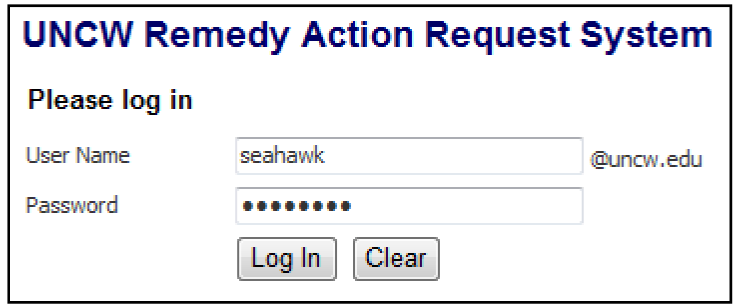
ITSD Project Request Application

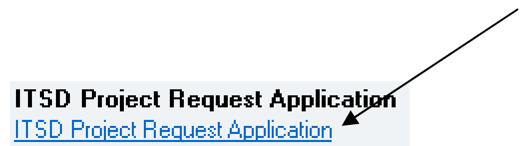
To access the application, login to Remedy via

http://remedy.uncw.edu/

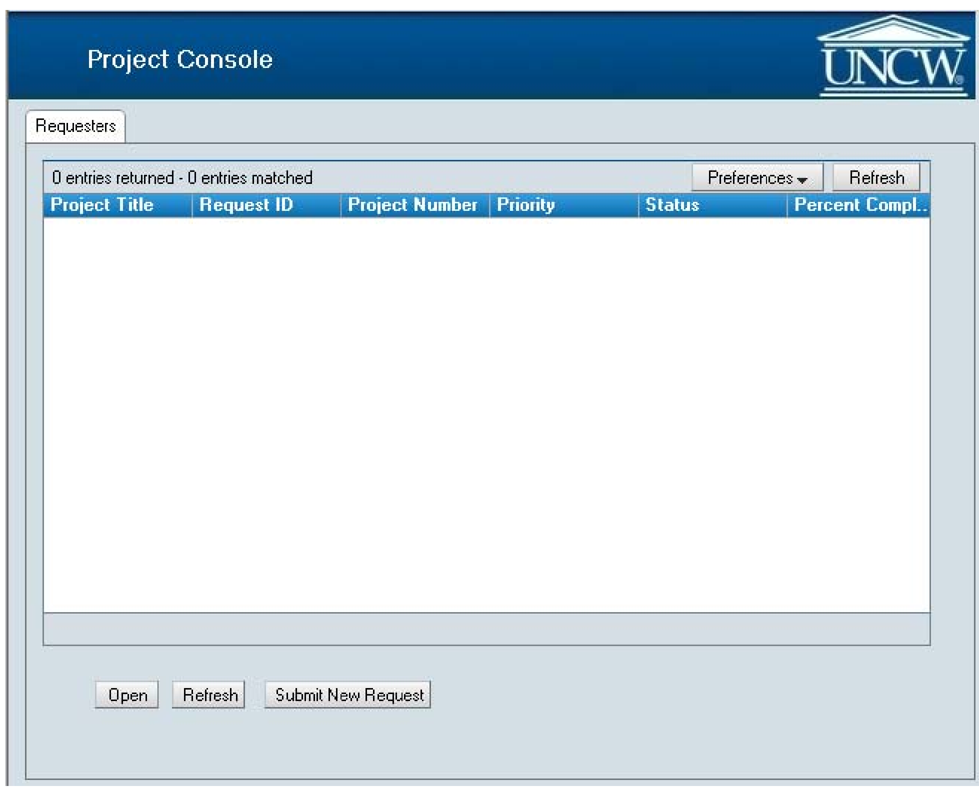
(Use your UNCW e-mail username and password to login)



The link to the project request console will be on the left side of the screen under the “ITSD Project Request Application” heading.

