**Part 1: Service Design**

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| --- | --- |
| **Service Name**  (if to be displayed in the Service Catalog) |  |
|  |  |
| Short and Long Service Descriptions are ONLY required if to be displayed in the Service Catalog.  Otherwise, leave blank. | |
| **Short Service Description**  (1-3 lines) |  |
|  |  |
| **Long Service Description** | \*Required Fields |
| **Support**\* *(How to request support for your service. Default shown will be used unless otherwise specified)* |  |
| **Overview**\* *(A short & sweet explanation of your service)* |  |
| **Available To**\* *(Your audience)* |  |
| **Get Started** *(Short set of instructions or whatever is needed to get started using your service)* |  |
| **Features and Benefits** *(List of or fuller explanation of the features & benefits of using your service)* |  |
| **Related Policies and Guidelines** *(Do any ECU PRR’s pertain to your service? Any policies, guidelines, etc.?)* |  |
| **Service Availability** *(During business hours when can users expect to be able to access your service?)* |  |
| **Service Level Expectations** *(What level of support can a user expect? How long will it take?)* |  |
| **Learn More** *(Any additional information that is NOT a knowledge base article)* |  |
| **Integrated Services** *(Are there other services that work with your service?)* |  |
| **Accessibility** *(Are there any accessibility tools or resources associated with your service?)* |  |
| **Also Known As** *(Would users know your service by another name?)* |  |
| **Fees**\* *(Any fees associated with this service?  Default shown will be used if there are no fees..)* | No fees are associated with this service. |

**Part 2: Form Design**

|  |  |
| --- | --- |
| **Form Name:** |  |
| **Default Group Responsibility:** *Name of the default group which will receive this ticket upon submission.* |  |

Below are the standard attributes on every form. The label for each can be customized per form. *(i.e., ‘Description’ can be renamed to ‘Description Details’)*

## **Standard Attributes**

|  |  |
| --- | --- |
| * Requestor or Submitting on behalf Of * Acct/Dept * Brief Title**\*\*** *(i.e., subject matter)* * Description**\*\*** | * Preferred Contact Method * Callback Number * Best Available Time * Attachment |

*\*\*Can be pre-populated and hidden if desired.*

## **Custom Attributes**

### Attribute Type Options available are:

|  |  |
| --- | --- |
| * Static Text/Label * Check Box (multiple selection) * Color * Dropdown (single selection) * Location (Building) * Location and Room * Multiselect List (multiple selection) | * Person * Radio Button horizontal (single selection) * Radio Button vertical (single selection) * Date Picker * Date/Time Picker * Text Box (Text, Integer, or Decimal) * Text Area |

### **Attribute Dependencies**

Attributes can have a “parent-child relationship”, which are called Attribute Dependencies. Unique questions and options can display based on a parent selection. They allow you to reduce the number of services/forms and interact with the automation rules.

Example: Are you a faculty, staff or student?

* If faculty selected, then display questions 1, 2 and 3.
* If staff selected, then display questions 4, 5 and 6.
* If student selected, then display questions 7, 8, and 9.

**Specify what form attributes you need.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Custom Attribute** | **Attribute Dependency** | **Attribute Type** | **Required? Y/N** | **Help Text (Optional)** |
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