



sustainable thriving achieving

**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

# **FRESH SERVICE**

## **CHANGE MANAGEMENT**

### Customer's Usage

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## Introduction

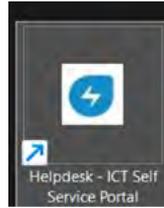
Change management is critical to monitor and plan effectively. It will ensure the changes are documented and actioned in a uniform and in a robust manner.

By default, all users will be Change requesters.

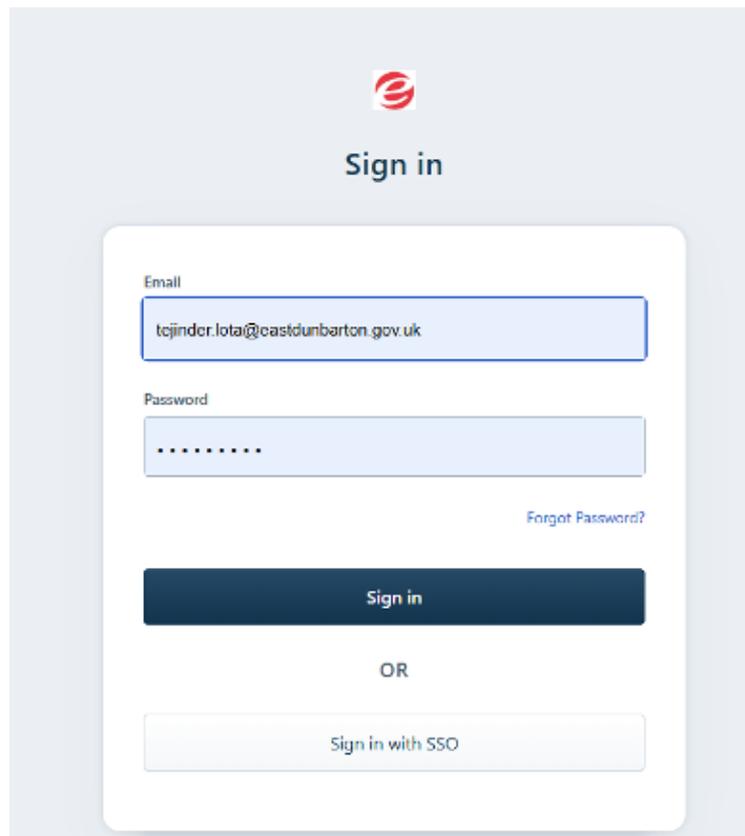
For any new Line Managers to become an Authoriser, their line manager would have must first approve their request via the Change Process.

# Logging on to the Fresh System

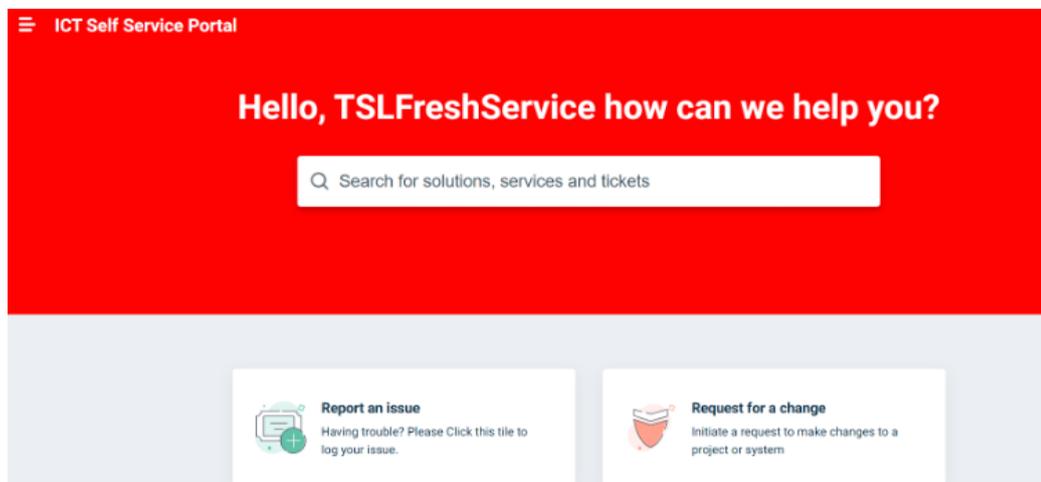
Log onto the Fresh Service system by clicking the icon in your EDC Apps folder



