Maximo 7.6.1 Key User Training Guide
Unit 3: Service Request
Table of Contents

UNIT 3: SERVICE REQUEST ..................................................................................................................... 1

TABLE OF FIGURES............................................................................................................................... 3
CHANGE RECORD ..................................................................................................................................... 4
TYPOGRAPHICAL CONVENTIONS ......................................................................................................... 4
COURSE INTRODUCTION ........................................................................................................................ 5
 Objective .................................................................................................................................................. 5
 Outline .................................................................................................................................................... 5

LESSON 1: SERVICE REQUESTS - GENERAL ..................................................................................... 6

 Raise New Service Request .................................................................................................................. 7
 View Service Request ............................................................................................................................ 10
 Attach Service Request to Existing Work Order .................................................................................. 11
 Create New Work Order from Service Request .................................................................................. 12
 Close Service Request .......................................................................................................................... 14
 Duplicate Service Request .................................................................................................................. 15
 Service Request Reporting ................................................................................................................... 16

LESSON 2: SERVICE REQUESTS, ANU BUSINESS PROCESS ....................................................... 18

 (Custodians, End Users) Raise a New Service Request ................................................................. 19
 (Custodians) Review Service Request created/modified by End User ............................................. 24
 (Schedulers) View, Update and Submit Service Request ................................................................. 27
 (CROs) View, Update and Submit Service Request ........................................................................... 32
Table of Figures

