Wright, Simon

Subject: HMH user Process for ordering/amending Shared Mailboxes

Below is the process agreed with Hans Petter Erichsen for **HMH** users **to order Cloud only Shared mailboxes** (or request changes to existing ones)

Temporary Process for new shared mailboxes:
1. Ex MHWirth users will order Cloud only shared mailboxes using the existing Remedy request form
2. Ex SDS users (no access to IT self-service) can email or phone the Service Desk to request the same
3. Service Desk should route the tickets to the Exchange team
4. Exchange team contact the user to check if the mailbox should be auto-mapped or not (that question is not included in the Remedy request form)
5. Exchange team Create the Shared mailbox and notify the user (Note – the requestor should be given access to the mailbox)

Long term Process for new shared mailboxes:
1. Vijay Nair will hand the above process over to GUA

Process for users to request changes to existing shared mailboxes or to unsubscribe etc.
2. Ex MHWirth users can request changes to shared mailboxes by phoning Service Desk or by email or by logging a ticket in Self Service
3. Ex SDS users (no access to IT self-service) can request changes by phoning Service Desk or by email to request the same
4. Service Desk should route the tickets to the Exchange team
5. Exchange team will complete the request and notify the user

Long term Process for new shared mailboxes:
1. Vijay Nair will hand the above process over to GUA