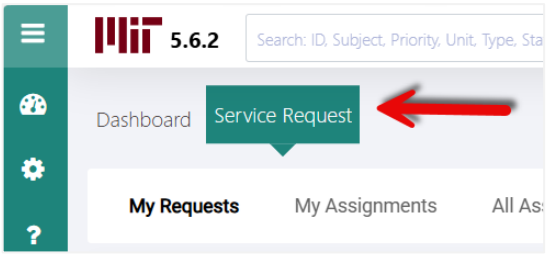
Creating a Service Request

Overview

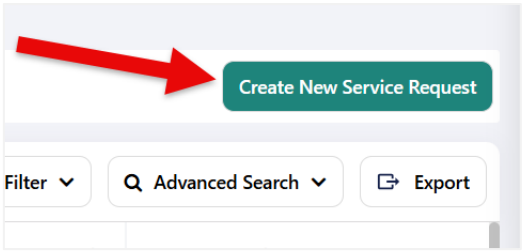
Creating a ticket is a core function of RAM, providing the MIT research administration community with a centralized way to send, receive, and track requests from submission through resolution.

Process

Creating a ticket is done under the "Service Request" tab.

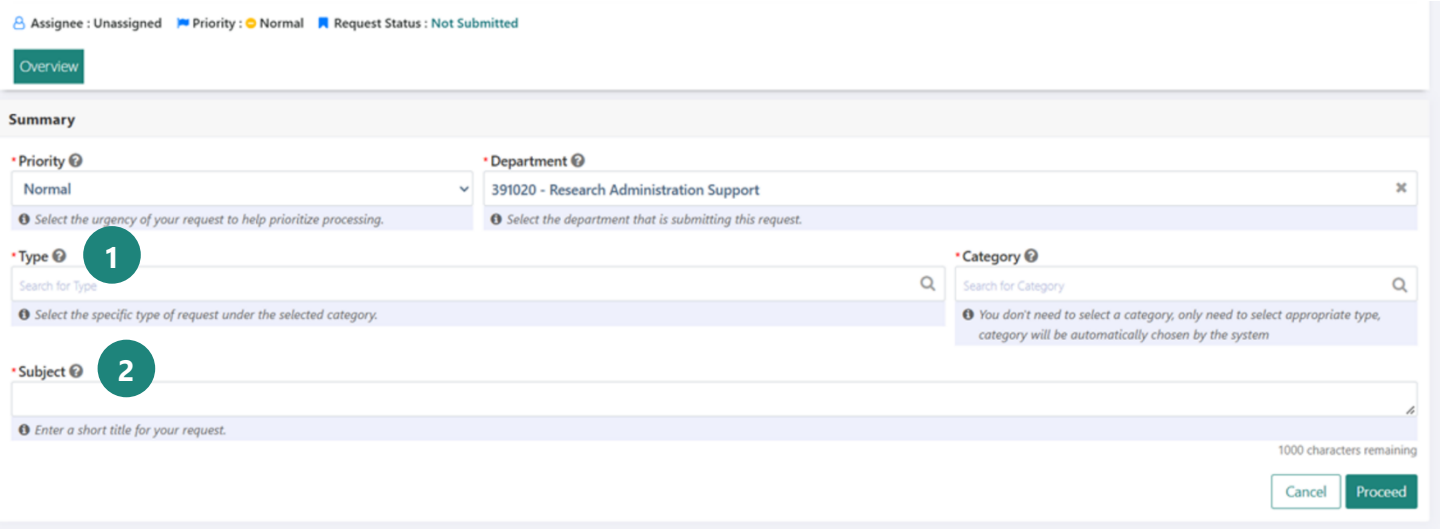


1. Select **Service Request.**

