

IT Enterprise Access Services

These catalogues focus installation of standard and non-standard software, local admin, shared drive and other accesses required by your projects.

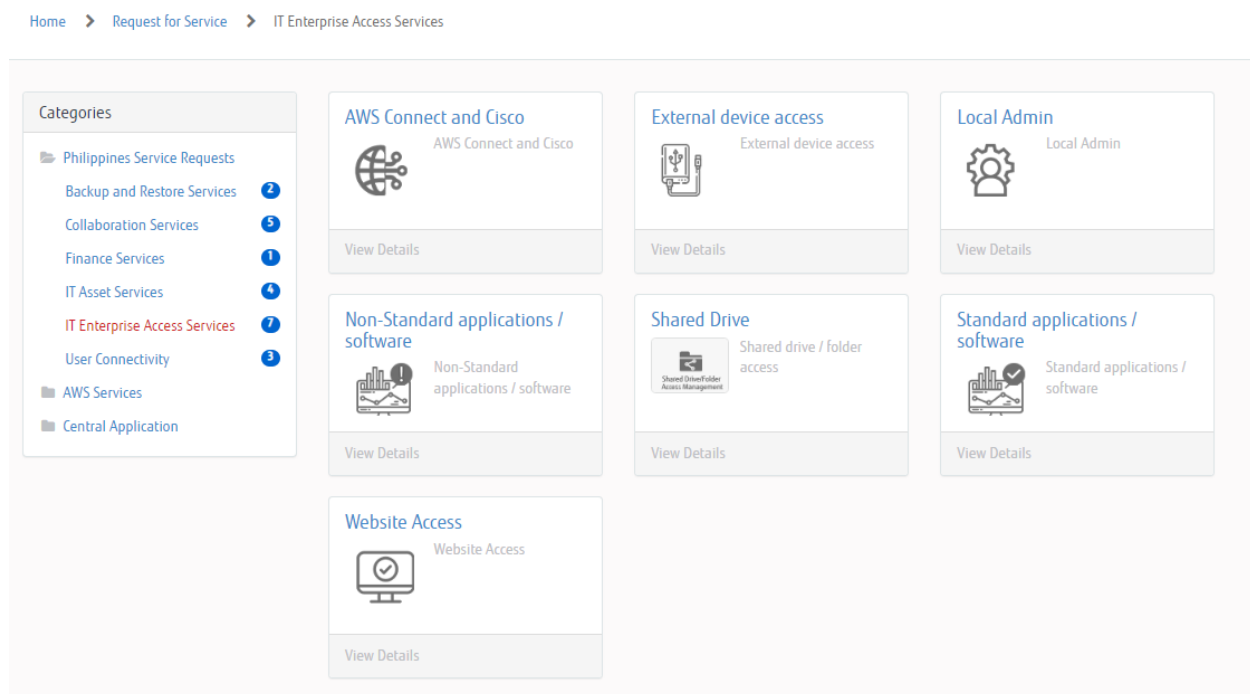
How to create a ticket under AWS Connect and Cisco?	2
How to create a ticket under External Device Access?	3
How to create a ticket under Local Admin?	5
How to create a ticket under Shared Drive?	8
How to create a ticket under Standard Application/ Software?.....	11
How to create a ticket under Non-Standard Application/ Software?	13
How to create a ticket under Website Access?	15

How to create a ticket under AWS Connect and Cisco?

1. Access FJGlobal link - https://figlobal.service-now.com/figlobal_csm.
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose AWS Connect and Cisco. This is the same catalogue used previously for AWS Connect and Cisco.



