials are intended to provide the IS organization with the ability to dynamically select, and initiate services, regardless of the availability of specific individuals.

This Quick Reference Guide is intended for instructing a user in how to create and submit a service request, within ClearView's "Service Request" module. This module was developed and built to mimic a standard retail self-serve shopping cart strategy. The example below will show you how to complete a generic service request.

Module

1

ClearView Service Request

At the end of this module, participants will be able to:

- Open and log into ClearView

- Launch the "Service Request" module

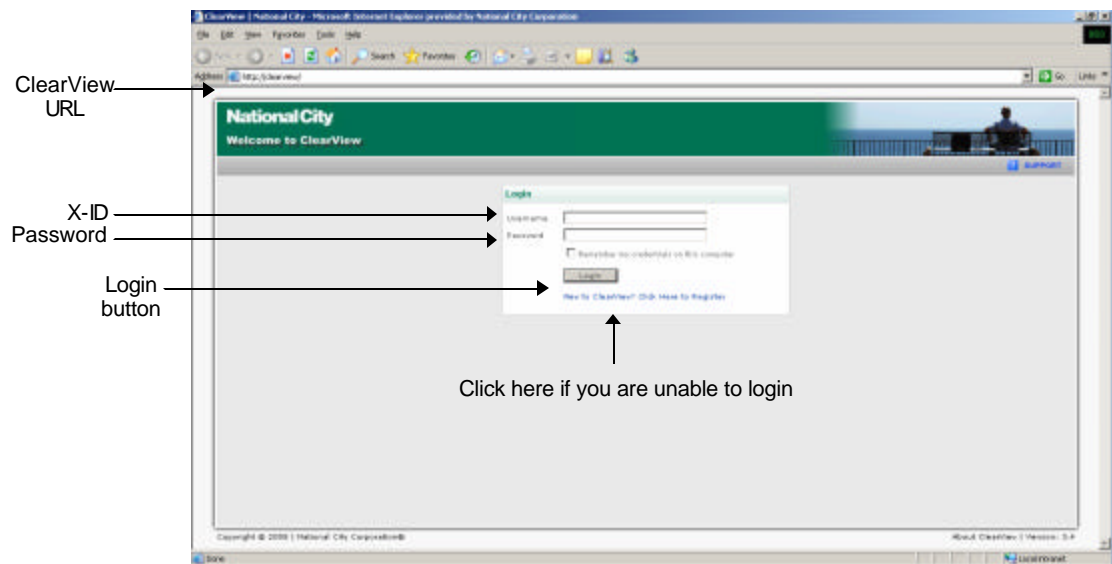- Create and submit a new request

Launching ClearView

In this section, you will learn to launch and log into ClearView, which must be performed before you can request a service.

1. Launch ClearView by typing http://clearview in the address bar of your Web browser and pressing <ENTER>. The Login screen will appear.

2. On the Login screen, in the Username field, type your X-ID. Press <TAB> to advance to the Password field.

3. In the Password field, type your X-ID password.

    NOTE: If you are using your personal PC, you may select the "Remember my credentials on this computer" checkbox to expedite future logins.

4. Click the **Login** button. If you have provided a valid X-ID and password, you will be logged into ClearView.

Creating a New Service Request

In this section, you will learn to create and submit a Service Request within ClearView.
Example: Unlocking a Test Center account.

1. From the ClearView Home screen, in the navigation pane on the left of the page, click **Service Request**. Within the navigation pane, the links for Service Request will appear.

2. Click **New Request**. This will launch the service browser.

Note: My Requests represents all requests submitted by you.

3. Select the service category that best represents the service type as shown below.
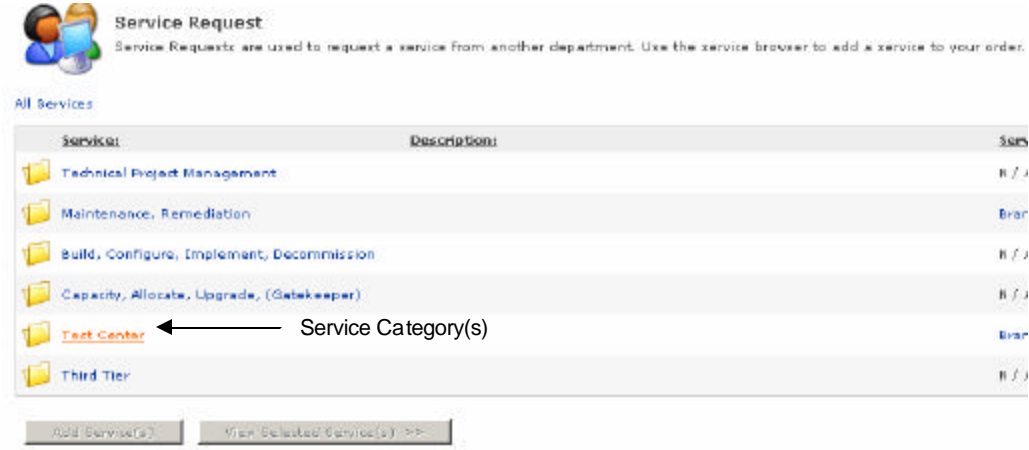
4. Navigate through the service directory.

5. Select the desired service(s) as shown below and click "**Add Service**"

All Services | Test Center | Active Directory Requests ←———— Bread crumbs enables you to navigate back

Service:	Description:
☐ Create / Modify a Users T-id Account	Create a new test user account (T-id). Can also (T-id) to select new Active Directory groups to b
☑ Unlock Account	This will unlock your T-id user account.
☐ Reset Password	This will submit a request to automatically rese
☐ Rename an User Account (T-id)	This will submitt a request to allow you to rena Active Directory.
☐ Enable Account	This will enable a user account (T-id) in test or approval needed from Test Center.

Select service and/ or multiple services ———→

6. From the Service Order Summary, click "**Continue Checkout**" as shown below.

Service Request Order Summary
Here is the summary of your order selected services. To delete a service, click the **Remove** link on the right. To add additional services, click **Additional Services**.

Estimated time to complete the service

	Qty:	Service:	Description:	Hours:	
1.)	1	Unlock Account	This will unlock your T-id user account.	0.25 HRs	[Remove]

SubTotal: **0.25 HRs**

Add additional service(s) from other service categories ———→

[<< Additional Services]   [Update Cart]   [Continue Checkout >>]   [Cancel Request]

7. Depending on the service selection, you maybe prompted to provide additional information or walked through an auto-provision "Wizard" as shown below.

Unlock Account
Please complete the following information to request this service.

Step 1 of 2   * = Required Fie

User ID: * ejjc335

Domain: * -- SELECT --
           -- SELECT --
           CORPDEV
           CORPTEST

Provide additional information as it pertains to the request and click "Next"

[<< Back]   [Next >>]   [Cancel Request]

8. Click **"Submit Request"**

Service Request Summary
Here is a summary of your services you have requested.

Service:	Status:	Hours:
Unlock Account	Pending Submission	0.25 HRs

[Submit Request]   [Cancel Request]

9. Once the request has been submitted you will be notified with the service order results both via ClearView and a confirmation e-mail notification.

Service Request Results
Thank you for submitting your service request. Below you can find the results of each service. **NOTE:** Click "Refresh Request" to view the status of this request..

✓ Account ejjc335 was not locked

[Refresh Request]

Service invoice and receipt information ⟶ [Printer Friendly Invoice]