

Certifier Approval process for UIT Network Services Work Orders

Visit www.uh.edu/infotech/support-case

New Interface

All Certifiers will be able to view all work orders if they are identified as either a Primary Certifier or a Secondary Certifier for each respective work order submission. Non-certifiers will not be able to view the **My Certifier Work Orders** tab.

UIT Network Services

UNIVERSITY of HOUSTON
UNIVERSITY INFORMATION TECHNOLOGY

[Home](#) ➔ [Submit Work Order](#) ➔ [My Certifier Work Orders](#) ➔ [My Work Orders](#) ➔ [My IP-DNS Requests](#) ➔

Quick Work Orders			Quick Links
Select from below to start the request process			Use the following links to quickly navigate to frequently used items
Access Networks (Wired)	Access Networks (Wi-Fi)	Administrative Conference Rooms	2020 Product Guide
Call Center Services (Anywhere365)	Submit IP-DNS Requests	IT Project Management	Note Regarding Expedited Work Orders
Public Safety Systems	Research Networks	Unified Communications (Skype for Business)	Submit an IP-DNS Request UIT Network Services
			Submit a Computer/Accounts Support Ticket UIT Support Center
			Knowledge Base UIT Network Services

Approving Work Orders

New incoming work orders are displayed under the **Pending Approval** tab which is found in the **My Certifier Work Orders** section.

1. To open the work order, click the on the linked title or pencil icon in that row.

Home Submit Work Order My Certifier Work Orders My Work Orders My IP-DNS Requests

Certifier Work Orders

Pending - Approval Approved - Open Approved - Closed Denied - Closed Canceled

	Ap...	Case Id	Title	Category	Issue Type	Request Status	Certifier	CustomerDe...	Cust
<input type="checkbox"/>		60	Testing Yes 12-9...	Access Network...		Pending for Ap...	Baptiste, Lannet...		
<input type="checkbox"/>		65	fjaljfepo	Access Network...		Pending for Ap...	Moody, Kim	Technology Ser...	H02C
<input type="checkbox"/>		66	Test - 12/09/2020	Access Network...	Request Data Ja...	Pending for Ap...	Bhakta, Anita	Technology Ser...	H02C
<input type="checkbox"/>		67	No - Test - 12/9...	Access Network...	Request Data Ja...	Pending for Ap...	Bhakta, Anita	Technology Ser...	H02C

Page 1 of 1 10 items per page 1 - 4 of 4 items

Select the option for what you want to do:

Work Orders - fjaljfepo

Attach File 2 of 4 ↑ ↓

Approve Forward Deny Save Close Form

Approval Details

For an overview of the new Certifier Approval process, please download and review our user [documentation \[pdf\]](#).

What would you like to do?

I am Ready to Approve

I need to Forward to another Certifier

I need to Deny/Cancel

Summary of Request

Request Details Team Details Date Details

2. Select "I am Ready to Approve". The **Ready to Approve** tab appears.
3. Select the **Speed Type** dropdown menu to choose the preferred Speed Type. The options are populated based on the Certifier Approver's Department Code. Once a selection is made, **SpeedType Description** and **Cost Center Number** will be automatically populated. **Work Order Comments** are optional.
4. Once Speed Type is selected, please click the **Approve** button.

ip Form

None

46121-WEB TECHNOLOGIES

46147-WEB TECHNOLOGIES

48672-UNIFRINT

46148-ACADEMIC TECHNOLOGY

46149-SOFTWARE SITE LICE

84212-SOFTWARE SITE LICE

46150-TSS ITSC PART-TIME

46151-IT SUPPORT CENTER

56129-FS_SVC_STUDENT HOU

56010-MAJOR PROJECTS

58922-SECURITY CAMERA OP

60318-WI-FI M&O

57106-TSS OFFICE OF EXEC

62346-TSS OFFICE OF EXEC

17956-SOFTWARE SERVICE C

40672-NETWORK SERVICE CE

30344-EXEC PRIVATE INFO

None

SpeedType WEB TECHNOLOGIES

SpeedType Description

Certifier H0201

Certifier Approval Department Code

Department responsible for the processing of the associated Cost Center

Work Order Comments

Primary Certifier Moody_Kim

Other Certifiers Baptiste_Lannette.L

Customer* Baptiste_Lannette.L

Cost Center Number 00730-2064-H0201-D0997-NIA

Customer Department Name Technology Services and Support

Approve Forward Deny Save Close Form

Forwarding Work Orders

Certifiers may send a request to another department using the **Forward Request** option.

1. Select "I need to Forward to another Certifier". The **Forward Request** tab appears.
2. Check the **Certifying Signature Authorities List** for the latest department code listings.
3. Enter the **New Customer Department Code** then MOVE the cursor AWAY from the field and click elsewhere. This will populate the **New Primary Certifier and Others Certifier** information for the Forward process.
4. Once the information is verified, click on the **Forward Comments** tab to notate the comments for the new department certifiers.
5. Click the Forward button to forward the request to the new department certifiers.

