

New Name	Combined Workflow Sequence:
[IT001] PC Installation Service	
	First Approval: Approver selected by users
[IT006] PC Data Erasure Service	Task1:IFS_CSUS_DESKSIDE
[IT013a] Apply for New IP Phone	
[IT013c] Update Existing IP Phone	
[IT013e] Removal of IP Phone Service	
[IT013f] Loan of IP Phone	
[IT015] Telecommunication Service Point (TSP) Request Form	
[IT016] IPTV Services Request Form	
	First Approval: Approver selected by users
[IT018a] SPSS Site License Purchase Request	Task1: IFS_CSUS_HOTLINE Task2:ADM_CSUS Task3:IFS_CSUS_HOTLINE
	Task 1 : IFS_CSUS_HOTLINE Task 2: ISS
	First Approval: ISS_APPROVER Second Approval: Approver selected by users
[IT031a] Virtual Private Network (VPN) Request (for External Vendor)	Task 3: IFS_SOU_ASSIGN; Task 3,4,5 created in parallel. Task 4: IFS_SOU_OPERATOR; Task 3,4,5 created in parallel. Task 5: IFS_NU_FIREWALL; Task 3,4,5 created in parallel.
	Task 6: IFS_CSUS_HOTLINE
	First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE
[IT031b] Virtual Private Network (VPN) Request (for General User)	Task2: IFS_SOU_OPERATOR; Task 2,3 created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2,3 created in parallel.
	Task 1: IFS_CSUS_HOTLINE Task 2: ISS
	First Approval: ISS_APPROVER Second Approval: Approver selected by users
[IT031c] Virtual Private Network (VPN) Request (for IT Administrator)	Task 3: IFS_SOU_ASSIGN; Task 3,4,5 created in parallel. Task 4: IFS_SOU_OPERATOR; Task 3,4,5 created in parallel. Task 5: IFS_NU_FIREWALL; Task 3,4,5 created in parallel.
	Task 6: IFS_CSUS_HOTLINE
[IT032] Activation of Telecommunication Service Point (TSP) Port	Task1: IFS_CSUS_DESKSIDE
	Task1: IFS_CSUS_HOTLINE
[IT038] Mass Mail Distribution Request	First Approval: Approver selected by users
	Task2: IFS_CSUS_HOTLINE
	First Approval: Approver selected by users
	Task1: IFS_CSUS_HOTLINE
[IT039] Change of Departmental / Project Email Display Name	Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.
	First Approval: Approver selected by users
[IT041] Departmental Mailing List Management	Task1:IFS_CSUS_HOTLINE
	First Approval: Approver selected by users
[IT047] Live Broadcast Support Service	Task1: IFS_CSUS_DESKSIDE Task2: ADM_CSUS

[IT048] eFax Services Request	<p>First Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE Task2: IFS_TELEPHONY Task3: IFS_CSUS_DESKSIDE</p>
[IT049] e-Announcement Posting System Access Request	<p>First Approval: Approver selected by users</p>
[IT052] Extension of SSOid	<p>First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.</p>
[IT056] Creation of Email Account	<p>First Approval: IFS_CSUS_HOTLINE Second Approval: IFS_CSUS_APPROVER Third Approval: Approver selected by users Forth Approval: DIT Task1:IFS_SOU_OPERATOR; Task 1&2 Created in parallel. Task2:IFS_CSUS_HOTLINE; Task 1&2 Created in parallel.</p>
[IT060] e-Learning Services Request	
[IT065a] Web Hosting Request	<p>First Approval: SP_DXS_WEBSITE Second Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE Task2: IFS_CSUS_DESKSIDE; Task 2&3 Created in parallel. Task3: IFS_SOU_ASSIGN; Task 2&3 Created in parallel. Task4: ADM_CSUS</p>
[IT065b] Domain Name Registration	<p>First Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE Task2: IFS_CSUS_DESKSIDE; Task 2&3 Created in parallel. Task3: IFS_SOU_ASSIGN; Task 2&3 Created in parallel.</p>
[IT066] Server Hosting Request	<p>First Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE Task2: IFS_CSUS_DESKSIDE; Task 2&3 Created in parallel. Task3: IFS_SOU_ASSIGN; Task 2&3 Created in parallel. Task4: ADM_CSUS</p>
[IT067] Share Drive Access Control	<p>First Approval: IFS_CSUS_HOTLINE Second Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel. Task2: IFS_SOU_ASSIGN; Task 2&3 Created in parallel. Task3: ADM_CSUS</p>
[IT068] Restoration of Web Server/Share Drive/Database/Email/OneDrive Data	<p>First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.</p>
[IT069] Physical Hosting Request	
[IT080] Apply for IDD Service	