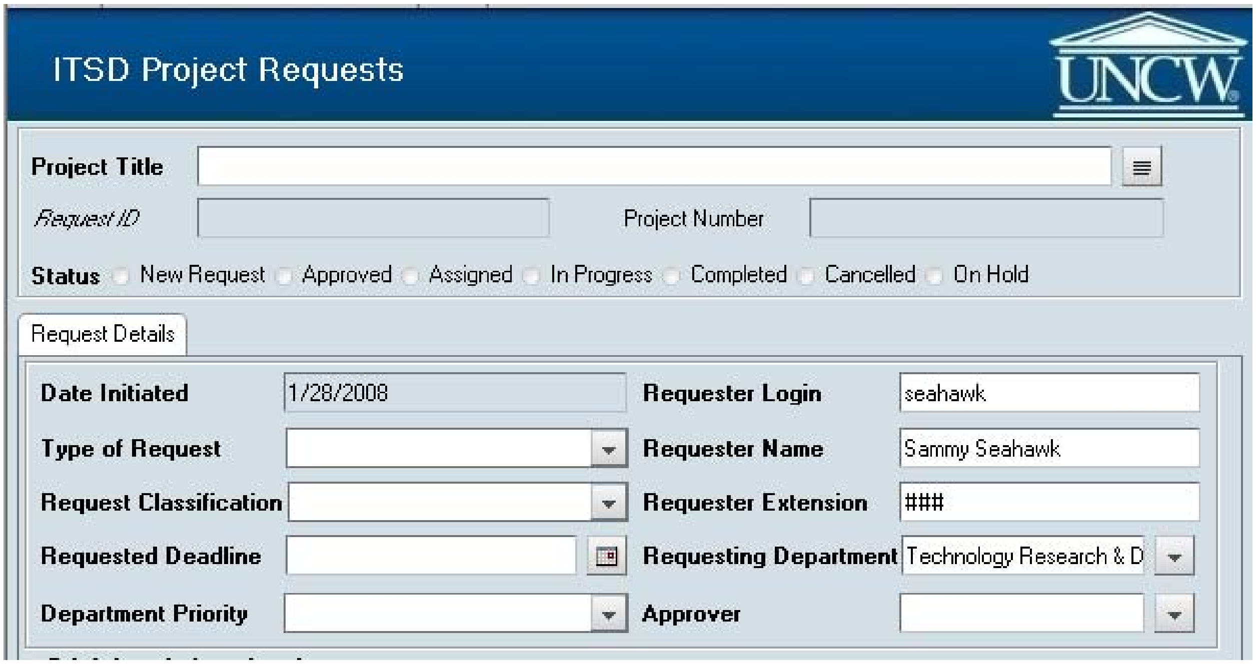


After clicking the link to access the application you will see the requester console. Here you will see any requests that you have entered or requests where you have been designated as the approver.



To Enter a New Request

To enter a new request, click the *Submit New Request* button.

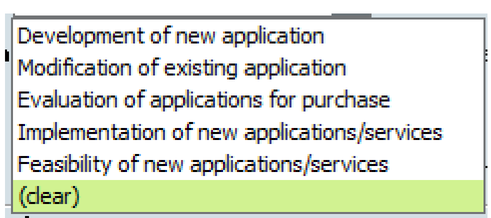


A new page will load with a blank project request.
NOTE: The *Date Initiated, Requester Login, Name, Extension and Department* have been filled in automatically.

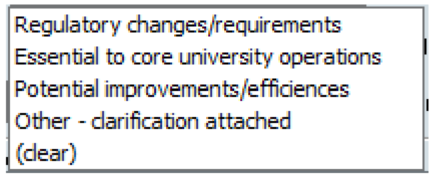
To begin submitting a request:

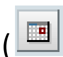
1) Enter a title for the project. The request ID will be generated after the request has been submitted and the project number will be generated after ITSD has accepted the request.

2) Next, select the type of request that you are submitting.



3) Then, select the classification of the request.



4) Click the calendar icon () next to the requested deadline field and select a date.

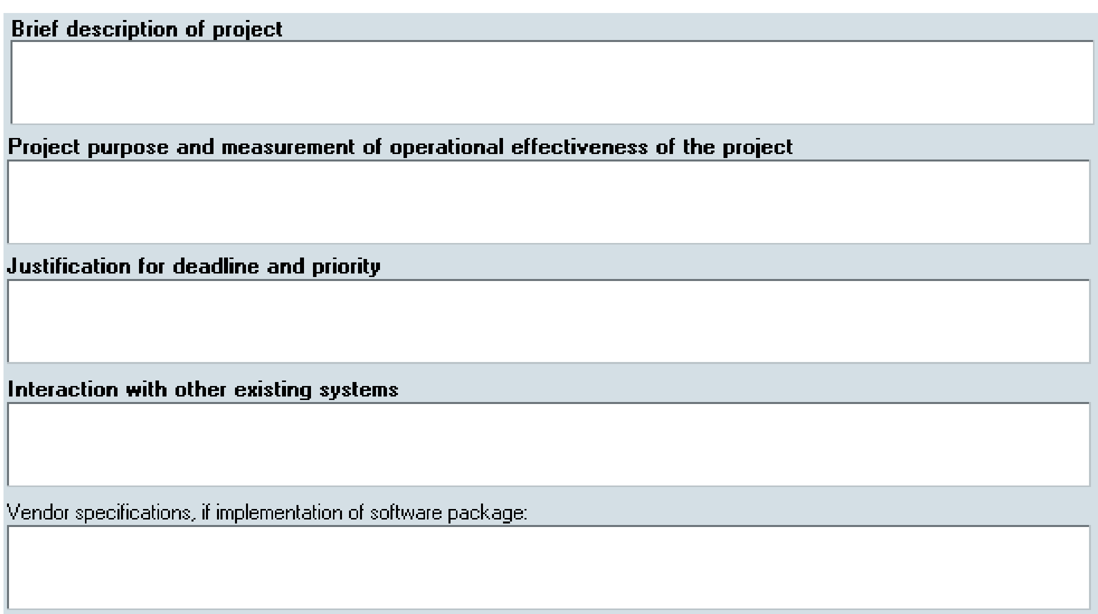
5) From the department priority menu, select the importance of the project relative to your department.

