

SOLMAN ITSM TICKETING TOOL

DESIGNED FOR



PROJECT PASSION

User manual to use ITSM
TICKETING TOOL

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How to create an incident in Ticketing Tool ITSM SOLMAN

Step 1:

First log into by clicking the below mentioned URL log into:

[http://delcilsapsmd.coalindia.in:50000/sap\(bD11biZjPTEwMCZkPW1pbg==\)/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-language=EN](http://delcilsapsmd.coalindia.in:50000/sap(bD11biZjPTEwMCZkPW1pbg==)/bc/bsp/sap/crm_ui_start/default.htm?sap-client=100&sap-language=EN)

Then, input the respective User ID and Password and click on "Log On"

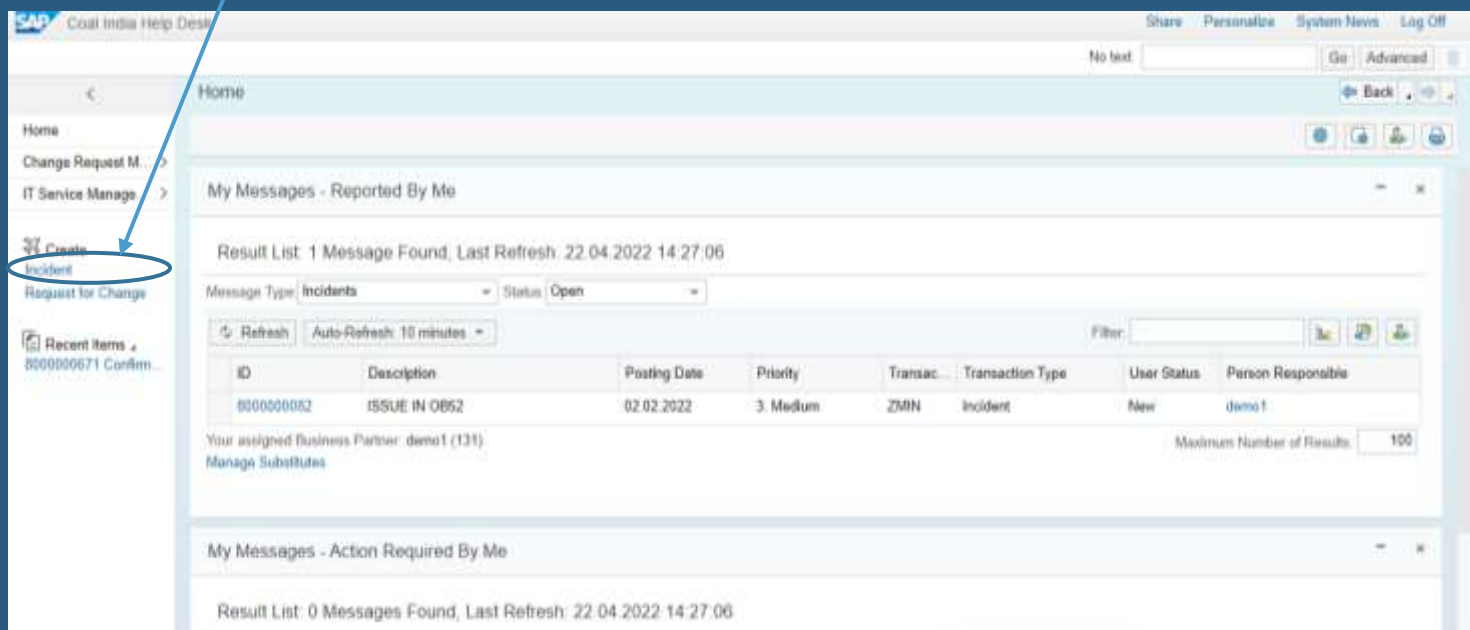


After logging in, Automatically Home screen of the ITSM will display on the screen.

Step 2:

Then, click on "Incident" to create any kind of ticket in ITSM.

