What is the IT Incident / Service Request Management System?

The IT Incident / Service Request Management System is a web based portal replacing the existing online request forms being used for submitting requests to ITO. With the new System, users will also be able to follow through the progress of their requests till completion via desktop PCs or mobile devices. In gist, the new System allows users to:

- Submit IT service requests
- Report IT incidents
- Receive email notifications on details of their cases such as the responsible IT staff
- Keep track of the status of requests/incidents with latest and comprehensive information regarding their progress
- Provide feedback to ITO after case completion

What can you do with the New System?

A. How to Raise an IT Request?

An IT request can be referred to any IT-related service that you want or you need, like PC installation, email setup or software installation etc. Under the new system, all service forms are categorized into 12 categories listed as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Computer &amp; Printer</td>
<td>On-site support for PCs and printers such as installation, configuration and trouble-shooting.</td>
</tr>
<tr>
<td>Email</td>
<td>Email related services like email client setup, email archive and new email account request.</td>
</tr>
<tr>
<td>Account and Password</td>
<td>SSOId account request for accessing intranet and U-wide systems.</td>
</tr>
<tr>
<td>Wi-Fi &amp; Network Access</td>
<td>Network ports, Wi-Fi account or VPN services.</td>
</tr>
<tr>
<td>Multimedia Production</td>
<td>Video &amp; audio production, photo taking, graphics design, VOD and iCandy services.</td>
</tr>
<tr>
<td>Classroom &amp; Audiovisual</td>
<td>Book and request AV equipment services in classrooms within the campus.</td>
</tr>
<tr>
<td>Software Licensing</td>
<td>Various software licenses installation such as Adobe Acrobat Professional, Eset NOD32, MS Windows/Office, SAS and SPSS.</td>
</tr>
<tr>
<td>Telephony</td>
<td>Telephone and IDD services.</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Communications</td>
<td>e-Announcements, eFax, Video Conferencing, Live Broadcasting and IPTV services.</td>
</tr>
<tr>
<td>Server and Web Hosting</td>
<td>Server hosting, domain name registration and web hosting services.</td>
</tr>
<tr>
<td>Facilities</td>
<td>Optical Mark Recognition (OMR) and Display Board services.</td>
</tr>
<tr>
<td>e-Learning</td>
<td>Provision of web-based learning environment.</td>
</tr>
</tbody>
</table>

Take PC installation request as an example. If you would like to install a new computer for a new staff, steps shown as follow:

2. Login with your SSOid
3. Click “IT Service Catalog” on the left navigation bar and click **“Personal Computer & Printer”**.
4. Choose “PC Installation Request Form”.

5. You are defaulted as the requester but you can issue a service request on other’s behalf.

6. Fill in the general information of the requested computer.
7. Fill in other blanks and write down your remarks if necessary.

8. Lastly, click “Submit request” on your upper right corner to submit your request form to ITO.

9. This is the submission page.

Click to view your request
10. You will instantly receive an email notification from ITO informing you that your request has being logged into the system. Please note that the number “#RITM00XXXXX” is your request number, you can track your request by quoting this number in the system as well as when calling to the ITO hotline.

Your Service Request #RITM00XXXXX has been Created.

Thank you for contacting ITO. A service request regarding “PC Installation Request Form” has been created for you at 2016-XX-XX 11:00:00 HKT. We will follow up with the case as soon as possible. You can track the status of the ticket at #RITM00XXXXX

Summary

Service Request: #RITM00XXXXX
Description: Email Archive Request Form
Requester: John (General User)
Contact Person: John (General User)
Handled by: XXXX ITO Colleague
Created Time: 2016-XX-XX 11:00:00 HKT

Should you have any inquiry, simply reply to this email or call us at 3411 7899.

Regards
Service Call Centre

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Please note that you may receive other email notifications if there is any update on the request, such as on hold, cancelled, completed and when need endorsement.
11. Request that needs Endorsement / Budget Approval

When you raise a request that needs endorsement / budget approval, you are required to provide extra information like the name of endorser or budget controller & the charge account number (if it is a charged service). The request form will include the following section:

![Billing / Endorsement Information]

The total amount to be charged is HKD$ 0

* What is the Charge Account Number?

* Who is the Budget Controller / Endorser?

