

# **The Chinese University of Hong Kong**

Information Technology Services Centre  
(ITSC)

SERVICE REQUEST WORKFLOW WITH  
APPROVAL & CHARGING

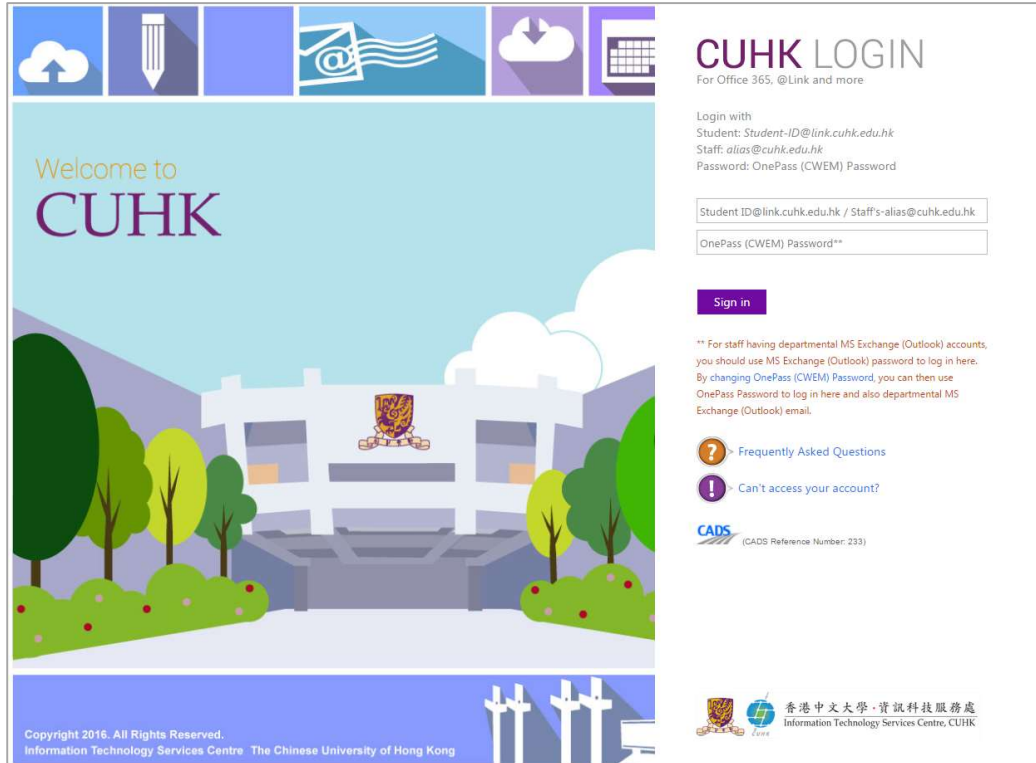
End User Guide  
*July 2018*

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# 1. Login the System

Open a Chrome browser to visit **ITSC Service Desk** at <https://cuhk.service-now.com/>



## Required Browser Version:

Recommended to use:

- Google Chrome latest public release (Version 66.0 as of 15-05-2018)

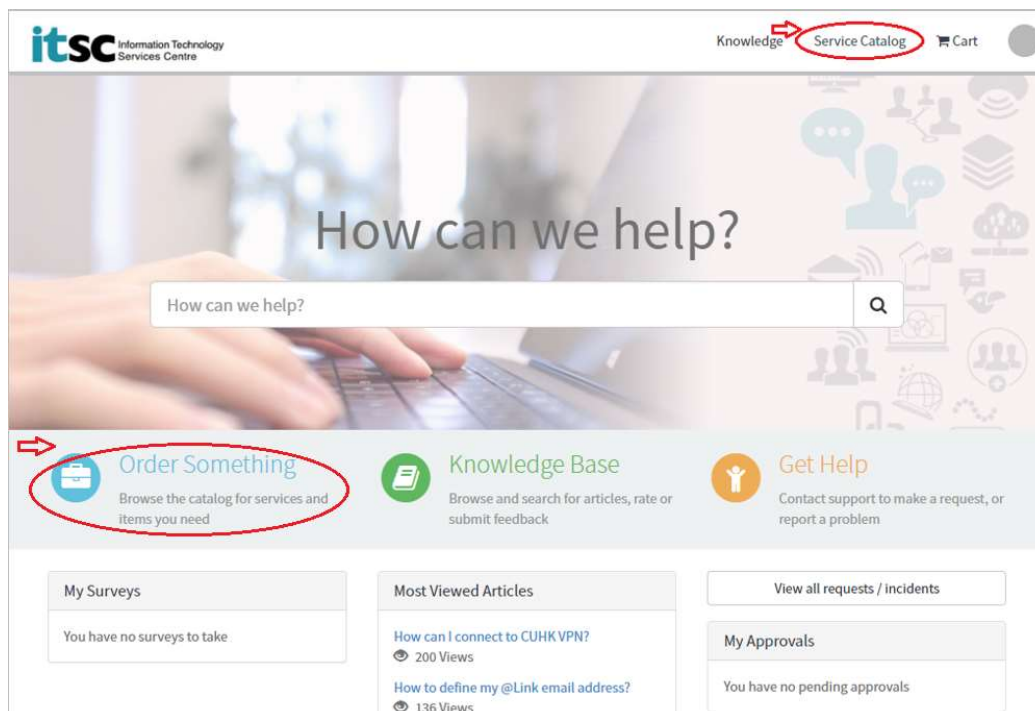
Other option:

- Internet Explorer 9 or above

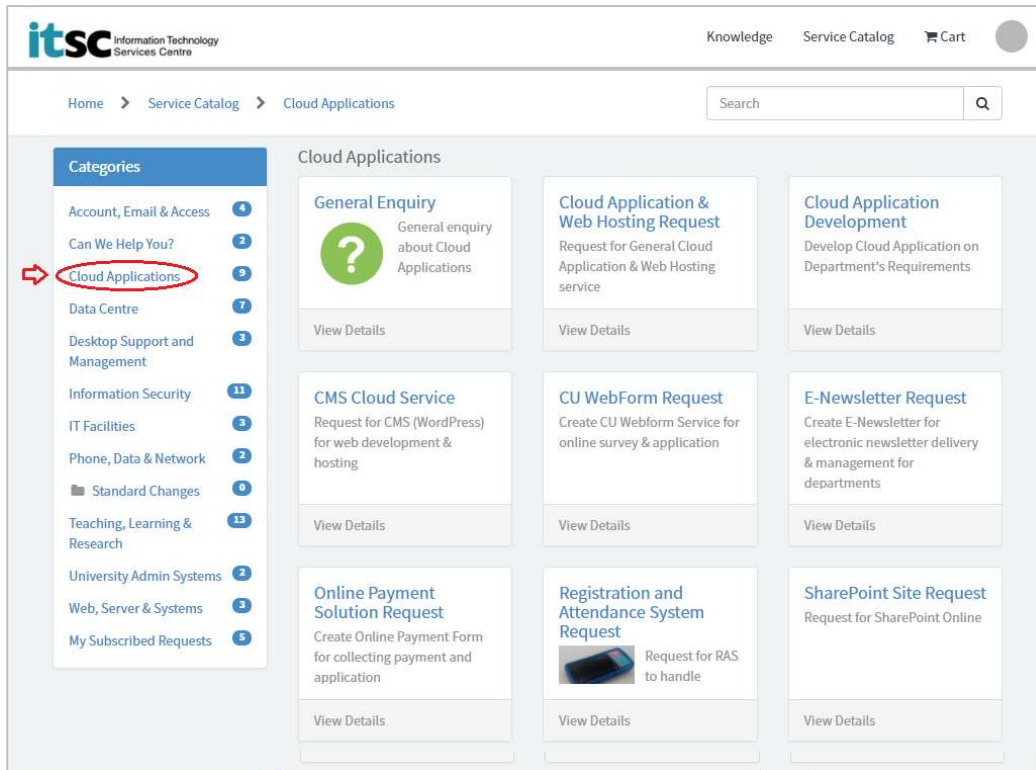
- Firefox 26 or above


# 2. Create New Service Request

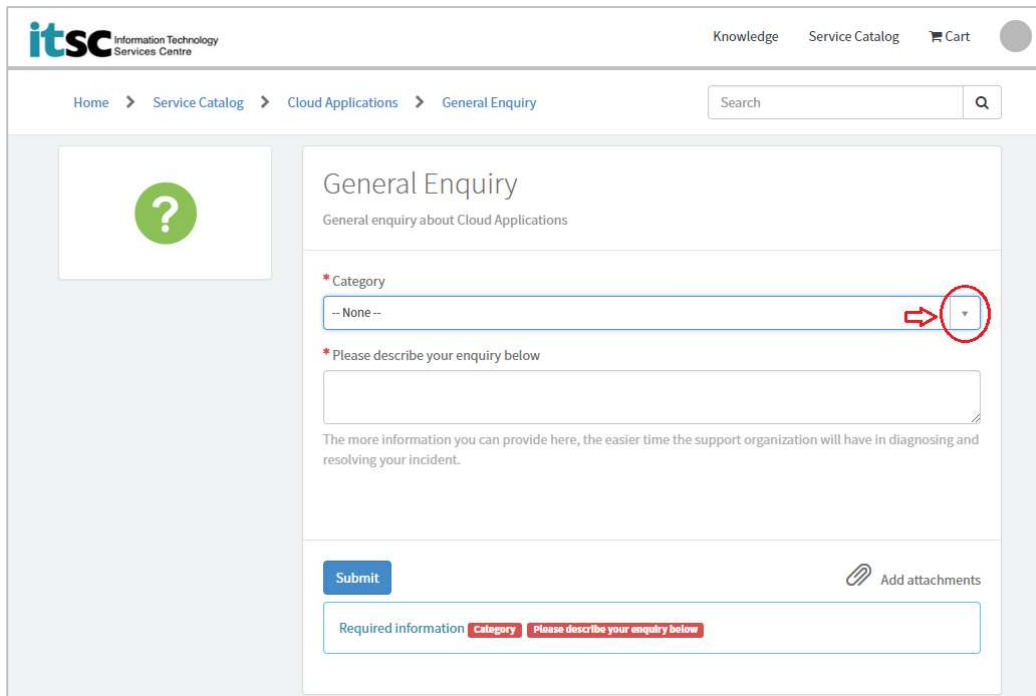
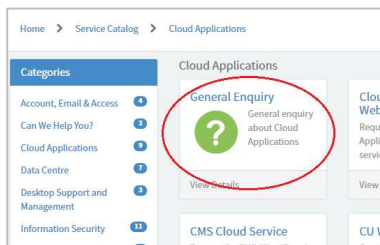
To make a request or enquiry, either select Service Catalog or Order Something to show the services.