[IT081] Firewall Rules Change Request Form	Task 1 : IFS_CSUS_HOTLINE Task 2: ISS First Approval: ISS_APPROVER Second Approval: Approver selected by users Task 3: IFS_NU_FIREWALL
[IT082] SSOid Control Enablement Service	First Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE Task2: IFS_CSUS_DESKSIDE; Task 2&3 Created in parallel. Task3: Task 2&3 Created in parallel. Assignment group base on the value of usu082_integration_type: BUAM Integration->AIS_MA_SSOID SAML Integration->IFS_SOU_ASSIGN Radius Auth Integration->IFS_SOU_ASSIGN OAuth Integration=>AIS_MA_SSOID
[IT084] Video Conference Setup Request	
[IT088] Departmental/Project Account Access Request	First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.
[IT090] Website Vulnerability Assessment / Scan Request Form	
[IT091] Optical Mark Recognition (OMR) Scanner Booking Service	Task1: IFS_CSUS_HOTLINE
[IT092] Extension of Departmental/Project Account	First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.
[IT093] ESET Endpoint Encryption (EEE) USB Device Exclusion Application	Task 1 : IFS_CSUS_DESKSIDE Task 2: ISS First Approval: Approver selected by users Second Approval: ISS_APPROVER Task 3: IFS_SOU_ASSIGN Task 4: IFS_CSUS_DESKSIDE
[IT094] PC Data Retrieval Service	First Approval: Approver selected by users Task1: IFS_CSUS_DESKSIDE
[IT095] Google, Apple and Microsoft App Store Applications Publish Request	
[IT097] File Cloud Service Request	
[IT098] IT Equipment Registration Request Form	
[IT100] Audiovisual Support Services	
[IT117] Flipbook Creation Request	
[IT118] Website Design & Development Request	
[IT111] Software and Peripheral Installation Service	Task1: IFS_CSUS_DESKSIDE
[IT112] JSender Account Creation	First Approval: Approver selected by users Task1: IFS_CSUS_HOTLINE

[IT113] SharePoint Site Creation	<p>Task 1: IFS_CSUS_HOTLINE Task 2: ISS</p> <p>First Approval: Approver selected by users Second Approval: ISS_APPROVER</p> <p>Task 3: IFS_SOU_ASSIGN Task 4: IFS_CSUS_HOTLINE</p>
[IT114] License Upgrade for Other Type Account	<p>First Approval: Approver selected by users</p> <p>Task1: IFS_CSUS_HOTLINE</p> <p>Task2: IFS_SOU_OPERATOR; Task 2&3 Created in parallel. Task3: IFS_CSUS_HOTLINE; Task 2&3 Created in parallel.</p>
[IT115] Web Application Access Request	<p>First Approval: Approver selected by users</p> <p>Task1: IFS_CSUS_DESKSIDE</p> <p>Task2: IFS_CSUS_DESKSIDE; Task 2&3 Created in parallel. Task3: FS_SOU_ASSIGN; Task 2&3 Created in parallel.</p>
[IT116] Equipment Move-In/Out for Physical Hosting	
[IT119] Installation of Microsoft Intune for University-owned Devices	Task1: IFS_CSUS_DESKSIDE