



High performance. Delivered.

如何申请共享文件夹权限：	3
问题描述:	3
指导步骤：	3
How to Apply for Share Folder Permission:	8
Issue of Description:	8
Solution:.....	8

===== Please scroll down for English version =====

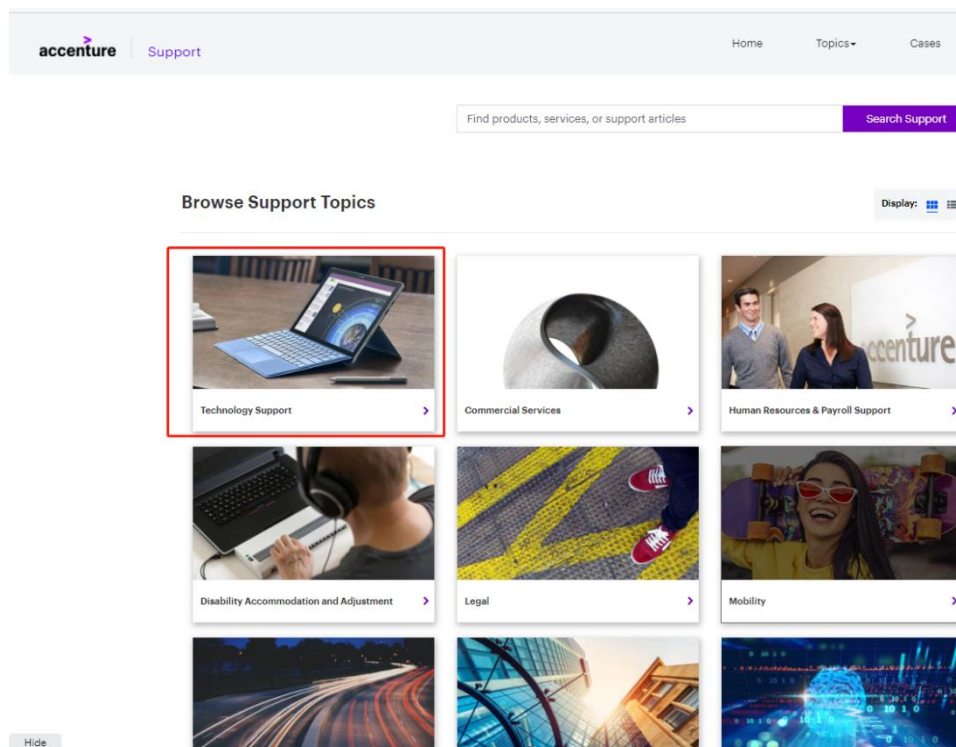
如何申请共享文件夹权限：

问题描述:

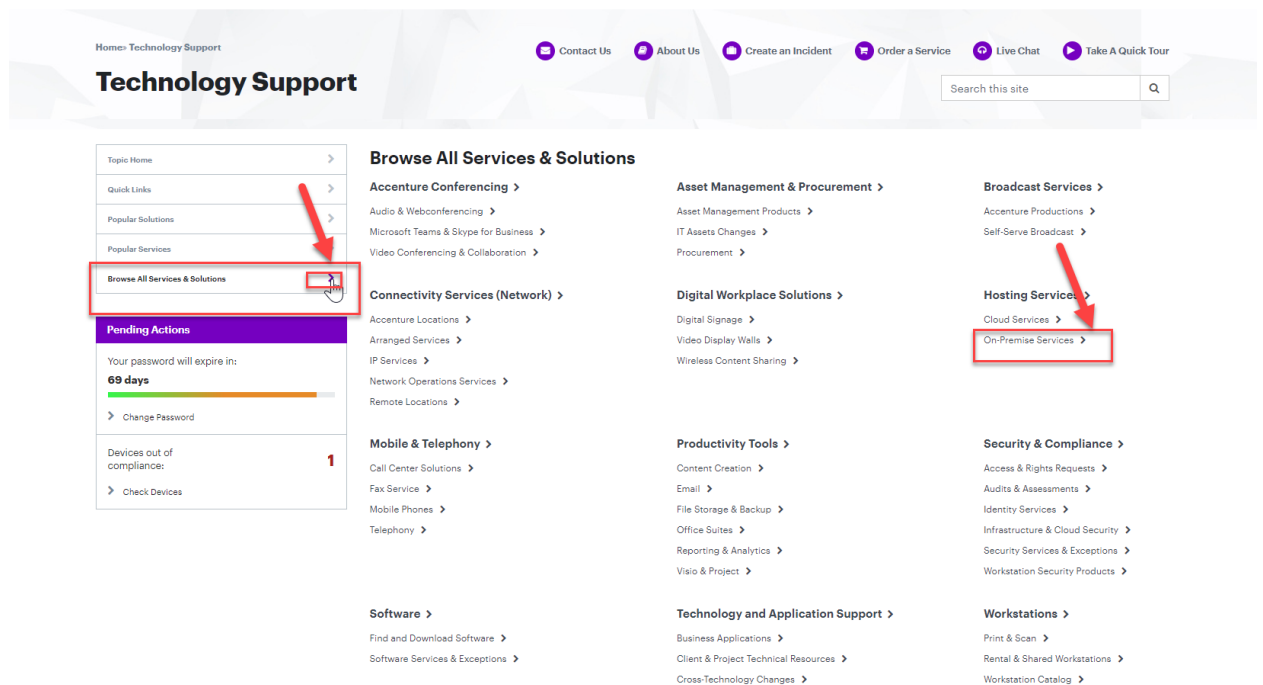
当用户想访问项目共享文件夹时候，系统提示无权限访问。

指导步骤：

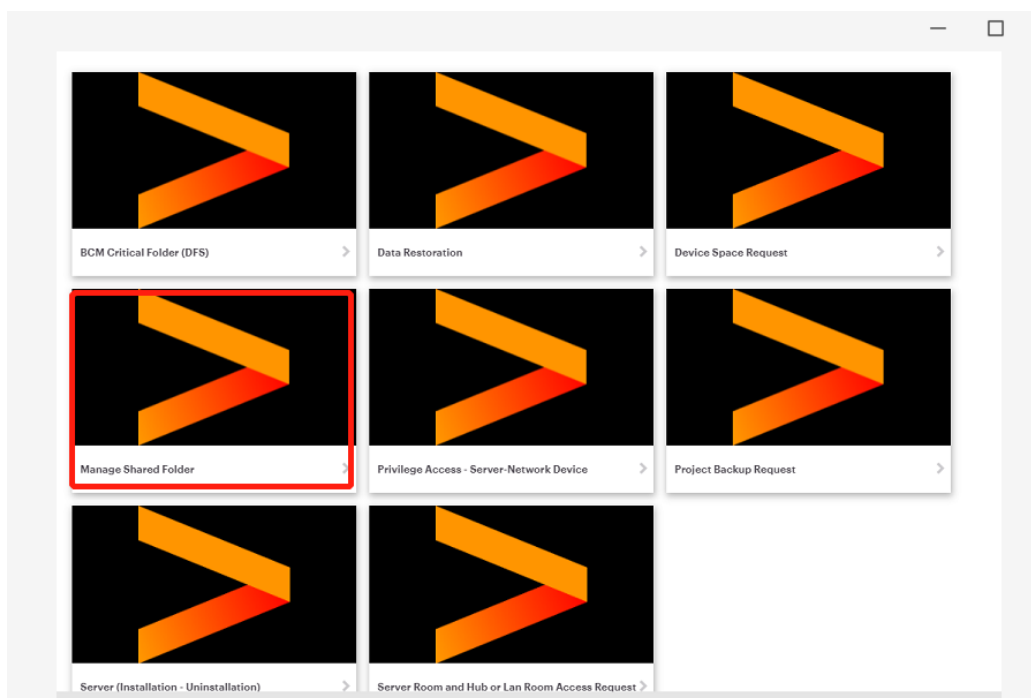
1. 请打开<https://support.accenture.com> 并点击**Technology Support**。



2. 看页面左侧，在Browse and Order Services选择On-Promise Services，并点击On-Promise Services。



3. 点击“**Manager Share folder**”，一般就可以看到网页将会跳转至申请表界面，你需要填写必要信息完成申请。



<p>★ Project name</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="background-color: #0056b3; color: white; padding: 2px;">If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated</div> </div> <p>★ Business unit</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">-- None --</div> <div style="background-color: #0056b3; color: white; padding: 2px;">▼</div> </div> <p>★ Approver EID/ sponsor</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> </div> <p>★ Date required</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">2022-03-04</div> <div style="background-color: #800080; color: white; padding: 2px;">📅</div> </div> <p>Request Details</p> <p>★ Type of Requirement</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">Access Control Review Inquiry</div> <div style="background-color: #0056b3; color: white; padding: 2px;">▼</div> </div> <p>★ Project Name</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> </div> <p>File Server Name/IP Address</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;"></div> </div> <p>★ Comments</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;"></div> </div>	<p>★ Workstation details</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;"></div> </div> <p>★ Shift schedule</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">-- None --</div> <div style="background-color: #0056b3; color: white; padding: 2px;">▼</div> </div> <p>★ WBS element</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;"></div> </div> <p style="background-color: #0056b3; color: white; padding: 2px; margin-top: 10px;">Provide details of the folder (i.e. Shared Folder Name or path)</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;"></div> </div>
---	---