Kindly see the below attached picture for the reference.



Step 3:

After clicking on “Incident”, an Incident ID will generate automatically.

To create an Incident, there are some details to be filled.

- i. In the General Data, first select “Description” to fill the issue of that incident.
- ii. After that, click on “Reported by” to fill the Name of the user who is reporting of the issue.
- iii. Then, select on the “Message Processor” to fill the name of the co-ordinator of that issue or by whom the ticket will be creating or the assigned person who will be helping the user to resolve his problem.

General Data

ID: 8000000796

* Description: SAP GUI Installation

* Reported by:

Support Team:

Message Processor:

(Same will be applicable on Support Team & Message Processor)

Then a pop-up like this will come up on the screen, by clicking the “search” button, user will be able to see and select his respective User ID.

Search Contacts - Google Chrome

Search Criteria

Last Name

First Name

Account Name

Account ID

Search

Result List

Name	Account	E-Mail	Phone
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- Example of filled general data:

General Data

ID: 8000000796

* Description: SAP GUI Installation

Reported by: Mr. demo1

Support Team: Basis Basis

Message Processor: REPORTER

iv. Then, in the **Processing Data**, the **Status** of an incident which is going to be created is always will be as **New**, after processing with that incident it can be edited to **In Process/Forwarded**.

The screenshot shows the 'Processing Data' form with the 'Status' dropdown menu open. The 'Status' field is set to 'New'. The 'Sub-Status' dropdown is also open, showing options: 'New', 'Withdrawn', 'In Process', and 'Forwarded'. The 'Priority' field is set to 'Withdrawn'. The 'Created' and 'Changed' fields are empty.

Then click on the **Sub-Status** to select the status of the issue, either it is in process with TechM or Accenture or Being forwarded to other Party/Group for the further procession.

The screenshot shows the 'Processing Data' form with the 'Sub-Status' dropdown menu open. The 'Sub-Status' field is set to 'Task'. The 'Priority' dropdown is also open, showing options: 'Forwarded to ACCN', 'Forwarded to SAP', 'Forwarded to TCL', 'Forwarded to TechM', 'Inprocess with SAP', 'Inprocess with TCL', 'Inprocess with TechM', and 'Inprocess with accn'. The 'Created' and 'Changed' fields are empty.

After that, select on the **Priority** to see the dropdown. Select the status on basis of the issue priority, Critical/High/Medium/Low.

The screenshot shows the 'Processing Data' form with the 'Priority' dropdown menu open. The 'Priority' field is set to '3 Medium'. The 'Created' and 'Changed' fields are empty.

v. After that, In the **Category**, click on the **Category 1** to select Business Application/IT Infrastructure as per the basis of the issue.

The screenshot shows the 'Category' form with the 'Category 1' dropdown menu open. The 'Category 1' field is set to 'Business Applications'. The 'Subsidiary' field is set to 'IT Infrastructure'. The 'Module' field is empty.

vi. After selecting Category 1 captcha, click on **Category 2** to select SAP/Non-SAP/ Corporate VPN/User Management as per the basis of the issue.

The screenshot shows the 'Category' form with the 'Category 2' dropdown menu open. The 'Category 2' field is set to 'SAP'. The 'Subsidiary' field is set to 'Non-SAP'. The 'Module' field is empty.

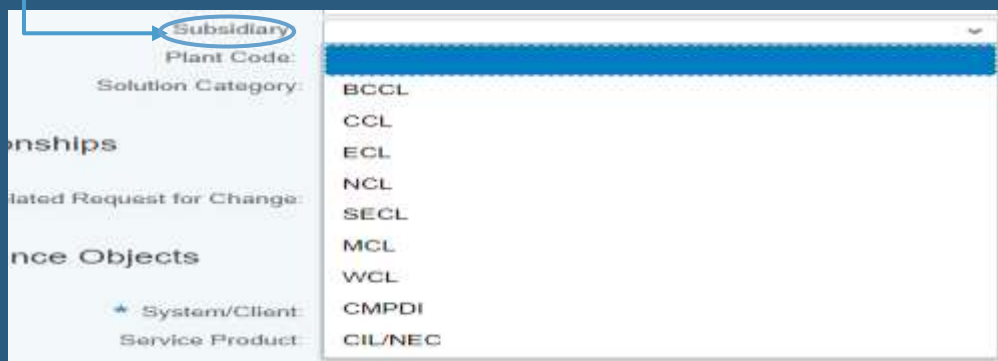
vii. After that, click on the "Module" to select the module in which the issue is going to be assigned.

