**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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