The Log on Page will show, Click Sign in with SSO (Corporate) or input your log on details (Email and Windows Password)

A screenshot of the 'Sign in' page. At the top center is a red circular logo with a white 'e'. Below the logo is the text 'Sign in'. The page contains two input fields: 'Email' with the value 'tcjinder.lota@eastdunbarton.gov.uk' and 'Password' with a masked password '.....'. To the right of the password field is a link for 'Forgot Password?'. Below the input fields is a dark blue 'Sign in' button. Underneath the button is the text 'OR' and a light grey button labeled 'Sign in with SSO'.

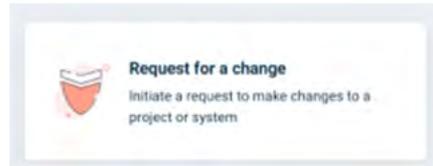
On logging on the following Home Screen will show.

A screenshot of the 'ICT Self Service Portal' home screen. The top section has a red background with the text 'Hello, TSLFreshService how can we help you?' and a search bar containing the text 'Search for solutions, services and tickets'. The bottom section has a light grey background and features two main action tiles. The first tile is titled 'Report an issue' and includes the text 'Having trouble? Please Click this tile to log your issue.' The second tile is titled 'Request for a change' and includes the text 'Initiate a request to make changes to a project or system'.

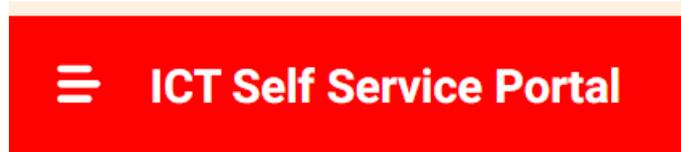
# Logging a Change Request on the Fresh System

There are two ways to create a new ticket.

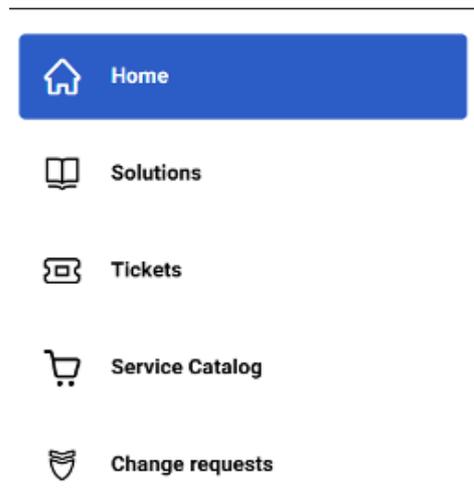
The first is by clicking on the Request for a change tile :-



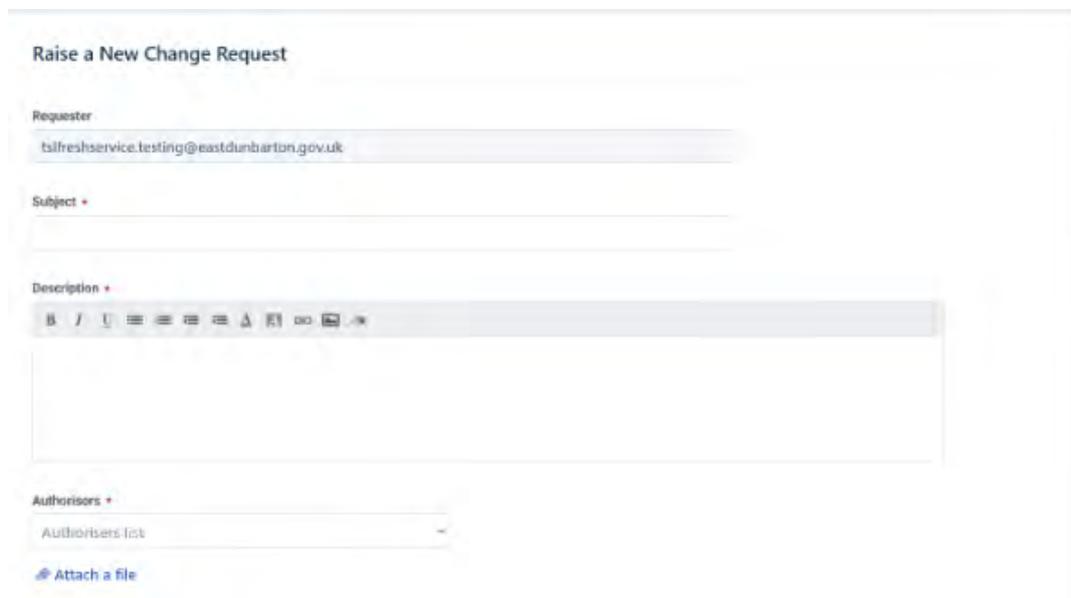
And the second is by selecting the burger bar in the top left-hand side of the page



