

16/03/2026

Resolver Quick Reference Guide



Portal Overview

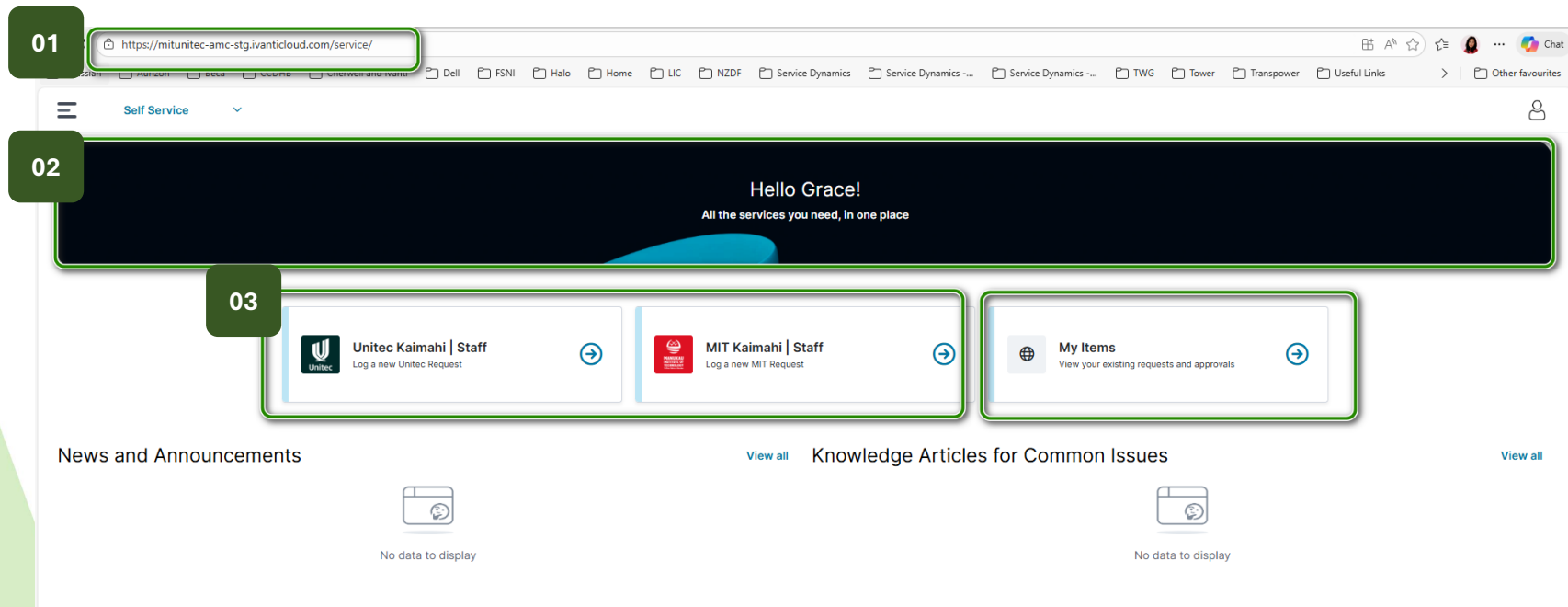
01 Type URL - <https://mitunitec-amc-stg.ivanticloud.com/>

NOTE: The screenshot shows staging URL.

02 Represents the welcome banner

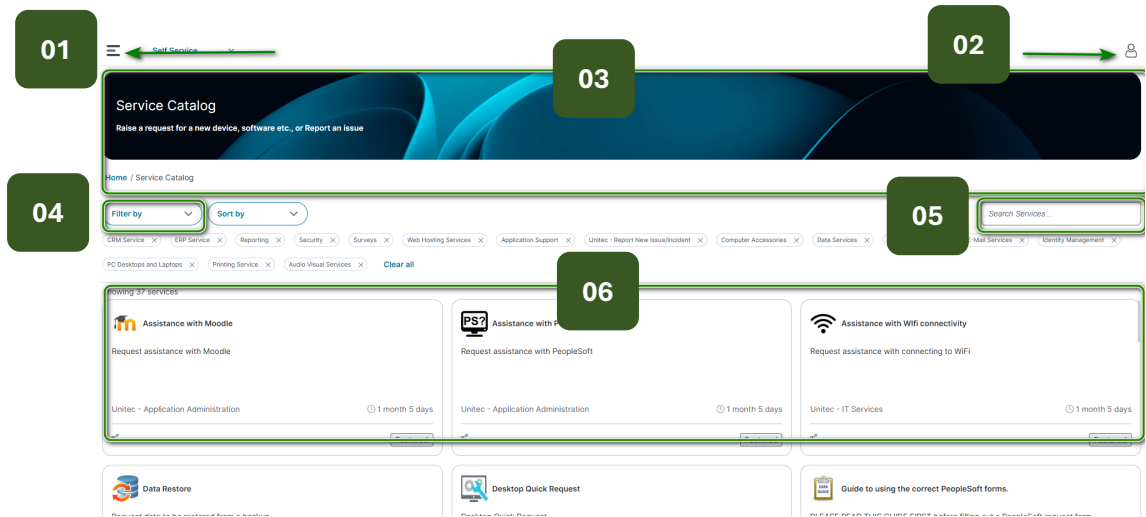
03 Represents the tile that directs to the catalog available for Unitec and MIT employees.

