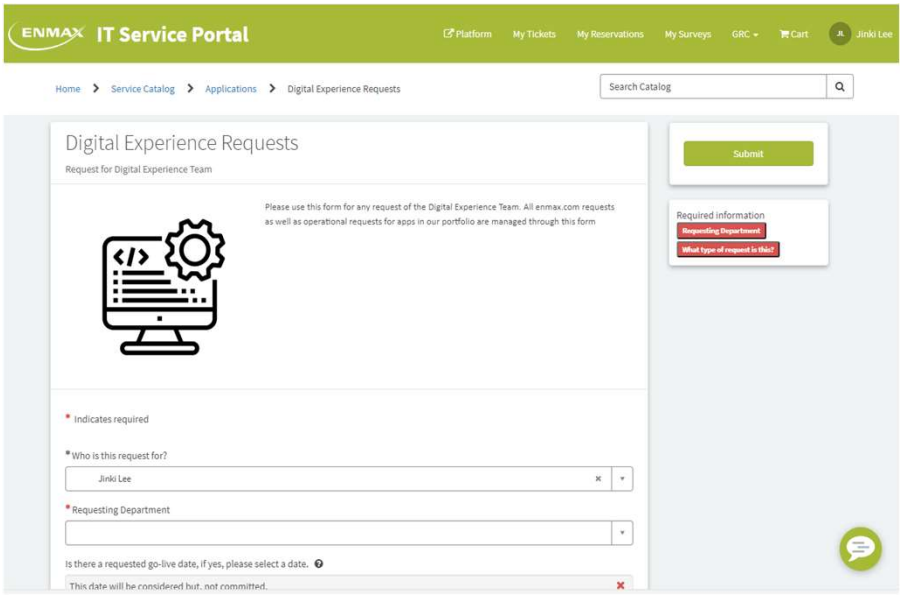
Digital Experience (DeX) Form Requests

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.



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

Home → Service Catalog → Applications → Digital Experience Requests

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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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