And selecting Change Requests from the menu.



On selecting from the tile or menu, the following form will appear: -

A screenshot of a web form titled "Raise a New Change Request". The form has a white background and a light blue border. It contains several input fields: "Requester" with the email address "tslfreshservice.testing@eastdunbarton.gov.uk", "Subject" with a plus sign indicating it is collapsed, "Description" with a plus sign and a rich text editor toolbar (bold, italic, underline, list, link, unlink, image, video, help), and "Authorisers" with a dropdown menu showing "Authorisers Test". At the bottom left, there is a blue link that says "Attach a file".

The requester will auto populate with the customers details.

Please input a high level subject for the Change and a fuller Description.

Under the authorisers drop down, please select the line manager who will authorise the change.

**PLEASE NOTE THAT: -**

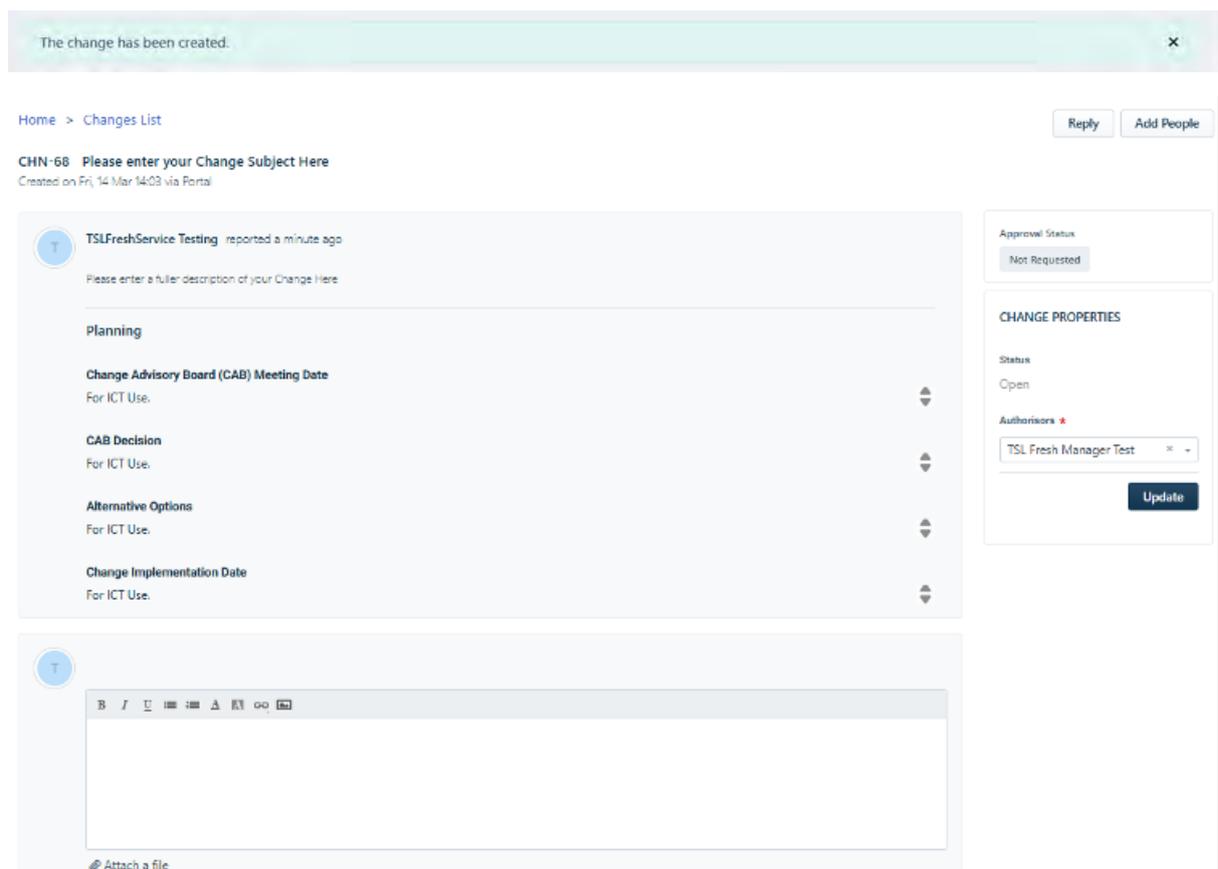
The Authoriser and the Requester cannot be the same and if so, the Change will be REJECTED.