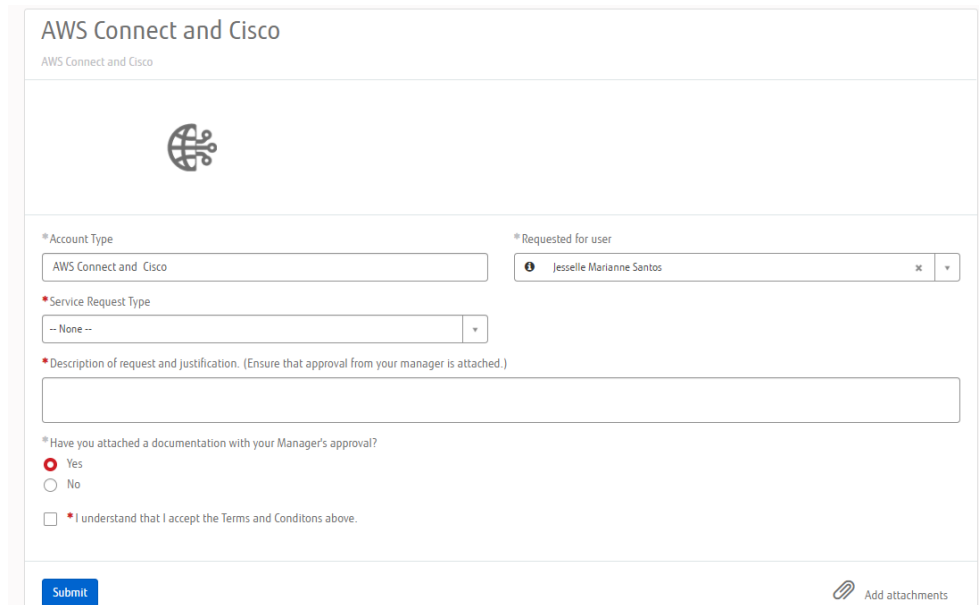
5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Service Request Type has a drop-down menu choice to Create Account and Modify Account.

Description and Justification provide details of request

Add Attachment of your Manager's approval



The screenshot shows a web form titled "AWS Connect and Cisco". Below the title is a globe icon. The form contains several fields: "Account Type" with a dropdown menu showing "AWS Connect and Cisco"; "Requested for user" with a dropdown menu showing "Jesselle Marianne Santos"; "Service Request Type" with a dropdown menu showing "-- None --"; a large text area for "Description of request and justification. (Ensure that approval from your manager is attached.)"; a section for "Have you attached a documentation with your Manager's approval?" with radio buttons for "Yes" (selected) and "No"; and a checkbox for "I understand that I accept the Terms and Conditions above.". At the bottom left is a blue "Submit" button, and at the bottom right is a link "Add attachments" with a paperclip icon.

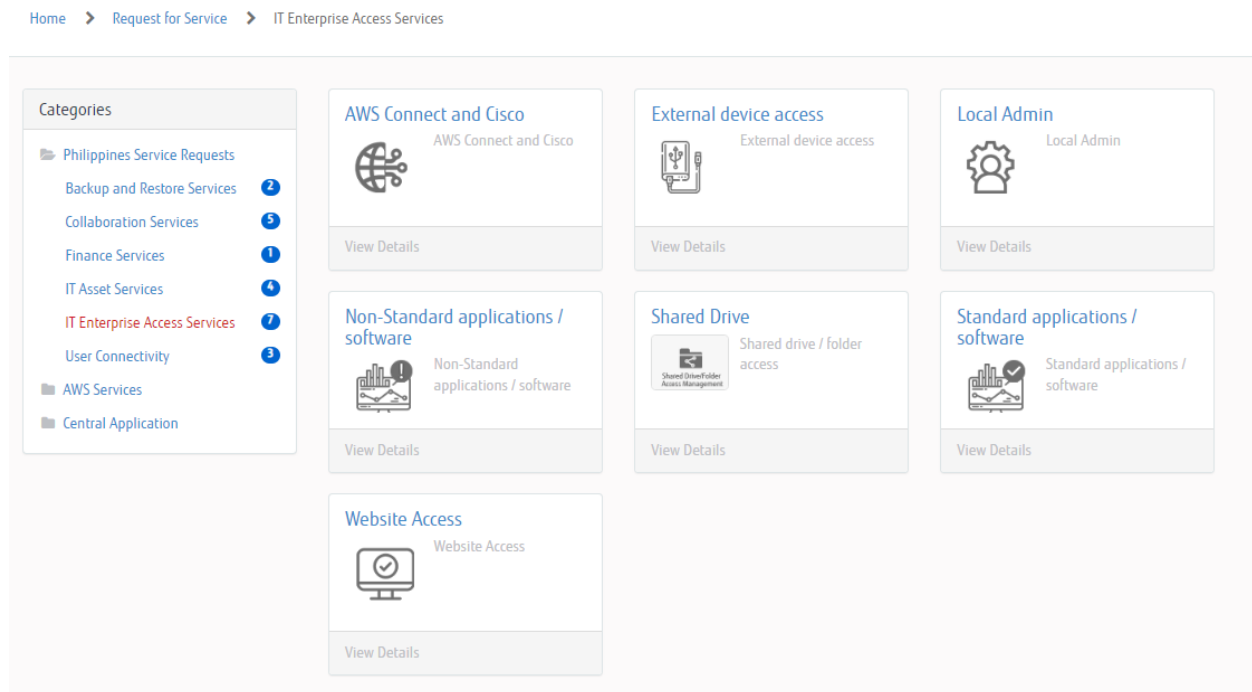
6. Submit ticket.
7. Once ticket has been created, this will be routed to Costa Rica GDC.