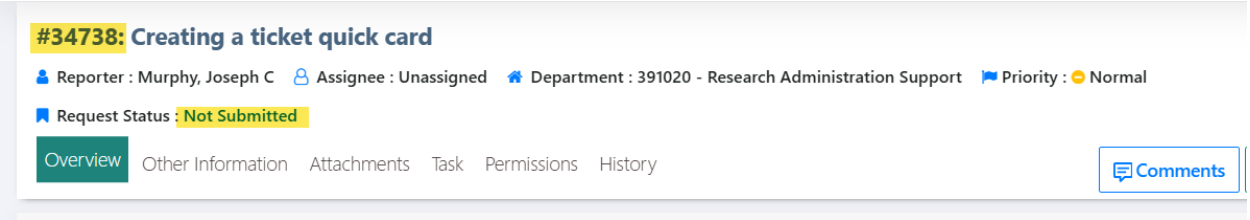


2. Click **Create New Service Request** on the right side of the screen.

Once a ticket is created, complete the **Overview** section by entering the **Priority, Department, Type,** and **Subject**. The **Category** field will automatically populate based on the selected Type.

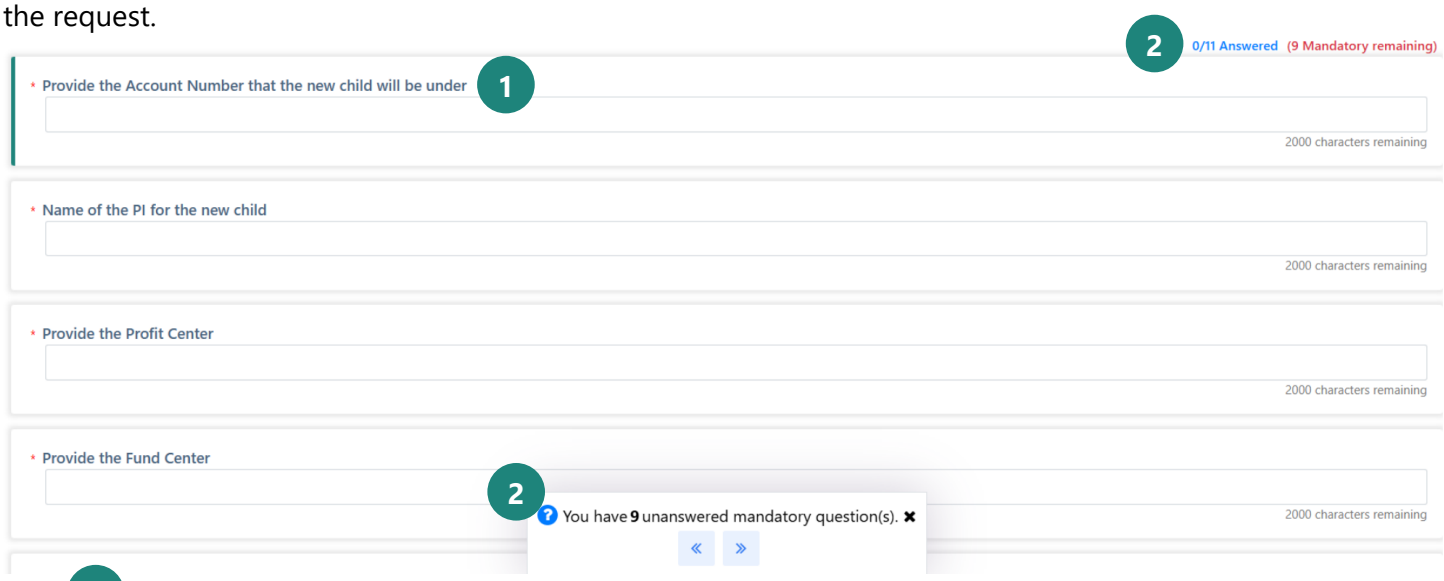


1. For the **Subject** field, include a descriptive title.
2. For the **Type** field, select the appropriate service request type.