Once done scroll to the bottom of the page by-passing the other fields that are marked for ICT Use.

Once at the bottom of the page, please select the Submit Button to log your Change request.

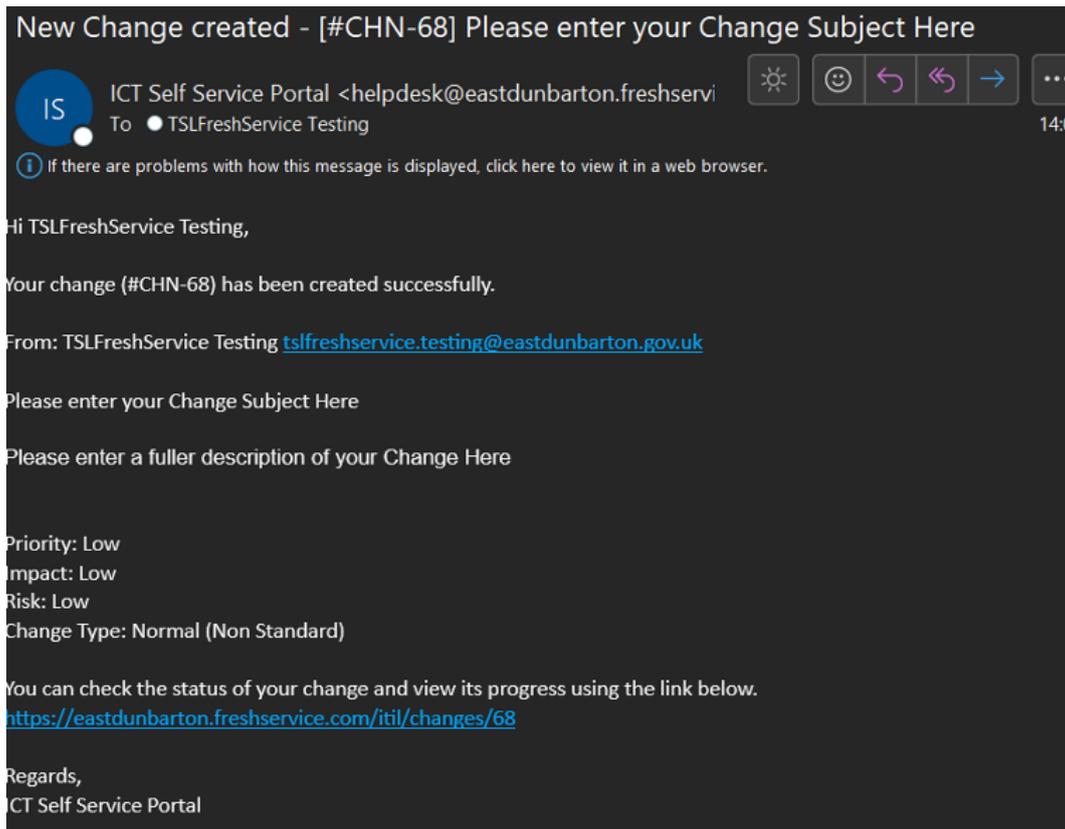


The following screen will show with bar at the top.



