



The Chinese University of Hong Kong

Information Technology Services Centre
(ITSC)

SERVICE REQUEST WORKFLOW WITH
APPROVAL & CHARGING

End User Guide

July 2018

Dec 2019

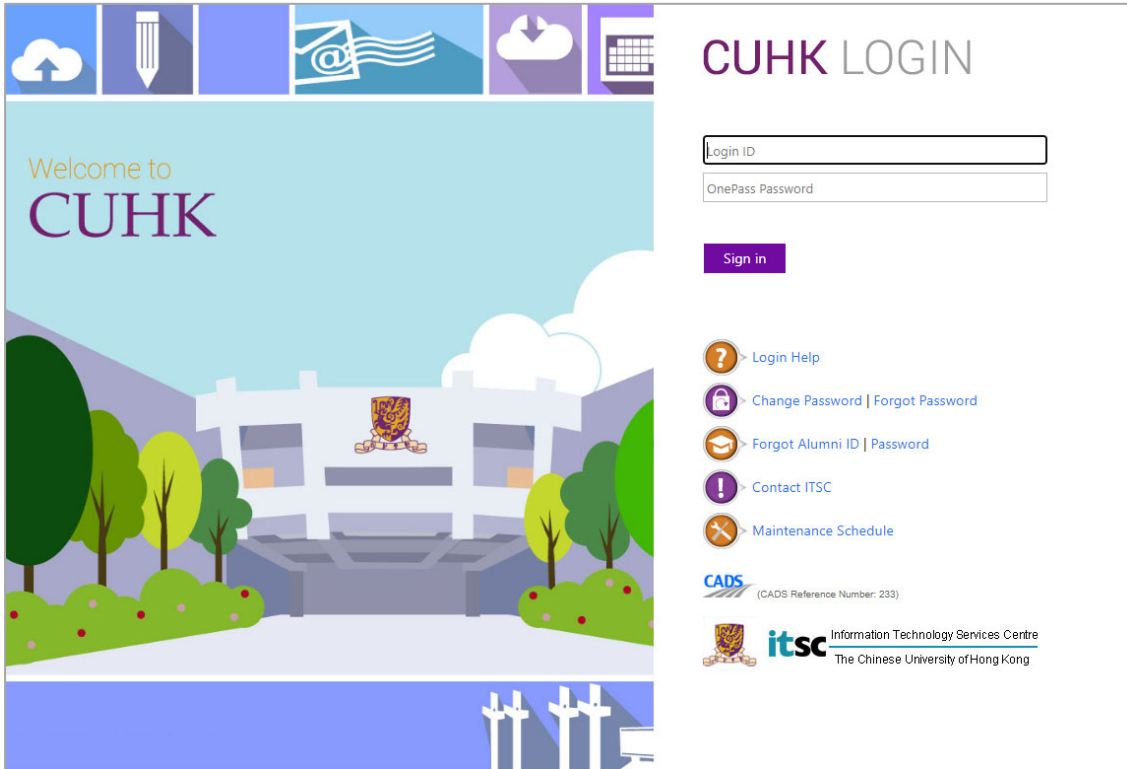
Dec 2022

Table of Contents

1.	Login the System.....	2
2.	Create New Service Request	2
3.	Submit Service Request.....	4
4.	Endorse the Request	6
5.	Confirmation of Endorsement.....	8
6.	Fee charge	9
7.	Check My Subscription.....	10
8.	Check My VM & Firewall Rules.....	10
9.	Update Request (Non-charging IT Services).....	11
10.	Update Subscribed Request (Fee-charging IT Services)	12
11.	Renew Service Request.....	13
12.	Confirmation of Service Renewal.....	15
	APPENDIX I. Make Outlook as your default application for e-mail, calendar, and contacts.....	16

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:

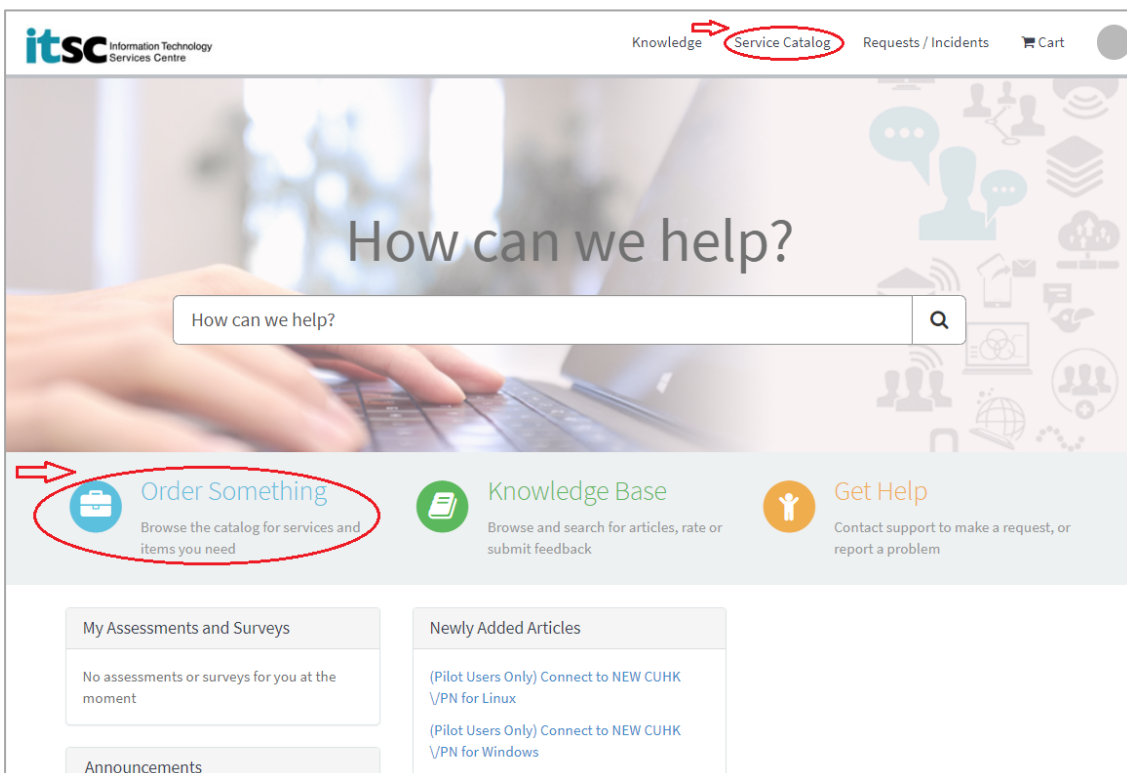
- Google Chrome latest public release (Version 66.0 as of 15-05-2018)