4. 必要信息填写重点如下：**Approver EID / Sponsor /WBS Element**

- a. **Project Name:** 需要填写准确的项目名，项目名选对，才能找到对应的Approver。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- b. **Workstation Details:** 需填写楼号、座位号和联系电话
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID:** **需要Level 7 或以上**. 批准人会收到一封来自于系统的提醒邮件，可以通过邮件获悉如何申请并查看提交人填写的相关申请信息等
- e. **WBS Element**：一个有效的WBS Code
- f. **Type of Requirement:** Accessory Control Review
Inquiries——申请已有公共盘权限，Create/ Delete，新建或者删除公共盘。
- g. **Provide details of the folder:** 根据下表，找到您share folder目录的路径对应的IP地址，并填写到表格里

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\\dlcgvfs0003	10.254.161.133
B24#	AO	\\dlcgvfs0002	10.254.161.132
B29#&B28#	ATC	\\vrtdlhfs1001	10.237.161.148
B29#&B28#	AO	\\dlhgtrfs2001	10.237.161.185

5. Comments

您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

例如: **您好，请帮忙加XXX加入到XXX公共盘**

6. Approve Request 一旦您的申请表格提交后，您的**批准人**会自动收到一封系统邮件。



CIO ORGANIZATION

THIS IS AN AUTOMATED E-MAIL.PLEASE DO NOT REPLY

Hi svcsmgr110,

This is to notify you that the request below needs your approval.

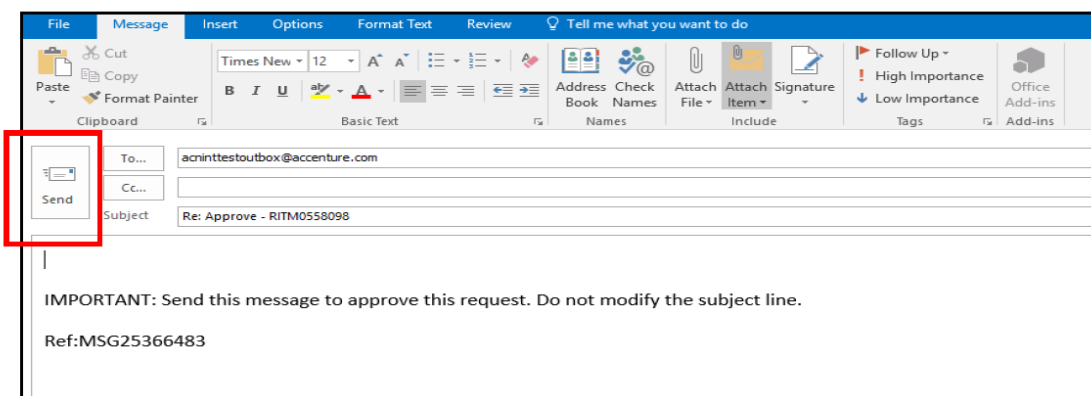
Request Details:

Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

[Approve](#) [Reject](#) [Request Clarification](#)

For questions, please contact your usual support channels. To view your Request, click on the link below.
[RITM0558098](#)

批准人根据邮件内容里涉及的申请信息，可以选择**Approve, Reject, or Request Clarification**，点击电子邮件中相应的链接。点击链接后，一封电子邮件将根据审批人的决定自动生成。审批人需要点击Send来处理决定。



File Message Insert Options Format Text Review Tell me what you want to do

Paste Copy Format Painter Clipboard Basic Text Names Include Tags Add-ins

To... acninttestoutbox@accenture.com

CC...

Subject Re: Approve - RITM0558098

Send

IMPORTANT: Send this message to approve this request. Do not modify the subject line.

