ITA Service Request Management (SRM) FAQs

In an effort to provide unparalleled customer service and improved efficiencies, ITA is undergoing enterprise transformation initiatives. Part of the transformation includes the roll-out of Remedy 7.6 Information Technology Service Management (ITSM) across the enterprise, which includes the Service Request Management (SRM) tool.

Click to Follow Link to Section
- **General Questions**
- **Access to the Application**
- **Training and Support Information**
- **Submitting a Requirement**
- **Information Regarding Existing Requirements**
- **Funding**

If you encounter any issues submitting a Service Request through SRM please contact:
ITA Consolidated Customer Service Center (CCSC)
hqdahelpdesk@conus.army.mil
703.693.4337

General Questions

What is the Remedy Service Request Management (SRM)?
SRM is the customer-facing self-service portal within Remedy, specifically designed to enable customers with the ability to directly submit service requests to ITA.   ITA's objective for SRM is for it to be the single system and process for requesting products and services from ITA.   On 30 September, ITA will be rolling out SRM for requesting the following categories of services: Cable Television, Connectivity Services and Telecommunications.

What are the customer benefits in the new system?
The new system is the first step in providing a single system approach for customers to request products and services from ITA. Customers can submit their tickets at their own convenience utilizing a simple and intuitive self-help portal, and view and track the status of their pending requests.   SRM standardizes both request submission and requirements gathering through detailed questionnaires based on request type. This benefits both the customer and ITA by streamlining the requirements gathering and submission process and reduces the need to contact customers for clarity after submission.   The SRM Portal allows for both CAC and username authentication to accommodate the full spectrum of ITA's customer base.

Access to the Application

How do I access Remedy SRM?
Existing ITA Customers as of 30 September 2011 will have SRM Portal access rights granted per current entitlements.
HQDA Customers can access SRM at: https://itaitsm.hqda.pentagon.mil/arsys/home
Non-HQDA Customers can access SRM at: https://itaitsmext.hqda.pentagon.mil/arsys/home

How do new users gain access to Remedy SRM?
Maintaining an accurate and current list of Entitled Users is extremely important as part of access control of the SRM Portal. Following the initial SRM launch, new users (i.e., new Information Management Officers/ Telecommunications Service Control Officers (TSCO) for existing customers) must contact ITA's Consolidated Customer Support Center (CCSC) to initiate the SRM on-boarding and entitlements process.

Training and Support Information

How can I obtain training for Remedy SRM?
Training will be provided via multiple venues:

1) PowerPoint: A slide deck containing valuable training information is available to all customers and is accessible on ITA's Web Site at the following link: http://ita.army.mil/docs/ITA%20Service%20Request%20Training_Final.pdf

2) Recorded Training: A pre-recorded DCO session will be accessible to customers to go over the functionality of the tool and include answers to common FAQs. This training session will be located on the ITA website.

How do I report issues I am experiencing with Remedy SRM?
Customers experiencing issues with SRM should contact the following:
ITA Consolidated Customer Service Center (CCSC)
hqdahelpdesk@conus.army.mil
703.693.4337

Is there a backup method to access the website in the event the primary method is unavailable?
The SRM tool's architecture is designed to maintain accessibility at all times. For direct support with any issues encountered, please contact CCSC at 703-693-4337 to report the issue and receive support in creating a requirements request.

Submitting a Requirement

What is the impact on new requirements?
Requests for new requirements will be made through the SRM tool. Starting on 30 September 2011, customers will need to use the new tool to submit requirements to ITA for Cable Television, Connectivity Services and Telecommunications products.

What are the roles for entitled users within Remedy SRM?
Entitled users can hold one of two roles within the requirements submission process:

1) Submitter- A person within a customer agency who has the entitlements to submit requirements
2) Approver- A government employee within a customer agency who has the entitlements to submit requirements and approve a Submitter's requirements

What are the types of requests that can be made through Remedy SRM?
ITA has aligned requests for service within the SRM tool around three pre-defined request types:

1) New- Used for a first-time request for service
2) Change- Used to update or change to an existing service

3) Deactivate- Used for cancellation of an existing service, including a portion of service or complete service deactivation

What information is required to submit through Remedy SRM?
Once the customer accesses the SRM tool, the questionnaire presented for a new request provides guidance on what fields are mandatory. All fields required to submit requests are indicated by bolded text and asterisk, based on service. In addition, the system will not allow a user to proceed unless all required fields are completed.

Is there an option to create a requirement in draft mode in order to refine it at a later date?
Yes, in the new SRM tool, customers will be able to create a requirement request in draft format which will be saved and be accessible at a later date for submission to ITA.

Once a requirement is submitted, is there an ability to make changes?
Once a requirement is submitted, customers cannot make any additional changes. However, customers may input additions into a work log (similar to a notes field) within the request and submit to ITA.

How do I request an expediting for an urgent requirement?
The request completion date field can be used to provide ITA an indication for when the requirement needs to be completed. In addition, customers can denote that the requirement is urgent in the notes field of the entry. Once a request is submitted, ITA will work with the customer to determine the priority and urgency of the requirement.

How will the deployment impact the flow of business in the beginning?
As the new SRM tool is launched, customers will be required to submit requests for requirements through the SRM tool. As with any new system, there may be some initial latency in system processing time, but our goal is to minimize impact on timelines for requirements collection and assessment.

Information Regarding Existing Requirements

What will happen to the Technical Analysis and Cost Estimates (TACE) that are still open and reside in the old 5E system?

TACEs that are currently in the ITA system will continue to be worked and will reside in the old system. After 90 days from the go-live date for the SRM tool, the legacy 5E system will be archived; however, TACE information will still be available.

When and how will the existing TACEs be migrated into the new system? Will the twelve day process start over?
Existing TACEs that have been submitted by customers prior to 30 September 2011 will not be migrated to the new system. The twelve day process once funding has been approved for existing TACEs submitted prior to the new SRM tool launch will remain the same.

Funding

Has the process of funding requirements changed?
The process of funding requirements will remain the same.

Will I have the ability to see when my funds have been added to the contract?
Customers will not have the ability to see when particular funds have been applied to a contract.

Will I be able to attach funding documents or other documents to my requirement request?
Yes, customers will have the ability to attach documents to their requirements request. Please note only unclassified documents should be attached to the request.