How to create a ticket under External Device Access?

1. Access FJGlobal link - https://fjglobal.service-now.com/fjglobal_csm.
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose External Device Access.



5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is Allow external device access

Type of external device this is to request external devices such as USB, external HDD, Bluetooth devices or Other devices on your laptop

Start date of access is the first day of the calendar year when you will need to access to this device

End date of access is the last day of the calendar year when you will remove access of this device

Hostname is the name of your machine. See instructions below to get hostname,

- Open command prompt on your laptop
- Type hostname
- Press Enter
- It will display a name that starts with G07PHXNWES same as below. Copy this name and add in FJGlobal.

Command Prompt

```
Microsoft Windows [Version 10.0.19044.1766]
(c) Microsoft Corporation. All rights reserved.

C:\Users\jm.santos>hostname
G07PHXNWES06126
```

Description and Justification provide details of request

Add Attachment of your Manager's approval

Home > Request for Service > Philippines Service Requests > IT Enterprise Access Services >

External device access

External device access

Account Type

External device access

*Service Request Type

-- None --

*Type of external device

-- None --

*Start date of access

DD/MM/YYYY

*End date of access

DD/MM/YYYY

*Hostname

*Description of request and justification.

☐ * I understand that I accept the Terms and Conditions above.

Submit

Add attachments

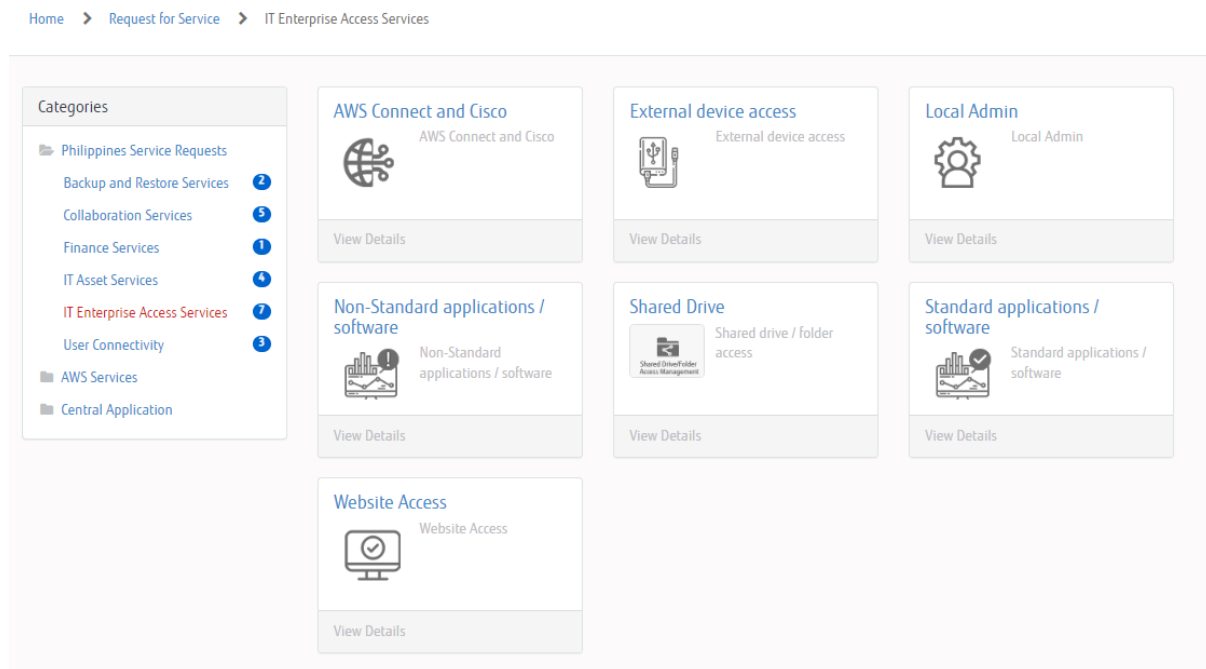
6. Submit ticket.
7. This ticket will be routed for approval of Security Team.
8. Once ticket has been approved, ticket will be assigned to Server Team.

