

Digital Experience (DeX) Form Requests

When to use it?

- Request any changes to enmax.com, CIAM, or any other operational support services.

Why is it being created?

- This form will centralize the DeX intake into one funnel to effectively and efficiently respond to work requests in alignment with business priority and sequencing. Further, it will make keeping all the past records of requests more organized.

What it replaces?

- Web service email (webservices@enmax.com)
- LIT inbox (lit@enmax.com)

What is the DeX Form?

- All enmax.com requests as well as operational requests for apps in our portfolio are managed by the DeX Team. Our team collaborates with many stakeholders daily to keep these up to date.
- Stakeholders now can use this intake form to request changes to the content, request new content or other operational requests.

The screenshot displays the ENMAX IT Service Portal interface. The header includes the ENMAX logo, 'IT Service Portal', and navigation links for Platform, My Tickets, My Reservations, My Surveys, GRC, Cart, and a user profile for Jinki Lee. The breadcrumb trail shows the path: Home > Service Catalog > Applications > Digital Experience Requests. A search bar is located in the top right. The main content area is titled 'Digital Experience Requests' with a subtitle 'Request for Digital Experience Team'. It features an icon of a computer monitor with a gear and code symbols. A note states: 'Please use this form for any request of the Digital Experience Team. All enmax.com requests as well as operational requests for apps in our portfolio are managed through this form.' On the right, there is a 'Submit' button and a 'Required information' section with a red warning box that says 'Required information' and 'What type of request is this?'. The form fields include: 'Who is this request for?' (a dropdown menu with 'Jinki Lee' selected), 'Requesting Department' (a dropdown menu), and a date field with a note 'Is there a requested go-live date, if yes, please select a date.' and a red error message 'This date will be considered but not committed.' A green chat bubble icon is in the bottom right corner.

Find it on the IT Service Portal: <https://enmax.service-now.com>

Home → Service Catalog → Applications → Digital Experience Requests

DeX Request Process – 4 Step Guide



Visit the form submission page in the IT Service Portal and submit with all the necessary information.

Additional notes, comments, and files can be attached to the form submission.

1



A Digital Experience Team (DeX) member gets assigned according to the type of request and availability.

2



DeX Team will review the request and communicate back to the requestor upon receipt.

Requirements session will be booked if required.

3



All requests will be managed by the DeX Team and a level of effort estimate for delivery will be provided to the requestor within **5 business days.**

4



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