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 1</td>
<td>Path to the New Service Requests</td>
<td>7</td>
</tr>
<tr>
<td>Figure 2</td>
<td>Populating new Service Request</td>
<td>7</td>
</tr>
<tr>
<td>Figure 3</td>
<td>New SR, Populating ‘Request Type’ Section</td>
<td>8</td>
</tr>
<tr>
<td>Figure 4</td>
<td>Populating ‘Request Type’ Section, WHS Related Issue</td>
<td>8</td>
</tr>
<tr>
<td>Figure 5</td>
<td>Populating other fields on SR</td>
<td>9</td>
</tr>
<tr>
<td>Figure 6</td>
<td>Search for Service Request</td>
<td>10</td>
</tr>
<tr>
<td>Figure 7</td>
<td>WO Selection for attaching SR</td>
<td>11</td>
</tr>
<tr>
<td>Figure 8</td>
<td>Attaching SR to Work Order</td>
<td>11</td>
</tr>
<tr>
<td>Figure 9</td>
<td>SR Selection</td>
<td>12</td>
</tr>
<tr>
<td>Figure 10</td>
<td>Create New Work Order from SR</td>
<td>12</td>
</tr>
<tr>
<td>Figure 11</td>
<td>Newly Created Work Order attached to SR</td>
<td>13</td>
</tr>
<tr>
<td>Figure 12</td>
<td>Selection SR to be closed</td>
<td>14</td>
</tr>
<tr>
<td>Figure 13</td>
<td>Closing of SR through Status Change</td>
<td>14</td>
</tr>
<tr>
<td>Figure 14</td>
<td>Selecting SR for Duplication</td>
<td>15</td>
</tr>
<tr>
<td>Figure 15</td>
<td>SR Duplication</td>
<td>15</td>
</tr>
<tr>
<td>Figure 16</td>
<td>Selecting SR for Reporting</td>
<td>16</td>
</tr>
<tr>
<td>Figure 17</td>
<td>Service Request Reporting</td>
<td>16</td>
</tr>
<tr>
<td>Figure 18</td>
<td>Service Request Details Report</td>
<td>17</td>
</tr>
<tr>
<td>Figure 19</td>
<td>Service Request Workflow Process</td>
<td>18</td>
</tr>
<tr>
<td>Figure 20</td>
<td>Path to the Service Request</td>
<td>19</td>
</tr>
<tr>
<td>Figure 21</td>
<td>New SR creation</td>
<td>19</td>
</tr>
<tr>
<td>Figure 22</td>
<td>New SR, Location Selection</td>
<td>20</td>
</tr>
<tr>
<td>Figure 23</td>
<td>New SR, Populating ‘Request Type’ Section</td>
<td>21</td>
</tr>
<tr>
<td>Figure 24</td>
<td>Populating ‘Request Type’ Section, WHS Related Issue</td>
<td>21</td>
</tr>
<tr>
<td>Figure 25</td>
<td>Populating other fields on SR</td>
<td>22</td>
</tr>
<tr>
<td>Figure 26</td>
<td>Submit new SR</td>
<td>23</td>
</tr>
<tr>
<td>Figure 27</td>
<td>Assign SR to Schedulers</td>
<td>23</td>
</tr>
<tr>
<td>Figure 28</td>
<td>Path to the Service Request</td>
<td>24</td>
</tr>
<tr>
<td>Figure 29</td>
<td>Selecting SR for processing</td>
<td>24</td>
</tr>
<tr>
<td>Figure 30</td>
<td>Updating all relevant data on SR</td>
<td>24</td>
</tr>
<tr>
<td>Figure 31</td>
<td>Adding Work Log to SR</td>
<td>25</td>
</tr>
<tr>
<td>Figure 32</td>
<td>Routing SR to Scheduler</td>
<td>26</td>
</tr>
<tr>
<td>Figure 33</td>
<td>Scheduler’s SR Workflow process</td>
<td>27</td>
</tr>
<tr>
<td>Figure 34</td>
<td>Path to the Service Request</td>
<td>27</td>
</tr>
<tr>
<td>Figure 35</td>
<td>SR Selection</td>
<td>27</td>
</tr>
<tr>
<td>Figure 36</td>
<td>Path to the SR from Start Center</td>
<td>28</td>
</tr>
<tr>
<td>Figure 37</td>
<td>Take Ownership by Scheduler</td>
<td>28</td>
</tr>
<tr>
<td>Figure 38</td>
<td>Populating Work Details</td>
<td>29</td>
</tr>
<tr>
<td>Figure 39</td>
<td>Routing SR for Approval</td>
<td>29</td>
</tr>
<tr>
<td>Figure 40</td>
<td>Related Record Tab of SR</td>
<td>30</td>
</tr>
<tr>
<td>Figure 41</td>
<td>View WO through Related Records Tab</td>
<td>30</td>
</tr>
<tr>
<td>Figure 42</td>
<td>Adding Log Information</td>
<td>31</td>
</tr>
<tr>
<td>Figure 43</td>
<td>CROs SR Workflow Process</td>
<td>32</td>
</tr>
<tr>
<td>Figure 44</td>
<td>Path to the SR</td>
<td>32</td>
</tr>
<tr>
<td>Figure 45</td>
<td>SR Selection</td>
<td>32</td>
</tr>
<tr>
<td>Figure 46</td>
<td>Accessing SR through Start Center</td>
<td>33</td>
</tr>
<tr>
<td>Figure 47</td>
<td>CRO taking ownership of SR</td>
<td>33</td>
</tr>
<tr>
<td>Figure 48</td>
<td>Adding Log Information</td>
<td>34</td>
</tr>
<tr>
<td>Figure 49</td>
<td>Assigning SR back to Schedulers</td>
<td>35</td>
</tr>
</tbody>
</table>
NOTICE
SBS Global believes that the contents of this document are valuable and could damage its business if revealed to its competitors. Accordingly, all pages of this document have been submitted in confidence. The data presented thereon contain trade secrets and/or privileged or confidential information.

Change record

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Change Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 October 2019</td>
<td>Velibor Djukic</td>
<td>V1.0</td>
<td>Training Documentation for ANU, Unit3: Service Request</td>
</tr>
</tbody>
</table>

Typographical conventions

In this course, the following typographical conventions are used.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Commands, keywords, file names, authorization roles, URLs, or other information that you must use literally appear in <strong>bold</strong>.</td>
</tr>
<tr>
<td><em>Italics</em></td>
<td>Variables and values that you must provide appear in <em>italics</em>. Words and phrases that are emphasized also appear in <em>italics</em>.</td>
</tr>
<tr>
<td><strong>Bold Italics</strong></td>
<td>New terms appear in <strong>bold italics</strong> when they are defined in the text.</td>
</tr>
<tr>
<td>Monospace</td>
<td>Code examples, output, and system messages appear in a monospace font.</td>
</tr>
<tr>
<td>-&gt;</td>
<td>In this manual, the arrow character is used as a path arrow. The arrow indicates the path to the named window.</td>
</tr>
</tbody>
</table>
Course introduction

This course is a scenario-based course designed for individuals who need to manage Maximo 7.6. Through lecture, instructor demonstration, and exercises, students will discuss Service Request activities.