For example, select Cloud Application, General Enquiry and 8 new service subscriptions are available.



For general enquiries or general request, click  and select the requested service from the category dropdown list. For **NEW SUBSCRIPTION**, click the other 8 items of different services (Refer to pt. 3 Submit Service Request).



### 3. Submit Service Request

The subscription form in service catalog share similar form. Please refer to the notes below for details.

Service Catalog > Web, Server & Systems > CMS Cloud Service

Wish List 0 Search catalog

**Request for CMS (WordPress) for web development & hosting**

The ITSC CMS Cloud is a WordPress based CMS system hosted at Microsoft Azure cloud platform. ITSC regular updates the CMS platform to avoid website defacing and hacking due to vulnerabilities

Order this Item  
Delivery time 2 Days  
**Order Now**

#### Basic Information

\* Department Contact person

▶ More information

uat\_engineer

Department Name

Project Name (Optional)

Project Code (Optional)

Other Contact Staff

Authorized Staff same as Department Contact Person

\* Authorized Staff

▶ More information

\* Authorized Staff's Department

Service Start date

▶ More information

2018-05-08

Service End Date

▶ More information

2018-06-30

Service Nature

▶ More information

One-off

Yearly

Remark on Request

#### Account assignment

\* Block Grant (BG) or Non-Block Grant (N-BG)

-- None --

\* Company Code

C001

\* Cost Centre / Project Code

▼ Format

7 digits/Dept Code , e.g. 1234567 or ITSC

\* Account Code

▼ Format

6 digits, e.g. 123456

Project/Service Description


A

B

C

D

**Notes:**

Section A: Fill the service request form and click  to submit the request.

Section B: If you find your **contact phone number** is missing, please update the information at <https://cloud.itsc.cuhk.edu.hk/adprofileupdate/login.aspx> ,  
or Visit ITSC web site -> I want to -> Update Office 365 Staff Profile.




Section C: For **charging item**, if you use a block-grant funding, you will have a 50% discount on **LABOUR** cost. Please refer to <https://www.itsc.cuhk.edu.hk/en-gb/about-itsc/core-and-non-core-services> for the charging principle of each fee-charging IT services.

Section D: The input fields will be varied from different kind of services.

## 4. Endorse the Request

After requested item reviewed by ITSC, a reviewed email as below will be sent to the requester for endorsement. The email contains two links to approve or reject the reviewed request through email reply. Click the appropriate link, an email draft will be popped up with subject and content.



Wed 11-Jul-18 10:05 AM

ITSC Service Desk <cuhk@service-now.com>

Review ITSC Service Request – RITM00[REDACTED] - Online Payment Solution Request

To: Requester [REDACTED]

Cc: Endorser [REDACTED]

Dear Requester [REDACTED],

**Service Request Update**  
 Your service request is **RECEIVED** and **REVIEWED** by ITSC Service Manager and the supplementary information to your service request has been updated below for your action. ITSC is sending this review email to you, the request authorized staff and ITSC Service Manager for reference.

**What do I need to do?**  
 Please CLICK the link below in this email to **APPROVE/REJECT** the details of this service request.

ITSC Service Manager will schedule to process your service request after receiving your reply.

[Click here to APPROVE this Request by replying email to system.](#)

[Click here to REJECT this Request by replying email to system.](#)

**Summary of Service Request**

<b>Service Request Name</b>	Online Payment Solution Request
<b>Department/Unit</b>	[REDACTED]
<b>Project Name</b>	[REDACTED]
<b>Contact Phone No.</b>	+852 3943 [REDACTED]
<b>Contact Email</b>	[REDACTED]@cuhk.edu.hk
<b>Authorized Staff Name</b>	[REDACTED]
<b>Authorized Staff Phone No.</b>	+852 3943 [REDACTED]
<b>Authorized Staff Email</b>	[REDACTED]@cuhk.edu.hk
<b>Supplement on Request</b>	Pure hosting Payment
<b>Request Details</b>	View <a href="#">RITM00 [REDACTED]</a> (2018-07-01 - 2019-06-30) Material cost - Hosting: \$ [REDACTED]
<b>Service Start Date</b>	2018-07-01
<b>Service End Date</b>	2019-06-30
<b>Request Created By</b>	[REDACTED] (ITSC)
<b>Requested Date</b>	2018-07-04

**Cost Summary Section**

<b>Funding Source Type</b>	Block Grant
<b>Company Code</b>	C001
<b>Cost Centre / Project Code 1</b>	[REDACTED]
<b>Account Code</b>	590107
<b>Estimated Costs (HKD)</b>	Material Cost = \$ [REDACTED]
	Labour Cost = \$ [REDACTED]
<b>Estimated Total Costs (HKD)</b>	\$ [REDACTED]

**Supplementary information from ITSC**

<b>Remarks</b>	Pure hosting Payment
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APPROVE: To accept the request, click the APPROVE link and *send the email\** to approve it.