Other option:

- 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.

The screenshot shows the ITSC Information Technology Services Centre interface. The top navigation bar includes 'Knowledge', 'Service Catalog', 'Requests / Incidents', and 'Cart'. The breadcrumb trail is 'Home > Service Catalog > Cloud Applications'. A search bar is located on the right. On the left, a 'Categories' dropdown menu is open, with 'Cloud Applications' highlighted in red and circled. The main content area displays a grid of 'Cloud Applications' services, including 'General Enquiry', 'Request for Add-ins/Ap...', 'Request for Remote Ac...', 'URL Shortening Service', 'Cloud Application & We...', 'Cloud Application Deve...', 'Cloud Services', and 'CMS Cloud Service'. Each service card includes a title, a brief description, and a 'View Details' button.

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).

This inset screenshot shows a close-up of the 'Cloud Applications' category dropdown menu. The 'General Enquiry' option, which includes a green question mark icon and the text 'General enquiry about Cloud Applications', is circled in red. Other visible options include 'Cloud Web', 'Request for Remote Ac...', and 'CMS Cloud Service'.

The screenshot shows the 'General Enquiry' form page. The breadcrumb trail is 'Home > Service Catalog > Cloud Applications > General Enquiry'. A search bar is present. The form title is 'General Enquiry' with the subtitle 'General enquiry about Cloud Applications'. A large green question mark icon is displayed. On the right, there is a 'Submit' button and a 'Required information' section with a 'Category' dropdown menu and a text area labeled 'Please describe your enquiry below'. The 'Category' dropdown is circled in red with an arrow pointing to it. At the bottom, there is an 'Add attachments' button.

3. Submit Service Request

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

Cloud Services

Request for Service on various Cloud applications

Cloud Services that may include special file storage request, individual digital certification, or some specific charging on related service.

[Order Now](#)

*** Indicates required**

Basic Information

*** Department Contact person**

Department Name

Department Phone

Department Email

Project Name (Optional)

Project Code (Optional)

Other Contact Staff

 Authorized Staff same as Department Contact Person

*** Authorized Staff**

*** Authorized Staff's Department**

*** Authorized Staff's Phone**

*** Authorized Staff's Email**

Service Start date
Service End Date
Service Nature

One-off
 Yearly

Remarks on Request

e.g, Proposed charging wordings to be showed in Interdepartmental Transfer Form

Account assignment

*** Company Code**

*** Cost Centre / Project Code**

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

If there are more than 1 cost centre/project code, please state the details in "Remark on request" and fill in either one here.

Internal Order

10 digits, eg. 9800012345

*** Account Code**

6 digits, e.g. 123456

Block Grant (BG) or Non-Block Grant (N-BG)
Business Area

Add attachments

Project/Service Description

A

B

C

D

Notes:

Order Now

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

Section B: Basic Information: If you find your **contact phone number** is missing, please update the information at [Office 365 Staff Profile Update](#) <https://cloud.itsc.cuhk.edu.hk/adprofileupdate/login.aspx>

Section C: **Charging Information:** 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/about-itsc/core-and-non-core-services/> for the charging principle of each fee-charging IT services. With the correct account assignment, the funding source and business area will be automatically retrieved from the system.

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.

From: ITSC Service Desk <cuhk@service-now.com>
Sent: Monday, November 28, 2022 11:55 AM
To: Requester
Cc: Endorser
Subject: Review ITSC Service Request – RITM00 -

Dear Requester

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 other contact staff (if any) for reference.

What do I need to do?
Please **CLICK** the link below in this email to **APPROVE/REJECT** this service request, and you will receive a confirmation email subsequently. For any comments/updates on the details, please reply this email to **ALL** with comments. No action is required by the authorized staff.