Ref:MSG25366483

注：审批人也可通过埃森哲支持中心进行审批。单击Tickets然后单击Approvals以查看未完成的审批并对其采取操作。

===== 中文版本，请参阅上文 =====

How to Apply for Share Folder Permission:

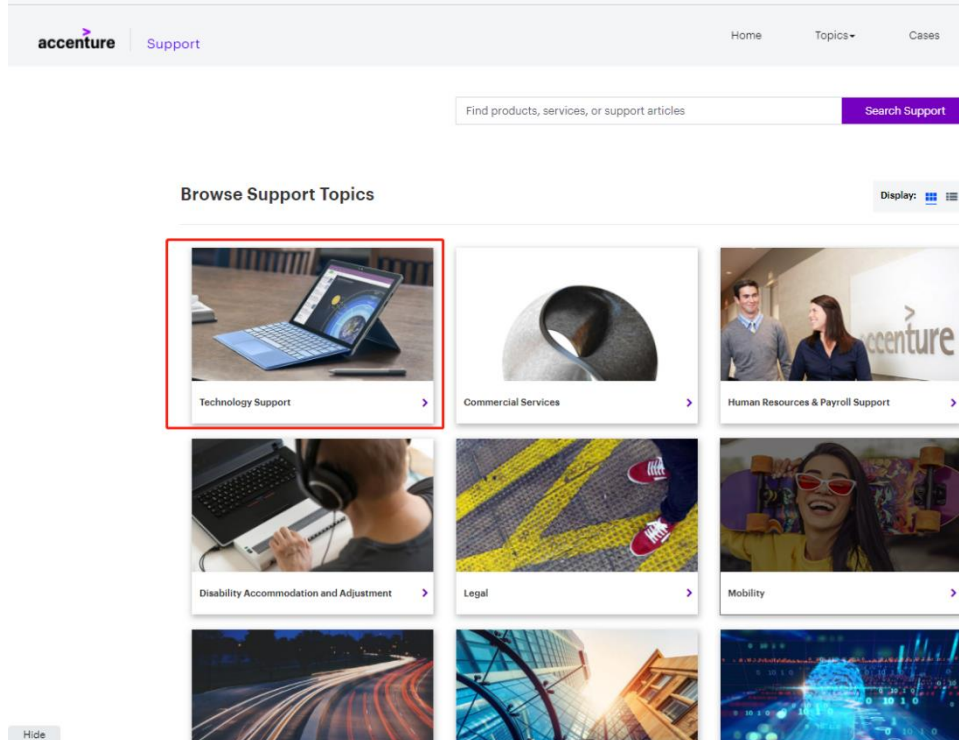
Issue of Description:

User cannot access to project share folder with permission error.

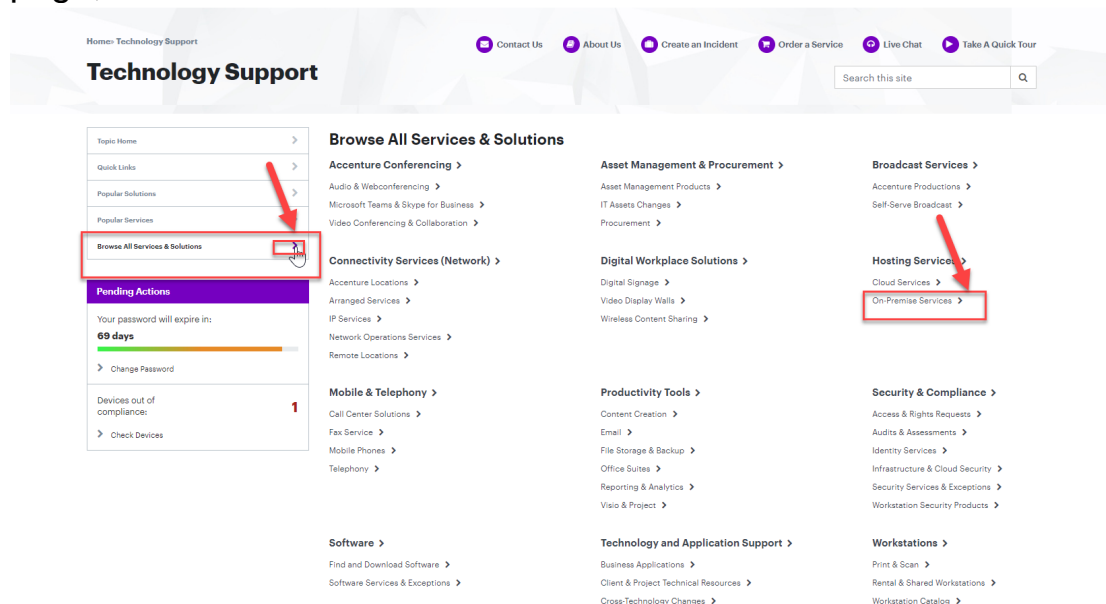
Solution:

