

GOIZUETA TECHNOLOGY SERVICES

Event or Classroom Support Request Form: Staff/Faculty Guide

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What is it?

The Event or Classroom Support Request form is where faculty and staff will request assistance for events and classes. Once a user has filled out all the required fields and has placed the order, items in Service-Now will be automatically created and assigned to the proper groups so that the Goizueta Technology Services department can address the individual needs of each class or event.

We are asking that faculty and staff request assistance in this way instead of emailing individual people or emailing us at gbsithelp@emory.edu. With this form, we as a department will know what your exact needs are ahead of time and avoid as much miscommunication as possible. There are also a number of features that allow our department to collaborate internally and well as track events going on throughout the school to improve our workflow. If anyone would like more information about these internal improvements, please contact us and we'd be happy to answer any questions.

Please request support as soon as possible. If we are notified less than 2 business days before the class or event, we cannot guarantee support. However, we understand that opportunities can unexpectedly pop up at the last minute. If there is a last minute request or change, the best way to get a hold of us is to call us directly or visit us and will do our best to accommodate your needs.

Our contact information:

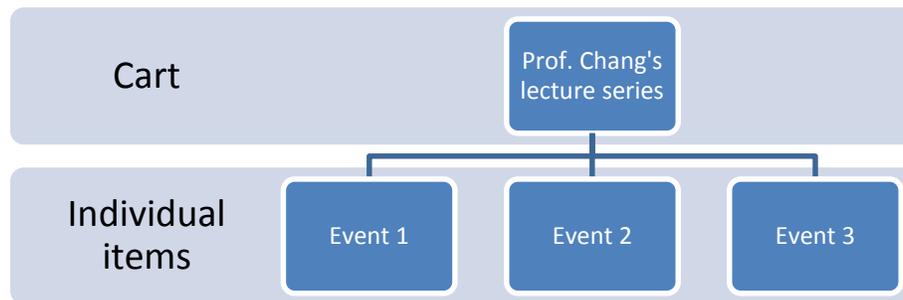
Phone: (404) 727-0581

Location: Suite 432

How does it work?

Here's an example of how this form would be used:

Professor Chang is hosting a guest speaker lecture series with three separate events. He or his area admin would fill out the form three times (adding each completed form as an item to the cart) then submit the order.



The Amazon.com equivalent would be preparing for a family ski trip and putting a jacket, gloves, mittens, and wool socks into a single cart before ordering. For a different trip, you would have a separate cart with different items.

We want to organize these requests so that each cart is one series or one group of related events. For instance, a particular conference or competition will be put in one cart but may have a dozen individual events that take place at different locations and times. A separate or unrelated event needs to be submitted in a different cart. Once you submit the order, you will receive a confirmation email. The cart will be given a request number (in the form REQ#####) and each individual class/event will be given a request item number (in the form RITM#####).

If there are any changes to the event or your technology needs after you have submitted this form, please call us at (404) 727-0581 or visit us in Suite 431 and talk to us directly. Do not email us again at gbsithelp@emory.edu or wait to tell us on the day of the event. Let us know you have already submitted the Event or Classroom Support Request Form and we will do our best to accommodate you.

Here is an example of the confirmation email you will receive:

Thu 1/9/2014 12:21 PM
IT Service Management System <emory@service-now.com>
SUBMITTED: Request REQ22834 has been submitted

To: [REDACTED] Chang, Jeremy

Dear [REDACTED]

Your request **REQ22834** has been received and the following item(s) has been requested:
Requested Items:

1 Event or Classroom Support Request (RITM23770), **Estimated Due Date:** 01/11/2014, **Price:** \$0.00
Item Detail: WEMBA 14 class Goizueta Business School W100 2014-01-11 09:00 AM
1 Event or Classroom Support Request (RITM23771), **Estimated Due Date:** 01/07/2014, **Price:** \$0.00
Item Detail: WEMBA 14 class Goizueta Business School W300 2014-01-07 06:30 PM

Special Instructions:

We ask that you do not reply to this email. You can contact either the Service Desk at 404-727-7777 or your local support representative to update or request any information about your request.

Click here to view request: [REQ22834](#)

Filling out the form

To fill out the form, the quickest way is to click [here](#) and log in with your Emory username and password. We highly recommend that you bookmark this page for future use. Alternatively, go to www.help.emory.edu, log in with your Emory username and password, click **Order Things**, then click **Event or Classroom Support Request**.

The screenshot shows the Emory University IT Service Management website. The top navigation bar includes 'HOME', 'ORDER THINGS', and 'HOW DO I?'. The 'ORDER THINGS' section is highlighted with a red box and contains the text 'Order Things' and 'Browse the request catalog' with a sub-link 'Place an order'. The 'HOW DO I?' section is titled 'Search the Knowledge Base' and lists 'Common Answers', 'Highest Rated', 'Most Read', and 'Today's News'.