How to create a ticket under Local Admin?

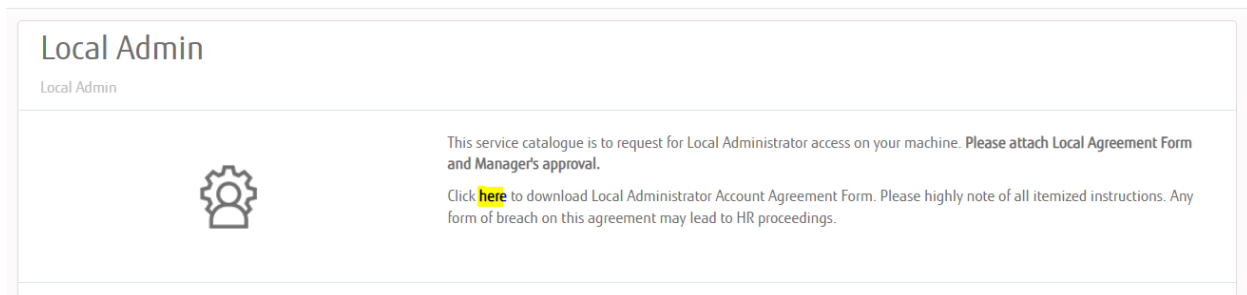
1. Access FJGlobal link - https://fjglobal.service-now.com/fjglobal_csm.
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose Local Admin.



5. Download the Local Agreement Form. Read it thoroughly and sign.



6. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is divided to

1. Create local admin access
2. Remove local admin access
3. Extend local admin access

Start date of access is the first day of the calendar year when you will need the access

End date of access is the last day of the calendar year when you will remove the access

Laptop Model is the model of your current laptop. To check this, see the sticker at the back of your laptop

Laptop Serial Number is the unique number on your machine



Description and Justification provide details of request

Add Attachments of your Manager's approval and Local Agreement Form. **Note that these should be both attach on your ticket if not, you will not be able to submit it.**

* Requested for user
Jesselle Marianne Santos

Account Type
Local Admin

* Service Request Type
-- None --

* Start date of access
DD/MM/YYYY

* End date of access
31/12/2022

* Laptop Model

* Laptop Serial Number

* Hostname

* Description of request and justification.

* Have you attached the Local Agreement Form?
☒ Yes
☐ No

* Have you attached a documentation with your Manager's approval?
☒ Yes
☐ No

☐ * I understand that I accept the Terms and Conditions above.

