

New Landing Page



Hi Janet, how can we help you today?

SOMETHING IS BROKEN



REPORT AN ISSUE

Report a service-affecting issue

I NEED WORK DONE



SUBMIT A REQUEST

Choose this to request IT services



Mandeville, Janet
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Your profile
information is here

Communications you
have submitted are
here

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If something is broken
affecting IT service,
select this option to
submit a
communication

You will be taken to this screen to report the service-affecting issue

PEGASUS

HomeCommunicationsRequestsSLAService CatalogKnowledgeAdmin

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COMMUNICATE WITH THE HELP DESK

Help: How to Submit a Self-Service Ticket in Pegasus

Provide some details about this issue.

Title:

Brief description of the issue

Description:

Summary of the problem, services effected, impact to the business, etc.

Urgency:

Something is broken. I can work

Tell us a little about who needs assistance.

Who is the customer?

I AM THE CUSTOMER

I AM NOT THE CUSTOMER

Preferred contact method:

EMAIL

PHONE

Who is the service recipient?

DIFFERENT SERVICE RECIPIENT

(Customer will be used unless otherwise indicated.)

FILE ATTACHMENTS

Drop files to upload

(or click)

SUBMIT COMMUNICATION

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Provide title, description and select urgency from the 'Urgency' dropdown

COMMUNICATE WITH THE HELP DESK

Help: How to Submit a Self-Service Ticket in Pegasus

Provide some details about this issue.

→ Title:

→ Description:

→ Urgency:

Something is broken. I cannot work

Something is broken. Patient safety is affected

Something is broken. Patient care or a critical business function is affected

Something is broken. I cannot work

Something is broken. I can work

Tell us a little about who needs assistance.

Who is the customer?

Preferred contact method:

Who is the service recipient?

(Customer will be used unless otherwise indicated.)

FILE ATTACHMENTS

↑ Drop files to upload
(or click)

SUBMIT COMMUNICATION

Indicate whether you are the customer, or are submitting on behalf of someone else

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Home Communications Requests SLA Service Catalog Knowledge Admin

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COMMUNICATE WITH THE HELP DESK

[Help: How to Submit a Self-Service Ticket in Pegasus](#)

Provide some details about this issue.

Title:

Description:

Urgency:

Tell us a little about who needs assistance.

Who is the customer? ☒ I AM THE CUSTOMER ☐ I AM NOT THE CUSTOMER

Preferred contact method: ☒ EMAIL ☐ PHONE

Who is the service recipient? ☒ DIFFERENT SERVICE RECIPIENT
(Customer will be used unless otherwise indicated.)

FILE ATTACHMENTS

Drop files to upload
(or click)

SUBMIT COMMUNICATION

Click 'Submit Communication' to send the ticket to the Help Desk; you will receive a confirmation email

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[Home](#) [Communications](#) [Requests](#) [SLA](#) [Service Catalog](#) [Knowledge](#) [Admin](#)

COMMUNICATE WITH THE HELP DESK

[Help: How to Submit a Self-Service Ticket in Pegasus](#)

Provide some details about this issue.

Title:

Email not working

Description:

My email client will not start

Urgency:

Something is broken. I cannot work

Tell us a little about who needs assistance.

Who is the customer?

MANDEVILLE, JANE

ITSM Program Project Manager
jane.mandeville@vanderbilt.edu | 615-343-3804

change

Preferred contact method:

EMAIL

PHONE

jane.mandeville@vanderbilt.edu

Who is the service recipient?

DIFFERENT SERVICE RECIPIENT

(Customer will be used unless otherwise indicated.)

FILE ATTACHMENTS

Drop files to upload

(or click)

SUBMIT COMMUNICATION

New Landing Page

PEGASUS 

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If you need service
from an IT team, select
this option

You will be taken to this screen to identify the request you need

MY REQUESTS

Your personalized requests view is below. This includes any draft requests, favorites and currently open/active requests.

- 2 Favorite Requests
- 29 Drafts
- 22 Active Requests
- 21 Recent Requests

OTHER REQUESTS

- General Purpose Request

Request Discovery

Do you need work or a service performed? This is a good place to start.

You can type in search terms to find a request

Search for a request:

What can we help you do?

Q SEARCH

You can search within Request categories

Or, select a category that applies to your need:

Academic
Applications
Computers and Mobile Devices
IT Administration
IT Infrastructure
Systems Access and Security

Favorites and recently used

PEGASUS

Home Communications Requests Admin

MY REQUESTS

Your personalized requests view is below. This includes any draft requests, favorites and currently open/active requests.

Favorite Requests (2)

Drafts (29)

Active Requests (22)

Recent Requests (21)

OTHER REQUESTS

General Purpose Request

You can select from requests that you have saved as favorites

You can select from requests that you have used recently

Search

What can I do for you? This is a good place to start.

Q SEARCH

Or, select a category that applies to your need:

- Academic
- Applications
- Computers and Mobile Devices
- IT Administration
- IT Infrastructure
- Systems Access and Security

Mandeville, Janet
profile | logout

Example of request search results

The screenshot displays the PEGASUS Request Discovery interface. The top navigation bar includes links for Home, Communications, Requests, SLA, Service Catalog, Knowledge, and Admin. The user's name, Mandeville, Janet, is shown in the top right corner. The left sidebar contains a 'MY REQUESTS' section with links to Favorite Requests, Drafts, Active Requests, and Recent Requests, as well as an 'OTHER REQUESTS' section with a link to General Purpose Request.

The main content area is titled 'Request Discovery' and includes a search bar with the text 'vandyworks'. Below the search bar, it shows 'Showing results for: vandyworks (4 found)'. A callout box points to the search results, stating: 'This is the request closest to the search terms'.