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

[Click here to APPROVE \(Use your CUHK Email and SEND back to system\).](#)

[Click here to REJECT \(Use your CUHK Email and SEND back to system\).](#)

Summary of Service Request	
Service Request Name	
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
Remarks on Request	View RITM00
Request Details	(2022-12-20 - 2023-06-30) Material cost - Hosting: \$ Labour cost - Professional: hours/year x \$470 - Technical: hours/year x \$310
Service Start Date	2022-12-20
Service End Date	2023-06-30
Request Created By	
Requested Date	2022-12-20
Cost Summary Section	
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	
Internal Order	
Account Code	
Estimated Costs (HKD)	Material Cost = \$
	Labour Cost = \$
Estimated Total Costs (HKD)	\$
Supplementary information from ITSC	
Remarks to User	

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 name and the domain 'cuhk.edu.hk'. The 'To' field is filled with 'cuhk@service-now.com'. The 'Subject' field is filled with 'Re:RITM00[redacted] - approve'. The main body of the email contains the text 'Approve the request.' followed by a large red-bordered text area containing the placeholder text 'Type your message here'. At the bottom left, there is a 'Send' button and a 'Ref:MSG0[redacted]' label.

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

If you would have any changes on the service details, please reply to **ALL** of the “Reviewed Email” to state the change or contact ITSC contact person to discuss further. Then, the request will be reviewed again.

The screenshot shows an email composition window. The 'From' field is filled with a redacted name and the domain 'cuhk.edu.hk'. The 'To' field is filled with 'cuhk@service-now.com'. The 'Subject' field is filled with 'Re:RITM00[redacted] - reject'. The main body of the email contains the text 'Reject the request.' followed by a large red-bordered text area containing the placeholder text 'Type your message here'. At the bottom left, there is a 'Send' button and a 'Ref:MSG0[redacted]' label.

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.



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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 **CONFIRMED**. ITSC is now sending this confirmation email to you, the request authorized staff and other contact staff (if any) for reference. ITSC Service Manager will schedule to process your service request accordingly.

What do I need to do?

Please **KEEP** this email and form for your department/unit reference. [Reminder: after the service is delivered by ITSC, you will receive a Fee Charging Request Email to process the service charge.]

Summary of Service Request

Service Request Name	Cloud Application Development Service
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
Remarks on Request	

Request Details	View RITM00
	(2022-12-20 - 2023-06-30)
	Material cost
	- Hosting: \$
	Labour cost
	- Professional: hours/year x \$470
	- Technical: hours/year x \$310

Service Start Date	2022-12-20
Service End Date	2023-06-30
Request Created By	
Requested Date	2022-12-20

Cost Summary Section

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


Supplementary information from ITSC

Remarks to User	
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6. Fee charge

After the request is completed, a fee charging notification as below will be sent to the requester. Requester/Authorized staff may click the link to **View the Interdepartmental Transfer Form (ITF)** for the charging details on this service subscription. This is for record only, signature and returning the form are not required.

Fee Charging on ITSC Service Request [ITF000 [REDACTED]] - RITM00 [REDACTED] - [REDACTED]

 ITSC Service Desk <cuhk@service-now.com>
To [REDACTED]
Cc [REDACTED]

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, other contact staff (if any) and ITSC Service Manager for reference.

What do I need to do?

Please Click here to [VIEW the Interdepartmental Transfer form](#) for the charging details on this service subscription. This is for your record only, signature and returning the form are not required. The service charge will be processed by CUSAP - Interdepartmental Billing and Transfer (IBT) or corresponding method subsequently.

Summary of Service Request	
Service Request Name	[REDACTED]
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
Remarks on Request	View RITM00 [REDACTED]

Request Details	
	(2022-12-20 - 2023-06-30)
	Material cost
	- Hosting: \$ [REDACTED]
	Labour cost
	- Professional: [REDACTED] hours/year x \$470
	- Technical: [REDACTED] hours/year x \$310

Service Start Date	2022-12-20
Service End Date	2023-06-30
Request Created By	[REDACTED]
Requested Date	2022-12-20

