

SERVICE REQUEST MANAGEMENT

HOW TO CREATE A TICKET IN SRM

There are three kind of ticket that a user usually need to open.

- New JDE Account
- Change an Existing JDE Account
- Create or Modify a User / System Role or SE Role

A - NEW JDE ACCOUNT

These are the steps to ask for a new JDE User Account.

- 1 - Login into <http://srm.jnj.com>
- 2 - Type the Network user Id and password.
- 3 - Select Create New Request Option

Request ID *	Summary	Recipient Name	Status
SRNASRM-0413272	Please click to proceed	JOHN KENNY	Order Entry
SRNASRM-0393768	Please click to proceed	RICHARD (RICK) MO...	Order Entry
SRNASRM-0328353	Please click to proceed	JORGE CASSINI	Order Entry

SERVICE REQUEST MANAGEMENT

4 - You can open a ticket for yourself or for someone else. By default the system assumes the recipient to be the person logged in.

SRM Home Page (New) - Microsoft Internet Explorer provided by Network & Computing Services

Address: https://ncsusrweb1pv.na.nj.com/arsys/forms/ncsprd05.na.nj.com/SRM%3ARequestRecipient/eng/?cscheid=7d0b5bd1

INFORMATION TECHNOLOGY SERVICE REQUEST MANAGEMENT

Welcome: JORGE CASSINI
Service Request ID: SRMAGReq
Creation Date: 4-Apr-2009

SELECT RECIPIENT Home Help Lo

1. Select Recipient 2. Select Items 3. Select Delivery Address 4. Confirm Request

All fields marked (*) are mandatory

I'm Requesting for Myself Someone Else

Recipient Information

WWID: 701092121	<input type="button" value="SEARCH"/>	Email Address: jcassini@meda.nj.com	Region: LA	Country: ARGENTINA
Last Name *: CASSINI		Phone: 6526762	Company: J&J MEDICAL ARGENTINA	Site: SAN ISIDRO
First Name *: JORGE		Cost Center: 620926	Login Name: JCASSI	Associate Type: <input type="checkbox"/> JLI <input type="checkbox"/> No
				VIP: <input type="checkbox"/> Yes <input type="checkbox"/> No

