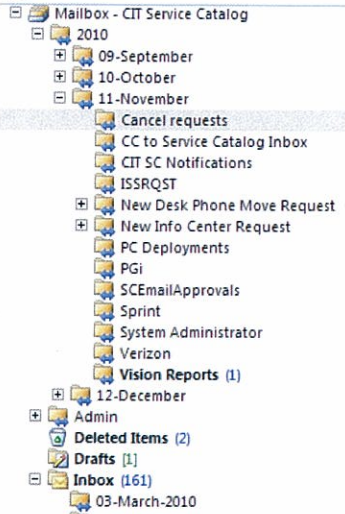


Service Catalog Inbox Training Overview

Inbox Folder Structure

Mail Folders

All Mail Items



- Cancel Requests
- CC to Service Catalog Inbox
- CIT SC Notifications
- ISSRQST
- New Desk Phone Move Request
- New Info Center Request
- PC Deployments
- PGI
- SCEmailApprovals
- Sprint
- Verizon
- Vision Reports

Cancel Requests

Description

Cancel requests are generally from PC Deployments. Usually in the subject there will be some sort of indication that a particular requisition needs to be canceled.

Example

Hood, Megan 191359
cancel
Best Regards,
PC Deployments

Action

1. Open Service Manager
2. Search for requisition #
3. Click on the requisition # in results
4. Go to Comments & History
5. In outlook, click on Reply to all and copy the header of the email along with the body where the request to cancel the requisition and paste into the Add Comment text box in the service manager.
6. Click Add
7. Reply to All notifying of successful cancellation

CC To Service Catalog Inbox

Description

Items where is CC'd to the Service Catalog inbox, usually in regard to the status of some requisition.

Example

Macaluso, Robert RE: Robert Macaluso McKesson Sprint Upgrade Device Order - Not Elig... Tue 11/30/2010 ... 15 K
To whom it may concern:
This order was originally placed on 11/15/10 within the 30 day replacement window of the existing device which was deliv...
would expect that the replacement device would be provided at no cost as long as...
CIT Service Catalog RE: Service Catalog Requisition # 189374 Tue 11/30/2010 ... 10 K
PC Deployments,
Can you please provide a status update on requisition 189374 for a Standard Laptop.
The requisition seems like it is stuck in limbo somewhere in the delivery process.

Action

Mark as Read and move to CC To Service Catalog Inbox

CIT Service Catalog Notifications

Description

Items that are automatically generated by the creation, approval, cancelation, or other status message related to requisitions in the service catalog.

- Look out for emails with the subject **New Desk Phone Move Requests** and **New Info Center Access Request**, those items need to be manually processed via remedy and the Shared Services Catalog SharePoint Portal.

Example

	CIT Service Catalog	Telecom Complete - Requisition 192174 for Sprint Novatel 250U Wireless Ai... V
	CIT Service Catalog	Your Request 192867 for Audio Conferencing - New User has been APPRO... V
	CIT Service Catalog	Telecom Complete - Requisition 192386 for Sprint Novatel C777 Wireless Ai... V
	CIT Service Catalog	Your request for a McKesson.com email account is complete! V
	CIT Service Catalog	Your request for a McKesson.com email account is complete! V

Action

Mark as read, move to CIT Service Catalog Notifications folder unless the.

ISSRQST

Description

Requests related to Windows Network Access, VPN, Shared Drives, Business Objects, Carebridge, Mainframe, SMO will occasionally be addressed to the Service Catalog Inbox.

Example

 Stephen, Timo... Server Connectivity. Tue 11/30/2010 6:00 PM 5 KB
Hi,
I'm trying to gain access to the following server \\blidf3001\Share\$. Can you provide details of how I might access this location?
Thanks

Action




Reply to all, address email to ISSRQST@mckesson.com and ask ISSRQST to assist. Move email into ISSRQST folder after sending email asking for assistance.

New Desk Phone Move Request

Description

These items will be addressed to CIT Service Catalog and will have the subject New Desk Phone Move Request. These items require you to create a remedy ticket and post an entry in the Service Catalog Management SharePoint Portal.

Example

	CIT Service Catalog	DONE RE: New Desk Phone Move Request
	CIT Service Catalog	New Desk Phone Move Request
	CIT Service Catalog	New Desk Phone Move Request

Action




Please see the "How do I create Remedy Incidents for New Desk Phone Move Requests or New Info Center Requests?" FAQ

New Info Center Access Request

Description

These email items will be addressed to CIT Service Catalog and have the subject New Info Center Access Request. These items require you to create a remedy ticket and post an entry in the Service Catalog Management SharePoint Portal.