Approval Details

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What would you like to do?

I am Ready to Approve

I need to Forward to another Certifier

I need to Deny/Cancel

Summary of Request | Forward Request

To forward this request to another Certifier, please reference/download the approved [Certifying Signature Authorities List](#) and enter the relevant Department Code in the **Approval Department Code** field. To complete the Forward process, please click the **Forward** button.

Primary Certifier

Morales, Sonia x

Primary Certifier identified to receive the initial email for processing the approval on this Work Request.

New Customer Department Code*

H0201

Please enter the department code and click OUTSIDE of the field in order for the new Certifier information to appear.

Other Certifiers

Bala, Devi x Castro, Rowena x Spindler, Bill x Victorian, Cindy x

Other Certifiers responsible for executing the approval procedure, should the Primary Certifier not be able to conduct the approval procedure.

New Certifier | Forwarding Comments

Please check details of New Primary Certifier before Forwarding request.

Certifier myUHID	0088295	Certifier CougarNet	smorale2
Certifier Email	SMorales@Central.UH.EDU	Certifier Department	UIT Business Services

Approve | Forward | Deny | Save | Close Form

Summary of Request

The Summary of Request is included on all selections. It provides additional information associated with the work order in a view-only mode. Additional details include:

- Information related to the work order
- Teams and customers associated with the work order
- Date information related to the order

Work Orders - fjaljfepo

Attach File 2 of 4 ↑ ↓

[✓ Approve](#) [↶ Forward](#) [✗ Deny](#) [📄 Save](#) [✕ Close Form](#)

Approval Details

For an overview of the new Certifier Approval process, please download and review our user [documentation \[pdf\]](#).

What would you like to do? I am Ready to Approve
 I need to Forward to another Certifier
 I need to Deny/Cancel

[✓ Summary of Request](#)

Request Details | Team Details | Date Details

Case Id	<input type="text" value="65"/>	Request Status	<input type="text" value="Pending for Approval"/>
Expedite Work Order	<input type="checkbox"/> <small>There is an extra \$20/per hour charge for all Expedited Work Orders.</small>	Priority	<input type="text" value="Normal"/>
Completed Work Order	<input type="checkbox"/>	Request Billable	<input type="radio"/> Yes <input type="radio"/> No
Work Request Category	<input type="text" value="Access Networks (Wi-Fi)"/>	Work Request Type	<input type="text"/>
Summary of Issue*	<input type="text" value="fjaljfepo"/>	Description	<input type="text" value="akjewop'a"/>

Logged-In Approver

[✓ Approve](#) [↶ Forward](#) [✗ Deny](#) [📄 Save](#) [✕ Close Form](#)

Denying Work Orders

1. Select "I need to Deny/Cancel". The **Deny/Cancel** tab appears.
2. Click on **Deny/Cancel** tab
3. Enter in **Work Order Comments**
4. Click the **Deny** button.
 - Once a work order has been approved, Certifiers still have the option to cancel until the Work Order is closed by our billing department

The screenshot displays the 'Work Orders - fjaljfepo' interface. At the top, there is a dark blue header with the title. Below the header, there is a navigation bar with buttons for 'Approve', 'Forward', 'Deny', 'Save', and 'Close Form'. The main content area is titled 'Approval Details' and contains a message: 'For an overview of the new Certifier Approval process, please download and review our user documentation [pdf].'. Below this, there is a section titled 'What would you like to do?' with three radio button options: 'I am Ready to Approve', 'I need to Forward to another Certifier', and 'I need to Deny/Cancel' (which is selected). A 'Summary of Request' tab is active, showing a 'Deny/Cancel' button. A red warning message states: 'To complete the Deny/Cancel process, please click the Deny button. The Cancel button will be available once the Work Order has been approved.' Below the warning, there are input fields for 'Department Deny/Cancel Date' (with a date and time picker), 'Logged-In Approver' (with a dropdown menu showing 'Baptiste_Lannette_L x'), and 'Work Order Comments' (with a text area). At the bottom, there are expandable sections for 'Logged-In Approver', 'Work Log', 'Hidden Section', and 'Attachments'. A file upload button is also present at the bottom left. The interface is consistent with the steps provided in the text above.

Additional Notes

- The system will capture the Department Approver information for auditing purposes. This approver would either be the Primary Certifier or one of the other Secondary Certifiers. It is for informational purposes only.
- The Work Log is where you may add additional information that may need to be communicated to the network technicians or the customer.
- Customers who have work orders that do not need to be certified will only see the **Work Log** section. Also, these customers will not be able to see the **Approval Details** or the **Logged-In Approver** sections.

For additional questions on the use of the Certifier interface, please contact aad@uh.edu.

For comments and suggestions, please contact networksupport@uh.edu.