Create Request

1. Go to <https://support.accenture.com> and click **Technology Support**.



2. Please click **Browse and Order Services** on the left side of the page, then click **On-Promise Services**.



3. Click **“Manage Share Folder”**, you will be directed to the request form. Populate the fields as necessary.

The screenshot displays a web application interface for requesting services. At the top, there is a grid of nine request type tiles, each featuring a stylized orange and red chevron logo. The tiles are labeled: 'BCM Critical Folder (DFS)', 'Data Restoration', 'Device Space Request', 'Manage Shared Folder' (highlighted with a red border), 'Privilege Access - Server-Network Device', 'Project Backup Request', 'Server (Installation - Uninstallation)', and 'Server Room and Hub or Lan Room Access Request'. Below the grid, the 'Manage Shared Folder' request form is shown. It includes fields for 'Project name', 'Workstation details', 'Shift schedule', 'Business unit', 'WBS element', 'Approver EID/ sponsor', and 'Date required'. A blue informational box states: 'If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated'. The 'Request Details' section includes a dropdown for 'Type of Requirement' (set to 'Access Control Review Inquiry'), a 'Project Name' dropdown, a 'File Server Name/IP Address' field, and a 'Comments' field. A blue link 'Provide details of the folder' (i.e. Shared Folder Name or path) is also present.

Project name

Workstation details

Shift schedule

Business unit

WBS element

Approver EID/ sponsor

Date required

Request Details

Type of Requirement

Project Name

File Server Name/IP Address

Comments

Provide details of the folder (i.e. Shared Folder Name or path)

4. Enter necessary information as follows: **Approver EID / Sponsor /WBS Element**

- a. **Project Name:** Correct project name is required
- b. **Workstation Details:** fill in contact number
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID: Level 7 or above.** The approver will receive an email request with details on how to review and approve.
- e. **WBS Element-**A WBS is required for both individual and bulk requests. The WBS element will be validated immediately to confirm that the code inputted is enabled and open. You will not be able to submit the request if the WBS element is not validated successfully.
- f. **Type of Requirement:** Accessory Control Review
Inquiries——Apply exist share folder access , Create/
Delete , create a new or delete share folder
- g. **Server IP address:** please select your share folder IP address according to below table list.

Public Share Folder			
Building No	BU	Path	IP
B24#	ATC	\\dlcgvfs0003	10.254.161.133
B24#	AO	\\dlcgvfs0002	10.254.161.132
B29#&B28#	ATC	\\vrtldhfs1001	10.237.161.148
B29#&B28#	AO	\\dlhgvfs2001	10.237.161.185

5. **Comments**

You can input additional information to help your approver validate your request
in the free text box at bottom of form.

6. **Approve Request**

The **Approver** will receive an automated email notification from the CIO

Organization once the request is submitted.

CIO ORGANIZATION

THIS IS AN AUTOMATED E-MAIL.PLEASE DO NOT REPLY

Hi svcsmgr110,

This is to notify you that the request below needs your approval.

Request Details:

Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

[Approve](#) [Reject](#) [Request Clarification](#)

For questions, please contact your usual support channels. To view your Request, click on the link below.
[RITM0558098](#)

The email will include details on the request. Upon reviewing, approver may choose to **Approve, Reject, or Request Clarification**. Click the appropriate link directly in the email.

Upon clicking link, an email will automatically generate based on approver's decision. **The Approver need to click Send for the decision to process.**

File Message Insert Options Format Text Review Tell me what you want to do

Paste Cut Copy Format Painter Clipboard

Times New 12 A⁺ A⁻ B I U Basic Text

Address Book Check Names Attach File Attach Item Signature

Follow Up High Importance Low Importance Tags Office Add-ins

To... acninttestoutbox@accenture.com

Cc...

Subject Re: Approve - RITM0558098

Send

IMPORTANT: Send this message to approve this request. Do not modify the subject line.

Ref:MSG25366483

Note: Approver also approve through Accenture Support. Click Tickets and then Approvals to view and take action on outstanding approvals.

