

Estates and Facilities Helpdesk System Guide (Ivanti)

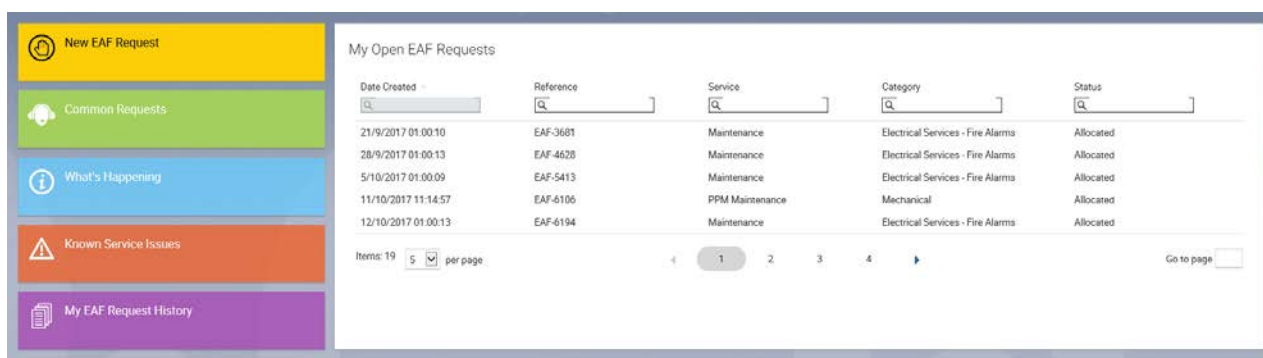
The Estates and Facilities (EAF) Helpdesk system (Ivanti) can be used to raise and manage requests for the following EAF services, Cleaning, Porters and Maintenance.

The EAF Helpdesk is the same system used by IT Services, so users who use the self-service portal will be familiar with the system.

To access the Ivanti system go to helpdesk.qmul.ac.uk and log in with your QMUL IT username and password. You can then click on the Estates and Facilities section to access the EAF staff portal.



This will bring up a dashboard showing you any tickets you currently have open with Estates and Facilities and also enable you to raise a new request with us. To see requests that have been fulfilled go to 'My EAF Request History'.



Date Created	Reference	Service	Category	Status
21/9/2017 01:00:10	EAF-3681	Maintenance	Electrical Services - Fire Alarms	Allocated
28/9/2017 01:00:13	EAF-4628	Maintenance	Electrical Services - Fire Alarms	Allocated
5/10/2017 01:00:09	EAF-5413	Maintenance	Electrical Services - Fire Alarms	Allocated
11/10/2017 11:14:57	EAF-6106	PPM Maintenance	Mechanical	Allocated
12/10/2017 01:00:13	EAF-6194	Maintenance	Electrical Services - Fire Alarms	Allocated

Making a Request on the Staff Portal

To raise a new ticket click on **New EAF Request**, this will open up the standard new request screen. **Common Requests** will display a range of requests which will prepopulate the service and category for you.

The new request screen is broken down into two sections.

Raise User Details

Raise User: *	<input type="text" value="Derek Slade"/> x v	<input type="checkbox"/> Opt In For Notifications?	
Phone:	<input type="text" value="+44 20 7882 8390"/>	Email Address:	<input type="text" value="d.slade@qmul.ac.uk"/>
Alternative Contact Details:	<input type="text"/>	Alternative Email:	<input type="text"/>
Site: *	<input type="text" value="Mile End"/> x v	Building: *	<input type="text" value="Arts One Bldg"/> x v
Floor:	<input type="text" value="0 - Ground"/> x v	Room:	<input type="text" value="G.17"/> x v
<input type="checkbox"/> Is Hazardous Area?		<input type="checkbox"/> Is Restricted Access?	

1. **Raise User** – this is the person making the request and your name will be selected by default along with your email address and your telephone number if it is on the active directory.
2. **Opt in for Notifications** – by default the system will email you when your ticket is raised, when additional information is required or a request for an update has been provided or when your request has been fulfilled. By ticking 'Opt in for Notifications' you will receive an email for each status change your request progresses through.
3. **Alternative Contact Details and Email** - Please provide any alternative contact details and an alternative Email if required.
4. **Location** - Enter your Location or location where attendance is needed.

To search for your location, enter the site and the Building into the relevant fields. You will then also be able to add the floor and the room number.

If you are unable to find your location please let the EAF helpdesk know by emailing EAF-helpdesk@qmul.ac.uk so we can update our database. Room details can be given a description so if your location is known by a specific name this can be entered on the system.

5. **Restricted Access and Hazardous Location** - Please tick the boxes if the location of your request has Restricted Access or is a Hazardous Location and provide further information in the incident details.