You will receive an email requesting for endorsement. Please have it signed by proper authority and return to ITO either by replying the email or attaching it to this request.
11.1. After you have submitted the request, you will receive an email notification:
11.2. After you received the email, you need to do the following:

<table>
<thead>
<tr>
<th>Service Request which Needs Endorsement only</th>
<th>Service Request which Needs Budget Controller’s Approval</th>
</tr>
</thead>
</table>
| 1. Forward your email notification to your approver and seek for the approval by email.  
2. Download the approval email and attach it back to your request **OR** you may directly reply the email notification with your endorsement attached. | 1. Print out your email notification.  
2. Get it signed by the budget controller.  
3. Scan it as an image or PDF.  
4. Find your request in the system and attach the approval under your request **OR** you may directly reply to the email notification with your approval attached. |

If you choose to attach the approval document in the system, you can click the button on the top of the form as shown below:

![Attach the approval document here]
Last, right clicking the grey bar on the top and choose “Save and Stay”.

Your file is attached to the request.
B. How to Report an IT Incident?

You can report an IT incident when something is broken, affecting your normal operation which you wish to restore as quickly as possible to minimize the impact.

For example, you suspect your computer is being infected with virus or email cannot be send, you can submit an incident to the ITO. Steps shown as follow:

Steps:

2. Login with your SSOid
3. Click “IT Service Catalog” on the left navigation bar

4. Click the top service catalog
5. Click “Incident Request”

6. The ticket is defaulted with your name, but you can submit the ticket on others’ behalf by browsing your colleague’s name
7. Then, select your problem’s **category**.

8. Select a **subcategory** for more precise information for the ITO colleagues to sort out your problem. In the example, you may select “Desktop Virus Infection / Cleaning”.

10. Lastly, you can specify the **scope** of your problem

![Image of User Guide](ITO-USS-U097/2016)

11. If you have any additional information like a screen dump on your issue, you can click the **button on the top right corner and attach it.**

12. Click **“Submit”** on the bottom-right corner to send your incident to the ITO.
13. You will instantly receive an email notification from ITO informing you that your incident has been logged into the system. Please note that the number “#INC00XXXXX” is your ticket number, you can track your request by quoting this number in the system as well as when calling to the ITO hotline.

Please note that you may receive other email notifications if there is any update on the incident ticket, such as on hold, cancelled and resolved.

14. If you wish to include other interested individuals to be updated on the progress of a reported incident, you can add them into the “Watch List” in that case.

a. Click on the incident form you created.
b. Add the interested parties by searching the name or type the email address directly.

c. Click the “Lock” button to close the list.
d. Last, right clicking the grey bar on the top and choose “Save and Stay”.

e. By then, the person included in the watch list will receive emails on the progress on the incident or can view the incidents by choosing “Watched Incidents” on the navigation bar on the left.
C. How to Track the status of Your Incidents / Requests?

You can always track the status of your incidents / requests and look at their details and progress.

1. Click “My Incidents / My Requests” on your left navigation bar; all your submitted incidents / requests will be logged here.

2. You can input your ticket number in the search box.
3. The “State” field indicates the current status of your incidents / requests.

<table>
<thead>
<tr>
<th>Request State</th>
<th>Incident State</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>New</td>
<td>Newly created.</td>
</tr>
<tr>
<td>Work in Progress</td>
<td>Active</td>
<td>The case is assigned to an ITO colleague who is handling the job.</td>
</tr>
<tr>
<td>Pending</td>
<td>Awaiting Problem /</td>
<td>The case is on hold for a reason. For example, awaiting for user’s or</td>
</tr>
<tr>
<td></td>
<td>Awaiting User Info</td>
<td>vendor’s update.</td>
</tr>
<tr>
<td>Cancel / Reject</td>
<td>Cancel / Reject</td>
<td>The case is cancelled by user or rejected by ITO.</td>
</tr>
<tr>
<td>Complete</td>
<td>Resolved</td>
<td>The case is completed or resolved by ITO; user can reopen the case</td>
</tr>
<tr>
<td></td>
<td></td>
<td>still if the request or problem still need to follow up.</td>
</tr>
<tr>
<td>Close</td>
<td>Closed</td>
<td>The case will automatically be closed after setting the state as “</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Complete/Resolved” for several days and while it is closed, it means</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the case is being permanently solved and cannot be reopened.</td>
</tr>
</tbody>
</table>

4. You can add more information / comments under your ticket after the ticket is created.
D. **Provide feedback to ITO**

You will receive an email when the request or incident is closed. Click the link in the email to visit the survey page and give ITO a rating on the service provided.

![Survey Invitation](image)

E. **Other features**

1. **Left Navigation Bar**

The below picture and table show the functions of the navigation bar.

![Left Navigation Bar](image)
2. Personalize the Interface
   You can personalize your interface by setting your preferences under “Settings” like colour of the page, compact user interface etc.

- The End -