

InfoSys Service Desk Database Notes

General REQUEST database Notes for ALL of InfoSys

*NOTE: ANDURIL, located in LL-405A, will provide the **Host** login for the database. All other computers using this database must enter through FileMaker Pro's File menu, Open option, and **Host** button or use the OPENS.R.FP5 shortcut.*

*NOTE: Clicking on the Title of any layout will return you to the **SDESK ENTRY** layout with a FIND ALL.*

*NOTE: Anyone voiding a record needs to give a reason why the SR was VOIDed. **IDT staff** should put their reason in the Staff Comments field.*

Barcode Number in the REQUEST database

Requesters sometimes do not provide a barcode for their equipment. To locate a barcode, go to the IDT Hardware Inventory in the IDT Production Web Applications and look it up.

Minimizing the Databases

Be sure the fields in the layout on the screen do NOT show the dotted boxes around them, prior to minimizing the FileMaker database windows. If the dotted boxes are showing, then no one else can view that record.

PAC Service Requests

All service requests created for the *Library Services* category and *PAC Sub-category* should be referred to PAC SUPPORT in the *Staff Referral* field. The PAC Support staff will either fix the problem or refer it to SANS in the *2nd Referral* field for further work.

Public Workstation Service Requests

Generally, an SR Requester is the person having the computer-related problem. However, this is not the case when the problem is on a PUBLIC computer/terminal or when the person making the request is helping in another Unit. For example: Roberta Niederjohn from INSTR is helping GENREF and makes an SR about one of their computers. When the Technician arrives, Roberta Niederjohn has returned to INSTR and is not available to confer with the Technician. Because this happens frequently, SR's regarding PUBLIC computer(s)/terminal(s) should be referred as follows:

COMMON -The Requester will always be entered as **Brian Moore**; the Alternate Contact can be the person making the request.

CPMC -The Requester will always be entered as **Kathleen Taylor**; the Alternate Contact can be the person making the request.

REF -The Requester will always be entered as **Anne Turhollow**; the Alternate Contact can be the person making the request.

MEDIA -The Requester will always be entered as **Michael Lapins**; the Alternate Contact can be the person making the request.

SPCOLL -The Requester will always be entered as **Rob Ray**; the Alternate Contact can be the person making the request.

Staff and 2nd Referrals

Referrals must match one of the Workgroup names (i.e SANS, PACSUPPORT, etc.). They should never be someone's name (i.e. Mark Figueroa, Lisa Elkins, etc.).

REMINDER: Make sure to give SR requester the SR number. Also, Don't forget to reply to SR's sent via email with appropriate priority and SR number.