E.G: FI, CO, SD, CRM, HCM, PP, PS, PM, BASIS, FIORI, EP, SECURITY, MM



viii. Then, click on the "Subsidiary" to select the subsidiary of the issue holder/User.

E.G: BCCL, CCL, ECL, NCL, SECL, MCL, WCL, CMPDI, CIL/NEC



ix. After that, click on the "Plant code" to select the location of the issue holder/User.

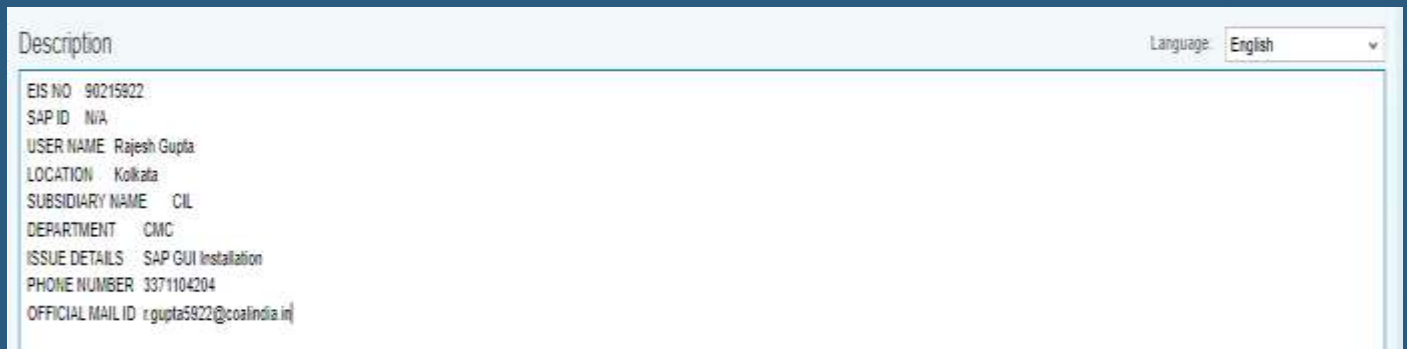


x. Then, click on the "Solution Category" to select what kind of issue the User is facing.



xi. At last, if it requires some other details to be add in this Incident then that can be inputted to the **Description Box**. (User Details/Anything related to the issue)

Note: Description can be anything related to that incident, such as User Details, P.O/PR/SES No., DAK No., Process Order No, Shift No etc.