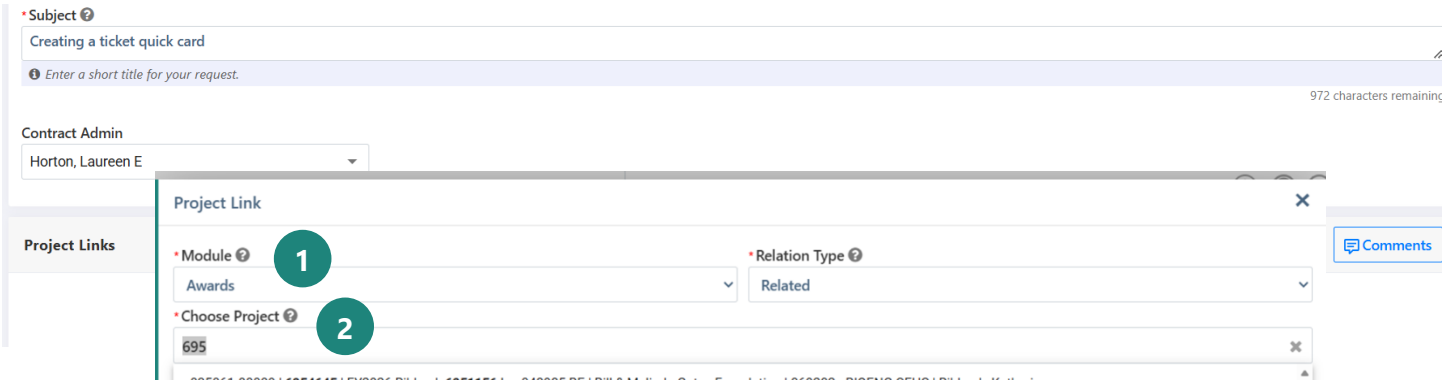
Click **Proceed** to move forward. Your unit's **Contract Administrator** will automatically be designated on the request. Ticket **Assignee** depends on the request type. See Service Request Types for details.

Each RAM request type has a customized questionnaire designed to collect the information RAS needs to fulfill the request.



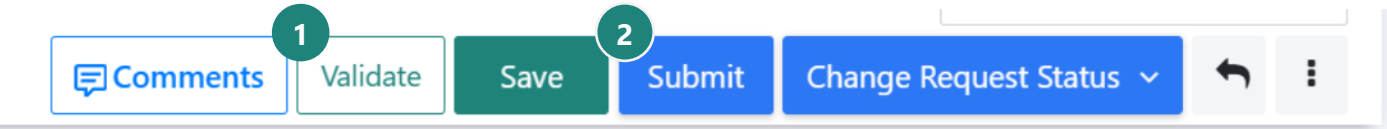
1. Questions with an asterisk are mandatory and need to be answered to submit the ticket.
2. RAM will indicate how many mandatory questions are remaining.

Part of the ticket creation process includes providing a link to information needed to fulfill the request. Depending on the request type, this may include an Institute Proposal, Award, Agreement, or another Service Request (related ticket).

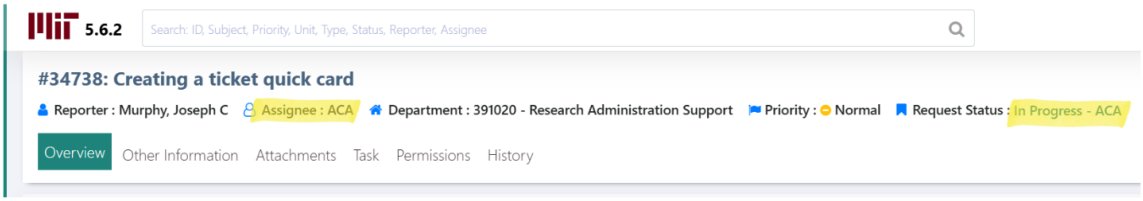


1. Choose from Institute Proposal, Award, Agreement, Service Request (another ticket).
2. Search by Award #, Award Title, PI, Cost Object, Sponsor, or Department.

At the top right of the screen are the functions to check and submit your ticket.

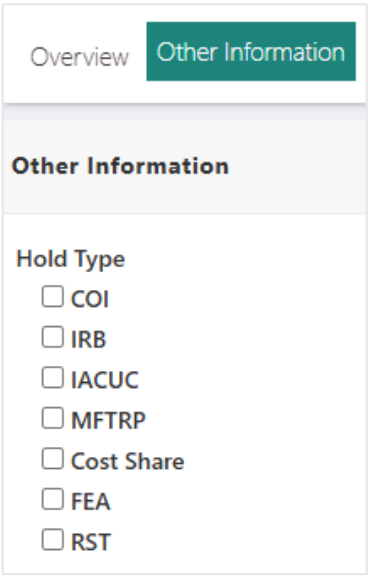


1. Use the Validate command to verify that your ticket is ready for submission.
2. When ready, click **Submit** (and then confirm) to put the ticket into the request queue.