The search results are displayed under the heading 'SUGGESTED REQUEST: (based on your search)'. The first result is 'VANDYWORKS ACCESS REQUEST' with the description 'VandyWorks Admin Access' and 'Fulfilled by: VANDYWORKS USER SUPPORT'. A callout box points to this result, stating: 'You can get more information about the request, or submit it'. Below this, there are two buttons: 'INFORMATION' and 'SUBMIT'.

Below the suggested request, there is a section titled 'SEARCH RESULTS:' with a sub-section 'OTHER'. This section lists four other requests: 'VANDYWORKS ACCESS REQUEST', 'VANDYWORKS TECHNICAL SUPPORT REQUEST', 'VW MAINTENANCE REQUESTS', and 'VW APPLICATION ENHANCEMENTS'. A callout box points to this list, stating: 'Other requests that may satisfy your search; if you select one of these you will be taken to the information page for the request and you can submit from there'.

At the bottom of the page, there is a footer with the text: 'COPYRIGHT © 2016, VUMC IT | HOME | ABOUT PEGASUS'.

Example of category search results

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Home Communications Requests SLA Service Catalog Knowledge Admin

MY REQUESTS
Your personalized requests view is below. This includes any draft requests, favorites and currently open/active requests.

- Favorite Requests
- Drafts
- Active Requests
- Recent Requests

OTHER REQUESTS

- General Purpose Request

Request Discovery

Do you need work or a service performed? This is a good place to start.

Search for a request:

What can we help you do? Q SEARCH

Or, select a category that applies to your need:

Systems Access and Security

Showing requests for category: **Systems Access and Security**

APPLICATION ACCESS

- NON-NCS LU REQUEST
- IROUND NEW USER REQUEST
- HEALTHIT - SECURITY REVIEW
- PEGASUS WEB SERVICE APP REGISTRATION
- HEALTH IT SECURITY - OTHER REQUEST
- [▼ MORE...](#)

FILESHARES

- SHARE PERMISSIONS DETAILS
- SO - SECURE FILE TRANSFER
- VUIT RESEARCH SUPPORT RESOURCE ACCESS REQUEST
- NEW ITSM ENHANCEMENT

FIREWALL

- SO - FIREWALL RULE REQUEST
- VUIT UNIX - FIREWALL REQUEST
- ORACLE - GUARDIAN SERVER ACCESS
- ADI QUALITY TASK

OTHER

- CI BATCH IMPORT UPDATE DRY RUN
- ITSM REQUEST FULFILLMENT
- SMO ASSESSMENT

SERVER ACCESS

- SRFS REQUEST
- VPN REQUEST FORM
- SECURITY SCAN REQUEST
- ADI QUALITY TASK
- ESTAR - NON-PRODUCTION ACCESS

USER ACCOUNTS

- REVENUE CYCLE SYSTEMS SUPPORT - SECURITY ACCESS - PAYOR WEBSITES
- REVENUE CYCLE SYSTEMS SUPPORT - SYSTEMS ACCESS - SECURITY REQUEST - MODIFY EXISTING ACCESS
- REVENUE CYCLE SYSTEMS SUPPORT - SYSTEMS ACCESS - SECURITY REQUEST - NEW ACCESS
- DBA - UNIVERSITY NEW USER ACCOUNT
- REVENUE CYCLE SYSTEMS SUPPORT - SYSTEMS ACCESS - DELETE ACCESS
- [▼ MORE...](#)

Use the General Purpose Request if you can't find a suitable request; the Help Desk will assign to the appropriate group

Requests are displayed based on the category you select

Click on MORE... to expand the list

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Submitting a Request (This is an example – other Requests may have additional fields to complete)



Home Communications Requests SLA Service Catalog Knowledge Admin

FACILITATE CHAIN OF CUSTODY TO VANDERBILT FOR DISPOSAL

Provide customer details

CUSTOMER INFORMATION

Tell us a little about who needs this service.

Who is the customer (requestor)?

(Customer will be used unless otherwise indicated.)

Complete fields on form (note, there may be several fields here)

REQUEST SUBMISSION FORM

What is the reason for your request?

You may indicate that request is urgent – you will be asked to provide a reason

REQUEST URGENCY

In general, requests are processed as quickly and efficiently as possible. However, if you deem this request an emergency, please indicate as such by clicking the button below and the information will be passed along with your submission.

You can add attachments here

FILE ATTACHMENTS


Drop files to upload
(or click)

You can save a draft to complete later

Are you ready to submit this request?

Click SUBMIT when you're ready to submit the request; you will receive a confirmation email

When the request is complete, you will receive an email like this

8/31/2016

Pegasus Request Management

Janet,

Request **#R00266589** (ITSM CI NAME CHANGE) has been completed.

Please confirm completion of this request by indicating your approval below. If you are not satisfied, please follow the deny link below. This request will be considered complete if no response is received in 8 days.

Click this button if you are satisfied that the request is complete

APPROVE

DENY

Click this button if you are not satisfied that the request is complete; you will be asked to provide more information and the request will be reopened

You can also go to the request record to approve, deny or see more details

VIEW IN PEGASUS

Request Details

Ticket Number:
R00266589

Name:
ITSM CI NAME CHANGE

Status:
Final Approval ()

Notes:

Assigned Workgroup:

Requestor:
MANDEVILLE, JANE

Submitted Date:
8/31/2016 3:20:46 PM

Primary Contact:
MANDEVILLE, JANE
jane.mandeville@vanderbilt.edu
6153433804