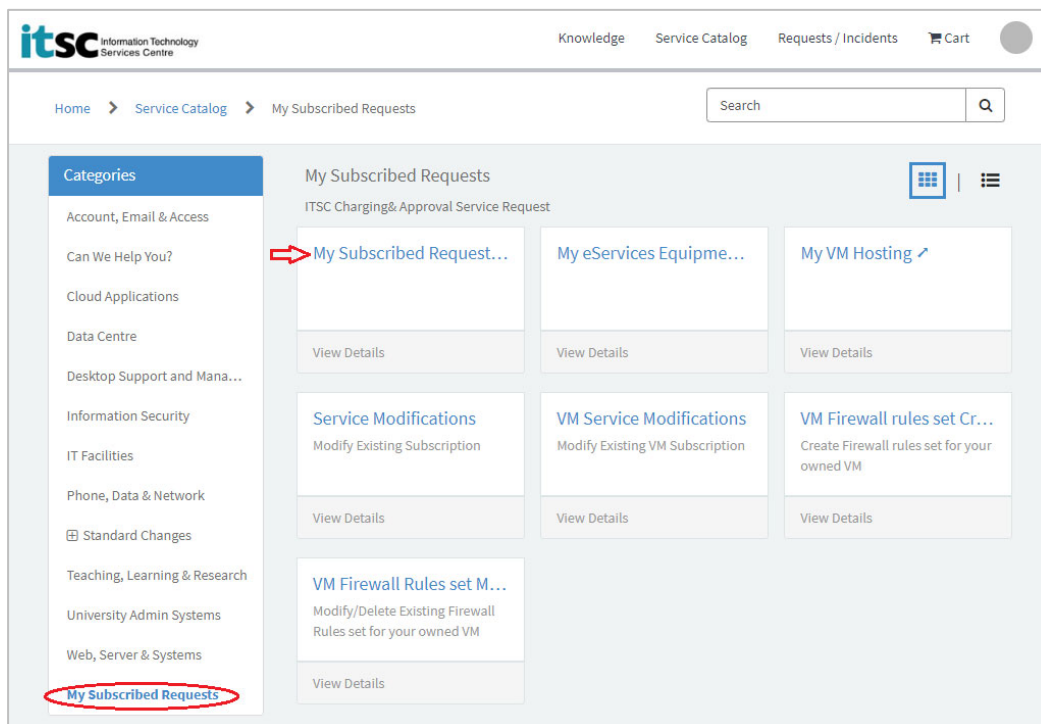
Cost Summary Section	
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	[REDACTED]
Internal Order	[REDACTED]
Account Code	[REDACTED]
Estimated Costs (HKD)	Material Cost = \$ [REDACTED]
	Labour Cost = \$ [REDACTED]
Estimated Total Costs (HKD)	\$ [REDACTED]