Example

	CIT Service C...	DONE New Info Center Access Request	Wed 11/24/2010 9:05 AM	6 KB
	CIT Service C...	New Info Center Access Request	Thu 11/18/2010 1:02 PM	3 KB
	CIT Service C...	New Info Center Access Request	Thu 11/18/2010 11:40 AM	3 KB

Action


Please see the "How do I create Remedy Incidents for New Desk Phone Move Requests or New Info Center Requests?" FAQ

PC Deployments

Description

Requests related to PC Deployments.

Example

 PC Deploy... RE: Laptop Status Mon 11/29/2010... 13 KB
Hi Maurice,
Your laptop is scheduled to be ready by EOB tomorrow. Please remember that the standard SLA is 5 business days after the completed request is received by PC Deployments. PC Deployment received your Service Catalog request on the 19th...

Action

Varies depending on request. Some request might be for status updates, approvals, etc.

PGi

Description

PGi is the group that deals with audio conferencing, GlobalMeet, etc. Daily conference reports from conference.center@mymeetingroom.com will be filed in here.

Example

 @ Rambo, Ashley	RE: Audio and Live Meeting request?	Wed 11/10/2010 6:21 AM
 conference.center@mymeetingroom.com	Conference Report	Tue 11/9/2010 1:18 PM
 conference.center@mymeetingroom.com	Conference Report	Tue 11/9/2010 12:27 PM

Action

Review, and if no action needs to be preformed, mark as read and move to PGi folder.

SCEmailApproval

Description

SCEmailApproval contains automated authorization request emails from SCEmailApproval.

Example

 SCEmailApproval	Authorization Needed - Requisition 192138 for W...	Mon 11/22/2010 10:11 AM	6 KB
 SCEmailApproval	Authorization Needed - Requisition 192136 for S...	Mon 11/22/2010 10:11 AM	6 KB
 SCEmailApproval	Authorization Needed - Requisition 192087 for S...	Mon 11/22/2010 10:11 AM	6 KB

Action


Review emails, and if no action needs to be preformed, mark as read and move to SCEmailApproval folder.

Sprint

Description

Contains email related to requisitions for Sprint mobile devices such as Cellular Phones, Air Cards, etc.

Example

 @ Sprint Order...	Elaine Lemke Sprint Order Confirmation - Order #1...	Fri 11/19/2010 10:11 AM	150 KB
 @ Sprint Order...	Amii Barnard-Bahn Sprint Order Confirmation - Or...	Fri 11/19/2010 10:21 AM	150 KB
 @ Sprint Order...	Camille Falor Sprint Order Confirmation - Order #1...	Fri 11/19/2010 10:21 AM	150 KB
 Sprint Order...	Richard Moore Sprint Wireless Aircard Order Confir...	Fri 11/19/2010 10:21 AM	7 KB

Action

Review email, if no action needs to be preformed, mark as read and move to Sprint folder.

System Administrator

Description

Contains email that gets bounced back from various Exchange Servers. These items are automatically sent out if a recipients mailbox is too full, recipient does not exist.

Example

 *System Adm...	Delivery Failure	Tue 11/30/2010 10:11 AM	4 KB
 @ System Admi...	Undeliverable: My Actions Service Counts for 11/30/2010 4:00:00 PM	Tue 11/30/2010 10:11 AM	3 KB

Action



No action required on any System Administrator messages. Select all messages from System Administrator in the inbox, mark as read and move to the System Administrator folder.

Verizon

Description

Contains items from Verizon Order Support notifying customers when orders are placed for Verizon phones.

Example

 Verizon Order Support	Mark Stitz Verizon Wireless Aircard Order Confirmation - Ord...	Wed 11/24/2010 10:11 AM	4 KB
 Verizon Order Support	Donna Kinnier Verizon Wireless Aircard Order Confirmation - ...	Tue 11/23/2010 10:11 AM	5 KB

Action

Review email, if no action needs to be preformed, mark as read and move into the Verizon folder.

Vision Reports

Description

The Vision team handles requests for Sprint cellular devices. Vision Reports contain spreadsheets that track daily Sprint device activations. Email will be from reports@visionpowered.com

Example

 @ reports@visi...	McKesson Daily Activation Report
 @ reports@visi...	McKesson Daily Activation Report

Action

Mark as read, move into Vision Reports folder.