The second screenshot shows the 'Service Request Catalog' with a search bar and a list of categories. The 'Room and Space Technology Support' category is highlighted with a red box and contains the link 'Event or Classroom Support Request'.

Category	Request Type
Academic Course Delivery and Support	Blackboard: Organization Site Request
	ScholarBlogs: Creation Request
	iTunes U: Public Collection Request
Business Information Management	Business Intelligence: OBIEE Code Migration
	Campus Financial Report: PSoft-Compass/BI/FORS
Paging and Notification	Paging: Amcom Mobile Connect Request
	Paging: New Request for Paging Service
	Paging: Reassignment or Deactivation of Pager
Room and Space Technology Support	Event or Classroom Support Request
	ENS: Video Conferance Request

Both of these methods (going through the direct link or through help.emory.edu) will bring you to the form:

← Catalog Item - Event or Classroom Support Request

Event Support for GBS, College, SPH, Woodruff library, and Yerkes supported venues

Events are activities (e.g. lecture, guest speaker, recognition ceremony, etc.) for students, faculty, or staff, that require assistance from the local support group. Your event location will route the request to the appropriate support team.

All requests must be submitted at least 2 business days prior to the start of the event.

We cannot guarantee on-hand staff/support with less than 2 business days notice.

[Click Here To Add an Attachment](#)

Knowledge Article

[More information](#)

KB03438

Select the venue your event is located at:

Select One

Room your event is booked in (e.g. GBS 500, W525)

[More Information](#)

Sponsor NetID (must be faculty/staff)

Event title

Start time

End time

What are your technology requirements?

Hands-on support
 Lectern - All equipment
 Microphones
 Network login access
 Video recording
 Video streaming - Live
 Video/Telephone conferencing

Notes/Comments

[More information](#)

Order this Item

Estimated Delivery Time 4 Days

[Order Now](#)

[Add to Cart](#)

Shopping Cart

1 Event or Classroom Support Request

[Edit Cart](#)

[Proceed to Checkout](#)

[Continue Shopping](#)

A few important notes: Under **Select the venue your event is located at**, select **Goizueta Business School** from the dropdown menu. This makes sure that the tickets created by this form are sent to Goizueta Technology Services and not another department within the university. The sponsor is the staff/faculty member who is in charge of the event. Items marked with red lines are mandatory for this form.

Select the venue your event is located at:
 Goizueta Business School ▼

Room your event is booked in (e.g. GBS 500, W525)
 ▶ More Information

Sponsor NetID (must be faculty/staff) 🔍

Event title

Start time 📅

End time 📅

For **Start time** and **End time**, set the date and time by clicking on the calendar icon. In the window that pops up, select the date on the calendar and type in the time at the bottom. Click the green checkmark button to set the time and date.

Start time 📅

End time 📅

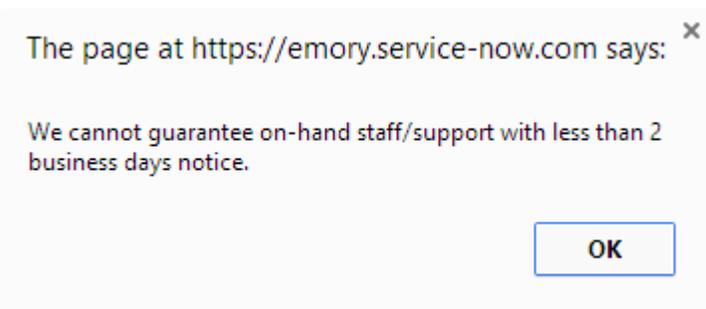
October 2013

S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Go to Today

Note: Time: 03:28 PM

NOTE: This form must be submitted at least two full business days prior to the start of the event. If you try to fill out this form during that time, you will receive the following pop up and then will have to pick another date.



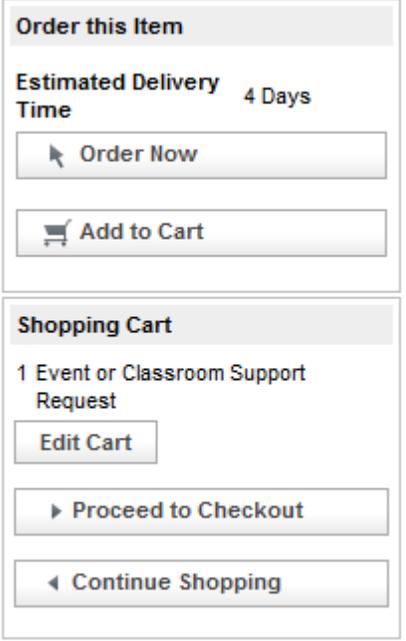
All the items listed under **What are your technology requirements** except for the following bring out additional fields for you to add important information based on your technology needs for the event:

- Lectern – All equipment
- Microphones
- Network login access

To order an item, you have two options in the upper right corner of the form: **Order Now** and **Add to Cart**.