Supplementary information from ITSC
Remarks to User

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

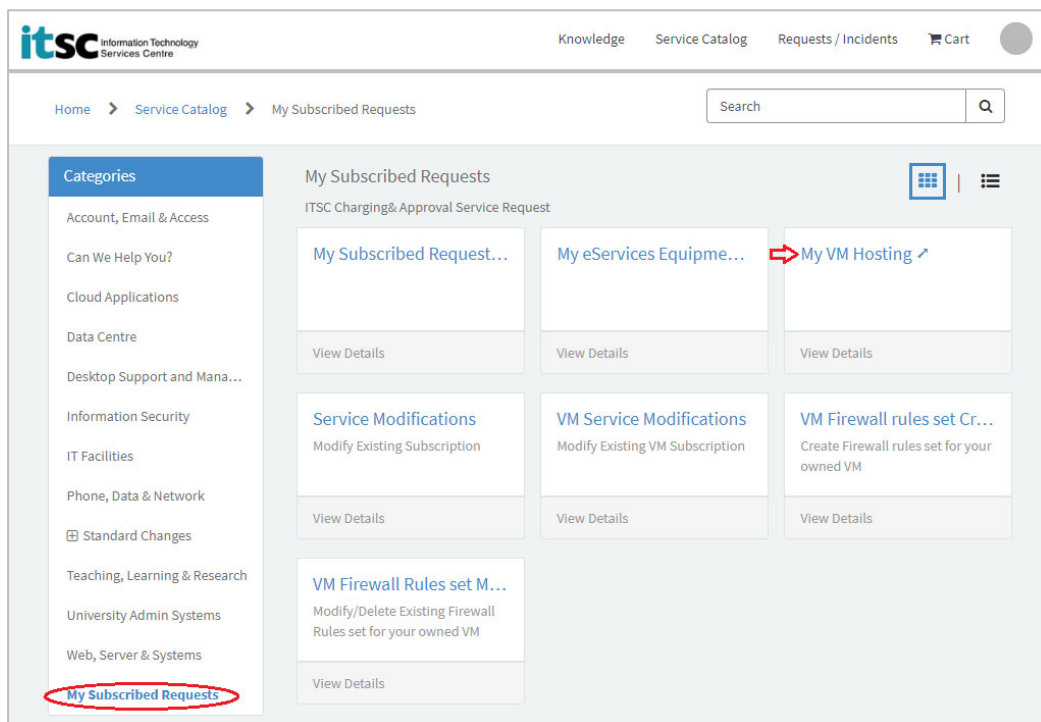
7. Check My Subscription

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



8. Check My VM & Firewall Rules

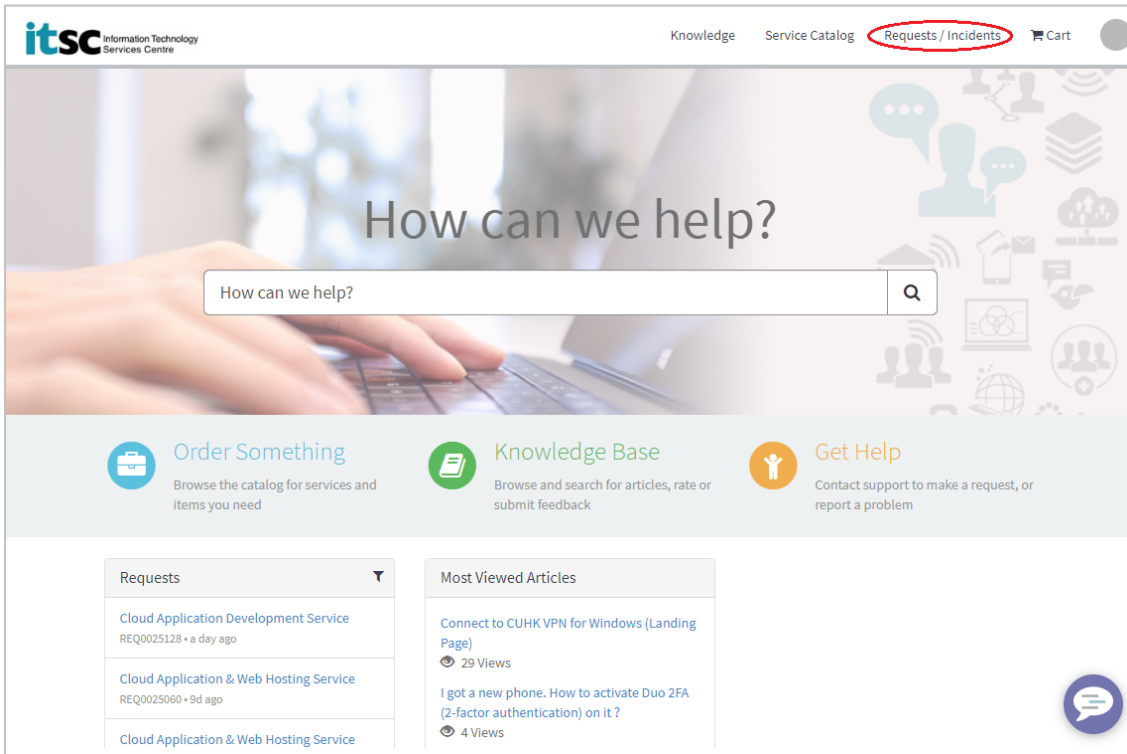
Select My Subscribed Requests > My VM Hosting, the VMs will be shown in the list.



- 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.



The screenshot shows the ITSC (Information Technology Services Centre) website. The top navigation bar includes 'Knowledge', 'Service Catalog', 'Requests / Incidents' (circled in red), and 'Cart'. The main content area features a large heading 'How can we help?' with a search bar below it. Below the search bar are three main service categories: 'Order Something' (Browse the catalog for services and items you need), 'Knowledge Base' (Browse and search for articles, rate or submit feedback), and 'Get Help' (Contact support to make a request, or report a problem). The bottom section displays a 'Requests' dropdown menu with three items: 'Cloud Application Development Service' (REQ0025128 • a day ago), 'Cloud Application & Web Hosting Service' (REQ0025060 • 9d ago), and 'Cloud Application & Web Hosting Service'. To the right, there is a 'Most Viewed Articles' section with two articles: 'Connect to CUHK VPN for Windows (Landing Page)' (29 Views) and 'I got a new phone. How to activate Duo 2FA (2-factor authentication) on it?' (4 Views). A chat icon is visible in the bottom right corner.

- i. Select Requests / Incidents.
- ii. Open the request to be updated.
- iii. Click the requested item on the left hand side.
- 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)

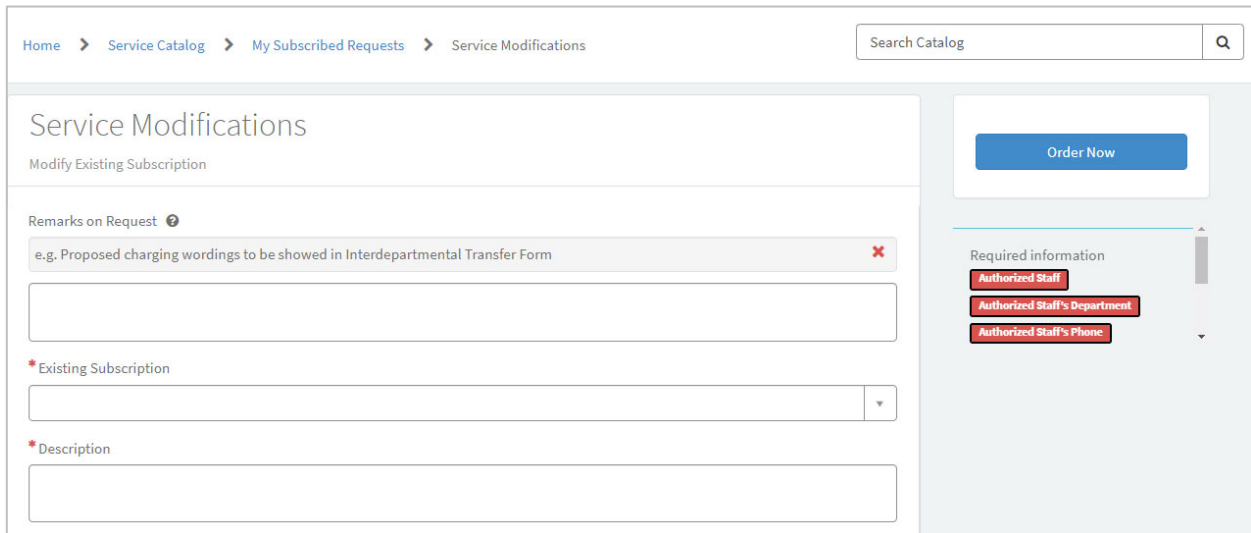
a. Not yet charged item

Same as Update Request for updating message in Message Box, please refer to pt. 9. *Update Request (Non-charging IT Services)*.


b. Charged item

** If the update in this request do not involve any charges, please refer to pt. 9. *Update Request (Non-charging IT Services)* to submit the request. **

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




The screenshot shows a web interface for "Service Modifications". The breadcrumb trail is "Home > Service Catalog > My Subscribed Requests > Service Modifications". A search bar labeled "Search Catalog" is in the top right. The main heading is "Service Modifications" with the sub-heading "Modify Existing Subscription". There is a "Remarks on Request" section with a text area containing "e.g. Proposed charging wordings to be showed in Interdepartmental Transfer Form" and a red "X" icon. Below this is a dropdown menu for "Existing Subscription" and a text area for "Description". On the right side, there is a blue "Order Now" button and a "Required information" section with three red boxes: "Authorized Staff", "Authorized Staff's Department", and "Authorized Staff's Phone".

