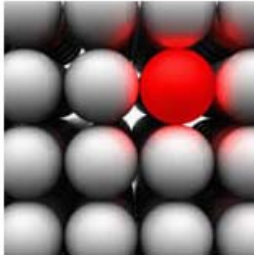


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Additional Training on Upgraded Service Request System Available Starting Feb. 6



On Feb. 5, seven additional Technologies service request types will be migrated to the Service Request System (SRS) that was upgraded in December. This will increase to 51 the number of services that have been migrated to the new platform. By the end of first quarter, all current service request databases will be migrated. As these AET service requests are moved from legacy Lotus Notes databases to SRS, users will be redirected automatically through the Technology Service Desk (located on AmexWeb) to SRS. Likewise, users attempting to use SRS to access a service

request type not yet migrated will be directed back to legacy Lotus Notes databases. For more details on the current legacy database, current service request names, and new service request names, please refer to the [Chart of Migrated Service Requests](#) in the right column.

If you work with SRS, please plan to attend one of the training sessions scheduled from Feb. 6 through 20. These sessions have been designed to help users get started quickly on the new tool, including instructions on what to do when redirected to this new functionality. Sessions will last approximately 75 minutes. See [SRS R1.1 Training Details](#) for the schedule and WebEx conference information.

Questions can be directed to [Kristina Tarbert \(tarbert@us.ibm.com\)](mailto:tarbert@us.ibm.com).

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If you use SRS, attend one of these sessions between January 9-17.

[Technology service requests for our clients just got easier](#)

IBM partners with AET to introduce a new Web-based system.