



# **ELECTRONIC STAFF RECORD**

ESR Service Desk Changes 23rd September 2022 - External

Information classification: PUBLIC

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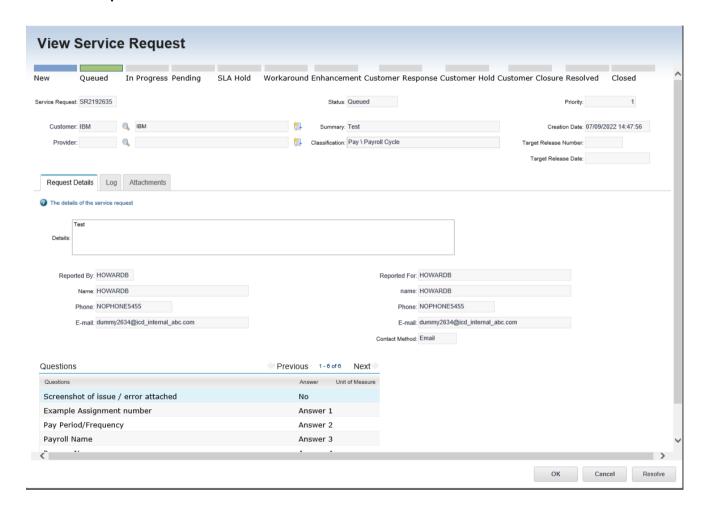
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# 1) Introduction The purpose of this document is to provide details of the enhancements to the latest release of the ESR Service Desk.

## 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**



### **Post-Update**