First Level Manager

Name *: CASSIA CARMONARO	Login Name: ccarmona
WWID: 04003800	

Second Level Manager

Name: RUBEN AGUILAR	Login Name: rags2
WWID: 04003623	

Requester Information

Last Name *: CASSINI	First Name *: JORGE	Login Name: jcassini	WWID: 701092121	Email: jcassini@meda.nj.com
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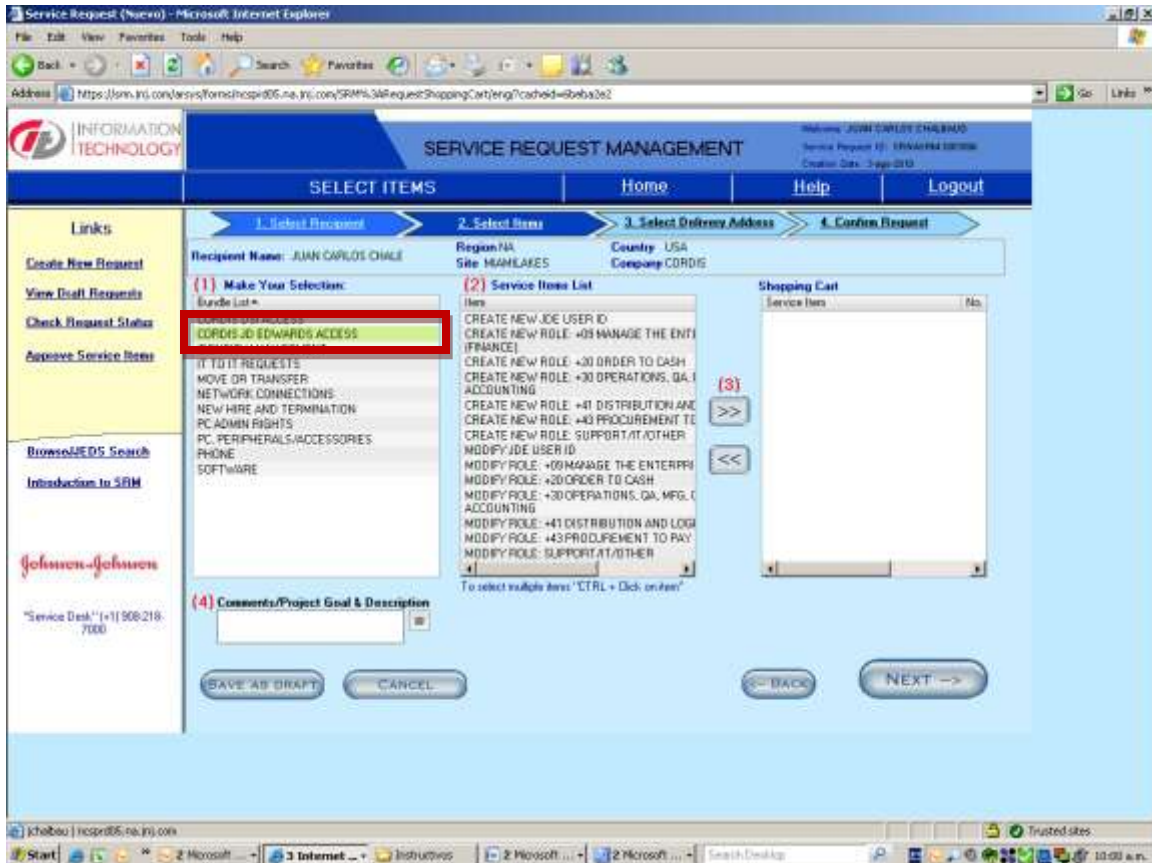
A - **For Yourself:** Type your WWID and all the User information will be populated automatically. Then Press .

B - **For Someone else:** Type the WWID from the user you are opening the ticket. All the User information will be populated automatically. Then Press .

SERVICE REQUEST MANAGEMENT

5 - After completing the recipient section, click  and you will be brought to the Select Items Screen.

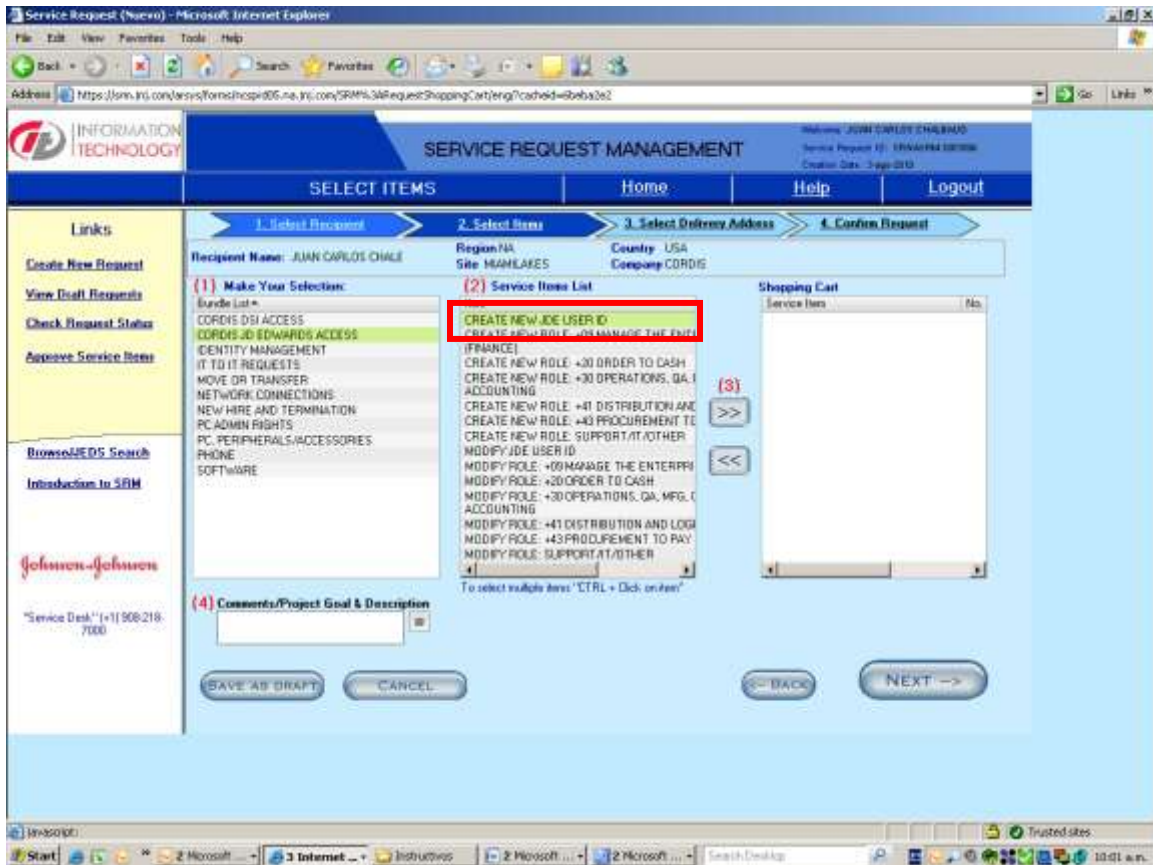
6 - You have to (1) Make your Selection from the list of Bundles. The Right option is [CORDIS JD EDWARDS ACCESS](#)