Objective

Upon completion of all lessons in this unit, you will be able to:

- Perform day to day End User transactions in the Service Request
- Follow the SR Workflow process

Outline

The following outline is a high-level description of the contents of this course. Each unit has an overview presentation, and most have a series of student exercises designed to reinforce the concepts presented. The course contains the following units:

Unit 1: Maximo Navigation, Start Centres, and Reporting

In this unit, you will learn about creating and managing queries and KPI’s and how these can be used in the Start Centre. You will also learn how to schedule reports.

Unit 2: Maximo Works Management Applications

In this unit, you will learn about the various Work Management applications which allow for efficient management of maintenance and repairs required for your assets.

Unit 3: Service Request

In this unit, you will learn about the Service Request application and process.

Unit 4: Work Order

In this unit, you will learn about the Work Order Tracking application and process.

Unit 5: Datasplice

In this unit, you will learn about the Datasplice mobile application and process.
Lesson 1: Service Requests - General

A service request (SR) is a customer-initiated request to perform maintenance. It is not an order to perform work but just a request for the work and can either be accepted as valid and will therefore result in a work order being raised, or it can be rejected, and no further action taken. A SR can be raised against an asset or a location.

KEY ASSUMPTIONS

- User has logged on and has security privilege to create and view Service Requests

USER ACTIVITIES
**Activity Name**

**Raise New Service Request**

**User Steps**

1. From the Start Centre, go to the **Create Service Request** application:
   
   Go To → Self Service → Service Requests → Create Service Request

   ![Figure 1 - Path to the New Service Requests](image)

2. The new Service Request (SR) screen will be displayed. The SR will be initially populated with details for the current user, including the user’s default location (if it exists).

3. Click on the Asset Select value option
   
   a) Initially the Select Value list of assets will default to ‘User/Custodian’ (this can be modified to ‘All’ in the application designer). Change the Selection to ‘All’
   
   b) Click on ‘Refresh’ button
   
   c) Enter criteria to filter the list to desired assets
   
   d) Select the desired asset
   
   e) Click ‘Continue’ button; this will insert the asset number and the location will auto-populate with the asset’s location.

![Figure 2 - Populating new Service Request](image)
4. Select Request Type, depending on selection there are two possible options:
   a) **Option 1**: F&S, Facilities and Service Works
   b) **Option 2**: CIW, Customer Initiated Works.

5. If **Option 2** is selected two additional fields will show up.
   c) CIW Type. Select option from Lookup
   d) Add GL Account

---

![Figure 3 - New SR, Populating 'Request Type' Section](image1)

**Figure 3 - New SR, Populating 'Request Type' Section**

6. Tick flag ‘Is this Issue WHS Related?’ Additional questions related to Figtree will show up.

![Figure 4 - Populating ‘Request Type’ Section, WHS Related Issue](image2)

**Figure 4 - Populating ‘Request Type’ Section, WHS Related Issue**
7. Click the hyper link for additional documentation
8. Enter Summary of service request
9. Enter a more detailed description for the request.
   Note: if the asset or location is not known, then enter as much information as possible to help identify the asset or location when the work order is created.
10. Attach any relevant files of documents, pictures etc. that may be useful in rectifying the request by pressing the ‘Attach File’ button.
11. Press the ‘Submit’ button to submit the request.