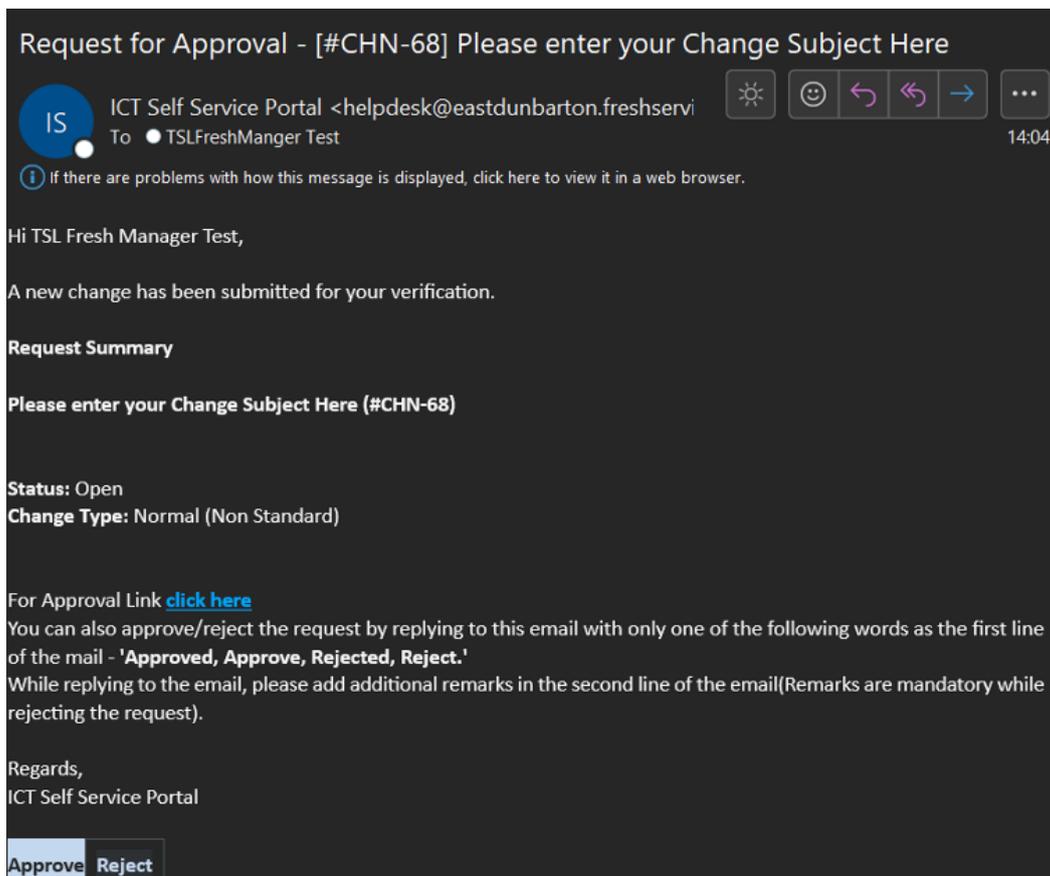
A confirmation e-mail will be sent to the requester which will advise of the New Change Creation and the Change Request number.

The below is an example email: -



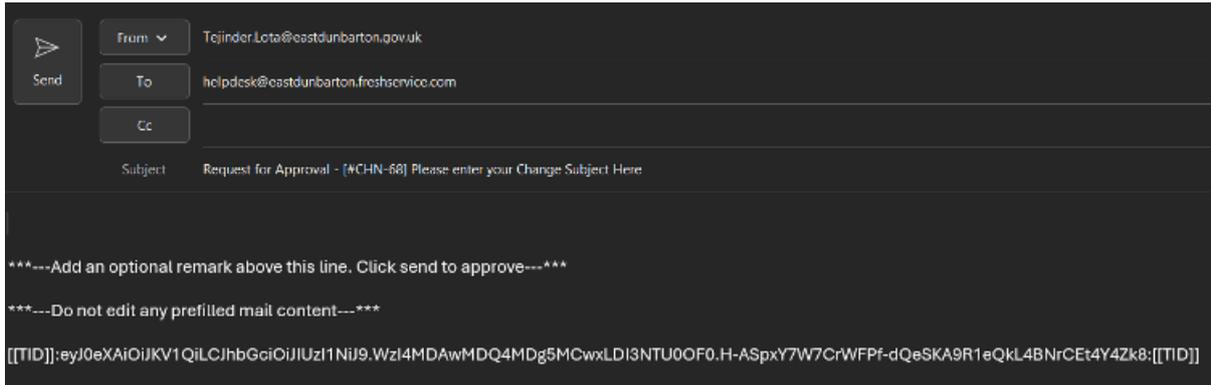
A Request for Approval email with an authorisation link will have been forwarded through to your Authoriser.