The screenshot displays the 'SERVICE REQUEST MANAGEMENT' web application interface. The page is titled 'SELECT ITEMS' and shows a progress bar with four steps: 1. Select Recipient, 2. Select Items, 3. Select Delivery Address, and 4. Confirm Request. The current step is '2. Select Items'. The recipient information is: Recipient Name: JUAN CARLOS OJALE, Region: NA, Site: HAWAII, Country: USA, Company: CORDIS. The 'Service Items List' contains various roles and permissions, with 'CORDIS JD EDWARDS ACCESS' highlighted in red. The 'Shopping Cart' is currently empty. The interface includes navigation buttons: 'SAVE AS DRAFT', 'CANCEL', 'BACK', and 'NEXT'. The bottom of the screen shows the Windows taskbar with the Start button, several open Microsoft Internet Explorer windows, and the system clock showing 10:00 a.m.

SERVICE REQUEST MANAGEMENT

7 - In the Service Items List you have to select **CREATE NEW JDE USER** and drop it into the Service item.



8 - After completing the Select Item section, click



SERVICE REQUEST MANAGEMENT

9 - A questions list will be opened in order to complete the New User access. **IT IS IMPORTANT TO BE COMPLETED DETAILING WHO CURRENTLY HAS JDE IDENTICAL ACCESS.** Also complete the Comments field to give more details.

Ex:

INFORMATION TECHNOLOGY **SERVICE REQUEST MANAGEMENT**

Recipient's Name: **JUAN CARLOS CHALBAUD** Creation Date: **3-Aug-2010** [General Questions](#)
 Service Request ID: **SRNASRM-1063571** [Copy Answers](#)
[Help](#)

Service Item: **CREATE NEW JDE USER ID** No. of Questions: **6** No. of Mandatory Questions: **3** No. of Mandatory Questions Answered: **2**

No.	Questions	Answers	Comments
1	Please select a User System Role from the list.	DivSUPPORT Oneworld Technical Support	Mandatory
2	Please select as many Solution Explorer roles as needed for: DivSUPPORT Oneworld Technical Support	1 Options selected Click to Select Answers	Mandatory
3	QNC and/or QSNC eSig site needed?	No	Optional
4	Name of person who currently has JDE access identical to your needs, if applicable	Jose Augusto Lopez W/WID 702002951	Optional
5	Please select completed training from the list.	1 Options selected Click to Select Answers	Mandatory
6	Comments		Optional

You are in Page 1 Of 1 [SAVE & CLOSE](#)