The screenshot shows an email composition window. The 'From' field is filled with a redacted address ending in '.cuhk.edu.hk'. The 'To' field contains 'cuhk@service-now.com'. The 'Subject' field is 'Re:RITM00[redacted] - approve'. The body of the email starts with 'Approve the request.' followed by a large text area containing the placeholder text 'Type your message here' in blue italics. At the bottom left of the body, it says 'Ref:MSG0[redacted]'. A 'Send' button is visible on the left side.

REJECT: To cancel the request or change the service details, click the REJECT link and write down the comment if any in the email. Then, *send the email\** to ITSC for service cancellation or reviewing the service again.

The screenshot shows an email composition window. The 'From' field is filled with a redacted address ending in '.cuhk.edu.hk'. The 'To' field contains 'cuhk@service-now.com'. The 'Subject' field is 'Re:RITM00[redacted] - reject'. The body of the email starts with 'Reject the request.' followed by a large text area containing the placeholder text 'Type your message here' in blue italics. At the bottom left of the body, it says 'Ref:MSG0[redacted]'. A 'Send' button is visible on the left side.

ServiceNow system will record them accordingly.



*\*Notes: When you click the APPROVE / REJECT link and the email didn't open by your Outlook email client. Please refer to **APPENDIX I**. Make **Outlook** as your default application for e-mail, calendar, and contacts.*

*It is required to use your CUHK email address to reply to the system.*



## 5. Confirmation of Endorsement

After the approval email is received by ServiceNow system, a confirmation email will be sent to the requester of the request. The confirmation email includes the details of request and the total cost.

	香港中文大學 The Chinese University of Hong Kong	 Information Technology Services Centre
<b>ITSC Service Request</b>		
1. Please read the Definitions and Guidelines posted in <a href="https://www.itsc.cuhk.edu.hk/en-gb/about-itsc/core-and-non-core-services">https://www.itsc.cuhk.edu.hk/en-gb/about-itsc/core-and-non-core-services</a> for each Core and Fee-charging IT Services provided by ITSC, and the charging principle of each Fee-charging IT services. 2. For the fee-charging services, based on your requirements on the requested ITSC services, ITSC provided the estimated cost (including Material Cost and Labor Cost) in Cost Summary Section. The final charging costs to department/unit may be deviated from the estimated costs stated in Cost Summary Section, which subject to any changes of the service request, or the annual charging review for the financial year.		
<b>Status Update</b>		
<b>Service Request Update</b> Your service request is <b>CONFIRMED</b> . ITSC is now sending this confirmation email to you, the request authorized staff and ITSC Service Manager for reference. ITSC Service Manager will schedule to process your service request accordingly.		
<b>What do I need to do?</b> Please KEEP this email and form for your department/unit reference. Please WAIT for the Fee Charging Email by the system [After service delivered by ITSC, please print the Interdepartmental Transfer Form in the email, and then sign and return the form to ITSC staff.]		
<b>Summary of Service Request</b>		
<b>Service Request Name</b>	Online Payment Solution Request	
<b>Department/Unit</b>	[REDACTED]	
<b>Project Name</b>	[REDACTED]	
<b>Contact Phone No.</b>	+852 3943 [REDACTED]	
<b>Contact Email</b>	[REDACTED]@cuhk.edu.hk	
<b>Authorized Staff Name</b>	[REDACTED]	
<b>Authorized Staff Phone No.</b>	+852 3943 [REDACTED]	
<b>Authorized Staff Email</b>	[REDACTED]@cuhk.edu.hk	
<b>Supplement on Request</b>	Pure hosting Payment	
<b>Request Details</b>	View <a href="#">RITM00 [REDACTED]</a> (2018-07-01 - 2019-06-30) Material cost - Hosting: \$ [REDACTED]	
<b>Service Start Date</b>	2018-07-01	
<b>Service End Date</b>	2019-06-30	
<b>Request Created By</b>	[REDACTED] (ITSC)	
<b>Requested Date</b>	2018-07-04	
<b>Cost Summary Section</b>		
<b>Funding Source Type</b>	Block Grant	
<b>Company Code</b>	C001	
<b>Cost Centre / Project Code 1</b>	[REDACTED]	
<b>Account Code</b>	590107	
<b>Estimated Costs (HKD)</b>	Material Cost = \$ [REDACTED]	
	Labour Cost = \$ [REDACTED]	
<b>Estimated Total Costs (HKD)</b>	\$ [REDACTED]	
<b>Supplementary information from ITSC</b>		
<b>Remarks</b>	Pure hosting Payment	

## 6. Fee charge

After the request is completed, a fee charging notification as below will be sent to the requester. Click the link to **print the Interdepartmental Transfer Form (ITF)** for authorized signature. Then, send the signed ITF to ITSC for further processing.