Description

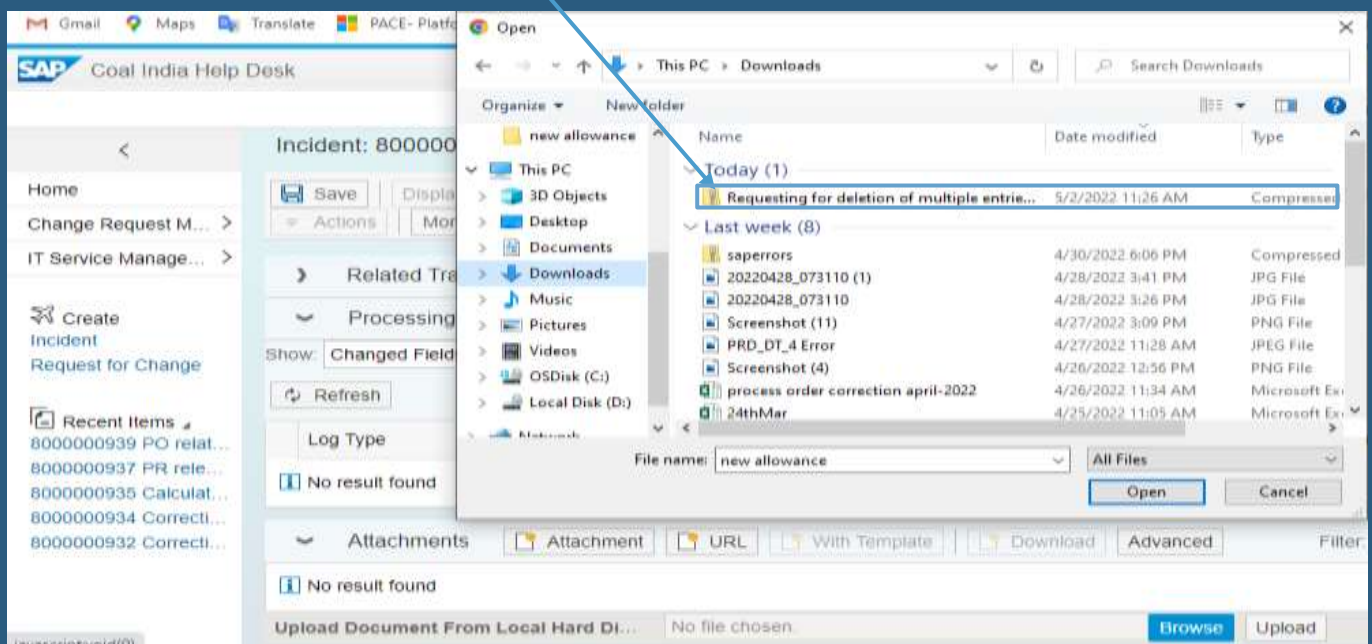
Language: English

EIS NO 90215922
SAP ID N/A
USER NAME Rajesh Gupta
LOCATION Kolkata
SUBSIDIARY NAME CIL
DEPARTMENT CMC
ISSUE DETAILS SAP GUI Installation
PHONE NUMBER 3371104204
OFFICIAL MAIL ID rgupta5922@coalindia.in

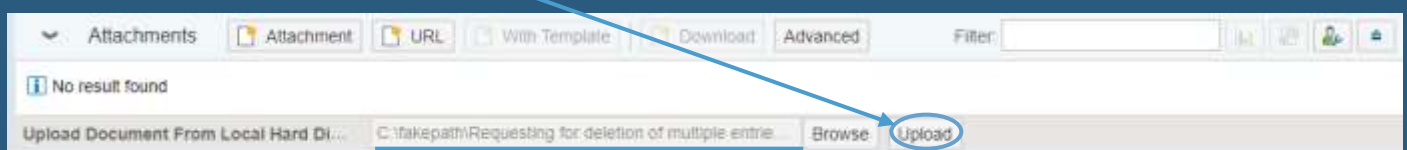
Also, **Attachment** can be added regarding to that Incident ID.

First, scroll down at the bottom of the page of Incident to find Attachment field.

Then in the Attachment section, click on **“Browse”** (to look for the file or picture that must be attached with the incident) > **“double click”** on the file which you want to input from your PC > Upload.



After selecting the file click on **“Upload”**.



Kindly see the example of a successfully uploaded file on the attachment section.