04 Provides the end customer the list of tickets they submitted for action of IT.



Navigating the Portal

A self-service portal available to both MIT and Unitec staff has been created to allow end customers to submit requests



01 Allows you to go back to the portal home page, or view your requested items

02 This is your profile icon

03 This is called the banner page

04 filter to use to navigate through the different catalog available

05 Search box – use this to type keywords for the catalog

06 Catalog tiles displaying based on the filter selected

Navigating the ticket view

- 01 Ticket title
- 02 Shows the status progress of the ticket
- 03 Allows the end customer to add notes to the ticket visible to the assigned support personnel
- 04 Shows the comments add or emails sent about the ticket.
- 05 Other ticket information

The screenshot shows a web interface for a ticket titled "#13403 : H: Drive Access Request". The interface includes a progress bar with stages: Draft, Submitted, In progress, Fulfilled, and Closed. There is a section for adding notes, a list of comments, and a "Request info" sidebar with details like request number, status, priority, and dates.

01 Ticket title

02 Shows the status progress of the ticket

03 Allows the end customer to add notes to the ticket visible to the assigned support personnel

04 Shows the comments add or emails sent about the ticket.

05 Other ticket information

Logging in to the backend view of ISM

01 Type URL - <https://mitunitec-amc.ivanticloud.com>

NOTE: The screenshot shows staging URL.

02 Login and select Service Desk Analyst Role

03 Click Submit

04 This will redirect you the resolver view of ISM

01 <https://mitunitec-amc-stg.ivanticloud.com>

02 Service Desk Analyst

03 Submit

04

Is UnRead	Incident	Priori...	Customer	VIP	Summary	Status	Progress	Location	Team	Ownr
	11336	5			Issue with frozen screen	Logged	<div style="width: 100%;"></div>		Unassigned	
	11321	3	Liam King-Turner		text	Logged	<div style="width: 100%;"></div>		MIT - Customer Servi...	
	11320	5			text	Logged	<div style="width: 100%;"></div>		Unassigned	
	11316	2	Lee Beardsley	👑	Test	Logged	<div style="width: 100%;"></div>		MIT - Property Servic...	

Navigating the backend of ISM

01 Resolvers Profile Icon – if you are given multiple roles, you can switch from one role to another using this

02 This is the page main menu

03 Logout button

04 Filter for dashboard selection

The screenshot shows the ivanti Neuron interface. At the top, a navigation bar contains 'HOME', 'SOCIAL BOARD', 'INCIDENT', 'SERVICE REQUEST', and 'MORE...'. A dropdown menu is open for 'Grace Lopez, Service Desk Analyst', showing options: 'Administrator', 'Change Manager', 'Self Service', and 'Service Desk Analyst'. A callout '01' points to this menu. Below the navigation bar, a filter dropdown is set to 'Customer Services Team (CNX) Dashboard', with callout '04' pointing to it. The main content area displays a table of 'UNASSIGNED SELF SERVICE INCIDENTS (32)'. The table has columns: 'Is UnRead', 'Incident', 'Priot...', 'Customer', 'VIP', 'Summary', 'Status', 'Progress', 'Location', and 'Owner'. The first row shows incident 11336 with priority 5 and status 'Logged'. A callout '03' points to a 'logout button' in the top right corner of the table area. The footer shows 'Page Size 10' and 'Page 1 of 4'.

Is UnRead	Incident	Priot...	Customer	VIP	Summary	Status	Progress	Location	Owner
	11336	5			Issue with frozen screen	Logged	<div style="width: 20%;"></div>		
	11321	3	Liam King-Turner		text	Logged	<div style="width: 20%;"></div>	MIT - Customer Servi...	
	11320	5			text	Logged	<div style="width: 20%;"></div>	Unassigned	
	11316	2	Lee Beardsley	👑	Test	Logged	<div style="width: 20%;"></div>	MIT - Property Servic...	

Navigating the backend of ISM (cont.)

01 The backend allows resolvers to view Incident, SR, Problem and Change records from the Main Menu.

02 The Watchlist section allows you to see pinned items and Recent Items viewed.

The screenshot displays the Ivanti Service Desk interface. At the top, a navigation bar includes 'HOME', 'SOCIAL BOARD', 'INCIDENT', 'SERVICE REQUEST', 'PROBLEM', 'CHANGE', 'CHANGE CALENDAR', 'SEARCH', and 'MORE...'. A user profile for 'Grace Lopez' is visible on the right. A 'WATCHLIST' button is highlighted in the top right corner.