INFORMATION TECHNOLOGY **SERVICE REQUEST MANAGEMENT**

Recipient's Name: **JUAN CARLOS CHALBAUD** Creation Date: **26-Nov-2010** [General Questions](#)
 Service Request ID: **SRNASRM-1063571** [Copy Answers](#)
[Help](#)

Service Item: **CREATE NEW JDE USER ID** No. of Questions: **6** No. of Mandatory Questions: **3** No. of Mandatory Questions Answered: **1**

No.	Questions	Answers	Comments
1	Please select a User System Role from the list.	DivSUPPORT Oneworld Technical Support	Mandatory
2	Please select as many Solution Explorer roles as needed for: DivSUPPORT Oneworld Technical Support	Options selected Click to Select Answers	Mandatory
3	QNC and/or QSNC eSig site needed?	No	Optional
4	Name of person who currently has JDE access identical to your needs, if applicable	Jose Augusto Lopez W/WID 702002951	Optional
5	Please select completed training from the list.	Click to Select Answers	Mandatory
6	Comments		Optional

You are in Page 1 Of 1 [SAVE & CLOSE](#)

SERVICE REQUEST MANAGEMENT

10 - Complete the info and click  to confirm the request.

SRM Home Page (New) - Microsoft Internet Explorer provided by Network & Computing Services

Address: https://ncsustameb1pv.na.inj.com/arsys/forms/ncsprd05.na.inj.com/SRM%3ARequest-DeliverTo[eng]?cschekid=7d6b5bd1

INFORMATION TECHNOLOGY SERVICE REQUEST MANAGEMENT

WELCOME: JORGE CRISTINI
Service Request ID: ERM487P
Creation Date: 4 Apr 2008

SELECT DELIVERY ADDRESS Home Help Log

1. Select Requested 2. Select Items 3. Select Delivery Address 4. Confirm Request

Delivery Information

(1) Update Delivery Location (update as needed): All fields marked (*) are mandatory

Region: NA Street:
Country: USA City:
Company: CORDIS Building:
Site: MIAMILAKES Floor:
Cost Center: S1500 Room:
Comp Tag:
Comp Ser:
Tel Jack:
Net Jack:

(2) Use updated address for: ALL ITEMS

OR Use update address for item selected below:

Service Item	Recipient Name	Company	Site	Building	Floor	AddLine	Address Infor.	Room
CORDIS NEW JDE USER	AIDA NAVAR	CORDIS	MIAMILAKES				Yes	

(3) Use delivery on: SELECTED ITEMS

The estimated completion of this request is: 9 - day(s) after all required approvals are received

SAVE AS DRAFT CANCEL BACK NEXT

Service Desk (+1) 806-218-7000

11 - The ticket will be assigned to the New user Manager in order to approve it.

12 - The IBM LAS group will receive the ticket to include the User in Citrix Group.

Note: This last two actions are not correlatives. The security group will receive the ticket after both were completed.

13 - The security group, verify training and SOD and create the new account

14 - When the security group verify that the new account is included in citrix group will inform the new user and will send the password.

SERVICE REQUEST MANAGEMENT

B - CHANGE AN EXISTING JDE ACCOUNT

- 1 - Repeat steps 1 to 6 from [A - NEW JDE ACCOUNT](#).
- 2 - Select the **CORDIS CHANGE TO EXISTING JDE USER'S ROLE** from the Service Items List and drop it into the Service item.

SRM Home Page (New) - Microsoft Internet Explorer provided by Network & Computing Services

Address: https://ncsusrweb1pv.na.nj.com/arsys/forms/ncsprd05.na.nj.com/SRM%3ARequestShoppingCart/eng?cached=7d0b6bd1

INFORMATION TECHNOLOGY SERVICE REQUEST MANAGEMENT

Welcome: JIRICE CASSINI
Service Request ID: SRWACRMB
Creation Date: 4 Apr 2008

SELECT ITEMS Home Help Lo

1. Select Recipient 2. Select Items 3. Select Delivery Address 4. Confirm Request

Recipient Name: AIDA NAVARRO Region: NA Site: MIAMLAKES Country: USA Company: CORDIS

(1) Make Your Selection: (2) Service Items List

CORDIS CHANGE TO EXISTING JDE USER'S ROLE

(3)

(4) Comments/Project Goal & Description

SAVE AS DRAFT CANCEL << BACK NEXT >>

SERVICE REQUEST MANAGEMENT

3 - A questions list will be opened in order to complete the New User access. **IT IS IMPORTANT TO BE COMPLETED DETAILING WHO CURRENTLY HAS JDE IDENTICAL ACCESS.** Also complete the Comments field to give more details.

