START Replacement

Workday@Yale

June 29, 2017
The START tool is being retired.

- Most START functionality will move to the new **IT Service Portal**, with some additional functions moving to other systems, such as Workday.

- The IT Service Portal will go live on **July 5**.
START requests that are moving to the new **IT Service Portal:**

- Cell Phones
- Email Alias
- Ethernet
- Express Shipping
- Generate PIN
- Legacy Data Warehouse (DWH)/Legacy Oracle EBS
- Legacy SciQuest
- Pagers
- Telephone, Sets, and Lines
- YaleConnect
# Request Submit & Approval Roles

<table>
<thead>
<tr>
<th>REQUEST TYPE</th>
<th>WHO CAN SUBMIT</th>
<th>WHO CAN APPROVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cells Phones / Pagers</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>Email Alias</td>
<td>Anyone with an active NetID and email associated to the NetID</td>
<td>Not required</td>
</tr>
<tr>
<td>Express Shipping</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>Generate PIN</td>
<td>All active M &amp; P, and C &amp; T’s</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Section HR Support Specialist (Med School)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Department HR Support Specialist</td>
</tr>
<tr>
<td>Legacy Oracle EBS/Data Warehouse</td>
<td>• Business Partner (Operations Manager)</td>
<td>Auto approved based on restriction on who has access to it</td>
</tr>
<tr>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
<td></td>
</tr>
<tr>
<td>Legacy SciQuest</td>
<td>• Business Partner (Operations Manager)</td>
<td>Auto approved based on restriction on who has access to it</td>
</tr>
<tr>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
<td></td>
</tr>
<tr>
<td>Telephone, Sets, and lines &amp; Ethernet</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>YaleConnect (Access request)</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
</tbody>
</table>
START requests that are no longer required as they will be part of the **new Workday role assignment process**:

- Disbursement Pending Approval
- Invoice Approval Worklist (IAW)
- START Procurement Vendor Setup Approver Worklist
- Requisition Pending Approval
- IExpense Worklist
START Retirement Crosswalk

Welcome to the START crosswalk page. Below is a listing of requests previously submitted through START, and where applicable, the link to the new request form within the IT Service Portal.

What’s New?
- It is no longer necessary to choose a request form based on who you are making the request for. The IT Service Portal forms allow you to submit requests for yourself or others, regardless of who the request is for.
- You may submit multiple user orders on one form.
- Departments are not called out in separate forms.
- To check the status of an IT Service Portal request, visit the My Tickets section of the IT Service Portal.
- IT Support Providers who received an email or request via email may contact the IT Service Desk for assistance.

Telephone Sets & Lines Request

Use this form to request, modify or move telephone sets or lines.

Requested By

Request Details
- Drawing For
  - Myself

For Reference, View the Telephone Service Page

- Telephone Request Type
  - Add
  - Change
  - Move
  - Delete

- Telephone Line Type
  - Note

- Is the current location an existing Yale building?
  - Yes
  - No

Effective Data

Charging Information

- EDA Type
  - Note

Special Instructions

Comments

Submit
START Retirement Crosswalk

Welcome to the START Crosswalk page. Below is a listing of requests previously submitted through START, and when applicable, the link to the new request form within the IT Service Portal.

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- You may submit multiple user orders on one form.
- Departments are not called out in separate forms.
- To check the status of an IT Service Portal request, visit the My Tickets section of the IT Service Portal.
- IT Support Providers with a Service Provider role may create a report showing request made by and for others. Contact the ITS Help Desk for assistance.
IT Service Portal Form Example

This section will display when the request initially displays. Additional fields will display based on selection made in the **Ordering For** field.

Additional fields may display based on field selections.
Dear [Name],

This email is to confirm your request for ITS support. A support provider will resolve this request or escalate it to the appropriate group for resolution. A short description of the original request is provided below.

These are the items in your request:
- Item Number: RITM0268399
- Requested For: [Redacted]
- Short Description: Use this form to request a PIN for another user.
- State: Open
- Approval: Requested

You can view the status of your ticket here, including any approvers: RITM0268399

Thank you.

Information Technology Services
Yale University
Email notification an approver receives when an IT Service Portal Request is submitted that requires approval

Yale Information Technology Services

Dear Mark Manton,

Your approval is requested on the below request:

**Short Description:** Use this form to request, modify or delete an User Account for the YaleConnect system.

**Business Service:** Communication and Collaboration > Email and Messaging > YaleConnect

**Category:** Add, Install, Move, Modify > YaleConnect

**Requested By:** Claire Savole (cl773)
**Ordering For:** Myself
**Supervisory Organization:** Campus Community Technologies – ITS Service Management (Luca, Mandi M)
**YaleConnect Request Type:** Add
**Requested Start Date:** 2017-08-29
**Comments:** test

[Click here to approve RITM0212643](#)
[Click here to reject RITM0212643](#)

[Click here to view Approval Request and the other approvers: LINK](#)
[Click here to view Requested Item: LINK](#)

Yale Information Technology Services
Yale University
Ticket Status Questions

What's New
- View the START Replacement Overview presentation which provides an overview of the new process.
- It is no longer necessary to choose a request form based on who you are making the request for. The IT Service Portal forms allow you to submit requests for yourself or others, regardless of who the request is for.
- You may submit multiple user orders on one form.
- Departments are not called out in separate forms.
- To check the status of an IT Service Portal request, visit the My Tickets section of the IT Service Portal.

1. Direct the client to the Start Retirement Crosswalk page.
2. Click My Tickets.
4. View ticket status in MY TICKETS

Yale IT Service Portal

Manage Your Tickets and Requests in the Yale IT Service Portal
Welcome to the future home of the IT Service Portal. The links above will help you manage requests.

START Crosswalk
Are you looking to fulfill a request previously located on START? Please reference the START Crosswalk page on It's Your Yale.

ITS Service Catalog
For a full list of services that can be requested through ITS, please refer to the Service Catalog on the ITS Website.
Training Material

• IT Service Portal Quick Guides
  ➢ Each Request Type
  ➢ Navigation
  ➢ Approval

• FAQs

• Web page references to START and Training Access Coordinator (TAC) will be updated.
Preparing for Go-Live

Cutoff Dates

• Last day to submit requests - June 26 @ 5:00 pm

• Last day to approve requests - June 29 @ 5:00 pm
Thank You

Workday@Yale