Wed 11-Jul-18 10:05 AM

ITSC Service Desk <cuhk@service-now.com>

Fee Charging on ITSC Service Request [ITF000 ] - RITM00 - Online Payment Solution Request

To Requester

Cc Endorser

Dear Requester,

**Service Request Update**  
Your service is delivered by ITSC. The supplementary information to your service subscription has been updated below for your record. ITSC is now sending this fee charging email to you, the request authorized staff and ITSC Service Manager for reference.

**What do I need to do?**  
Please **CLICK** the link below in this email to **PRINT** the Interdepartmental Transfer form for the charging details on this service subscription. Kindly **SIGN** the form by the budget owner and return it to ITSC corresponding staff.

Click here to [Print the Interdepartmental Transfer form](#).

Summary of Service Request	
Service Request Name	Online Payment Solution Request
Department/Unit	[REDACTED]
Project Name	[REDACTED]
Contact Phone No.	+852 3943 [REDACTED]
Contact Email	[REDACTED]@cuhk.edu.hk
Authorized Staff Name	[REDACTED]
Authorized Staff Phone No.	+852 3943 [REDACTED]
Authorized Staff Email	[REDACTED]@cuhk.edu.hk
Supplement on Request	Pure hosting Payment
Request Details	View <a href="#">RITM00</a> (2018-07-01 - 2019-06-30) Material cost - Hosting: \$ [REDACTED]
Service Start Date	2018-07-01
Service End Date	2019-06-30
Request Created By	[REDACTED] (ITSC)
Requested Date	2018-07-04

Cost Summary Section	
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	[REDACTED]
Account Code	590107
Estimated Costs (HKD)	Material Cost = \$ [REDACTED]
	Labour Cost = \$ [REDACTED]
Estimated Total Costs (HKD)	\$ [REDACTED]

Supplementary information from ITSC	
Remarks	Pure hosting Payment

User may check or communicate with ITSC support staff on their subscribed services at any time.

## 7. Check My Subscription

Select My Subscribed Requests > My Subscribed Requests, the subscriptions will be shown in the list.

Subscriptions				
Charge Title in ITF	Financial Year	Interdepartmental Transfer Form	Requested Item	Request
RITM0030284 Application/Courseware/Mult...	2019	ITF0003415	RITM0030284	REQ0016136
RITM0013492 CMS Cloud Service 2018	2018	ITF0002607	RITM0013492	REQ0013488
RITM0031187 CMS Cloud Service 2019	2019	ITF0003557	RITM0031187	REQ0017037
RITM0011455 Managed Hosting Service Req...	2017	ITF0001502	RITM0011455	REQ0011451
RITM0011455 Managed Hosting Service Req...	2019	ITF0002937	RITM0011455	REQ0011451
RITM0013490 CMS Cloud Service 2018	2018	ITF0002606	RITM0013490	REQ0013486

## 8. Check My VM & Firewall Rules

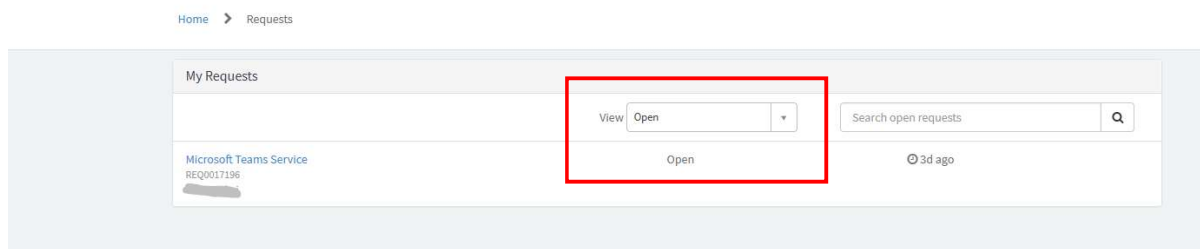
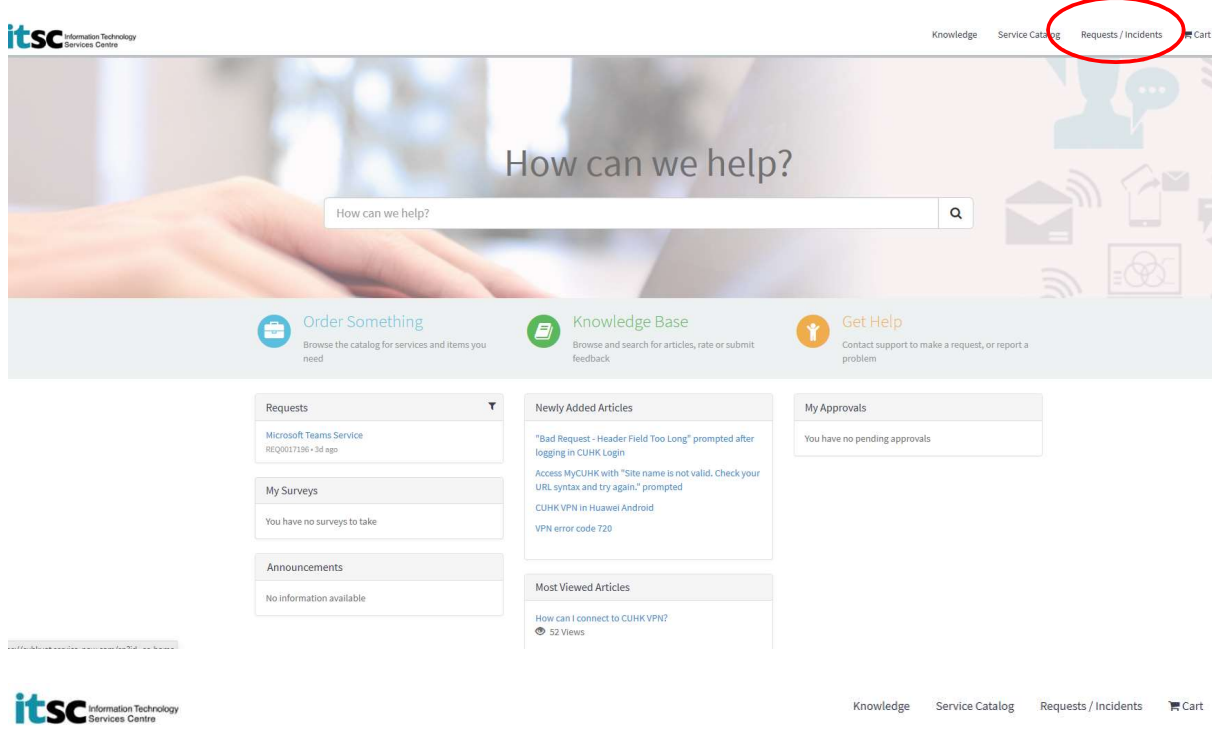
Select My Subscribed Requests > My VM Hosting, the VMs will be shown in the list.