SRM-SRM24:Question&Answer (ncsprd05.usa.int.com) - Microsoft Internet Explorer provided by Network & Computing Services

INFORMATION TECHNOLOGY SERVICE REQUEST MANAGEMENT

Recipient's Name: AIDA NAVARRO Creation Date: 4-Apr-2008 General Que...
Service Request ID: SRNASRM-0421385 Copy Answer...
Help

Service Item: CORDIS CHANGE TO EXISTING JDE USER'S No. of Questions: 5 No. of Mandatory Questions: 2 No. of Mandatory Questions Answered: 0

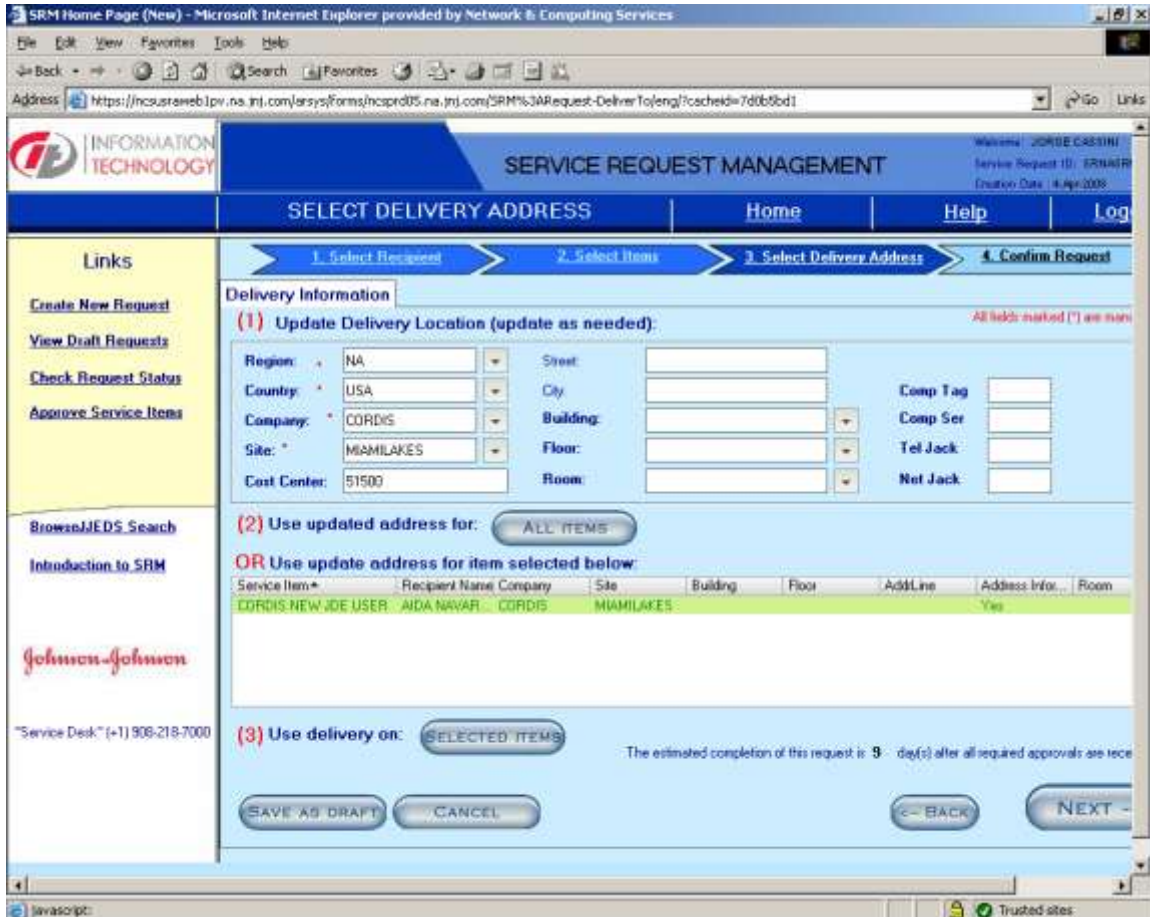
No.	Questions	Answers	Comments
1	Please select a User/System Role from the list.	<input type="text"/>	Mandatory
2	QNC and/or QSNC eSig role needed?	<input type="text"/>	Optional
3	Name of person who currently has JDE access identical to your needs, if applicable.	<input type="text"/>	Optional
4	Please select completed training from the list.	<input type="text"/> Click to Select Answers	Mandatory
5	Comments.	<input type="text"/>	Optional