Incident Details

▼ Incident Details

Please Note - If your request is an emergency or a risk to health and safety, please contact the Estates Helpdesk directly on 020 7882 2580.

Service: *	Category: *
<input type="text" value="Please Select..."/>	<input type="text" value="Please Select..."/>
Asset:	
<input type="text" value="Please Select..."/>	

Add Another?

Details: (Please provide us with as much information, to be able to resolve your request) *

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Attachments:

- Service** - select the Service required for your request, Cleaning, Maintenance or Porters. Based on the location selected your request will be sent to the relevant team.
- Category** - The Category list will be filtered by the Service you have selected. Please select the category that relates to your request.

The Service and Category will be prepopulated if you use the Common Request screen.
- Details** - Please provide as much information in the details section, this can specific location information, instructions on who to contact for access or specific for events.
- Date/Time Required** - specific Categories (exam and room set ups) will bring up a 'Date Time Required' field for you to let us know when you need your request to be attended by. Please give at least 48 hours notice for any request.

Service: *	Category: *
<input type="text" value="Porters"/>	<input type="text" value="Exam Set Up"/>
Date/Time Required: *	Asset:
<input type="text"/>	<input type="text" value="Please Select..."/>

- Attachments** - You can also attach any documents or photographs which may help with your request.

To complete your request, please click on Save and Close.

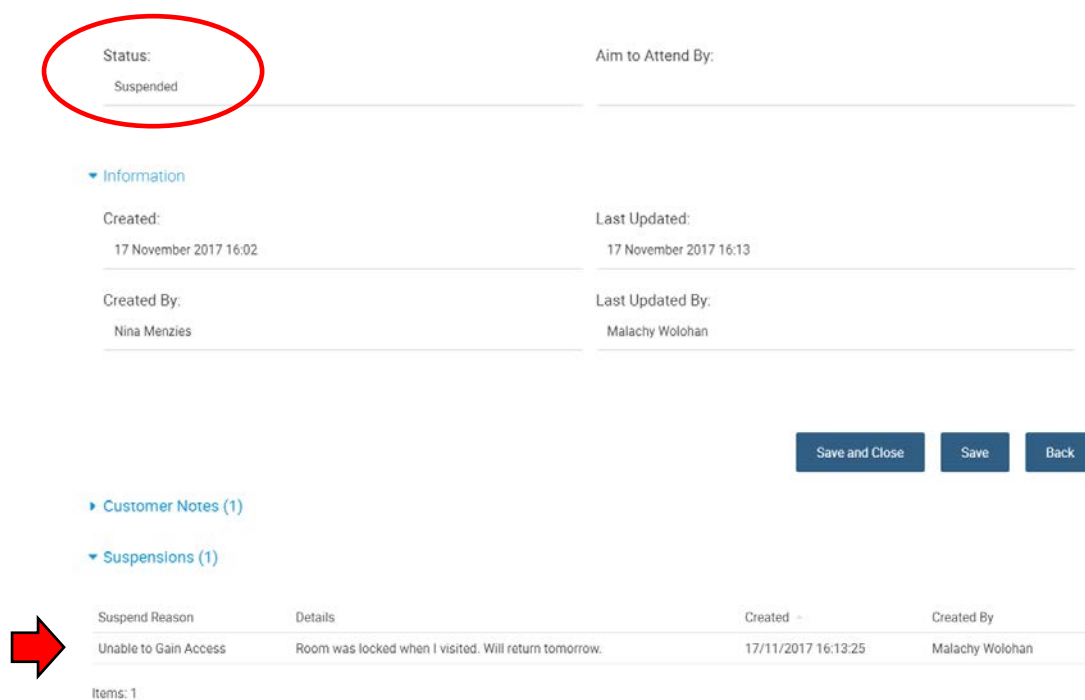
To enable us to manage your request effectively please raise individual requests for each issue/service you have or require.

You will receive an automated email from the EAF Helpdesk with your reference number, please ensure you use this number with any correspondence with the EAF Helpdesk or Services when you make contact.

Managing your Requests

When you have saved your request or the EAF Helpdesk have created a request on your behalf you will receive an email with your EAF Request number.

Your open tickets can be seen in the 'Estates and Facilities Dashboard'. Opening a request will allow you to see the details of the original request, the current Status is shown and any updates are recorded at the bottom the screen with details relating to the status.



The screenshot displays a request management interface. At the top, the status is 'Suspended', which is circled in red. To the right, there is a field for 'Aim to Attend By:'. Below this, an 'Information' section shows 'Created: 17 November 2017 16:02' and 'Last Updated: 17 November 2017 16:13'. Further down, it lists 'Created By: Nina Menzies' and 'Last Updated By: Malachy Wolohan'. At the bottom right, there are three buttons: 'Save and Close', 'Save', and 'Back'. Below these are sections for 'Customer Notes (1)' and 'Suspensions (1)'. A table under 'Suspensions (1)' is highlighted with a red arrow. The table has columns for 'Suspend Reason', 'Details', 'Created', and 'Created By'. One entry is visible: 'Unable to Gain Access', 'Room was locked when I visited. Will return tomorrow.', '17/11/2017 16:13:25', and 'Malachy Wolohan'. Below the table, it says 'Items: 1'.