The main content area is divided into two sections:

- SERVICE DESK - OPEN SRS (84)**: A table listing service requests with columns for Service Req., Summary, Status, Service Request Progress, Urgency, Customer, Location, VIP, Service, Team, Owner, and Price.

Service Req...	Summary	Status	Service Request Progress	Urgency	Customer	Location	VIP	Service	Team	Owner	Price
13414	MIT Onboarding - Izvetlana Gaviola	Waiting for ...	■■■■■	Low	Amit Bains	North Campus - NB ...		Identity and Ac...	MIT - Servic...	Amit Bains	0
13410	MIT Onboarding - Izvetlana Gaviola	Active	■■■■■	Low	Daniel Frethey	North Campus - NB ...		Identity and Ac...	MIT - Servic...	Self Service	0
13384	MIT Onboarding - Test Test	Active	■■■■■	Low	Lee Beardsley		👑	Identity and Ac...	MIT - Servic...	Self Service	0
13292	Signage Request	Submitted	■■■■■	Low	Grace Lopez			Building and M...	Service Desk		0
13291	Submit Completed Key Request Form	Submitted	■■■■■	Low	Grace Lopez			PCS Support	Service Desk		0
- OPEN TASKS (3)**: A table listing open tasks with columns for Task ID, Subject, Status, Task Progress, Team, Owner, Created On, and Modified On.

Task ID	Subject	Status	Task Progress	Team	Owner	Created On	Modified On
12198	Create new Employee	Accepted	■■■■■	Unassigned	Doug Casement	23/02/2026 ...	23/02/2026 ...
12196	TEST - Troubleshoot Faulty iPad	Waiting	■■■■■	Unassigned	Ivan Borota	23/02/2026 ...	23/02/2026 ...
12089	Release the mApp	Accepted	■■■■■	Unassigned	Ed Lin	12/02/2026 ...	20/02/2026 ...

On the right side, there is a 'Pinned Items' section with 'Change 10125 - test' and a 'Recent Items' section with several entries like 'Service Request 13311 - Temporary WiFi Request' and 'Change 10426 - Test Only - Grace Significant Change'. A 'WATCHLIST' button is also present in the top right corner of the interface.

Navigating the backend of ISM (cont.)

01 Click Home from the Main Menu

02 It will show widgets for Unassigned, Open Incidents, Open SRs, and Open Tasks

The screenshot displays the Ivanti Neuron dashboard interface. At the top, a navigation menu includes 'HOME', 'SOCIAL BOARD', 'INCIDENT', 'SERVICE REQUEST', 'PROBLEM', 'CHANGE', 'CHANGE CALENDAR', 'SEARCH', and 'MORE...'. The 'HOME' button is highlighted with a green circle and labeled '01'. Below the navigation, the dashboard is divided into three main sections, each with a table of data:

- UNASSIGNED SELF SERVICE INCIDENTS (32)**: A table with columns for 'Is UnRead', 'Incident', 'Priority', 'Customer', 'VIP', 'Summary', 'Status', 'Progress', 'Location', 'Team', 'Owner', 'Service', 'Category', 'Source', 'Created On', and 'Modified On'. It lists four incidents with details such as 'Issue with frozen screen' and 'Test'.
- OPEN INCIDENTS - SERVICE DESK (62)**: A table with the same columns as the first section. It lists four incidents, including 'Mobile phone issue' and 'Hello world'.
- SERVICE DESK - OPEN SRS (84)**: A table with columns for 'Service Req...', 'Summary', 'Status', 'Service Request Progress', 'Urgency', 'Customer', 'Location', 'VIP', 'Service', 'Team', 'Owner', 'Price', and 'Created On'. It lists two service requests, including 'MIT Onboarding - Izvetlana Gaviola'.