You are in Page 1 Of 1 **SAVE & CLOSE**

1:15 PM

SERVICE REQUEST MANAGEMENT

4 - Complete the info and click  to confirm the request.



The screenshot shows the 'SRM Home Page' in Microsoft Internet Explorer. The browser address bar shows the URL: [https://ncsustameb1pv.na.inj.com/arsys/forms/ncsprd05.na.inj.com/SRM%3ARequest-DeliverTo\[eng/?cschekid=7d0b0bd1](https://ncsustameb1pv.na.inj.com/arsys/forms/ncsprd05.na.inj.com/SRM%3ARequest-DeliverTo[eng/?cschekid=7d0b0bd1). The page title is 'SRM Home Page (New) - Microsoft Internet Explorer provided by Network & Computing Services'. The page header includes the 'INFORMATION TECHNOLOGY' logo and the text 'SERVICE REQUEST MANAGEMENT'. The user is logged in as 'WALTER JORGE CASBINI' with 'Service Request ID: ERM467P' and 'Creation Date: 4 Apr 2008'. The main navigation bar has 'SELECT DELIVERY ADDRESS', 'Home', 'Help', and 'Log'. Below this is a progress bar with four steps: '1. Select Requested', '2. Select Items', '3. Select Delivery Address', and '4. Confirm Request'. The current step is '3. Select Delivery Address'. The 'Delivery Information' section has a heading '(1) Update Delivery Location (update as needed):' and a note 'All fields marked (*) are mandatory'. The form includes fields for Region (NA), Country (USA), Company (CORDIS), Site (MIAMILAKES), Cost Center (S1500), Street, City, Building, Floor, Room, Comp Tag, Comp Ser, Tel Jack, and Net Jack. Below this is a section '(2) Use updated address for:' with an 'ALL ITEMS' button. An alternative option is 'OR Use update address for item selected below:' with a table of service items. The table has columns: Service Item, Recipient Name, Company, Site, Building, Floor, AddLine, Address Infor..., and Room. One row is highlighted: CORDIS NEW JDE USER, AIDA NAVAR, CORDIS, MIAMILAKES, Yes. Below the table is a section '(3) Use delivery on:' with a 'SELECTED ITEMS' button. A note states 'The estimated completion of this request is: 9 day(s) after all required approvals are rece'. At the bottom are buttons for 'SAVE AS DRAFT', 'CANCEL', 'BACK', and 'NEXT'.

5 - The ticket will be assigned to the User's Manager in order to approve it.

6 - The security group receives the ticket, verify the training and if it is correct apply the change requested. If not, will contact the user asking to complete it.

SERVICE REQUEST MANAGEMENT

C - CREATE / MODIFY A ROLE

1 - Repet steps 1 to 6 from [A - NEW JDE ACCOUNT](#).

2 - Select the **CORDIS CREATE xxxx / CORDIS MODIFY xxxx** from the Service Items List and drop it into the Service item.