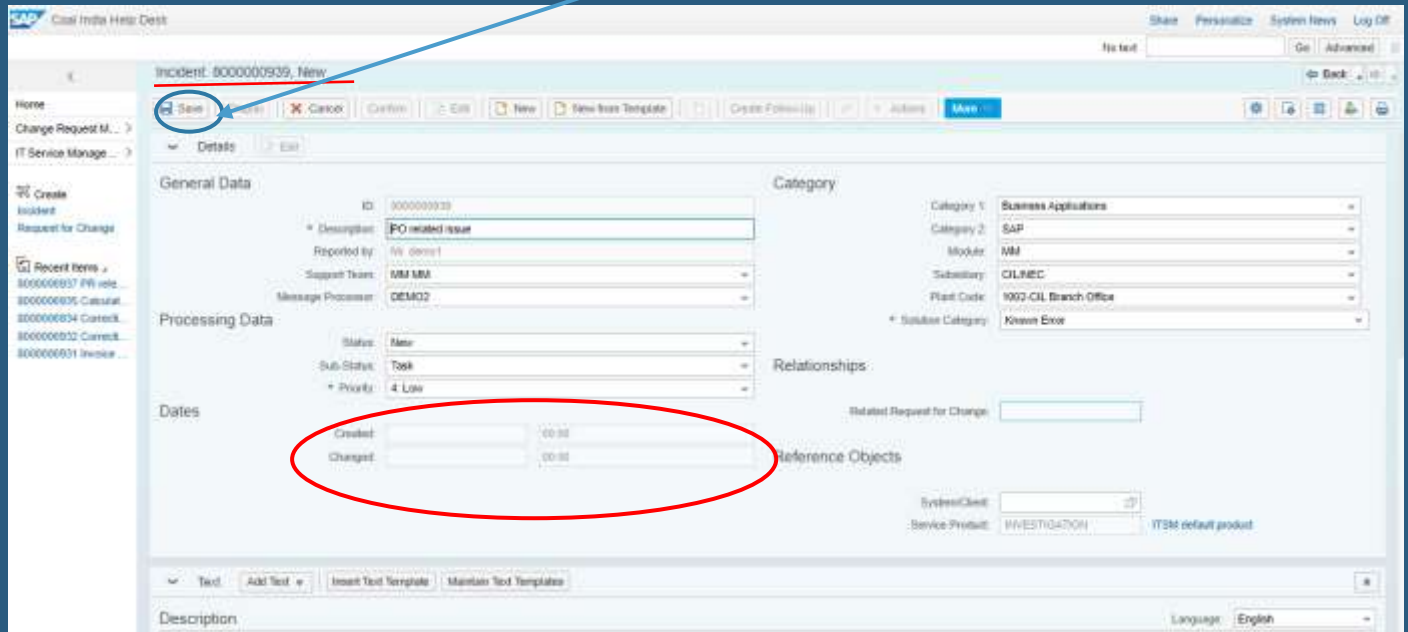
Actions	Name	Type	Created By	Created On	Authorization Scope	Authorization Scope Id
Properties	Requesting for deletio...	Zip File	DEMO1	02.05.2022 11.54		000000

Upload Document From Local Hard Di... C:\fakepath\Requesting for deletion of multiple entrie

