Change Internal Service Delivery Overview

This Quick Reference Guide (QRG) is designed to walk an Internal Service Delivery Data Entry Specialist through the process of changing an approved Internal Service Delivery (ISD) in Workday. This procedure will show you how to make changes to an ISD. If you need to completely remove the ISD, see the Cancel ISD Quick Reference Guide used to request cancellation of an ISD by the ISP Administrator.

Procedure: Change Internal Service Delivery

On the Workday Home screen:

1. Type Internal Service Delivery Information in the search field.
2. Select Internal Service Delivery Information from the Search Results.

On the Internal Service Delivery Information screen:

3. Complete the following fields:
   - **Company** - select the relevant company in the Company field.
   - **Internal Service Delivery Status** - select Approved from the drop-down list in the Internal Service Delivery Status field.

   You can only change an Internal Service Delivery in an Approved status.

   All other prompts on the Internal Service Delivery Information screen that are not mentioned above are optional but can help you narrow down your search.

4. Click **OK** to proceed.

On the second Internal Service Delivery Information screen:

5. Select the Related Actions button against magnifying glass of the Internal Service Delivery that you want to change.
On the Related Actions menu:


7. Change (if needed) the information under the Document Information section as required.
8. Change (if needed) the information under the Revenue Information section as required.
9. Select the Apply header changes to all lines on Save or Submit checkbox to apply header changes to all lines.
10. Change (if needed) the information under the Lines tab as required.
11. Click Submit to submit the change request.

All fields under the Attachments tab are optional.

You have successfully completed this task. It will now be routed based on the workflow.