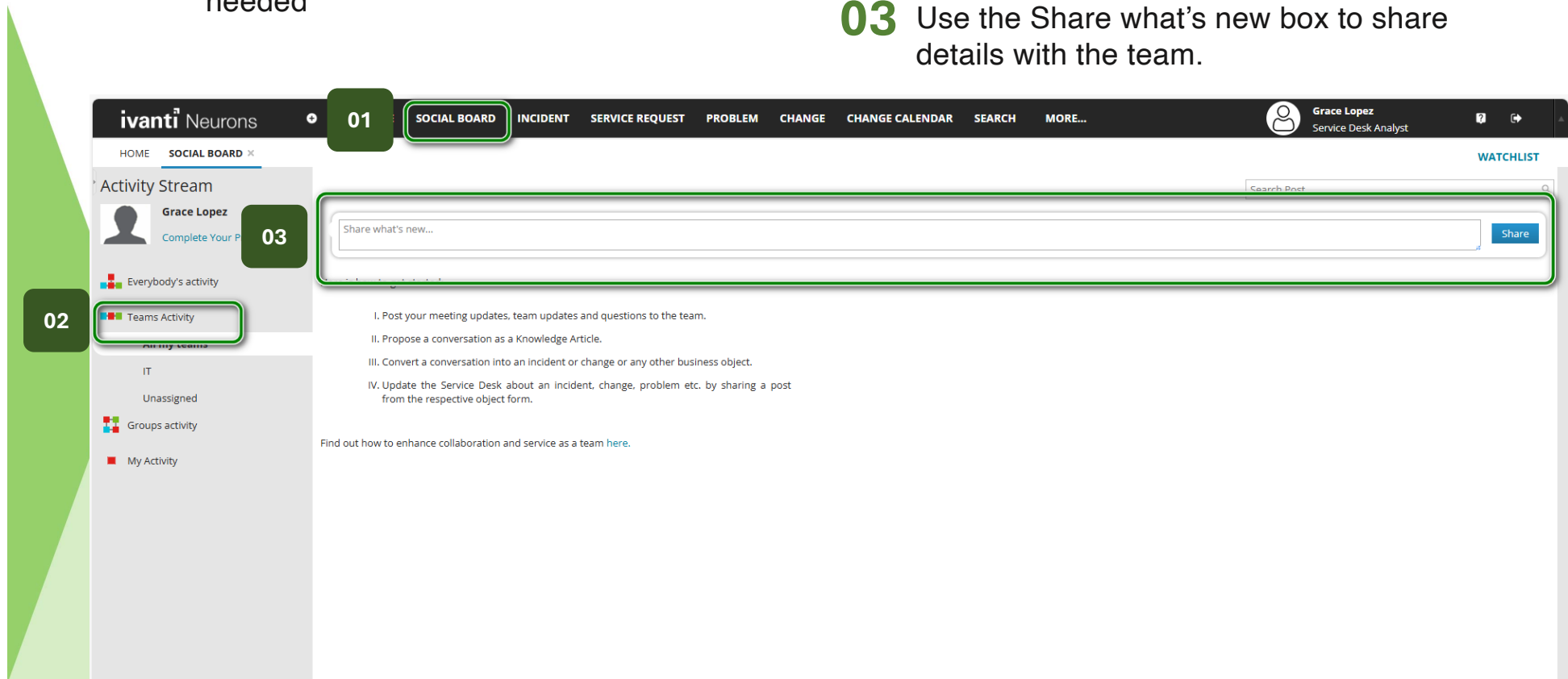
Each table includes a 'Page Size' dropdown set to 10 and pagination controls. The user's name 'Grace Lopez' and role 'Service Desk Analyst' are visible in the top right corner. A 'WATCHLIST' sidebar is also present on the right side of the dashboard.

Navigating the backend of ISM (cont.)

01 Click Social Board from the Main Menu. see this section to share posts to your team as needed

02 Click Teams Activity

03 Use the Share what's new box to share details with the team.



Navigating the backend of ISM (cont.)

- 01 Click Incident from the Main Menu.
- 02 This will display all open incidents and the buttons to create new, resolve, close and multisort tickets.

- 03 Represents the open pages a resolver has opened.

The screenshot shows the ivanti Neurons ISM backend interface. The navigation menu at the top includes 'HOME', 'SOCIAL BOARD', 'INCIDENT', 'SERVICE REQUEST', 'PROBLEM', 'CHANGE', 'CHANGE CALENDAR', 'SEARCH', and 'MORE...'. The 'INCIDENT' menu item is highlighted with a green callout box labeled '01'. Below the navigation menu, there is a search bar and a 'WATCHLIST' link. A yellow callout box labeled '03' points to the 'WATCHLIST' link. The main content area displays a table of incidents. The table has columns for 'Is UnRead', 'Incident', 'Prior...', 'Customer', 'VIP', 'Summary', 'Status', 'Progress', 'Location', 'Team', 'Owner', 'Service', 'Category', 'Source', 'Created On', and 'Modified On'. The table contains several rows of incident data. A green callout box labeled '02' points to the 'NEW', 'RESOLVE', 'CLOSE', and 'MULTISORT' buttons located above the table. A yellow callout box labeled '03' points to the 'WATCHLIST' link in the top right corner.