Submit

Add attachments

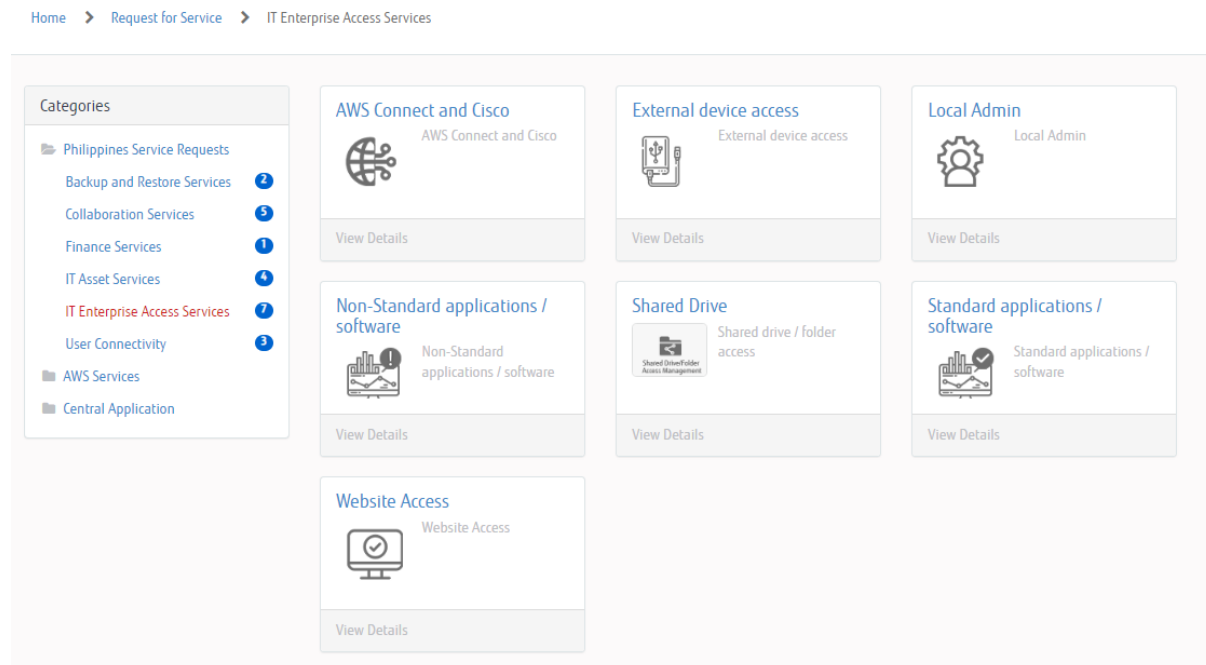
7. Submit ticket.
8. This ticket will be routed for approval of Security Team.
9. Once ticket has been approved, ticket will be assigned to RDS Team.

How to create a ticket under Shared Drive?

1. Access FJGlobal link - https://fjglobal.service-now.com/fjglobal_csm
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose Shared Drive.



5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is divided to

1. Create shared drive/ folder
2. Delete shared drive/ folder
3. Delete shared drive access
4. Modify shared drive/ folder
5. Create shared drive access

Name of shared drive/ folder is the name of the drive you want to add or modify.

* Name of shared drive / folder

Owner of shared drive/ folder all shared drives has its owner, can be your Team Lead, Line Manager, Service Manager of your Department Head. A drop-down menu can be use to search for the name of owner. There should be 1 owner of shared drive.

* Owner of shared drive / folder

Shared drive/folder details this can be an IP address or entire name of the shared drive. For new request, user may add NA here.

* Shared drive / folder details ?

User to add/ remove access choose the users you want to add or remove access by the drop down menu. Multiple users can be added.

* User to add/remove access

Identify access right is the description of rights to provide to user. If read access, user can view the file or folder. If read/ write, user can edit a file or folder, remove a file or add new file.

Identify access right

-- None --

-- None --

Read access


Read/Write access

Description and Justification provide details of request

Add Attachment of your Manager's approval

Shared Drive

Shared drive / folder access






Request access to a shared network drive / folder.

1. All the project-specific data should keep on the repository.
2. Regular backup is taken for the repository.
3. The Project Manager of the project has full rights on the repository and can provide/revoke associates' access from the folder.
4. Once the project is closed, PM should raise requests for the archival of the repository folder.
5. Read or view access and Write or edit access can be chosen.

Kindly attach Manager's approval for completing this request.


