ServiceNow
How-to: Create a SharePoint Site Request
Getting Started

Create an IT Service Request.

To create an IT Service Request:

1. Log in to my.utrgv.edu.

2. Under My Applications, click the ServiceNow icon.

Create a SharePoint Site Request

To create a SharePoint Site Request:

1. Click SharePoint Site Request under Need new service?

Note: Required fields are indicated by an asterisk.
2. Select **Option**.

   Options
   
   - [x] Self
   - [ ] On Behalf of

   **NOTE:** If you are opening a request on your own behalf, your name should be the default. To verify that your information is correct, hover mouse pointer over the User Information icon. If you're opening a request on behalf of someone else, fill in their name and information so they can be contacted directly for a follow-up. To search for a User, use the magnifying glass search icon.

3. Select **Name**.

   **NOTE:** Name of the person requesting the service. Name is a required field.

**Site Contact Information**

4. Select **City**.

   **NOTE:** City is the UTRGV campus location of the person requesting the service. City is a required field.

5. Enter **Contact Phone Number**.
NOTE: Contact Number of the person requesting the service. The preferred contact number is the customer’s direct telephone line number. To use a different contact number, such as a mobile number or department number, please enter that number. Contact Number is a required field.

6. Select Division.

NOTE: Division is a required field.

7. Select Department.

NOTE: Department is a required field.

Site Request Information

8. Enter Suggested Site Name and Business Use.
NOTE: Name requested for a site is subject to availability and the University's use of the name. Site Name and Business Uses are required fields.

Site Owner Information

Site Owners MUST be full-time UTRGV employees. Site Owners will serve as the first line of support and have Full Control of the SharePoint site.

9. Select the name of the Primary Owner who will have full control rights. Provide name and email address.

10. Select the name of the Secondary Owner who will have full control rights. Provide name and email address.

Site Member Information

Site Members will have Edit Access to the site. Site Members can include non-UTRGV users with a Microsoft account.

11. List of initial Site Members who will have Edit Access rights and their email address. Note: Please list one email address per line.
Site Visitor Information

Site Visitors will have Read Access to the site. Site Visitors can include non-UTRGV users with a Microsoft account.

12. List initial Visitors who will have Read Access rights.
   *Note: Please list one email address per line.*

13. Click **Order Now** to process request.

   *Note: If making additional requests, click **Add to Cart** to continue adding requests.*

14. Submit order.
NOTE: An email notification will be sent to the user when the SharePoint Site Request is created and again when it is fulfilled. Use the Request # link in the email to view status, work notes, etc.
The University of Texas Rio Grande Valley

Acknowledgements and Compliance Statement – User License Agreement (ULA)

An email notification from the UTRGV Service Desk containing the user **Acknowledgements and Compliance Statement – User License Agreement** is sent to the user who made the request. To ensure that the request continues through to the approval process, the user must review and approve the **Acknowledgements and Compliance Statement** by clicking on the link at the bottom of the statement.

**NOTE:** Be sure to click on the link at the bottom of the email notification.

ServiceNow

How-to: Create a SharePoint Site Request
Approve Email

The user will receive the following email to review, approve, and send.

Click here to approve RITM0024736
Click here to reject RITM0024736
SharePoint Site Supervisor Approval Email

The user’s supervisor will receive the following email to review and approve.

![SharePoint Site Request action required](image)

**SharePoint Site Request action required**

**Details**

- Request #: RITM0024319
- Name: Irma Hermida
- Title: SharePoint Site Request  Site Name: ITHelp
- Opened: 2015-11-05 02:33:19 PM CST

**Message**

Irma Hermida,

Please review the details of the SharePoint Site Request created for your department below and either Approve or Reject the request. You can click on the links provided below to perform these actions.

<table>
<thead>
<tr>
<th>Name</th>
<th>Hilda Gonzalez</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>Edinburg</td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td>956-665-3741</td>
</tr>
<tr>
<td>Division</td>
<td>Division of Academic Affairs</td>
</tr>
<tr>
<td>Department</td>
<td>IT Technical Services</td>
</tr>
<tr>
<td>Suggested Site Name</td>
<td>ITHelp</td>
</tr>
</tbody>
</table>

Business Use - What is the Business purpose for the creation of this site?

Who will be the primary owner that will have full control rights?

Primary Owners Email:

Who will be the secondary owner that will have full control rights?

Secondary Owners Email:

[Click here to approve RITM0024319]

[Click here to reject RITM0024319]
SharePoint Site Resource Owner Approval Email

The resource owner will receive the following email to review and approve.

Details
- Request #: RITM0024007
- Name: Shehadi Raman
- Title: SharePoint Site Request Site Name: Research
- Opened: 2015-10-22 02:54:49 PM CDT

Message
Shehadi Raman,

Please review the details of the SharePoint Site Request created and either Approve or Reject the request. You can click on the links provided below to perform these actions.

Name
City:
Contact Phonenumber
Division
Department:
Suggested Site Name (Note: Subject to availability and Business Use of the site)
Business Use - What is the Business purpose for the creation of this site?
Who will be the primary owner that will have full control rights?
Primary Owners Email?
Who will be the secondary owner that will have full control rights?
Secondary Owners Email?
List of initial Members that will have edit rights (Please list one email address per line)
List of initial Visitors that will have read rights (Please list one email address per line)

Click here to approve RITM0024007
Click here to reject RITM0024007
SharePoint Site Approval Process

1) After the user approves the **User License Agreement (ULA)**, the user’s **Supervisor** and the site **Resource Owner** must approve the request. This may take 1-3 days.

2) Once the site request is approved, the **IT Training** team will enroll the user/site owner in the **Microsoft IT Academy (MSITA)** to complete the required SharePoint training.

   *NOTE: The user may attend the training on-campus in person or complete the training online.*

3) When training is completed, the user must inform the **IT Training** team and have them verify that the required training has been completed.

4) The SharePoint Site is released to the user.

5) The user is sent an email notification with the SharePoint Site URL.

6) The SharePoint Site Request is completed.
My Requests

You can track the status of all your requests through My Requests.

To view all of your requests and their status:

From the Menu Bar, click My Requests.

SharePoint Site Request Workflow Process

- User License Agreement (ULA) Approval.
- Supervisor Approval for SharePoint site request.
- Resource Owner Approval for SharePoint site request.
- Training Enrollment fulfillment Note – Site Owners are required to complete SharePoint training in Microsoft IT Academy (MSITA) before the site is released.
- Site Creation fulfillment.
- Verify Training fulfillment.
- Release Site fulfilment
- Completed