Figure 5 - Populating other fields on SR
<table>
<thead>
<tr>
<th>Activity Name</th>
<th>View Service Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Steps</td>
<td></td>
</tr>
</tbody>
</table>

1. From the Start Centre, go to the Work Order Tracking application:
   Go To → Self Service → Service Requests → View Service Requests

   The View Service Requests screen is displayed showing all service request in bottom of screen and Filter Criteria in the top of the screen
   
   a) Enter Filter criteria
   b) Click the find button
   c) Select the SR to view

![Figure 6 - Search for Service Request](image)
Activity Name | Attach Service Request to Existing Work Order
User Steps

1. From the Start Centre, go to the Work Order Tracking application:
   Go To → Work Orders → Work Order Tracking

2. Enter search criteria and press ‘Enter’ to filter the Work Order list

3. From the List View results select the work order to have the SR attached – this will open the work order

![Figure 7 - WO Selection for attaching SR](image)

4. The work order details will be displayed. Select the ‘Related Records’ tab.
   a) To select an existing SR to attach to the work order, press the ‘Select Ticket’ button.
   b) Enter filter criteria and filter the list
   c) Select one or more of the SRs to attach to the work order by checking the check boxes
   d) Press the ‘OK’ button to continue
   e) The attached ‘Related Tickets’ are shown in the work order
   f) Press the save button ( ).

![Figure 8 - Attaching SR to Work Order](image)
Activity Name | Create New Work Order from Service Request  
User Steps  
1. From the Start Centre, go to the Work Order Tracking application:  
   Go To → Work Orders → Service Requests  
2. Enter search criteria and press ‘Enter’ to filter the Service Request list  
3. From the List View results select the SR for creating a related work order – this will open the SR  

![Figure 9 – SR Selection](image)

4. The Service Request screen will be displayed. From the ‘More Actions’ menu, select ‘Create → Work Order’ option. A work order will be created, and a message displayed.

![Figure 10 - Create New Work Order from SR](image)
5. Click on ‘Related Records’ tab to display the newly created work order.
   a) The new work order is shown as a ‘Followup’ work order
   b) The details can be viewed by expanding the work order
   c) Click the ( ) chevron and ‘Go to Work Order Tracking’ to edit the details of the work order including assignment

*Figure 11 - Newly Created Work Order attached to SR*
### Activity Name: Close Service Request

### User Steps

1. From the Start Centre, go to the Work Order Tracking application:
   - Go To → Work Orders → Service Requests

2. Enter search criteria and press ‘Enter’ to filter the Service Request list

3. From the List View results select the SR for creating a related work order – this will open the SR

![Figure 12 - Selection SR to be closed](image)

4. Using the Change Status button, a ‘Change Status’ dialog box will be displayed.
   a) Select the CLOSED status from the list
   b) Enter a comment (memo) as to why the status is being CLOSED
   c) Press the ‘OK’ button.
   d) Service Request status is changed to Closed

![Figure 13 - Closing of SR through Status Change](image)
**Duplicate Service Request**

**User Steps**

1. From the Start Centre, go to the Work Order Tracking application:
   - Go To → Work Orders → Service Requests

2. Enter search criteria and press 'Enter' to filter the Service Request list

3. From the List View results select the SR to be duplicated – this will open the SR

   ![Figure 14 - Selecting SR for Duplication](image)

4. Using the ‘More Actions’ menu, select the ‘Duplicate Service Request’ option

   A duplicate SR will copy some of the existing data to the new SR including Site, Asset, Location
   a) Details that may need to be re-entered or will automatically populate if a new asset is selected
   b) Details copied from originating SR, that might not need to be changed
   c) Save the SR

   ![Figure 15 - SR Duplication](image)
Activity Name  | Service Request Reporting
---|---
User Steps

The process for running an existing Maximo report is the same in all Maximo Applications that have predefined reports. Reports in Maximo are explained in detail in Unit 1, Lesson 3, BIRT Reporting Functions.

1. From the Start Centre, go to the Work Order Tracking application:
   Go To → Work Orders → Service Requests
2. Enter search criteria and press ‘Enter’ to filter the Service Request list
3. From the List View results select the SR to be reported – this will open the SR

![Figure 16 - Selecting SR for Reporting](image)

4. Click ‘Run Reports’ in the More Actions menu – this will open the ‘Report and Schedules’ dialog box
5. Select the desired report – this will open the reports ‘Request Page’ dialog box
6. By default, the report will run immediately in a new browser window or tab – ‘Submit’ button

![Figure 17 - Service Request Reporting](image)
7. The report is displayed for the records shown in the list view.

*Figure 18 - Service Request Details Report*
Lesson 2: Service Requests, ANU Business Process

A service request (SR) is a customer-initiated request to perform maintenance. It is not an order to perform work but just a request for the work and can either be accepted as valid and will therefore result in a work order being raised or it can be rejected, and no further action taken. A SR can be raised against an asset or a location.