Upload

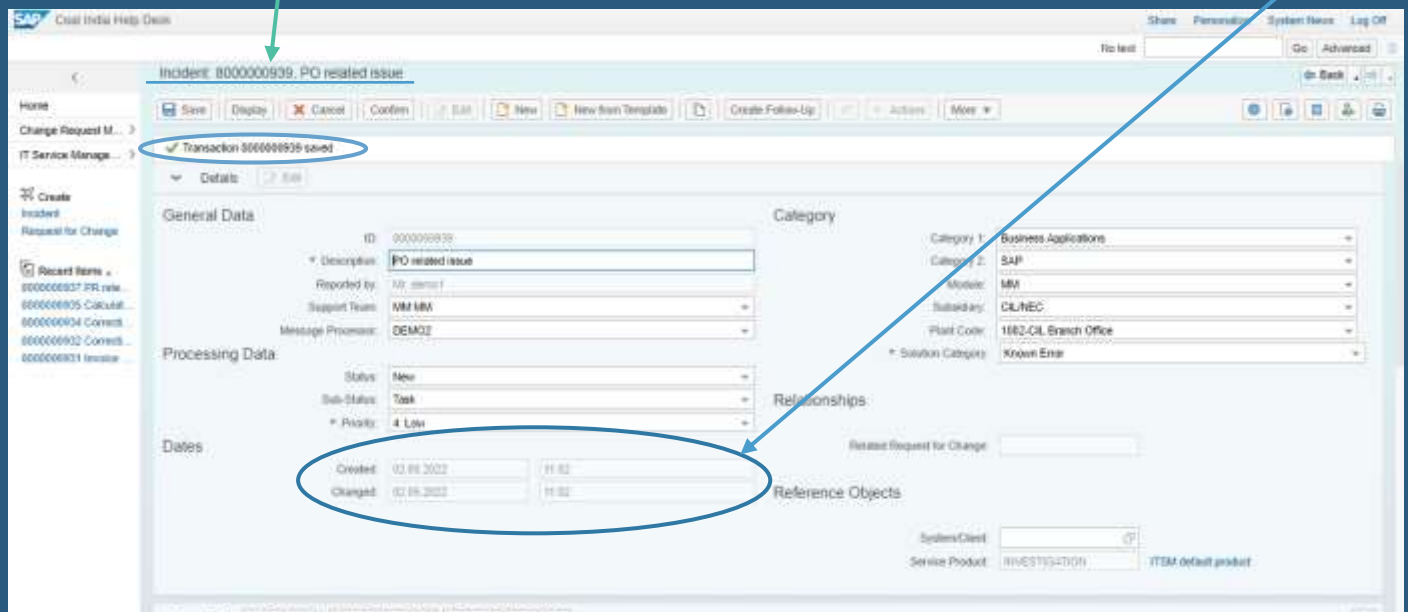
xii. After finishing all the required captcha, click on **“Save”** to create the Incident.

Kindly see the below picture for the reference.



After saving the Incident, the saved Incident will look like the following image:

(The Incident ID is holding proper issue description and the created time is also displaying in Dates)



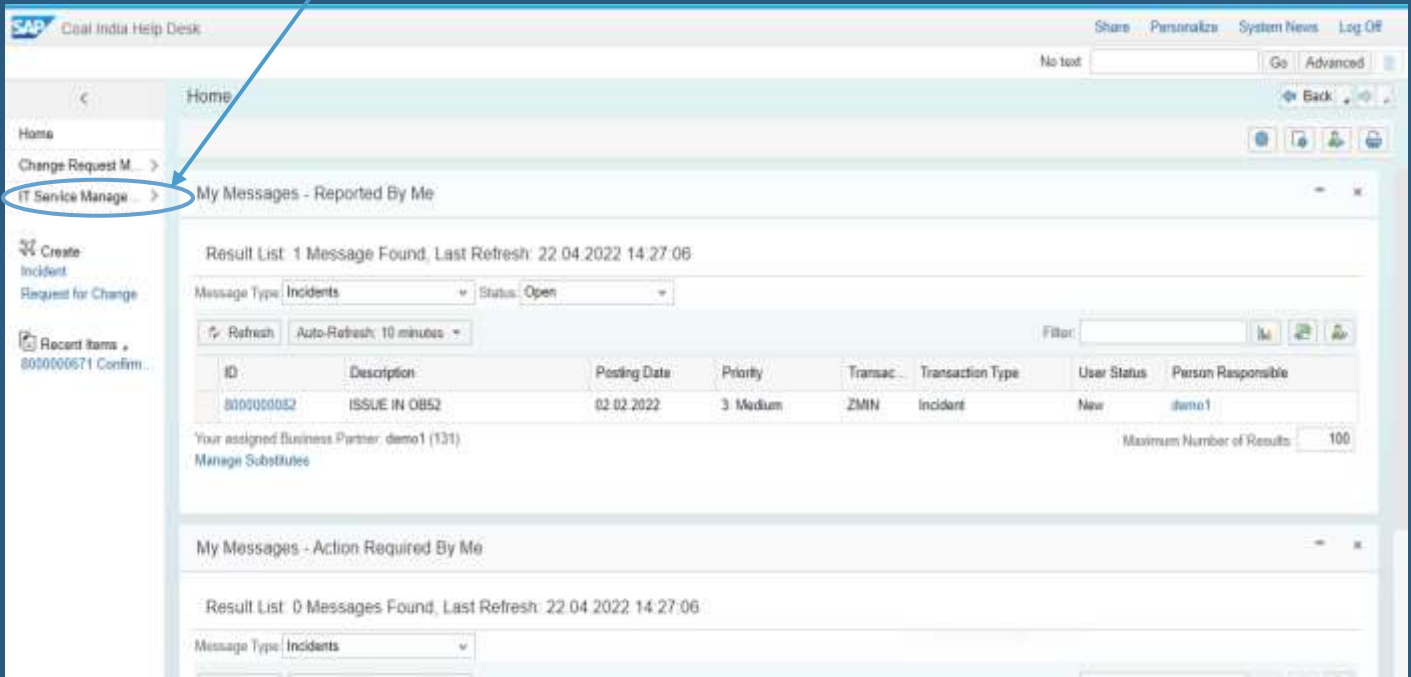
The Saved Description box will look same as below attached picture.