Email below will show its detail: -



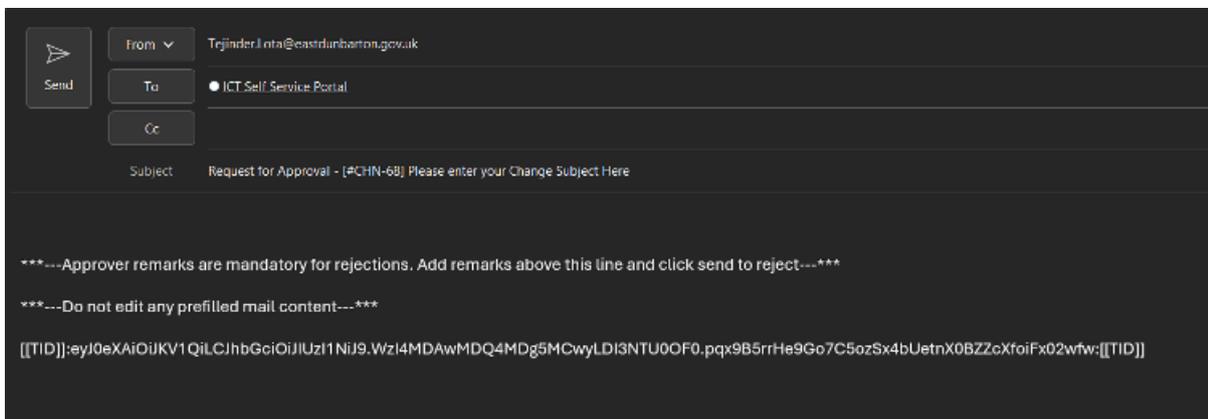
On the authoriser selecting the Approve button: -

The following will show: -



Click send and the Change is Approved.

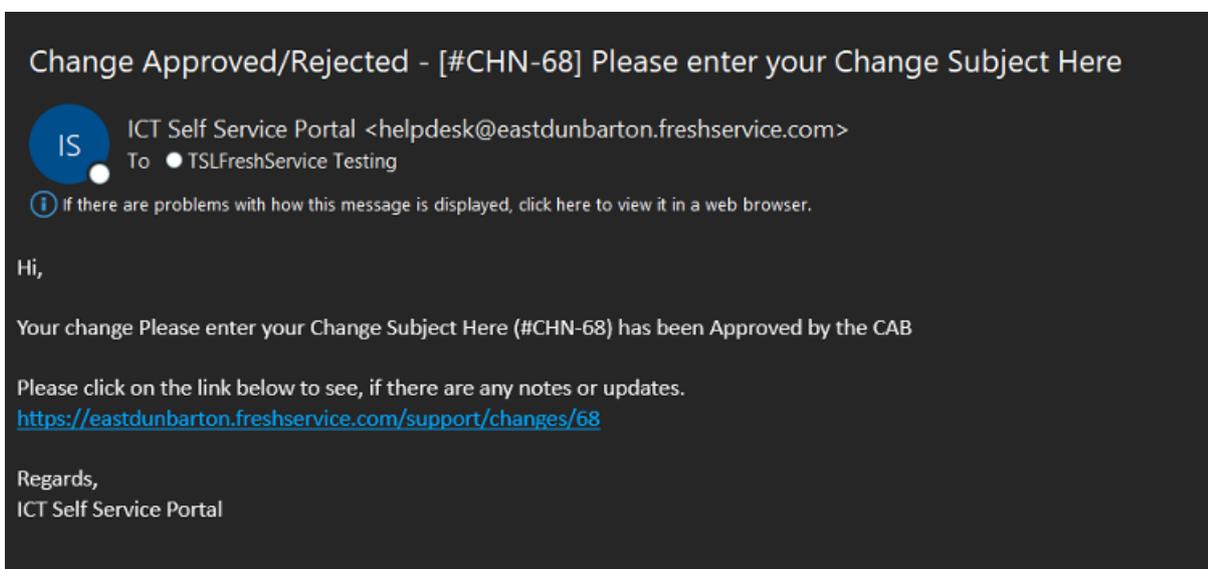
On Clicking Reject the following email will show: -



PLEASE NOTE: -

Approver remarks are mandatory for rejections and are typed at the top of the email. Once Authorised or Rejected the Requester will receive an email to advise them of this.