Is UnRead	Incident	Prior...	Customer	VIP	Summary	Status	Progress	Location	Team	Owner	Service	Category	Source	Created On	Modified On
	11335	5	Ivan Borota		TEST - iPad unable to connect to WIFI	Active	██████	Mt Albert	Unitec - Infrastructu...	Ivan Borota	Service Desk	Infrastructure	Phone	23/02/2026 12:58 PM	23/02/2026 1:01
	11334	4	Amit Bains		Mobile phone issue	Active	██████	North Campus...	MIT - Service Desk	Self Service	Communication ...	eMail	Phone	19/02/2026 5:03 PM	23/02/2026 7:40
	11332	4	Daniel Frethey		Mobile phone issue	Active	██████	North Campus...	MIT - Service Desk	Daniel Frethey	Communication ...	eMail	Phone	19/02/2026 12:59 PM	19/02/2026 1:05
	11331	4	Daniel Frethey		Mobile phone issue	Active	██████	North Campus...	MIT - Service Desk	Self Service	Communication ...	eMail	Phone	19/02/2026 12:58 PM	19/02/2026 12:5
	11329	4	Daniel Frethey		Mobile phone issue	Active	██████	North Campus...	MIT - Service Desk	Self Service	Communication ...	eMail	Phone	19/02/2026 12:31 PM	19/02/2026 12:3
	11296	4	Grace Lopez		Mobile phone issue	Active	██████		MIT - Service Desk	Self Service	Communication ...	eMail	Phone	13/02/2026 7:29 AM	13/02/2026 7:33
	11234	4	Grace Lopez		Wifi Not working	Active	██████		MIT - Service Desk	Self Service	Desktop Support	Connectivity	Phone	07/02/2026 10:15 PM	07/02/2026 10:1
	11229	5	Grace Lopez		Mobile phone issue	Active	██████		MIT - Service Desk	Self Service	Communication ...	eMail	Phone	07/02/2026 10:00 PM	07/02/2026 10:0
	10893	2	Phoeun Ban		MIT - 1118167 - MIT_M_MBIE Level 5 south side bottom of the door has come off on auto doors	Active	██████	North Campus...	MIT - Property Adm...	Rumyana Belcheva	Building and Ma...	Contracts	Phone	22/01/2026 10:21 AM	26/01/2026 11:0
	10890	3	Raul Siegers		MIT - 1118163 - Incident: 1118163 _NK113 serial : E215380203 issue: Printer is not connecting, Restarted the device, but it still shows as "no	Active	██████	North Campus...	MIT - Service Desk	Raul Siegers	Desktop Support	Connectivity	Phone	22/01/2026 10:21 AM	26/01/2026 11:0

Navigating the backend of ISM (cont.)

- 01 Click Service Request from the Main Menu.
- 02 Shows you all the active SRs. Make sure to use the filter on the upper left corner of favorite searches to make the search easy.

The screenshot shows the Ivanti Neurons Service Request interface. The top navigation bar includes 'HOME', 'SOCIAL BOARD', 'SERVICE REQUEST' (highlighted with a green box and labeled '01'), 'PROBLEM', 'CHANGE', 'CHANGE CALENDAR', 'SEARCH', and 'MORE...'. The user is logged in as 'Grace Lopez, Service Desk Analyst'. Below the navigation bar, the 'SERVICE REQUEST' page is displayed. A search bar at the top right contains the text 'Search for Service Request'. A dropdown menu on the left shows 'All' (labeled '02') and '100 of 847 search records'. The main content area is a table with the following columns: Service Req..., Summary, Status, Service Request Progress, Urgency, Customer, Location, VIP, Service, Team, Owner, Price, and Created On. The table contains several rows of service requests, including those for 'New or Returning Staff Onboarding', 'New and Loaner Computer Requests', 'IT Quick Requests', and 'Assistance with PeopleSoft'. The bottom of the page shows a 'Page Size' dropdown set to '100' and a pagination control showing 'Page 1 of 9'.

Service Req...	Summary	Status	Service Request Progress	Urgency	Customer	Location	VIP	Service	Team	Owner	Price	Created On
13423	New or Returning Staff Onboarding	Active	■■■■■	Low	Ivan Borota	Mt Albert		Service Desk	Unitec - Infr...	Ivan Borota	0	23/02/2026 2:54 PM
13422	New and Loaner Computer Requests	Closed	■■■■■	Low	Ivan Borota	Mt Albert		IT General Adm...	MIT - Servic...	Amit Bains	0	23/02/2026 2:30 PM
13419	IT Quick Requests	Active	■■■■■	Low	Stephen Prender...	Mt Albert		Service Desk	Unitec - IT	Stephen Pre...	0	20/02/2026 11:33 ...
13415	Assistance with PeopleSoft	Active	■■■■■	Low	PeopleSoft System	Mt Albert		Business Suppo...	Unitec - BSS...		250	20/02/2026 11:25 ...
13414	MIT Onboarding - Izvetlana Gaviola	Waiting for ...	■■■■■	Low	Amit Bains	North Campus - NB ...		Identity and Ac...	MIT - Servic...	Amit Bains	0	19/02/2026 5:28 PM
13413	Technology equipment request	Submitted	■■■■■	Low	Amit Bains	North Campus - NB ...		Help and Infor...	Unassigned		0	19/02/2026 4:58 PM
13412	IT Quick Requests	Active	■■■■■	Low	Daniel Frethey	Mt Albert		Service Desk	Unassigned	Kelsi Morrow	0	19/02/2026 2:03 PM
13411	New or Returning Staff Onboarding	Submitted	■■■■■	Low	Daniel Frethey	Mt Albert		Service Desk	Unassigned		0	19/02/2026 1:38 PM
13410	MIT Onboarding - Izvetlana Gaviola	Active	■■■■■	Low	Daniel Frethey	North Campus - NB ...		Identity and Ac...	MIT - Servic...	Self Service	0	19/02/2026 12:36 ...
13409	Technology equipment request	Submitted	■■■■■	Low	Daniel Frethey	North Campus - NB ...		Help and Infor...	Unassigned		0	19/02/2026 12:29 ...