The screenshot displays the SRM Home Page in Microsoft Internet Explorer. The browser title is "SRM Home Page (New) - Microsoft Internet Explorer provided by Network & Computing Services". The address bar shows the URL: <https://ncsprd05.nj.com/brsys/forms/ncsprd05.nj.com/SRM%3ARequestShoppingCart/eng/?cached=7d0b9bd1>. The page header includes the "INFORMATION TECHNOLOGY" logo and the title "SERVICE REQUEST MANAGEMENT". The user is logged in as "JEDR08 CASINI" with a "Service Request ID: SRBAGPMA" and a "Created Date: 4/29/2005".

The main content area is divided into four steps: "1. Select Recipient", "2. Select Items", "3. Select Delivery Address", and "4. Confirm Request". The "2. Select Items" step is active. The recipient information is: "Recipient Name: AIDA NAVAPRO", "Region NA", "Site MIAMLAKES", "Country USA", and "Company CORDIS".

The "Service Items List" is highlighted with a red box and contains the following items:

- CORDIS MODIFY B/WI ROLE
- CORDIS MODIFY DISTRIBUTION & LOGISTICS
- CORDIS MODIFY FINANCE ROLE
- CORDIS MODIFY OPERATIONS ROLE
- CORDIS MODIFY PURCHASING/PROCUREMENT
- CORDIS MODIFY SUPPORT/AT/OTHER ROLE
- CORDIS NEW B/WI ROLE
- CORDIS NEW DISTRIBUTION & LOGISTICS R
- CORDIS NEW FINANCE ROLE
- CORDIS NEW OPERATIONS ROLE
- CORDIS NEW PURCHASING/PROCUREMENT
- CORDIS NEW SUPPORT/AT/OTHER ROLE

The "Shopping Cart" section is empty. The "Comments/Project Goal & Description" field is also empty. The page includes navigation buttons: "SAVE AS DRAFT", "CANCEL", "BACK", and "NEXT". The footer shows the URL "ncsprd05.nj.com" and a "Trusted sites" icon.

SERVICE REQUEST MANAGEMENT

3 - A questions list will be opened in order to complete the New User access. **IT IS IMPORTANT TO DETAILED THE CHANGE TO BE APPLIED.**

QUESTIONS:

1. How does the submitter going to know the role number in question?

The 5 service items should appear as:

1. Modify +09 User/System Roles (Finance)
2. Modify +20 User/System Roles (BWI)
3. Modify +30 User/System Roles (Operations)
4. Modify +41 User/System Roles (Dist & Logistics)
5. Modify +43 User/System Roles (Purchasing/ Procurement)

2. How is the submitter going to find the role number if he/she doesn't know it right off hand? Depending on which service item is chosen, the user will have ability to choose all roles beginning w/ +09, +20, +41, etc.

3. Should the first level manager be providing approval prior to the role approver? No, Manager's approval not needed in this process.

The screenshot shows a web browser window with the URL 'SRMSRM24:Question&Answer (ncspr05.na.inj.com)'. The page title is 'SERVICE REQUEST MANAGEMENT'. The header includes the 'INFORMATION TECHNOLOGY' logo and the text 'SERVICE REQUEST MANAGEMENT'. Below the header, the recipient's name is 'AIDA NAVARRO' and the creation date is '4-Apr-2008'. The service request ID is 'SRNASRM-0421385'. The service item is 'CORDIS MODIFY FINANCE ROLE'. The interface displays a table with four questions and their corresponding answers and comments.

