OnBase Workflow Intake Process

Mines Help Center
(helpcenter.mines.edu)

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New OnBase Workflow
Request Service

↓

Intake Form

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Create Service Request and
Route to ITS Enterprise
Systems Team

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Review Service
Request

↓

Need Process
Mapping?

— No →

Yes ↓

Add Task to Service
Request for Process
Mapping

↓

Process
Mapping

→

Workflow Request Prioritized
by PGC (as needed)

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Assign to Available OnBase
Workflow Developer

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Convert Service
Request to a Project