**Figure 19 - Service Request Workflow Process**

**KEY ASSUMPTIONS**

- User has logged on and has security privilege to create and view Service Requests

**USER ACTIVITIES**
<table>
<thead>
<tr>
<th>Activity Name</th>
<th>(Custodians, End Users) Raise a New Service Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Steps</td>
<td></td>
</tr>
</tbody>
</table>

1. From the Start Centre, go to the **Create Service Request** application:
   - Go To → Self Service → Service Requests → Create Service Request
   - Or
   - Start Center → Quick Insert → New Service Request

   ![Figure 20 - Path to the Service Request](image)

2. The new Service Request (SR) screen will be displayed. The SR will be initially populated with details for the current user:
   a) Reported By
   b) E-mail
   c) Affected User, which is same as Reported By, and it can be changed
   d) User’s default location (if it exists).

   ![Figure 21 - New SR creation](image)
3. Change Location if needed, by clicking on the Location Select value option
   a) Location dialog will pop up
   b) Change the Selection to ‘All’
   c) Enter criteria to filter the list to desired locations
   d) Select the desired location

4. ... or Select Asset same as above location process which will auto populate location.

![Figure 22 - New SR, Location Selection]
5. Select Request Type, depending on selection there are two possible options:
   
a) **Option 1**: F&S, Facilities and Service Works
   
b) **Option 2**: CIW, Customer Initiated Works.

6. If **Option 2** is selected two additional fields will show up.
   
c) CIW Type. Select option from Lookup
   
d) Add GL Account

7. Tick flag ‘Is this Issue WHS Related?’ Additional questions related to Figtree will show up.
8. Click the hyper link for additional documentation

9. Enter Summary of service request

10. Enter a more detailed description for the request.
   Note: if the asset or location is not known, then enter as much information as possible to help identify the asset or location when the work order is created.

11. Attach any relevant files of documents, pictures etc. that may be useful in rectifying the request by pressing the ‘Attach File’ button.

Figure 25 - Populating other fields on SR
12. Press the ‘Submit’ button to submit the request.

![Figure 26 - Submit new SR](image.png)

13. When SR is submitted by End User (who is not Custodian), it will be assigned to Custodians by default.

14. When SR is submitted by Custodian, option to route SR to Schedulers will pop up
   a) Choose option ‘Assign SR to Schedulers’
   b) Enter value to Memo field
   c) Click ‘OK’ button

![Figure 27 - Assign SR to Schedulers](image.png)
<table>
<thead>
<tr>
<th>Activity Name</th>
<th>(Custodians) Review Service Request created/modified by End User</th>
</tr>
</thead>
</table>
| User Steps    | 1. From the Start Centre, go to the Service Request application:  
  Go To  →  Service Desk  →  Service Requests  
  ... or  
  Start Center  →  Favorite Applications  →  Service Request  

**Figure 28 - Path to the Service Request**

2. Select new SRs from ‘Available Queries’ by choosing ‘Custodian New Service Requests’

3. Enter additional search criteria and press ‘Enter’ to filter the Service Request list

4. Select SR to be updated

**Figure 29 - Selecting SR for processing**

5. Add/modify all relevant data for the record

**Figure 30 - Updating all relevant data on SR**
6. Add the log information. Click on the ‘Log’ tab
   a) Click the ‘New Row’ button
   b) Enter a Summary for the comment
   c) Enter a comment or notes for update on the SR
   d) Select the ‘Type’ of note
   e) Check if Viewable by client (requestor)

7. Save the SR

Figure 31 - Adding Work Log to SR
8. Route SR to scheduler. Select 'Route Workflow' button

a) Choose option 'Assign SR to Schedulers'
b) Enter value to Memo field
c) Click ‘OK’ button

Figure 32 - Routing SR to Scheduler
Scheduler SR Workflow Process

1. From the Start Centre, go to the Service Request application:
   - Go To → Service Desk → Service Requests
   - or
   - Start Center → Favorite Applications → Service Request

