



ELECTRONIC STAFF RECORD

ESR Service Desk Changes 23rd September 2022 - External

Information classification: PUBLIC

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1) Introduction

The purpose of this document is to provide details of the enhancements to the latest release of the ESR Service Desk.

2) New Layout in Self Service Centre for specifications

We have created a new tab within the “View Service Request” pop up via the Self Service Centre named “Questions”. This was previously viewable on the “Request Details” tab.

Pre-Update

View Service Request

New
Queued
In Progress
Pending
SLA Hold
Workaround
Enhancement
Customer Response
Customer Hold
Customer Closure
Resolved
Closed

Service Request: Status: Priority:

Customer: Summary: Creation Date:

Provider: Classification: Target Release Number:

Target Release Date:

Request Details
Log
Attachments

? The details of the service request

Details:

Reported By:

Name:

Phone:

E-mail:

Reported For:

name:

Phone:

E-mail:

Contact Method:

Questions ← Previous 1 - 6 of 6 Next →

Questions	Answer	Unit of Measure
Screenshot of issue / error attached	No	
Example Assignment number	Answer 1	
Pay Period/Frequency	Answer 2	
Payroll Name	Answer 3	

Post-Update

View Service Request

New Queued In Progress Pending SLA Hold Workaround Enhancement Customer Response Customer Hold Customer Closure Resolved Closed

Service Request: SR2193239 Status: Queued Priority: 1

Customer: IBM IBM Summary: Test Creation Date: 07/09/2022 14:05:33

Provider: Classification: Pay1 Payroll Cycle Target Release Number: Target Release Date:

Request Details Questions Log Attachments

Questions

Previous 1 - 8 of 8 Next

Questions	Answer	Unit of Measure
Screenshot of issue / error attached	No	
Example Assignment number	Answer 1	
Pay Period/Frequency	Answer 2	
Payroll Name	Answer 3	
Process Name	Answer 4	
Request ID.	Answer 5	

OK Cancel Resolve