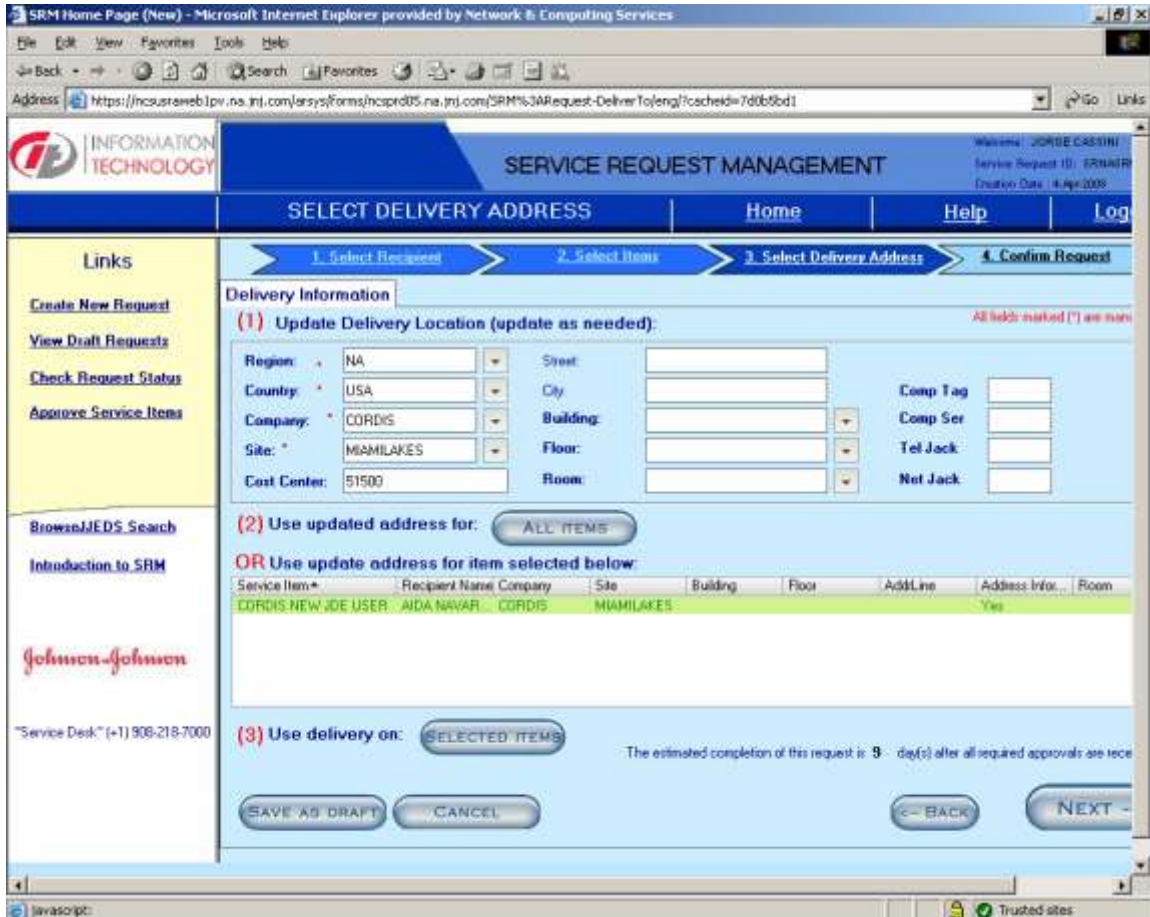
No.	Questions	Answers	Comm
1	Please select the User System Role that needs to be modified from the list	<input type="text"/>	Mand
2	Detail the requested User System Role changes.	<input type="text"/>	Mand
3	Detail the requested SE changes.	<input type="text"/>	Mand
4	Comments.	<input type="text"/>	Optio

At the bottom of the page, it says 'You are in Page 1 Of 1' and there is a 'SAVE & CLOSE' button.

4 - When a SE Role has to be created or Modified, a **PY screenshot has to be sent to the security group** in order to attached it into the ticket.

SERVICE REQUEST MANAGEMENT

5 - Complete the info and click  to confirm the request.



6 - There are five different service items, denoted by User System Role #, each of which would be routed to its specific approver, who are the Core Team Leads

This is the Approvers list:

- +09 - Chris Garcia (WWID: 119249)
- +20 - Joey Lao (WWID: 194396)
- +30 - Ricky Montoto (WWID: 118868)
- +41 - Scott Shore (WWID: 117697)
- +43 - Abbey Kramarz (WWID: 116568)
- Other - Chuck Yribarren (WWID: 118420)

7 - Once the ticket is approved, the Security group will receive it and if there is no conflicts, will create it.

SERVICE REQUEST MANAGEMENT