Navigating the backend of ISM (cont.)

01 Click Change from the Main Menu.

02 Displays the active list of Changes in the system

03 You can also see the different buttons available to resolvers. *NOTE: Print Change is only available in production environment.*

ivanti Neurons

HOME SOCIAL BOARD INCIDENT SERVICE REQUEST **CHANGE** CHANGE CALENDAR SEARCH MORE...

Grace Lopez Service Desk Analyst

HOME CHANGE SAVED SEARCH: ACTIVE CHANGES

Changes (1-100 of 140 search records) Show Filters Clear Grid Column Filters

Search for Change

NEW CHANGE PIN IT MULTISORT RAPIDREPORT REFRESH PRINT CHANGE ACTION MENU

Change	Priority	Summary	Status	Organisation	Change Progress	Change Type	Owner	Category	CAB Due	Scheduled Start	Scheduled End
10469	3	TEST ONLY - Ricky	Logged		■■■■■■	Normal	David Vinzon			31/03/2026 12:00 AM	31/03/2026 3:00 PM
10468	3	Test only - Ricky	Pending TAB Approval		■■■■■■	Normal	Jamie MacGregor			15/05/2026 12:00 AM	16/05/2026 12:00 AM
10464	1	Test Emergency change	Logged		■■■■■■	Emergency	Yogesh Tailor			28/02/2026 12:00 AM	01/03/2026 2:00 AM
10462	3	Blarg.	Logged		■■■■■■	Normal	Andrew Powdrell			01/03/2026 12:00 AM	03/03/2026 12:00 AM
10461	3	TEST ONLY - Ivan Borota	Logged		■■■■■■	Emergency	Ivan Borota			02/03/2026 12:00 AM	02/03/2026 12:00 AM
10460	3	TEST ONLY - Ivan Borota	Scheduled		■■■■■■	Standard	Ivan Borota			27/02/2026 12:00 AM	27/02/2026 12:00 AM
10459	3	TEST ONLY - Ivan Borota	Pending TAB Approval		■■■■■■	Normal	Ivan Borota			26/02/2026 12:00 AM	26/02/2026 12:00 AM
10455	3	Test only Jahnvi	Logged		■■■■■■	Emergency	Ricky Oliver				
10453	-	testing normal change record template	Pending TAB Approval		■■■■■■	Normal	Inas Fraus			23/02/2026 11:50 PM	23/04/2026 12:00 AM

Page Size 100

Page 1 of 2

Navigating the Incident Ticket View

01 Open an incident. From the incident view, quick action buttons are available to a resolver.

02 Represents Ticket Title and SLA status of a ticket

03 Customer email is displayed with details from AD of the person who logged the ticket or selected as the customer.

04 Those marked with asterisks are mandatory fields to progress the ticket.

01 Open an incident. From the incident view, quick action buttons are available to a resolver.

02 Represents Ticket Title and SLA status of a ticket

03 Customer email is displayed with details from AD of the person who logged the ticket or selected as the customer.

04 Those marked with asterisks are mandatory fields to progress the ticket.

Navigating the Incident Ticket View

01 The Details Tab of an Incident shows the notes added to the ticket and available Attachments.

02 Task Tab shows the different tasks required to resolve the incident.

03 Quick actions available when working on a task

The screenshot displays the 'DETAILS' tab of an incident ticket. Callout 01 points to the 'Journal' section, which contains an outgoing email from 'Ivanti-ServiceDesk@unitec.ac.nz' to 'iborota@unitec.ac.nz' dated 28/02/2026 2:00 PM. Callout 02 points to the 'TASK (1)' tab, which shows a task with ID 12196, subject 'TEST - Troubleshoot Faulty iPad', status 'Waiting', and owner 'Ivan Borota'. Callout 03 points to the quick action bar above the task list, which includes buttons for 'New Task', 'Go to', 'Accept', 'Reject', 'Complete', 'Reassign', 'Waiting', 'Continue', and 'Cancel'. The task progress bar shows 25% completion.

Task ID	Subject	Status	Task Progress	Team	Owner	Created On	Modified On
12196	TEST - Troubleshoot Faulty iPad	Waiting	25%	Unassigned	Ivan Borota	23/02/2026 ...	23/02/2026 ...