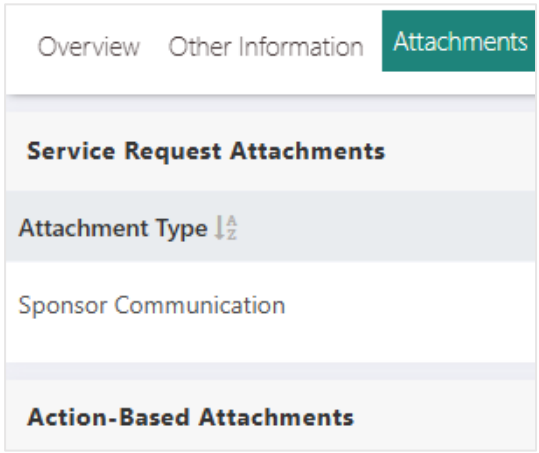


After the ticket is submitted, the request status will be "**In Progress**" and indicate where the ticket is **assigned**. The ticket is now created and in the system.

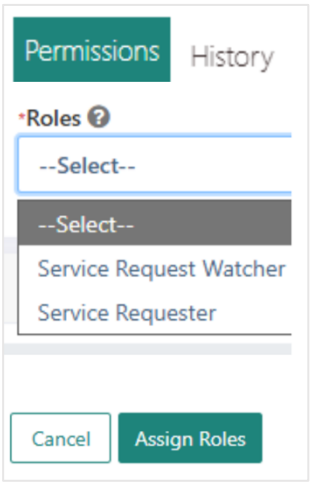
Additional Information



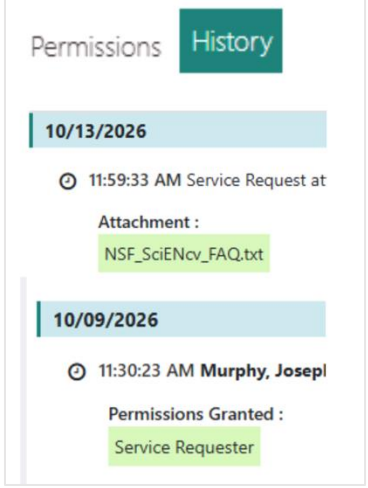
Other Information allows users to view applicable holds and designations associated with a service request.



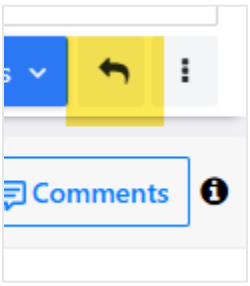
Attachments allows users to view, attach, or delete attachments that are required or helpful to the ticket process.



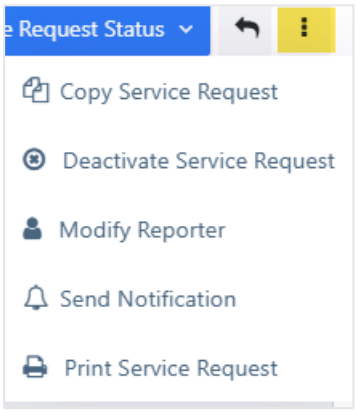
Permissions allows users to add individuals to a service request as either a **Service Request Watcher** or **Service Requester**.



History provides a chronological record of actions and updates associated with the service request.



The **Back Arrow** returns users to the "**Service Request**" landing page.



The **Vertical Ellipsis (⋮)** opens a menu of additional service request options.

Getting Help

Get Help with RAM | Contact your **RAS Contract Administrator** for request-specific questions.
For system or general **RA support**, email **ra-help@mit.edu**. Drop-In RA Support: Mondays, 1–2 p.m. **via Zoom**.