

HCL Change Requests – if Category=Network or Category=Telephony

WHAT: Change Requests with Category=Network or Category=Telephony and Assignment Group is HCL will have two new required fields.

WHY & HOW: This is for billing purposes. If one of the named categories above is selected and the Assigned To is in an HCL Assignment Group, the following two fields will be required: **Action** and **How Many CIs are Being Added, Modified and/or Removed?**

NOTE: If UCSF staff creates a Change Request and assigns it to HCL, they will need to obtain the correct 'Action' for HCL and enter the CI count in the respective field.

The following steps describes the new HCL required fields:

1. **Create New (1)** ServiceNow Change Request. Reference the Quick Reference Guide on [How to Create a Normal or Expedited Change Request](#), posted on itsm.ucsf.edu website, if necessary.
2. In the Change Request, if Category=Network or Category=Telephony **(2) AND** the Assignment Group is HCL **(3)**, enter a required **Action (4)** item. **IMPORTANT:** Only select an Action item ending with **Tier 1, Tier 2 or UCSF DC**.
3. Enter the total number of CIs that are part of the Change Request in the field called: **How Many CIs are Being Added, Modified and/or Removed (5)**. Enter data in remaining fields and route for approval.