

# Raising the correct Service Request for the Systems Integration Team

## Accessing the ESR Service Desk

To access the ESR Service Desk, please visit: <https://servicedesk.esr.nhs.uk>



## Do you or a Team member have an ESR Service Desk account? Do you need one?

**Certain ESR users within Payroll, HR and Workforce Teams have Service Desk accounts. An existing account holder can raise an SR to request a new account is set up.**

Once you are logged in to the Service Desk, you will see the following options:



You can type in key words for your request and search for the correct SR template using this search bar?



## Requesting a Service

This offering should be used if your request is asking for something to be activated or changed. This is sometimes referred to as a **Work Order**.

Below are some examples of the types of requests that this SR is typically used for:



### Mass Updates

Mass update of information into ESR for more than 100 items

(Path: Request a new Service / AC / Mass Updates)



### Interface Requests

Activation, or a change of, an ESR Interface to another system.

(Path: Request a new Service / AC / ESR Interfaces)

Depending on the SR offering, there will be a short list of mandatory questions designed to establish what the Work Order is for, timelines and data controller responsibility confirmation.

Fulfilment times associated documents and templates are provided in the top right of the SR category box.

## Reporting an Issue

This category should be used if there is an issue with the files or data from an existing interface, data load or mass update. This is sometimes referred to as an **Incident**.

- 1 Select 'Report an Issue', followed by the relevant subject area. For example, an issue with an existing interface would follow the path "Report an Issue > AC > Interfaces".
- 2 Choosing a priority - it is important that the correct priority is allocated against each SR raised.

**Priority 1, 2 & 3 are reserved for ESR payroll related issues and require the SR contact to be available to take an immediate phone call.**

**If the issue is not payroll related, please use a Priority 4 or 5 SR.**

- 3 Please ensure that you answer the mandatory questions and provide examples within the fields provided or attach a screen print, if possible/applicable.

## How to Request an Update

To request an update to your Service Request, please add a comment to your Service Request under the type of **"UPDATE"**, if responding directly on the Service Desk, or simply reply to the most recent email notification.

## How to Escalate a Service Request

To escalate a Service Request, please add a comment to your Service Request under the type of **"ESCALATE"** using the Service Desk directly.

## Handy Hints

All the documents associated with the offering type you are using (in this example, 'Other System Interfaces'), are available in the 'Offering Documents' section.

The fulfilment time indicates how long a request may take to action.

The screenshot shows a web interface for requesting a service. At the top, it displays 'Other System Interfaces' with a 'Request a Service' button. Key information includes: Item: ESRSC30926, Comments: 1 (with a 5-star rating), and Fulfillment Time: 90 Working Days. A 'Last Update' timestamp of 23/07/2021 18:11:23 is shown. A text box contains the request: 'Request an interface not otherwise covered'. Below this is a disclaimer: 'By requesting an interface, you are confirming that your organisation, as Data Controller, has considered the Data Governance implications of both the data items and the staff members to be included in the interface. Furthermore you will ensure that the Organisation is satisfied that the implementation is compliant with your Data Governance obligations prior to giving your approval for the interface to go live.'

The 'Request a Service' section contains several input fields: Customer (ACT), Provider, Reported By (Name, Phone, E-mail: emma.cook23@nhs.net), Reported For (Name, Phone, E-mail), Contact Method, and Required By Date. There is also a 'User Provided Attachments' section.

The 'Offering Details' section includes: Requested date for Go Live, What is the name of the solution you wish to interface with?, Who supplies the solution, or is this a locally developed solution?, What business functionality will the solution provide?, What interfaces are you asking us to switch on for you (or if you are uncertain, what data will you require)?, and Have you read, and do you agree to, the statement above regarding your duties as Data Controller? (with a dropdown menu). A 'Submit Request' button is located to the right of these fields. At the bottom right, there are buttons for 'Add to Favorites', 'Rate this Offering', and 'Cancel'.

Please ensure all questions and fields on the form are completed with accurate information to assist with the progression of the request.

**DID YOU KNOW?**

- 1** You can include additional email addresses when raising an SR. This means that communications around the SR will be sent to those email addresses, as well as to the original requestor. Simply type the email addresses into the "E-mail" box when raising the SR.
- 2** If the entered 'Required By Date' is less than the fulfilment time, a reminder will appear, reiterating the fulfilment time.