Navigating an Service Request Ticket View

01 Quick Actions available to a resolver

02 SLA calculation of a ticket.

03 Parameter tab shows the details submitted by the requester from the portal.

04 Delivery Info of the ticket

The screenshot displays the Ivanti Neurons Service Request Ticket View for ticket 13423. The interface includes a navigation bar at the top with options like HOME, SOCIAL BOARD, INCIDENT, SERVICE REQUEST, PROBLEM, CHANGE, CHANGE CALENDAR, SEARCH, and MORE... The user is identified as Grace Lopez, Service Desk Analyst. The ticket is titled "Service Request: 13423 (Active)" and was created by Ivan Borota. The "CUSTOMER & OWNER" section shows the customer as Ivan Borota, reported by him, with a request name of "New or Returning Staff Onboarding" and a description of "Onboarding of new or returning staff member including equipment, accounts (logins), and workspace setup." The "PARAMETERS" tab is active, showing "NEW EMPLOYEE INFORMATION" with details such as Staff ID number (12345678), First Name (Jonathan), Last Name (Gray), Department (Information Technology), and Job Title (Prompt Engineer). The "DELIVERY INFO" section shows a delivery estimate of 4 days 23 hours 6 minutes. Callouts 01-04 highlight specific features: 01 (Save/Cancel/New buttons), 02 (SLA/Response and Fulfillment targets), 03 (Parameters tab and details), and 04 (Delivery Info section).

01 Quick Actions available to a resolver

02 SLA calculation of a ticket.

03 Parameter tab shows the details submitted by the requester from the portal.

04 Delivery Info of the ticket

Navigating an Service Request Ticket View

01 Use Details tab to add notes or attachment

02 Use the Approval tab to view the approvals required for the request..

03 Use task tab to create and monitor tasks required for the completion of the request.

Task ID	Subject	Status	Task Progress	Team	Owner	Created On	Modified On
12162	New loan computer	Comple...	■■■■■	Unitec - Ser...	Daniel Frethey	19/02/2026 ...	19/02/2026 ...

Submitting a Change Request

01 Click Change from the Main menu.

02 Click New Change. Select if it is Emergency, Normal or Standard Change

03 Populate the change details and fill out those mandatory fields marked with asterisks.

*** Make sure to fill-out the risk questions under the RISK LEVEL tab.**

The screenshot displays the Ivanti Neurons Change Management interface. The top navigation bar includes 'HOME', 'SOCIAL BOARD', 'INCIDENT', 'SERVICE REQUEST', 'CHANGE', 'CHANGE CALENDAR', 'SEARCH', and 'MORE...'. The 'CHANGE' menu item is highlighted with a green circle and labeled '01'. Below the navigation bar, the 'NEW CHANGE' button is highlighted with a green circle and labeled '02'. The main content area shows a table of change records with columns for Change ID, Priority, Summary, Status, Organisation, Change Progress, Change Type, and Owner. The table lists various changes, including 'TEST ONLY - Ricky', 'Test only - Ricky', 'Test Emergency change', 'Blarg.', 'TEST ONLY - Ivan Borota', 'TEST ONLY - Ivan Borota', 'TEST ONLY - Ivan Borota', 'Test only Jahnavi', 'testing normal change record template', 'testing the emergency change record template', and 'Test Change'. The 'testing the emergency change record template' entry is highlighted in red, indicating an emergency change.

The detailed view of a change record (Change: 10504 (Logged)) is shown on the right. The 'CUSTOMER & OWNER' section includes fields for Change Manager, Summary, and Implementation Risk. The 'DETAILS' tab is selected, showing fields for Submitted By, Location, Email, Phone, Manager, Implementer, Implementer Email, Start Date, End Date, and Project Reference. The 'Change Detail' section includes Summary, Description, Asset, Status, Type, Justification, and Implementation Risk. The 'RISK LEVEL' tab is highlighted with a green circle and labeled '03'. A red note indicates: 'Please fill out the implementation Risk on the "Risk Level" tab'.

Change	Priority	Summary	Status	Organisation	Change Progress	Change Type	Owner
10469	3	TEST ONLY - Ricky	Logged		██████████	Normal	Da
10468	3	Test only - Ricky	Pending TAB Approval		██████████	Normal	Jan
10464	1	Test Emergency change	Logged		██████████	Emergency	Yo
10462	3	Blarg.	Logged		██████████	Normal	An
10461	3	TEST ONLY - Ivan Borota	Logged		██████████	Emergency	Iva
10460	3	TEST ONLY - Ivan Borota	Scheduled		██████████	Standard	Iva
10459	3	TEST ONLY - Ivan Borota	Pending TAB Approval		██████████	Normal	Iva
10455	3	Test only Jahnavi	Logged		██████████	Emergency	Ric
10453	3	testing normal change record template	Pending TAB Approval		██████████	Normal	Jon
10451	1	testing the emergency change record template	Logged		██████████	Normal	Jon
10449	-	Test Change	Logged		██████████	Standard	

Selecting Implementer for a Change

01 Under the New Change form click Implementer Implementer Email box. Type the name of the implementer and click enter. This will show selection with their email address. Alternatively, you can use the magnifying glass to search