- ii. Click "Service Modifications".
- 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.

 ITSC Service Desk <cuhk@service-now.com>
Renew ITSC Service Request [ITF [REDACTED]] - RITM [REDACTED] - [REDACTED]

To: [REDACTED]
Cc: [REDACTED]

Dear [REDACTED],

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, other contact staff (if any) and ITSC Service Manager for reference.

What do I need to do?

Please **CLICK** the link below to **CONFIRM/REJECT** the renewal of this service subscription. If you **REJECT** the renewal, the service will be discontinued after the original service end date. If you **CONFIRM** the renewal, you will receive a Renewal Confirmation Email subsequently.

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 \(Use your CUHK Email and SEND back to system\).](#)

[Click here to REJECT the renewal \(Use your CUHK Email and SEND back to system\).](#)

You can go to **ITSC Service Desk Portal > Service Catalog > Categories > My Subscribed Requests > My Subscribed Requests** to view [ITF000](#). Once you **CONFIRM** the renewal, you can print out the Interdepartmental Transfer Form through another confirmation email.

Summary of Service Request	
Service Request Name	[REDACTED]
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
Remarks on Request	View RITM00 [REDACTED]
Request Details	(2022-07-01 - 2023-06-30) Labour cost - Professional: [REDACTED] hours/year x \$470 - Technical: [REDACTED] hours/year x \$310
Service Start Date	2022-07-01
Service End Date	2023-06-30
Request Created By	[REDACTED]
Requested Date	2021-11-15
Cost Summary Section	
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	[REDACTED]
Internal Order	[REDACTED]
Account Code	[REDACTED]
Estimated Costs (HKD)	Material Cost = \$ [REDACTED]
Estimated Total Costs (HKD)	Labour Cost = \$ [REDACTED] \$ [REDACTED]
Supplementary information from ITSC	
Remarks to User	[REDACTED]

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

The screenshot shows an email composition window. The 'From' field contains a redacted address ending in '.cuhk.edu.hk'. The 'To' field contains 'cuhk@service-now.com'. The 'Subject' field contains 'Re:RITM00[redacted] - approve', with '- approve' highlighted in yellow. The main body of the email contains the text 'Approve the request.' followed by a large red-bordered text area with the placeholder text 'Type your message here' in blue italics. At the bottom left, there is a 'Send' button and a reference ID 'Ref:MSG0[redacted]'.

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 composition window. The 'From' field contains a redacted address ending in '.cuhk.edu.hk'. The 'To' field contains 'cuhk@service-now.com'. The 'Subject' field contains 'Re:RITM00[redacted] - reject', with '- reject' highlighted in yellow. The main body of the email contains the text 'Reject the request.' followed by a large red-bordered text area with the placeholder text 'Type your message here' in blue italics. At the bottom left, there is a 'Send' button and a reference ID 'Ref:MSG0[redacted]'.


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>
Confirmation of Renew ITSC Service Request [ITF000-] - RITM00-

To: [Redacted]
Cc: [Redacted]



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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, other contact staff (if any) 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.

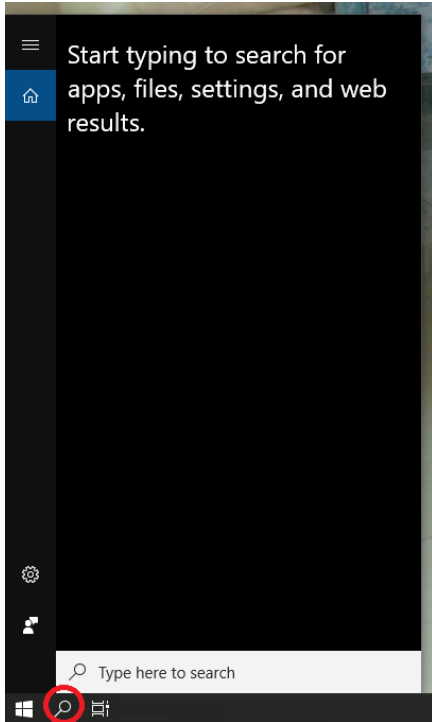
Click here to [VIEW the Interdepartmental Transfer form](#) for the charging details on this service subscription. This is for your record only, signature and returning the form are not required. The service charge will be processed by CUSAP - Interdepartmental Billing and Transfer (IBT) or corresponding method subsequently.