How to Search a particular incident in ITSM

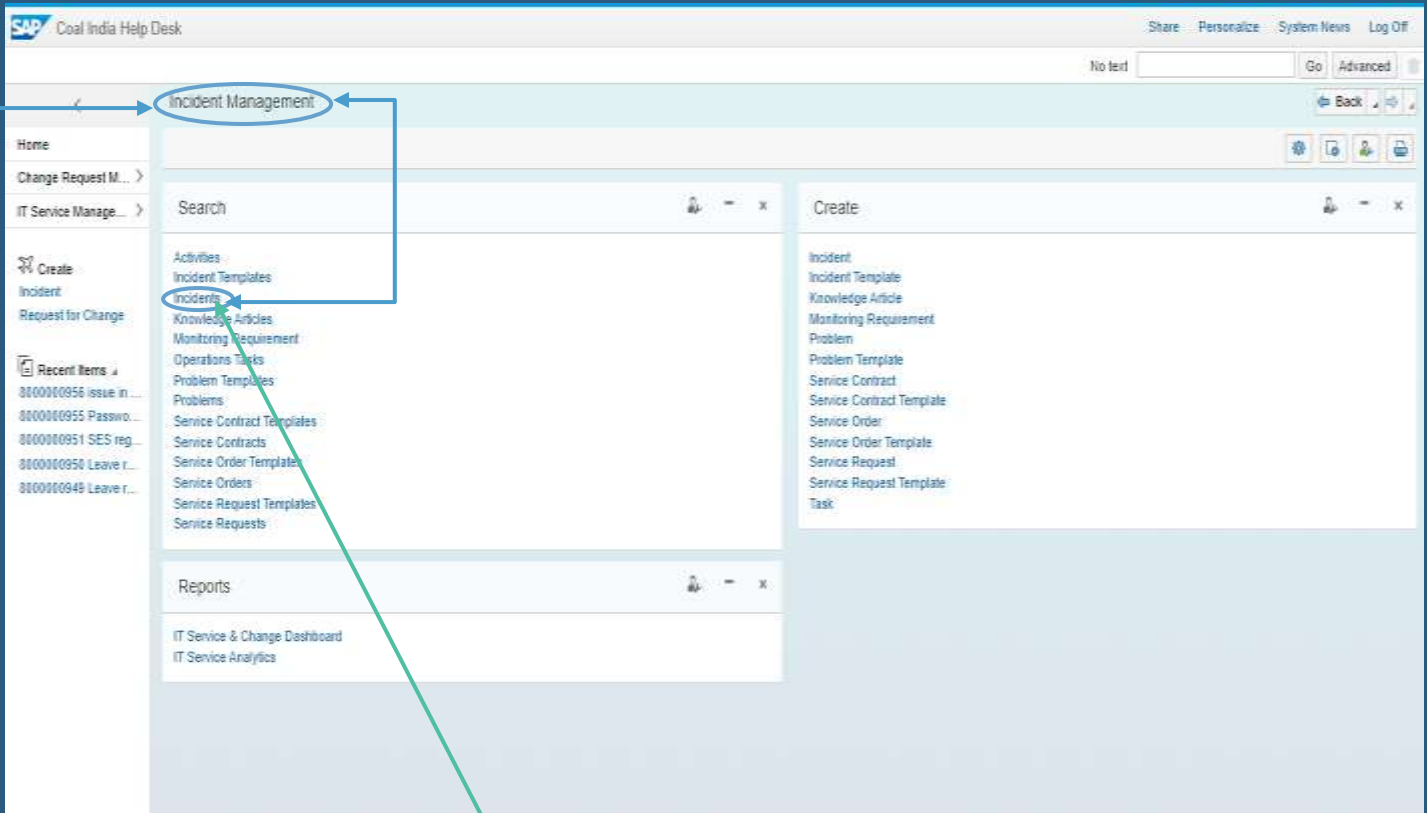
To find out any created Incident ID, firstly, go to the Home Page of ITSM Tool.

