
Completing the Remedy Enterprise Service Request Form

Part A: Agency Information

- Submitting Agency - Enter the acronym for your agency
- Agency Tracking Number – If the approval for this request results from an existing internal agency tracking system, enter the applicable systems assigned reference number
- Fiscal Year – Enter the four-digit year (YYYY) to which this request applies
- Date Submitted to CMS – Enter the date (MM/DD/YYYY) that this form is sent to the BCCS Service Desk
- Requested Completion Date - Enter the date (MM/DD/YYYY) that the required request should be completed
- Urgency Field - Enter the level of importance of this request. Your selection should be based on risk and impact to the affected business unit. Please use the following as a reference guide when completing this item
 - ✓ *Low* – The ESR is desirable but can wait until a convenient time. The “Requested Completion Date” should be several weeks from the “Date Submitted to CMS”
 - ✓ *Medium* – The ESR has no great urgency or major impact, but should not be deferred. This level of urgency should be used as the “default” for normal or routine service requests
 - ✓ *High* – The ESR has significant impact to the Agency or business unit and requires a shorter completion date window. This level of request is typically used when prior planning was not possible or the service request has a higher visibility within the organization
 - ✓ *Urgent* – An immediate response is required to support essential services for the Agency or business unit. Failure to complete the ESR in an expeditious manner will generally impact multiple users and/or applications. The Agency believes the service request is more important than previously submitted ones. A brief justification statement in the service details stating the urgent designation is preferred
- Approved By – This field does **NOT** require a signature. Instead, please enter the first and last name of the person at the Agency that has approved the performance of this service
- Date Approved – Enter the date (MM/DD/YYYY) that was approved within the agency
- Task Coordinator Name – Enter the first and last name of the person at the requester’s agency that will be coordinating the activities required to complete this task
- Task Coordinator Phone – Enter the phone number (###-###-####) of the Task Contact Person defined above

Part B: Request for Information

- Last Name
- First Name
- Middle Initial
- Email Address
- Phone Number (include area code and extension if needed)
- Street Address
- City
- State
- Zip Code
- Manager’s Name and Phone Number (include area code and extension if needed)
- Notes/Justification – Enter justification for the requesting user’s role in Remedy

Completing the Remedy Enterprise Service Request Form (continued)

Part C: Access Information

- Request Type – Select the request type that applies (Check One Box)
 - ✓ New User
 - ✓ Change User’s Access – Provide Remedy User Name
 - ✓ Remove User’s Access – Provide Remedy User Name
- User Role Descriptions
 - ✓ Service Monitor (**Read Permission**) – An individual who will only have the ability to view Incidents, Service Requests, Change Requests or Assets (BCCS Hardware or Software) based on user justification
 - ✓ Support Staff (**Modify Permission**) – An individual who will have the ability to update Incidents, Service Requests, Change Requests or Assets (BCCS Hardware or Software) based on user justification
- Application Access – Select what type of Application Access for the requesting user and what type of permission is needed (Read or Modify as described above)
 - ✓ Help Desk (Incidents)
 - ✓ Change (ESR & RFC)
 - ✓ Asset (BCCS Hardware or Software)
- Support Group Manager – Select Yes or No (Only required for RFC’s Approver)
- Remedy Group Names(s) – Enter all the Remedy Groups that will be associated to the requesting user

NOTE: It is recommended to access the Remedy System through the web at <http://itsm.illinois.gov>. The Desktop Client is available only upon request.

- Desktop Client Install – Select Yes or No if Remedy desktop client software needs to be installed
- PC Tag # - If ‘Yes’ is selected for the Desktop Client install must have the PC tag number listed

Part D: Procurement Access

- CMS Only – Provisioning (PRV) – Select which type of permission is needed for the requesting user
 - ✓ Read – ability to only view
 - ✓ Modify – ability to create/approve
- **PBC Requests - PBC access requests are only managed by the BOSSAP Call Center at 866-455-2897 or 217-557-5695.**