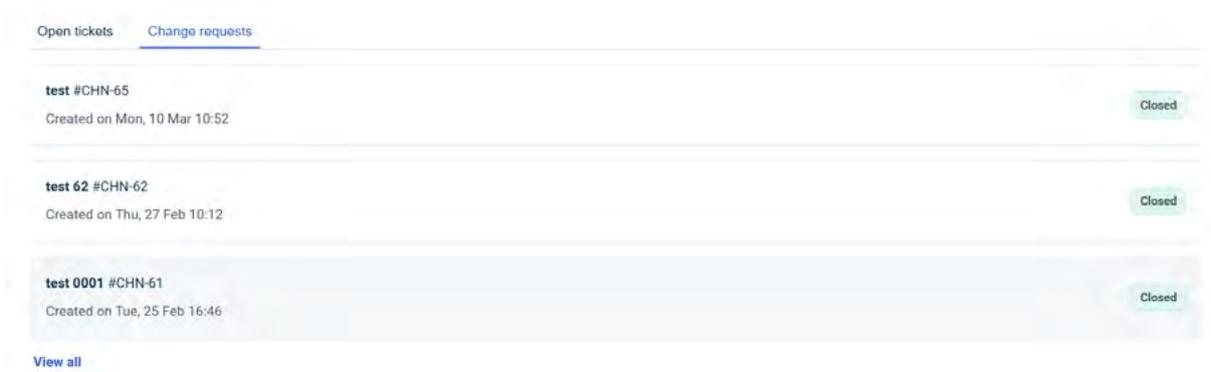
Email below details the Change Approved/ Rejected email detail: -



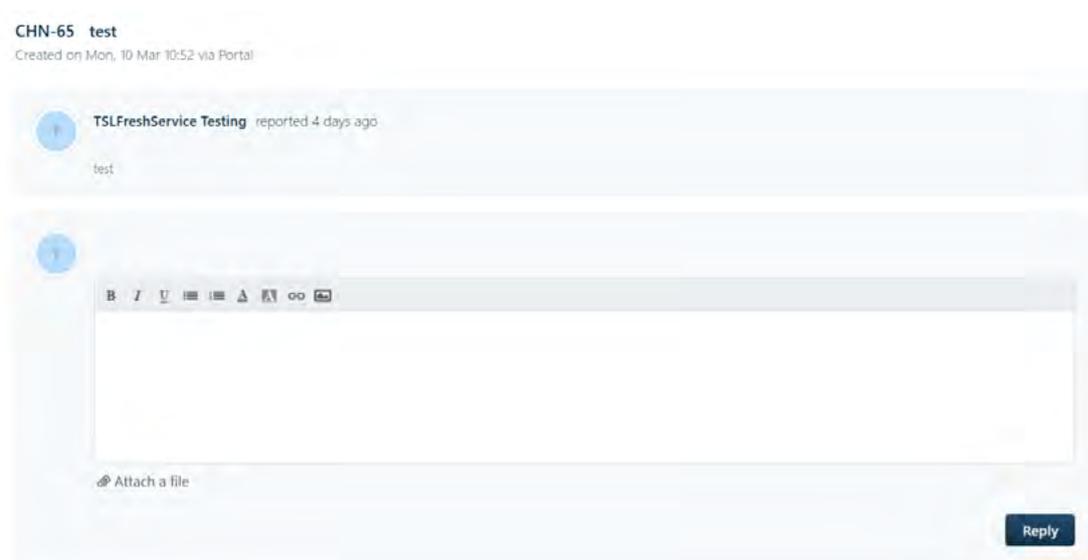
# Viewing Your Changes

On clicking the Your Changes icon, a list of changes that you have raised will be shown. This is done by

Selecting the Change Requests header at the bottom of the page and your list of changes will be shown.



Clicking on one of the changes will open up the change as per screen below.



By clicking on the Reply buttons, the user can add more detail to the call and add people whom they wish to have responses emailed to. Buttons are below.

