

GSD. Lotus Notes - How to request for a Notes Service

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General Information:

Possible symptoms/errors:

User want to know How to request a Notes Service.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In case user need to request for a Notes service in order to get or keep access to e.g. Notes applications/infrastructure or Notes mail please process as follows.

1. Advise user to go to Service Now portal following this link: <https://fmcna.service-now.com/sp>
2. Ask user to click on the right-hand side on “Order Something”
3. Inform user to select the entry “Communication Services” in the Service Catalog list
4. Selection of Notes services

- User from FME GMQS will be able to select from the following Notes services

- Being a user from the following FME business segments (FME EMEA – APAC – LATAM – GRD) they will be able to select from the following Notes services

5. In case of doubt find below a short description of the respective services:

Notes Central Application service (only for FME EMEA / APAC / LATAM / GRD) is a solution for accessing and using the centrally (mainly FNC) hosted Notes applications and databases. Applications are accessible via Notes Client only. Notes Local Infrastructure service (only for FME EMEA / LATAM / GRD) is a solution for accessing and using local Notes server infrastructure. This service is dedicated to users in global locations running their own Domino Server infrastructure. The service supports central Domino services, ID and user- management, LDAP and SMTP and central support and allows users to access all locally provided Notes resources like mail, archives and applications. Access to the central legacy services is not included. Notes long term mail store (only for FME EMEA / LATAM / GRD) is a solution for a central hosting of server-based Notes archives. The central hosted Notes archives are accessible via Notes Client only. Notes archives are an option to retain mail files long term. The service includes server infrastructure and Notes Domino server software for hosting archive mailboxes. Notes

Legacy Service (only for FME GMQS) is a solution for accessing and using:

Notes mailbox and calendar Centrally hosted Notes applications and databases Local Notes server infrastructure

Notes Long-Term Offline Mailstore (only for FME GMQS) is a solution for central hosting of your server-based Notes archives. The central hosted Notes archives are accessible via Notes Client only. Notes Long-Term Offline Mailstore allows retention and access to stored mail data as long as the service is active. The price is independent of the Archive size. It is an offline archive and in order to access it please open a ticket to get the access temporarily set up.

6. Once user have selected the specific Notes service to be requested, they need to provide the details for

requestor (either the user's name or for who they do fill-out the request) cost center to be charged with the monthly Notes service fees approver (from user's organization)

7. Based on the above made selections the request will be validated, processed and user informed once the service has been activated for the specific requestor.

If this article did not resolve the issue, assign the ticket to the Ext_WW_Collaboration_SLS_Capgemini in ServiceNow.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A