2. Select new SRs from ‘Available Queries’ by choosing ‘SR – Waiting for Review’

3. Enter additional search criteria and press ‘Enter’ to filter the Service Request list

4. Select SR to be updated
5. From the Start Centre, schedulers can
   a) Find all SRs in Inbox/Assignment Portlet
   b) Find all SR waiting for Review in separate Portlet
   c) Filter SR list to find SR
   d) Click on SR

6. SRs assigned to schedulers are in WREVIEW status.

7. Click on ‘Route Workflow’ button
   a) ‘Take Ownership’ dialog will popup
   b) Option ‘Take Ownership’ will be preselected
   c) Optionally, Enter ‘Memo’
   d) Click ‘OK’ button

8. SR status changes to QUEUED and

9. Owner name updated
10. Work Details section fields will become mandatory for scheduler to update
   a) Select Supervisor
   b) Select Work Type
   c) Select Priority
   d) Select Service Group
   e) Select Service. Service dialog depends on previously selected Service Group.

11. Click Save button.

12. Once all details reviewed and updated, select route workflow button.

13. Dialog with WF options will pop up. Available options are:
   a) Approve SR and Create WO
   b) Assign SR back to Custodian
   c) Assign to CRO’s Team
   d) After selecting appropriate option press ‘OK’ button.
14. If Selected option is:
   a) Approve SR and Create WO continue from point 15.
   b) Assign SR back to Custodian, go back to Activity: Review Service Request created/modified by End User
   c) Assign to CRO’s Team, go forward to activity: View, Update and Submit Service Request by CRO

15. Open Related Records Tab
   a) Notice SR status changed from Queued to INPROG
   b) New Work Order has been created and attached to SR.

![Figure 40 - Related Record Tab of SR](image1)

16. Click Menu next to the Work Order
   a) Select option ‘Go to Work Order Tracking Application’
   b) Work order will be displayed
   c) Supervisor is assigned to Work Order

![Figure 41 - View WO through Related Records Tab](image2)
17. Add the log information. Click on the ‘Log’ tab
   
a) Click the ‘New Row’ button
b) Enter a Summary for the comment
c) Enter a comment or notes for update on the SR
d) Select the ‘Type’ of note
e) Check if Viewable by client (requestor)

18. Save the SR
### Activity Name
(CROs) View, Update and Submit Service Request

### User Steps

**CRO SR Workflow Process**

If Scheduler selects ‘Assign SR to CRO Team’, SR will be assigned to CRO Team and Status changes to Pending.

![Figure 43 - CROs SR Workflow Process](image)

1. From the Start Centre, go to the Service Request application:
   - Go To → Service Desk → Service Requests
   - ... or ...
   - Start Center → Favorite Applications → Service Request

![Figure 44 - Path to the SR](image)

2. Select new SRs from ‘Available Queries’ by choosing ‘SR Pending Status’

3. Enter additional search criteria and press ‘Enter’ to filter the Service Request list

4. Select SR to work on

![Figure 45 - SR Selection](image)

... or ...
5. From the Start Centre, CROs can
   a) Find all SRs in Inbox/Assignment Portlet
   b) Find all Pending SR in separate Portlet
   c) Filter SR list to find SR
   d) Click on SR

![Figure 46 - Accessing SR through Start Center](image)

6. SR’s assigned to CRO will be in PENDING status.
7. Click on ‘Route Workflow’ button
   a) ‘Take Ownership’ dialog will popup
   b) Option ‘Take Ownership’ will be preselected
   c) Optionally, Enter ‘Memo’
   d) Click ‘OK’ button

8. Notice Owner name updated

![Figure 47 - CRO taking ownership of SR](image)

9. Review and update SR Details through consultations with Custodians and all relevant parties
10. Add the log information. Click on the ‘Log’ tab
   
   f) Click the ‘New Row’ button
   g) Enter a Summary for the comment
   h) Enter a comment or notes for update on the SR
   i) Select the ‘Type’ of note
   j) Check if Viewable by client (requestor)

11. Save the SR
12. Select ‘Route Workflow’ button

13. Dialog with WF options will pop up.
   a) Available option is ‘Assign SR Back to Schedulers’
   b) Optionally, populate Memo Field
   c) Press button ‘OK’ to route workflow

14. SR will be reassigned to Scheduler group.