Summary of Service Request	
Service Request Name	[Redacted]
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
Remarks on Request	[Redacted] View RITM00
Request Details	(2022-07-01 - 2023-06-30) Labour cost - Professional: [Redacted] hours/year x \$470 - Technical: [Redacted] hours/year x \$310
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Request Created By	[Redacted]
Requested Date	2021-11-15
Cost Summary Section	
Funding Source Type	Block Grant
Company Code	C001
Cost Centre / Project Code 1	[Redacted]
Internal Order	[Redacted]
Account Code	[Redacted]
Estimated Costs (HKD)	Material Cost = \$ [Redacted]
	Labour Cost = \$ [Redacted]
Estimated Total Costs (HKD)	\$ [Redacted]
Supplementary information from ITSC	
Remarks to User	[Redacted]

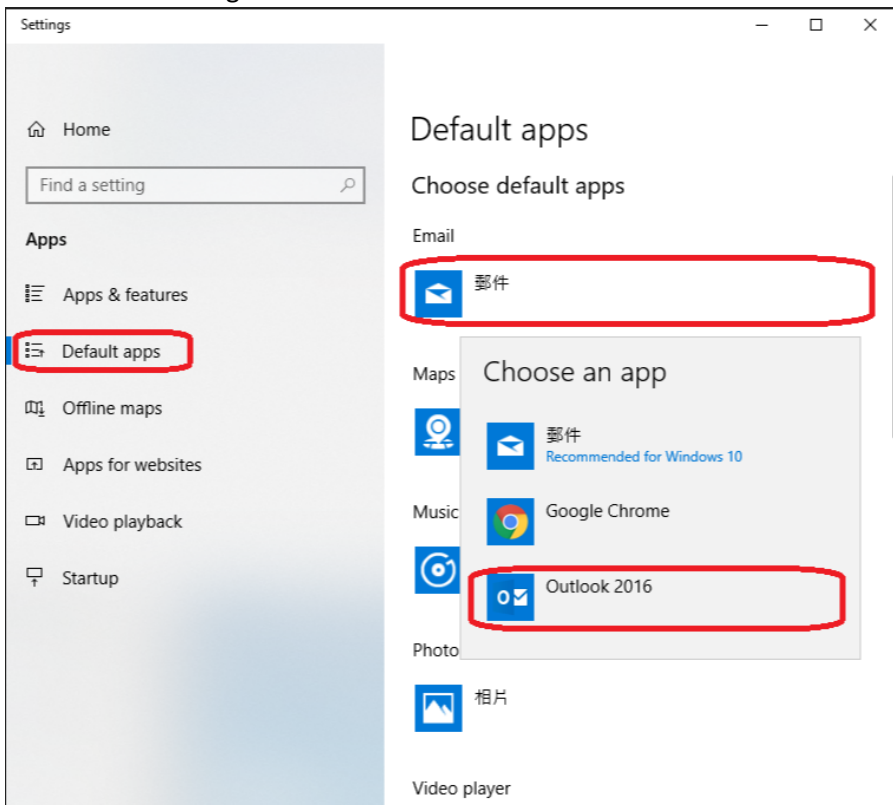
APPENDIX I. Make Outlook as your default application for e-mail, calendar, and contacts.

Windows 10, please refer to the following steps:

1. From your desktop computer, Select  and search “default apps”



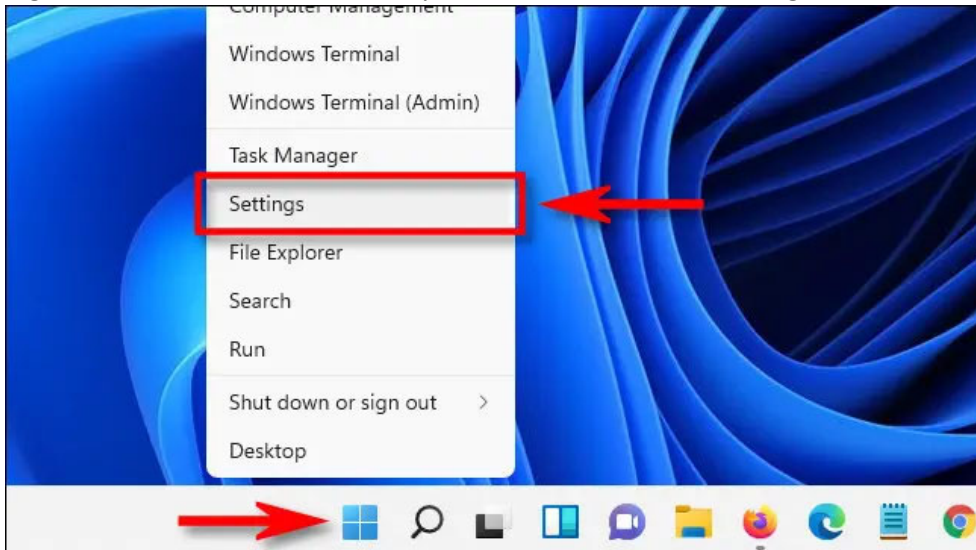
2. Select the followings entries



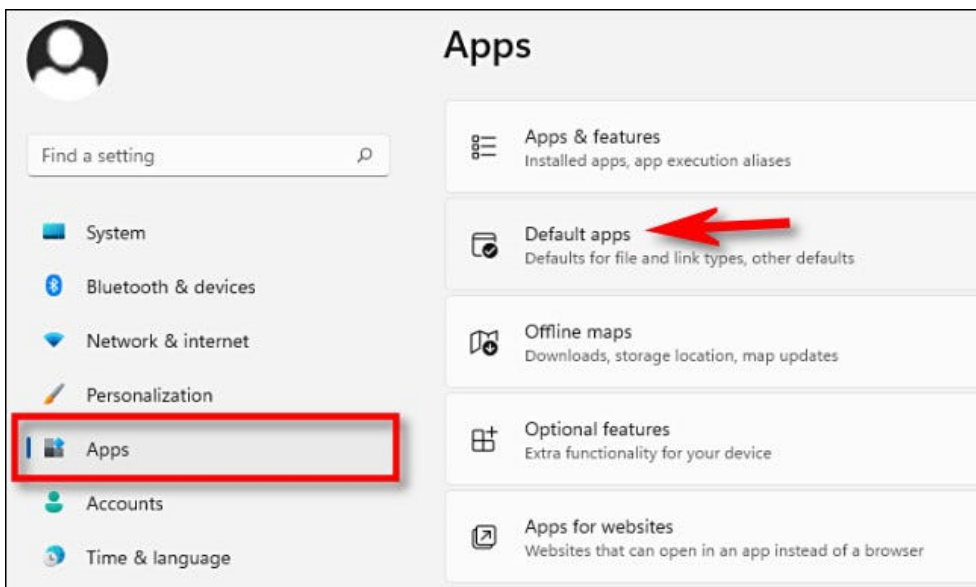
3. The setting will be activated immediately. Then close the setting.

Windows 11, please refer to the following steps:

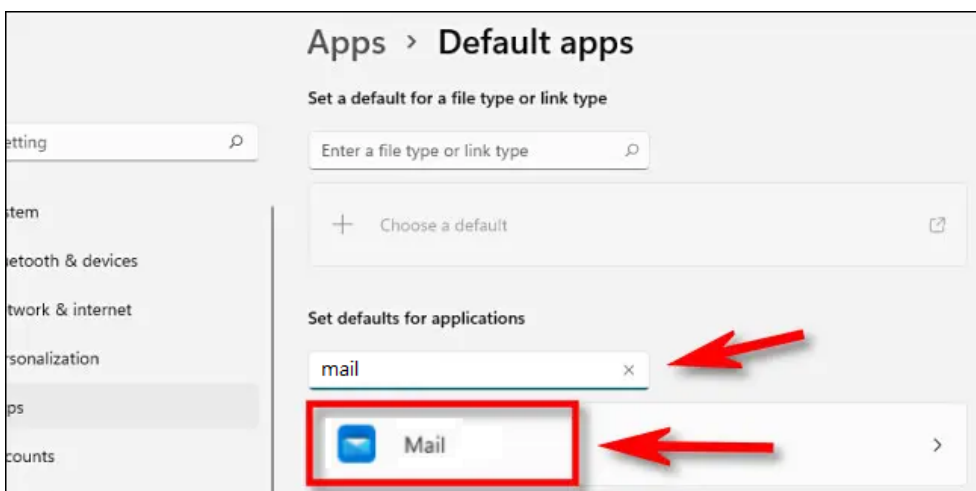
1. Right-click the Start button  in your taskbar and select “Settings”.



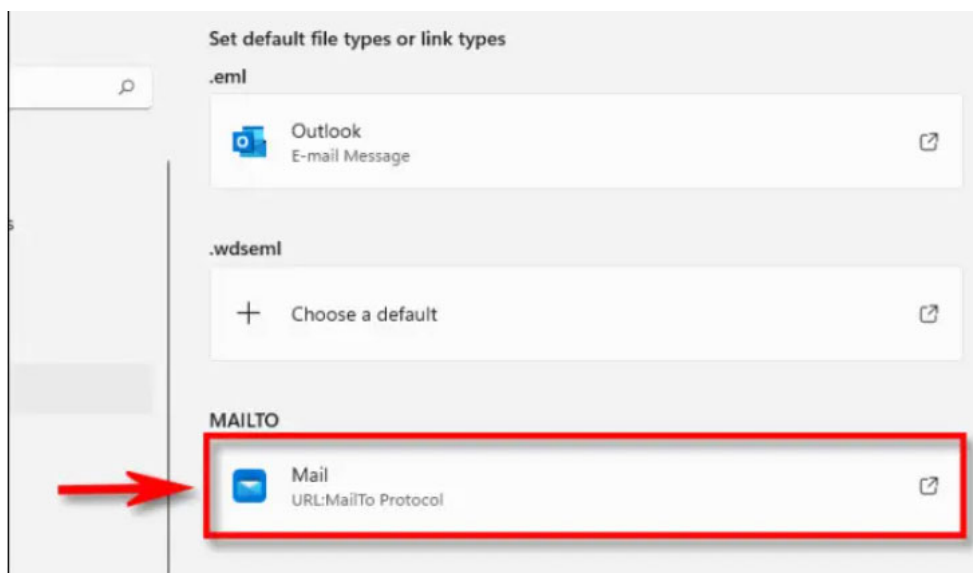
2. Select the followings entries



3. Under “Set default for applications”, type “Mail” in the search bar to set the default email application.



- click the button below "MAILTO."



- In the "How do you want to open this" window that pops up, select the email app you want to use as default for "mailto:" links, then click "OK."

