

## Instructions to submit a Change Request in Footprints

Go to: <http://itservice.downstate.edu/MRcgi/MRlogin.pl> and log in with your Downstate Network username and password



 **SUNY DOWNSTATE**  
Medical Center

Please Log In to Submit a Request for Help  
Using Your Network User Name and Password

Please log in

User Name

Password

Remember Me

Login

[Create a new account](#)

Go to the section that says "You are in the Service Desk" workspace and change it to the "Change Management" workspace as shown below

Welcome, Pretema B | Preferences | Sign-out | Help

You are in the **Change Management** workspace

Change Management  
Problem Management  
Service Desk  
SUNY IT Projects  
SUNY IT Survey

Currently Logged In Users | My Assignments | Change Management Totals | Active Tickets by Status for Helpdesk (Top 10)

Number	Priority	Ticket Source	Summary	Status	Submitted By	Contact Phone Number	Type	Subtype	Category	Assignees	Last Updated
5158	ROU	Email	Third request (Computers) for Rheumatology Department	Open	lois.cooper@downstate...	718-270-6112	Application - Desktop	Windows 7	Configure	Pretema Balkissoon	now
5129	ROU	Phone	Unable to print from ORSOS Report. Please refer WO# 2389	Open	Kana Siva	718-270-3985	Printing	Other	-	Pretema Balkissoon...	2 hrs 18 min ago
5116	ROU	Email	No Subject Entered	Open	alithia.alleyne@downst...	718-270-7730	Application - Enterprise	Lotus Notes (eMail)	Create User Account	Pretema Balkissoon...	3 hrs 15 min ago
5090	ROU	Email	E-Mail request	Open	Bernadette Williams	718-270-8132	Application - Enterprise	Lotus Notes (eMail)	Access	Pretema Balkissoon...	4 hrs 12 min ago
4762	ROU	Email	replacement monitor for Dr. Prospere 440 lenox road.	Open	gwendolyn.mcmichael...	718-270-3820	Hardware - Desktop	Desktop - PC	Monitor	Pretema Balkissoon...	1 day 2 hrs ago
4750	ROU	Phone	Needs Microsoft Visio 2010 installed	Open	Pretema Balkissoon	718-270-1216	Application - Desktop	Microsoft Office 2010	Install	Pretema Balkissoon...	3 days ago
4733	ROU	Phone	Alice Phillips needs Adobe 10 installed on her workstation	Open	Duane Graham	718.270.1169	Application - Desktop	Acrobat Professional	Install	Pretema Balkissoon...	3 days 1 hr ago
4732	ROU	Email	From the Office of the CEO: Internet Access (Phil Villacci)	Open	monique.adafia@down...	718-270-6389	Network	LAN	Connectivity	Pretema Balkissoon	2 days 5 hrs ago
4726	ROU	Email	CitStorage Status	Open	stephen.young@downs...	718-613-8563	Request	Other	-	Pretema Balkissoon...	2 days 5 hrs ago
4691	IMP	Web	Footprints New Request Page does not display "Save" button	Open	bgale	718-270-2557	Application - Enterprise	FootPrints	Self Service	Pretema Balkissoon...	1 day 3 hrs ago
4608	ROU	Web	Request an Email Account	Open	psandova	718-270-8112	Application - Enterprise	Lotus Notes (eMail)	Create User Account	Pretema Balkissoon...	4 hrs 49 min ago
4524	ROU	Email	Adobe Acrobat Professional X	Open	Lipton Walker	7185105181	Application - Desktop	Acrobat Professional	Install	Pretema Balkissoon...	6 days ago
4502	ROU	Email	Adobe	Open	althea.dinham@downst...	718-270-3973	Application - Desktop	Acrobat Professional	Install	Pretema Balkissoon...	3 days 2 hrs ago
4457	ROU	Email	Tickets	Open	Vikki Small	718-270-1586	Request	Other	-	Pretema Balkissoon...	2 days 23 hrs ago
4303	ROU	Phone	Adobe Pro 9 Installation	Open	Duane Graham	718.270.1169	Application - Desktop	Acrobat Professional	Install	Pretema Balkissoon...	8 days ago
4240	ROU	Email	No Subject Entered	Customer Responded	evan.conquest@downst...	N/A	Application - Enterprise	Lotus Notes (eMail)	Traveler	Pretema Balkissoon	21 hrs ago
4215	ROU	Email	Remote access to AppXtender files	Open	Richard Ajimati	718-826-5023	Accounts & Security	VPN	Permission	Pretema Balkissoon	2 days 4 hrs ago

Please select the **Change Management** Workspace as shown above.

Please click on **New Change** to submit a Change Request

You must enable pop-up windows in your browser. Click here for instructions. Click here to disable this warning (after you have enabled pop-ups).

You are in the **Change Management** workspace.

Home | **New Change** | Reports | Administration | More

**Pending Approvals**  
There were no matches to your query.

**Change Management Totals**

Draft	2
Active	39
Implemented	1
Request	0
Internal Solutions	0
Solutions	0
Pending CAB Meeting	2
Submitted	0

Actions | All Changes | 1 - 20 of 40

Number	Scope	Change Request Summary	Status	Assignees	Last Updated
29		Requesting for additional 25GB Space for C:Drive on ECTP... APPROVED by IT-CAB via the weekly Change Control Meeting held on Monday, August 11th, 2014 at 10:30 a.m. Participants: Pretema [more...]	Approved	Kalim Khan...	1 mo 7 days ago
30		Go live Snapwebhost serving survey for College of Medic... All data from w2k3 to w2k8 successful migration . As of now everything is working fine. [more...]	Approved	Kenz Adai	1 mo 10 days ago
32		Requesting a new VM server Window 2008 64 bit R2 for hos... APPROVED AS PER BELOW... [more...]	Approved	Kenz Adai...	1 mo 10 days ago

Please fill out:  
Contact Information  
Description  
Attach 2 files included in this reminder  
Assignee and Notifications  
Then click on "SAVE"

Please fill out all information in this section including:  
Change Request Summary  
Impact\Risk\Scope  
Type\Status (Select Draft)  
Description  
Business Justification\Implementation Plan\Testing Plan\Rollback Plan  
Indicate weather a centerwide is needed or not before you click on "SAVE"

The screenshot shows a web form titled "New Change for Change Management" with a "SAVE" button at the top left. The form is divided into several sections:

- Change Request Summary\***: A text input field.
- Impact**: A dropdown menu with "No Choice" selected.
- Risk**: A dropdown menu with "No Choice" selected.
- Scope\***: A dropdown menu with "Major" selected.
- Type\***: A dropdown menu with "Make a Selection" selected.
- Status\***: A dropdown menu with "Draft" selected.
- Description\***: A rich text editor with a toolbar and a "Search Knowledge Base" button.
- Business Justification**: A text input field.
- Center Wide E-mail Needed?**: A dropdown menu with "No Choice" selected.
- Implementation Plan**: A text input field.
- Testing Plan**: A text input field.
- Rollback Plan**: A text input field.

Red arrows point from the instruction boxes to the "Change Request Summary" field, the "Description" field, and the "Center Wide E-mail Needed?" dropdown. A large red arrow on the left points to the "Description" section, and another large red arrow on the right points to the "Center Wide E-mail Needed?" dropdown.

Please contact Pretema Balkissoon at 718-270-8197 or [pretema.balkissoon@downstate.edu](mailto:pretema.balkissoon@downstate.edu) with any questions.