EAF Requests progress through the following statuses.

Unallocated – your request has been received by the service but has not yet been allocated to an operative.

Additional Info Required – more information has been requested to enable the service to attend.

Allocated – your request has been allocated to an operative.

Prepwork – the operative has begun any relevant preparations needed to attend to your request.

Started – the operative has attended to your request.

Suspended – the operative has suspended your request for one of the following reasons.

- **Additional Support/Tools Requires** – when the operative needs to collect more tools or needs the support of a colleague and cannot return to the request directly
- **Awaiting Parts** – when items may need to be ordered to complete the request
- **Awaiting Supervision** – when specialist advice is required to complete the request
- **Emergency Job** – for when an Operative has been called to attend to an Emergency elsewhere
- **Poor Weather Conditions** – for occasions where the weather can disrupt work
- **Unable to Gain Access** – when Operatives are unable to gain access to the location
- **Statutory Testing** – when statutory testing needs to be completed before work can be completed

Complete – The Operative has completed the request

Complete - Further Work Required – The Operative has completed the request but has specified that additional works will need to be arranged.

Fulfilled – The service supervisor/manager has confirmed that the request has been completed.

When your request has been 'Fulfilled', you will be able to provide feedback on your request.

Actions available to you.

To help you manage your request the following actions are available on the left hand side bar.

Supply Required Info – if the service requires additional info, you will receive an email for the request. Please use this action to provide the response.

Add Customer Note – allows you to add any additional information to your request, this will email the operative the request has been assigned to.

Request Update – the request is highlighted in the operative's dashboard and requests them to provide you with an update.

Escalate Request for Update – if your original request is not responded to after seven days you can escalate your request to the Service Manager.

Complete Survey – Allows you to provide feedback on your completed request. If you select 'Work not Complete' your request will be sent to the EAF Helpdesk to review and reassign.

* Required fields

 Expand All

 Collapse All

▼ Survey Response

Overall Feedback: *

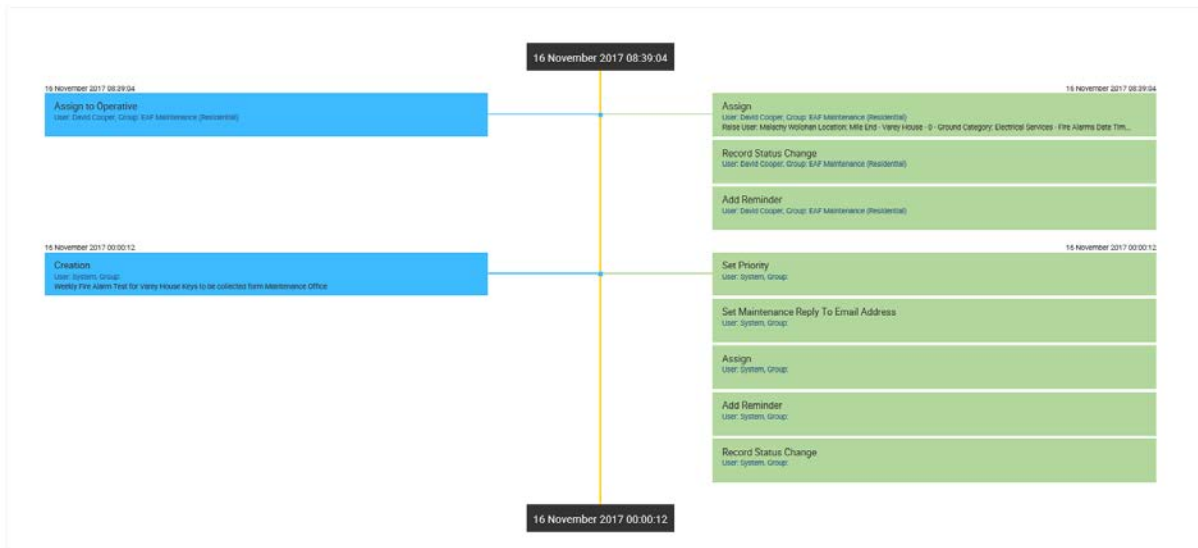
Please Select... 

Additional Notes:

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History – Provides a details breakdown off your request in a timeline.

▸ Preferences



If you have any queries regarding your request that cannot be found using the Helpdesk Portal please contact the EAF Helpdesk on extension 2580 or email EAF-Helpdesk@gmul.ac.uk and they will assist you with your query.