The screenshot shows the ITSC Information Technology Services Centre portal. The top navigation bar includes 'Knowledge', 'Service Catalog', and 'Cart'. The breadcrumb trail is 'Home > Service Catalog > My Subscribed Requests'. A search bar is located in the top right. The left sidebar lists various categories, with 'My Subscribed Requests' highlighted in red. The main content area is titled 'My Subscribed Requests' and contains five tiles: 'My Subscribed Requests', 'My VM Hosting', 'Modify VM Request', 'My eServices Equipments', and 'Modify My Subscribed Requests'. A red arrow points to the 'My VM Hosting' tile.

- i. Open the VM record, scroll to bottom and click Firewall Rules related list.
- ii. The list of firewall rules will be shown.

## 9. Update Request (Non-charging IT Services)

For any comments or questions on such request that still in processing, you can communicate with ITSC staff with the below steps. If the request had been completed, please create another NEW request for the enquiry.



- i. Select Requests / Incidents.
- ii. Open the request to be updated.
- iii. Click the requested item on the list.
- iv. Enter the message in the Message Box and click Send to communicate with support staff.

Type your message here...

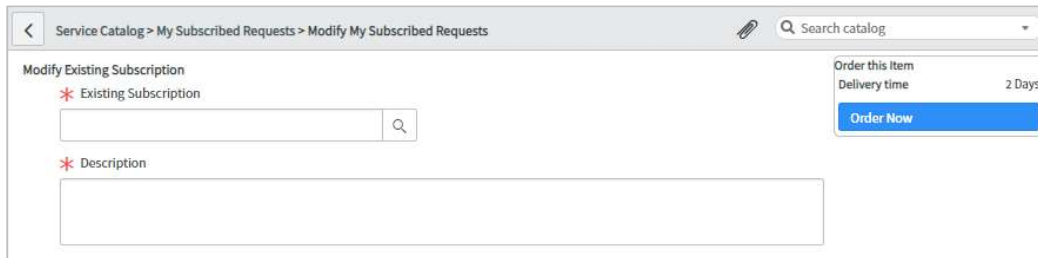
## 10. Update Subscribed Request (Fee-charging IT Services)

### a. Not yet charged item


Same as Update Request for updating message in Message Box, please refer to pt. 9

### b. Charged item

- i. Go to your subscribed requests (refer to pt. 7 Check My Subscription).



The screenshot shows a web interface for modifying a subscription. At the top, there is a breadcrumb trail: "Service Catalog > My Subscribed Requests > Modify My Subscribed Requests". To the right of the breadcrumb is a search bar labeled "Search catalog". Below the breadcrumb, the main heading is "Modify Existing Subscription". There are two required fields, each marked with a red asterisk: "Existing Subscription" and "Description". The "Existing Subscription" field is a text input with a search icon on the right. The "Description" field is a larger text area. On the right side of the form, there is a box titled "Order this Item" containing the text "Delivery time 2 Days" and a blue "Order Now" button.

- ii. Click "Modify My Subscribed Requests".
- iii. Select the existing subscription to be modified.
- iv. Enter the details of modification in the Description box.
- v. Click  to submit the request.
- vi. Endorsement is required for the above change request (refer to pt. 4 Endorse the request).