Order Now adds the completed form to your cart and takes you to the checkout page.

Add to Cart adds the completed form to your cart and keeps you at the current page. It not make any changes to the form.



The screenshot shows two distinct sections of a web interface. The top section, titled "Order this Item", displays "Estimated Delivery Time 4 Days" and contains two buttons: "Order Now" (with a mouse cursor icon) and "Add to Cart" (with a shopping cart icon). The bottom section, titled "Shopping Cart", shows "1 Event or Classroom Support Request" and contains three buttons: "Edit Cart", "Proceed to Checkout" (with a right-pointing arrow), and "Continue Shopping" (with a left-pointing arrow).

Using the **Add to Cart** button is a good way to add similar items to the cart without filling out the form from scratch. For example, if there are a series of classes that need to be recorded in the same room, a user can fill out the form, hit **Add to Cart**, change the date/time, then hit **Add to Cart** again.

Edit Cart will allow you to make changes to items in the shopping cart as well as delete items.

Proceed to Checkout will take you to the checkout page and **Continue Shopping** will take you back to the Service Catalog in Service-Now.

Look over the checkout page below:

← Shopping Cart

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

	Item	Estimated Delivery Time	Price (ea.)	Quantity	Total
Delete	▶ Event or Classroom Support Request - Event Support for GBS, College, SPH, Woodruff library, and Yerkes supported venues	4 Days	\$0.00	1	\$0.00
Delete	▶ Event or Classroom Support Request - Event Support for GBS, College, SPH, Woodruff library, and Yerkes supported venues	4 Days	\$0.00	1	\$0.00
Total:					\$0.00

If this request is for someone other than yourself please provide detailed information in the fields provided below.

Requested for:

Location information:

Special instructions: Add attachment...

Back to Catalog
Submit Order

There are a few important details to point out:

- Each event is listed as a separate item.
- The cost of each event is \$0.00. Almost all of our support is free for our staff and faculty, but if there needs to be a cost associated with this event it will be negotiated after the tickets are created.
- The user under **Requested for** is essentially the customer and that person will receive emails regarding the status of the request. This is also the person we will contact if we have any questions or updates. In some cases, this may be different than the sponsor of the event. For instance, the sponsor may be a professor but an area admin may put him/herself in the **Requested for** field since he/she is the one coordinating all of the arrangements.

Click **Submit Order** to complete the order and create the request.

FAQ

I am not sure if I am filling this out correctly, who can help me with this?

Give GTS a call at (404) 727-0581 or visit us in suite 432 and we'd be happy to help. The sooner we can get people proficient in using this tool the smoother it will be for all parties.

The person who is running the event is not an Emory staff or faculty member. Who should I put down as the sponsor?

The sponsor needs to be someone within the university who agrees to take responsibility for the event. This may be a professor or program member who has arranged for a guest speaker or a group to use our facilities or work with our community. If you are not sure who the sponsor should be, find out which staff or faculty made arrangements for this event then ask them if they are willing to be the sponsor.

I have a last minute request or need to change details of a request I've already submitted. How do I make sure my event is taken care of?

We cannot guarantee that we will be able to meet the needs of last minute requests and changes but we will do our best to accommodate your event. Your best chance is to contact us directly by calling or visiting us. If we are not in the office or unavailable, leave a voicemail or email us at gbsithelp@emory.edu and try to call or visit us later on to confirm that we have your details.

I am not sure what my technology requirements are. What should I do?

If you're not sure, fill out the form well ahead of time and, in Notes/Comments section at the bottom of the form, let us know that you are not exactly sure what your technology needs are. This will give us time to contact you and consult with you so we can work out the details. At very least, we need to be aware that the needs of the event may be more than what is in the form.

Why is the estimated delivery time 4 days?

This form is built into the Service Request Catalog, a platform meant for ordering goods and services. This required us to put a number in that field as well as associate a dollar amount with the service (in this case, \$0.00). The actual delivery time for support will depend on when the event starts and ends as well as any follow up that needs to happen and will vary from case to case.

Are students and student workers allowed to use this form?

This form is meant only for staff and faculty. We will close the ticket and ask the student to have a staff or faculty member to submit this form if we notice that:

- 1) A student submitted the form.
- 2) A student is listed as the sponsor.
- 3) A student is listed in the Requested For field at the end of the order.