02 Additional options under the implementer box is available when you click the arrow button.

Use go to to know more information about the about the implementer

01

Submitted By* Grace Lopez
Location: Grace.Lopez@servicedynamics.co.nz
Email: Grace.Lopez@servicedynamics.co.nz
Phone:
Manager

Change Detail

Summary

Description

Asset LINK UNLINK

Implementer
Implementer Email
Start Date
End Date
Project Reference

Classification

Status* Logged
Type* Normal
Justification

Please fill out the Implementation Risk on the "Risk Level" tab

Implementation Risk

02

Implementer
Implementer Email
Start Date
End Date
Project Reference

Go to

Employee: Doug Casement

DETAILS ROLLS (1) INCIDENT (0) CHANGE (0) CONTACT GROUP (0) (0) (0) ACTIVITY HISTORY (0) ATTACHMENT (0) TEAM (1) RECURRING SERVICE SUBSCRIPTION AUDIT HISTORY (00)

Contact Information

Prefix
First Name
Middle
Last Name
Suffix
Primary Email
Primary Phone
Ext.
Primary Address
City
State
Zip
Country
Photo

Status & Team

Status: Active
Team: Unassigned

Authentication Information

Disabled
Login ID
Enable Internal Auth
Internal Auth PWD
Enable External Auth
Login for External Auth
Disable PWD Expiration
Enable Voice
Is Named User
Is Auto Provisioned
Creation Method

Miscellaneous

Network Username
Customer ID
Hired Date
Terminated Date
Created by
Created Date Time
Modified by

Requesting the Change

01 Click the button status on the change form to move the status of a change. When ready for submission click Request Change.

02 Alternatively, you can click the dropdown list to move the status of a change.

Change: 10505 (Logged)

CUSTOMER & OWNER

Change Manager: Summary: Releasing new ISM in prod Implementation Risk: Medium

01 REQUEST CHANGE IMPLEMENTED CLOSE CHANGE CANCEL CHANGE

DETAILS TASK (0) SERVICE (0) RISK LEVEL SECURITY INCIDENTS (0) CHANGE SCHEDULE

Submitted By* Grace Lopez

Location: Email: Grace.Lopez@servicedynamics.co.nz Phone: Manager

Implementer Liam King-Turner

Implementer Email Liam.King-Turner@servicedynamics.co.nz

Start Date 14/03/2026 8:00 AM

End Date 14/03/2026 11:00 AM

Project Reference ITSM Project

Change Detail

Summary

* Releasing new ISM in prod

Description

* release of the enhanced ISM to production

Asset LINK UNLINK

Implementation Risk Medium

02 Status* Logged Type* Requested Justification Cancelled Closed

Scheduling a Change

01 When the Change is submitted, approval request gets created.

02 Once approved, the Change Manager then reviews the change and update it to Scheduled status.

The screenshot shows the Ivanti Neurons Change Management interface for Change 10505. The status is 'Pending CAB Approval'. The 'CUSTOMER & OWNER' section shows the Change Manager as Grace Lopez. The 'APPROVALS (1)' and 'APPROVAL VOTE TRACKING (5)' tabs are highlighted with a green box. The 'Change Detail' section shows the Summary as 'Releasing new ISM in prod' and the Description as 'release of the enhanced ISM to production'. The 'Classification' section shows the Status as 'Pending CAB Approval', Type as 'Normal', and Justification as 'Enhancement'. The 'Implementation Risk' is 'Medium'.

The screenshot shows the Ivanti Neurons Change Management interface for Change 10505. The status is 'Scheduled'. The 'CUSTOMER & OWNER' section shows the Change Manager as Grace Lopez. The 'DETAILS' section shows the Submitted By as Grace Lopez. The 'Change Detail' section shows the Summary as 'Releasing new ISM in prod' and the Description as 'release of the enhanced ISM to production'. The 'Classification' section shows the Status as 'Scheduled', Type as 'Normal', and Justification as 'Enhancement'. The 'Implementation Risk' is 'Medium'. A green box highlights the 'Status' dropdown menu.

Completing a Change Request

01 Once CR is completed, change the status to Implemented.

02 Go to PIR tab and fill it out. When finished, click Save.

The screenshot displays a change request management interface. On the left, the 'Change: 10505 (Scheduled)' details are visible, including the 'IMPLEMENTED' status button highlighted with a green box and labeled '01'. A yellow callout box states: 'You can change the status using either of the two'. Below this, the 'Classification' dropdown menu is shown with 'Implemented' selected, also highlighted with a green box and labeled '02'. On the right, the 'New PIR' form is open, with the 'Status' dropdown set to 'Completed', highlighted with a green box and labeled '02'. A green arrow points from the 'PIR' tab in the top navigation to the 'New PIR' form. Another green arrow points from the 'Implemented' status button to the 'Implemented' option in the dropdown menu. The interface includes various tabs like 'DETAILS', 'TASKS', 'APPROVALS', and 'POST IMPLEMENTATION REVIEW'. The bottom right corner features the Unitec logo with the tagline 'Te Whare Wānanga o Wairaka'.