# 11. Renew Service Request

Before the service end date, user will receive a **Renew ITSC Service Request** as below. It should be an annual process. The email contains two links to confirm or reject the renewal request through email reply. Click the appropriate link, an email draft will be popped up with subject and content.

Fri 22-Jun-18 4:06 PM  
ITSC Service Desk <cuhk@service-now.com>  
Renew ITSC Service Request [ITF000 ] - RITM00 - Registration and Attendance System Request

To : ; ;  
Cc :

Dear ,

**Service Request Update**  
Your service subscription is time to **RENEW**. The supplementary information to your service subscription has been updated below for your action. ITSC is now sending this renewal email to you, the request authorized staff and ITSC Service Manager for reference.

**What do I need to do?**

Please **CLICK** the link below in this email in order to **CONFIRM/REJECT** the renewal of this service subscription for this coming year. If you **REJECT** the renewal, the service will be ended at the original service end date.

ITSC Service Manager will schedule to process any follow-up actions on your service subscription after receiving your reply.

[Click here to CONFIRM the renewal on this service by replying email to system.](#)

[Click here to REJECT the renewal on this service by replying email to system.](#)

If CONFIRM to renew this service subscription, please click [Print the Interdepartmental Transfer form](#).

**Summary of Service Request**

Service Request Name	Registration and Attendance System Request
Department/Unit	
Project Name	
Contact Phone No.	+852 3943
Contact Email	@cuhk.edu.hk
Authorized Staff Name	
Authorized Staff Phone No.	+852 3943
Authorized Staff Email	@cuhk.edu.hk
Supplement on Request	
Request Details	View RITM00 (2018-07-01 - 2019-06-30) - ( ) x 7" handheld devices with chargers x \$ - ( ) x 4" handheld devices with chargers x \$
Service Start Date	2018-07-01
Service End Date	2019-06-30
Request Created By	System Administrator
Requested Date	2018-06-07

**Cost Summary Section**

Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	
Account Code	
Estimated Costs (HKD)	Material Cost = \$
	Labour Cost = \$
Estimated Total Costs (HKD)	\$

**Supplementary information from ITSC**

Remarks

General Notes:

- Please read the Definitions and Guidelines posted in <https://www.itsc.cuhk.edu.hk/en-gb/about-itsc/core-and-non-core-services> for each Core and Fee-charging IT Services provided by ITSC, and the charging principle of each Fee-charging IT services.
- For the fee-charging services, based on your requirements on the requested ITSC services, ITSC provided the estimated cost (including Material Cost and Labor Cost) in Cost Summary Section. The final charging costs to department/unit may be deviated from the estimated costs stated in Cost Summary Section, which subject to any changes of the service request, or the annual charging review for the financial year.

CONFIRM: To accept the renewal request, click the CONFIRM link and *send the email\** to confirm it.

The screenshot shows an email client interface with the following fields:

- From:** [Redacted]@cuhk.edu.hk
- To:** cuhk@service-now.com
- Cc:** [Empty]
- Subject:** Re:RITM00[Redacted] - approve

The main body of the email contains the text: "Approve the request." followed by a large text input area with the placeholder text "Type your message here". At the bottom left, there is a reference field labeled "Ref:MSG0" followed by a redacted ID.

REJECT: To terminate the service or change the service details, click the REJECT link and write down the comment if any in the email. Then, *send the email\** to ITSC for service termination or update the service details for confirmation again.

The screenshot shows an email client interface with the following fields:

- From:** [Redacted]@cuhk.edu.hk
- To:** cuhk@service-now.com
- Cc:** [Empty]
- Subject:** Re:RITM00[Redacted] - reject

The main body of the email contains the text: "Reject the request." followed by a large text input area with the placeholder text "Type your message here". At the bottom left, there is a reference field labeled "Ref:MSG0" followed by a redacted ID.

ServiceNow system will record them accordingly.


*\*Notes: When you click the CONFIRM / REJECT link and the email didn't open by your Outlook email client. Please refer to **APPENDIX I**. Make **Outlook** as your default application for e-mail, calendar, and contacts.*

*It is required to use your CUHK email address to reply to the system.*



## 12. Confirmation of Service Renewal

After the confirmation email is received by ServiceNow system, a confirmation of renew email will be sent to the requester of the request. The confirmation email includes the details of request and the total cost. Click the link to print the Interdepartmental Transfer Form (ITF) for authorized signature. Then, send the signed ITF to ITSC for further processing.




ITSC Service Desk <cuhk@service-now.com>

Wed 04-Jul-18 11:42 AM


Confirmation of Renew ITSC Service Request [ITF000] - RITM00 - Cloud Application & Web Hosting Request

To: [redacted]; [redacted]

Cc: [redacted]



香港中文大學  
The Chinese University of Hong Kong



Information Technology  
Services Centre

### ITSC Service Request

1. Please read the Definitions and Guidelines posted in <https://www.itsc.cuhk.edu.hk/en-gb/about-itsc/core-and-non-core-services> for each Core and Fee-charging IT Services provided by ITSC, and the charging principle of each Fee-charging IT services.
2. For the fee-charging services, based on your requirements on the requested ITSC services, ITSC provided the estimated cost (including Material Cost and Labor Cost) in Cost Summary Section. The final charging costs to department/unit may be deviated from the estimated costs stated in Cost Summary Section, which subject to any changes of the service request, or the annual charging review for the financial year.