6) Lastly, from the *Approver* menu, select the individual from your department that is designated as the approver for new project requests.

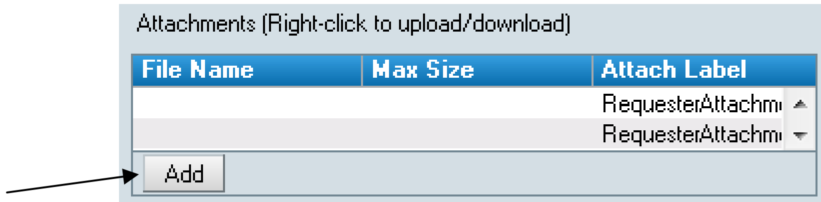
7) In the bottom half of the page you will provide the details of the request.

   a. In the first field, provide a brief description of the project you are requesting.
   b. In the second field, explain the purpose of the project and its operational effectiveness.
   c. In the third field, provide details for the deadline and priority you had provided.
   d. In the fourth field, describe any interactions with existing systems this request may imply.

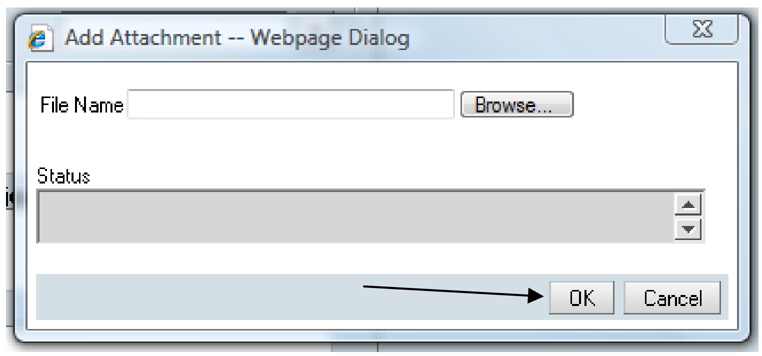
   NOTE: The last field, *Vendor specifications*, is not required but should be filled in if the request relates to a vendor application.



8) The last area of the page will allow you to attach documents (Word documents, PDFs, etc) to the request. To do this, click the “Add” button underneath the attachment area.

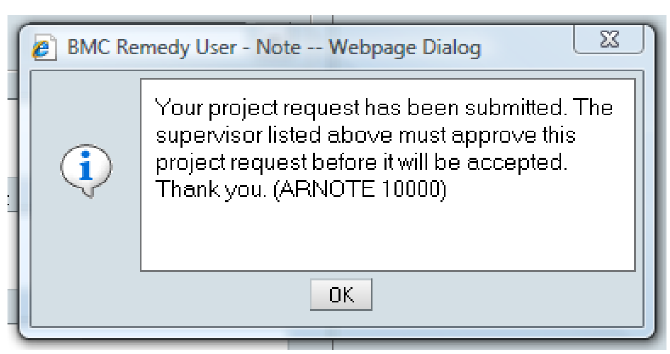


9) A new window will appear. Here you can click the browse button to select a file and then click the *OK* button to upload the file.



10) When you have completed the request and are ready to submit it, click the “Save” button.

11) After you have successfully submitted the request, you will receive a message.



NOTE: At this point, the individual set as the approver must approve the request before it will be reviewed.

To Approve a Request

After logging in you will see any request you have submitted or that requires your approval in the *Requesters* tab. Select the project you wish to approve and click the *Open* button.

Review the request and ensure that it meets your department's specifications and contains all the appropriate information. At this point the approver can make changes to the request. After it has been approved, however, neither the requester nor approver can make changes to the request. When you are satisfied with the request, click the *Approve Request* button to submit it.

NOTE: When you approve the request, you are designating the requester as the liaison for the project. The requester will also be responsible for testing and approving the final move to production.

Project Review

Once the project request has been received and a team begins working on your request, you may receive e-mail updates about the request. When the project is ready for your sign-off, you will receive an e-mail containing a link to the request for approval. Just follow the link and click the *Approve Testing & Move to Production* button at the bottom of the form to sign-off.