* Requested For User:

 Jesselle Marianne Santos  

Account Type




Shared Drive / Folder


* Service Request Type

Modify shared drive / folder 

* Name of shared drive / folder


* Owner of shared drive / folder


 Jesselle Marianne Santos  

* Shared drive / folder details 

* User to add/remove access

Identify access right

-- None -- 



* Description of request and justification. (Add hostnames of users who need access in shared drive) 

* Have you attached a documentation with your Manager's approval?

☐ No

☒ Yes

☐ * I understand and accept to the Terms and Conditions above.

  Add attachments

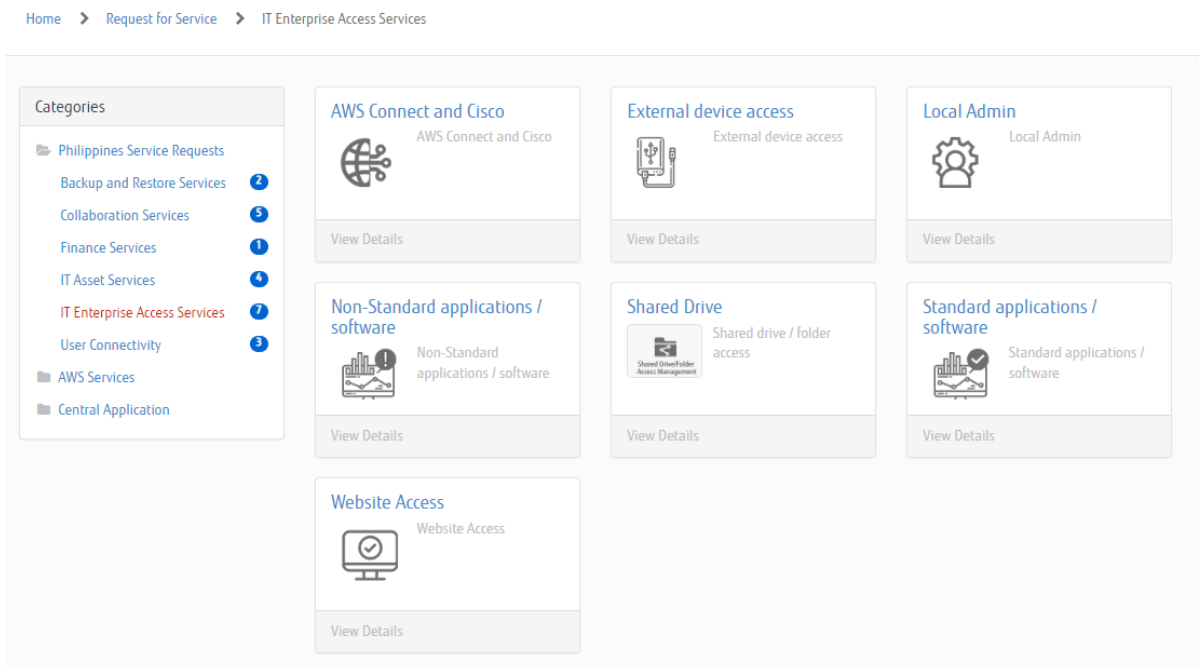
6. Submit ticket.
7. This ticket will be routed for approval of Security Team.
8. Once ticket has been approved, ticket will be assigned to Server Team.

How to create a ticket under Standard Application/ Software?

1. Access FJGlobal link - https://fjglobal.service-now.com/fjglobal_csm
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose Standard Applications/ Software. **Note that it is not because it is a standard application thus approval is not required, Manager's approval and Security Team approval is needed.**



5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is divided to

1. Installation of standard applications
2. Upgrade of standard applications
3. Removal of standard applications

Software to install is a drop-down menu to choose the standard application you want to install.

Some of the software to install that can be chosen below does not mean that can be installed to everyone (i.e., Mozilla Firefox - for use of Japan developers but cannot be used by everyone). This will be subject for approval as some RBU requires it.

* Software to install

-- None --

Version of software is not mandatory but can be filled in.