#### Status Update

**Service Request Update**  
Your service request is **RENEWED**. ITSC is now sending this confirmation email to you, the request authorized staff and ITSC Service Manager for reference. ITSC Service Manager will schedule to process your service request accordingly.

**What do I need to do?**  
Please KEEP the email and this document for your department/unit reference. Please remind to [Print the Interdepartmental Transfer form](#), and kindly SIGN the form by the budget owner and return it to ITSC corresponding staff to complete the renewal process.

#### Summary of Service Request

Service Request Name	Cloud Application & Web Hosting Request
Department/Unit	[redacted]
Project Name	
Contact Phone No.	+852 3943: [redacted]
Contact Email	[redacted]@cuhk.edu.hk
Authorized Staff Name	[redacted]
Authorized Staff Phone No.	+852 3943 [redacted]
Authorized Staff Email	[redacted]@cuhk.edu.hk
Supplement on Request	
Request Details	View <a href="#">RITM00</a> [redacted] (2018-07-01 - 2019-06-30) Material cost - Hosting: \$ [redacted] Labour cost - Professional: [redacted] hours/year x \$ [redacted] - Technical: [redacted] hours/year x \$ [redacted]
Service Start Date	2018-07-01
Service End Date	2019-06-30
Request Created By	System Administrator
Requested Date	2018-06-07


#### Cost Summary Section

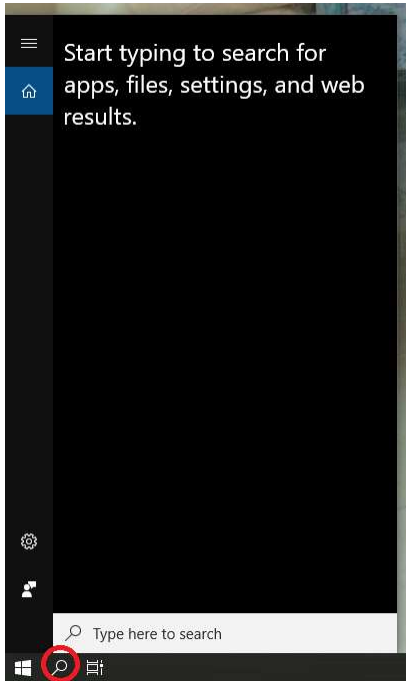
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	[redacted]
Account Code	[redacted]
Estimated Costs (HKD)	Material Cost = \$ [redacted]
	Labour Cost = \$ [redacted]
Estimated Total Costs (HKD)	\$ [redacted]

#### Supplementary information from ITSC

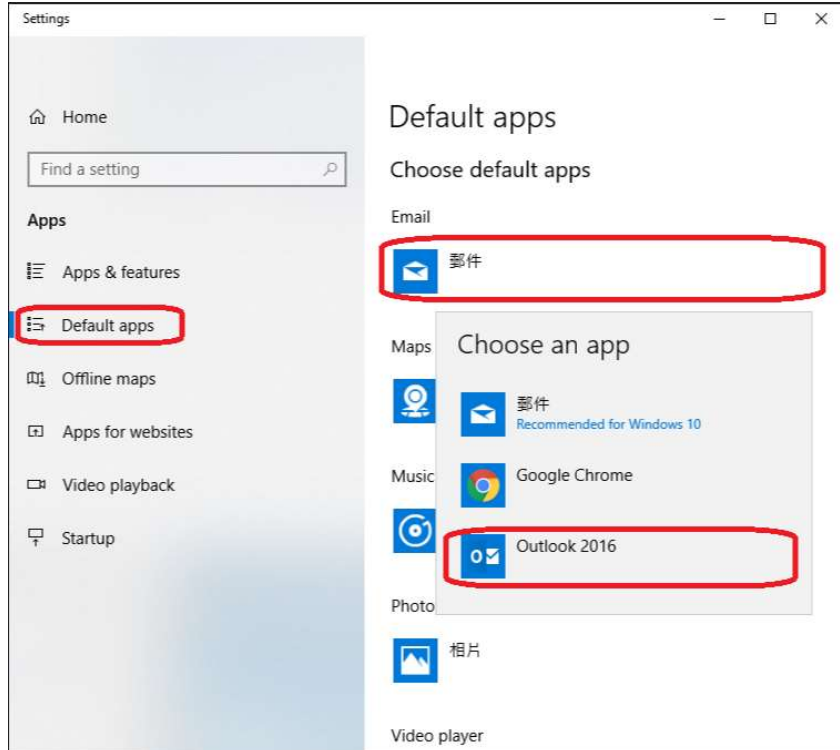
Remarks

## APPENDIX I. Make Outlook as your default application for e-mail, calendar, and contacts.

1. From your desktop computer, Select  and type “default app settings”



2. Select the followings entries



3. The setting will be activated immediately. Then close the setting.