**UCFIT Support Requests for e-Builder Projects.**

1. Access the UCF IT Support Center service catalog at <https://ucf.service-now.com/ucfit>
2. Select Request a Service
3. Login with SSO
4. Select the [Telecom Estimate / Consulting Services from Telecommunications](https://ucf.service-now.com/ucfit?id=sc_cat_item&sys_id=bdc5688b1b882c5065100feddc4bcb47) button
5. Complete form providing detailed information about support requirements and to schedule a walk through for your Installation, Maintenance or Repair (IMR) work.

**Project Manager Commits Project Funds and Request UCFIT Work (Both steps at the same time)**

The project manager will receive an estimate from UCFIT. If the proposal is acceptable, the PM will enter the commitment in e-Builder and request the work from UCF IT using the [Planning, Design & Construction Telecom Projects](https://ucf.service-now.com/ucfit?id=sc_cat_item&sys_id=9ad75e831ba43410ac82a648624bcbb5) button

1. Enter a commitment in e-Builder for the amount of the proposal using the Commitment Approval (CA) process, attach the proposal.
2. Access the UCF IT Support Center service catalog at <https://ucf.service-now.com/ucfit>
3. Select Request a Service
4. Login with SSO
5. Select the [Planning, Design & Construction Telecom Projects](https://ucf.service-now.com/ucfit?id=sc_cat_item&sys_id=9ad75e831ba43410ac82a648624bcbb5) button
6. Complete the form and attach the previously received estimate
7. If the form is submitted by a PM, the telecom request will be automatically approved.

**Change Orders**

Any needed changes to work should be discussed with the UCFIT Project Manager. Proposals for associated cost increases should be accounted for by an e-Builder Purchase Order Revision (POR) process in e-Builder to the original UCF IT commitment.

**Payments**

At UCF IT work completion, UCF IT will close their work order in Service Now and an approval will route to the Construction Support Team. A member of the Construction Support Team will submit an associated PMT process in e-Builder. Once the PMT is approved by the PM, the UCF IT Service Now ticket will be approved. UCF IT will then work with their accounting team to transact an ISD journal to transfer funds from the project to UCF IT. Once the ISD bills against the project, Construction Accounting will reconcile the charges in Workday against the PMT, and once all charges match, they will approve the PMT.