Version of software

Start date of access is the first day of the calendar year when you will need the application

End date of access is the last day of the calendar year when you will remove the application

Laptop Model is the model of your current laptop. To check this, see the sticker at the back of your laptop

Laptop Serial Number is the unique number on your machine



Hostname is the name of your machine. See instructions below to get hostname,

- Open command prompt on your laptop
- Type hostname
- Press Enter

- It will display a name that starts with G07PHXNWES same as below. Copy this name and add in FJGlobal.

```
Command Prompt
Microsoft Windows [Version 10.0.19044.1766]
(c) Microsoft Corporation. All rights reserved.

C:\Users\jm.santos>hostname
G07PHXNWES06126
```

Description and Justification provide details of request

Add Attachment of your Manager's approval

6. Submit ticket.
7. This ticket will be routed for approval of Security Team.
8. Once ticket has been approved, ticket will be assigned to RDS Team.

How to create a ticket under Non-Standard Application/ Software?

1. Access FJGlobal link - https://fjglobal.service-now.com/fjglobal_csm
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose Non-Standard Applications/ Software.
5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is divided to

4. Installation of standard applications
5. Upgrade of standard applications
6. Removal of standard applications

Software to install add the application or software you want to install

*Software to install

Version of software is required to identify the correct software to install. If this cannot be identified, add NA or None.

*Version of software

Website or link to download software is also required to review the source of software. If this cannot be identified, add NA or None.

*Website or link to download software

Does software need a license? This field is required to avoid open source or illegitimate software that our organization prohibits. If user choose Yes, Cost Center or the charge account corresponding with correct project code or WBS should be provided. If you are uncertain o this, please consult IT Team first before creating ticket.

*Is this software needs license?

Start date of access is the first day of the calendar year when you will need the application

End date of access is the last day of the calendar year when you will remove the application

Laptop Model is the model of your current laptop. To check this, see the sticker at the back of your laptop

Laptop Serial Number is the unique number on your machine



Hostname is the name of your machine. See instructions below to get hostname,

- Open command prompt on your laptop
- Type hostname
- Press Enter
- It will display a name that starts with G07PHXNWES same as below. Copy this name and add in FJGlobal.

```
Command Prompt
Microsoft Windows [Version 10.0.19044.1766]
(c) Microsoft Corporation. All rights reserved.

C:\Users\jm.santos>hostname
G07PHXNWES06126
```

Description and Justification provide details of request

Add Attachment of your Manager's approval

9. Submit ticket.
10. This ticket will be routed for approval of Security Team.
11. Once ticket has been approved, ticket will be assigned to RDS Team.

How to create a ticket under Website Access?

1. Access FJGlobal link - https://figlobal.service-now.com/figlobal_csm
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippines Service Requests then IT Enterprise Access Services. Choose Website Access.
5. Add all necessary information as stated below.

Requested For User can be modified if you are requesting for your teammates, team members, Managers, etc.

Account Type is a default choice

Service Request Type is divided to Allow website access via VPN and Restrict website to access via VPN

URL or Website Link to identify the name of site to allow or restrict

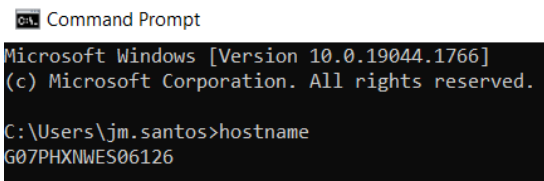
*URL or website link

Start date of access is the first day of the calendar year when you will need to access this site

End date of access is the last day of the calendar year when you will remove the access of this site

Hostname is the name of your machine. See instructions below to get hostname,

- Open command prompt on your laptop
- Type hostname
- Press Enter
- It will display a name that starts with G07PHXNWES same as below. Copy this name and add in FJGlobal.



```
Command Prompt
Microsoft Windows [Version 10.0.19044.1766]
(c) Microsoft Corporation. All rights reserved.

C:\Users\jm.santos>hostname
G07PHXNWES06126
```

Description and Justification provide details of request

Add Attachment of your Manager's approval

6. Submit ticket.
7. This ticket will be routed for approval of Security Team.
8. Once ticket has been approved, ticket will be assigned to Security Team.