

**Request 436687** Ticket URL

Status: **In Progress**

[Next: Resolve](#)

SLA: [More Info...](#)

**DOA Base Support**

Respond By: 9/25/2015 8:00 AM

Resolve By: 11/6/2015 5:00 PM

Priority: **2**

Requester:  Contact information is incorrect

Primary Contact: **Awadalla, Sari F - DOA**

[Sari.Awadalla@wisconsin.gov](mailto:Sari.Awadalla@wisconsin.gov)  
608 224-7118

Service Recipient: **Awadalla, Sari F - DOA**

Alt Contact Info:

Owned By:

**Agency: DOA**

Team: **DOA BIS CS SERVER WINDOWS**

Tech: **Awadalla, Sari F - DOA**  
[Sari.Awadalla@wisconsin.gov](mailto:Sari.Awadalla@wisconsin.gov)  
608 224-7118

I Want To:

[Create Journal Note](#)

[Transfer/Move to Different Agency](#)

[Link to Existing Major Incident](#)

[Submit to Knowledge Base](#)

[View Detailed Date/Time Information](#)

[Create Change](#)

[Set to Pending](#)

**Step 1: Identify**

Title:

Description:

Call Source:   WI Help Desk Call?

Location (Site): [\(Click for Details\)](#)

SubSite:

Scheduled Completion Date:  [Override](#) = Required to Resolve

**Step 2: Classify** (clear classifications)

Service:

SubService:

Action:

Primary CI:

Priority:  Impact: Request Urgency: Normal Request  Auto Close (3 days after resolution)

Project:

External Ref ID:

**Billing/Financial**

Automated entry based on Primary Contact / Agency? Automated on data entry?

Approver Name:

Is this still necessary if all of the data below is gathered?

Automated on open? Automated on approval?

-Only one Billing Cost Code is required, but multiples can be entered if needed.  
-If more than one Billing Cost Code is entered, please make sure the allocations total 100%.

1:	A09126AH12	90%
2:		%
3:		%
4:		%
Billing Cost Code Allocation Total:		90%

[\(Click here for a Code Funding Key\)](#)

Note: Allocation does not equal 100%

Issues/Concerns

Policy for ONE server per Request?

All fields required

Does this accommodate FS/appliance?