Then click on **IT Service Management**



After clicking on IT Service Management, a new window will come up on the screen named **Incident Management**.

Kindly, see the below mentioned picture for the reference:

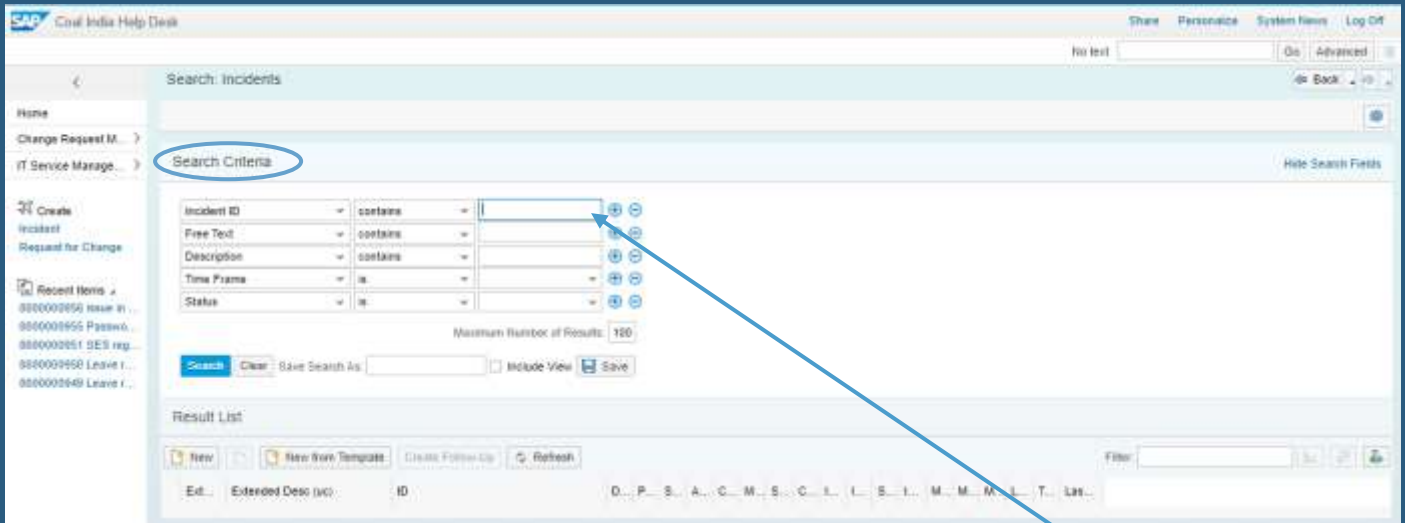


In the Search box, click on the **incidents** to search any kind of saved incident.

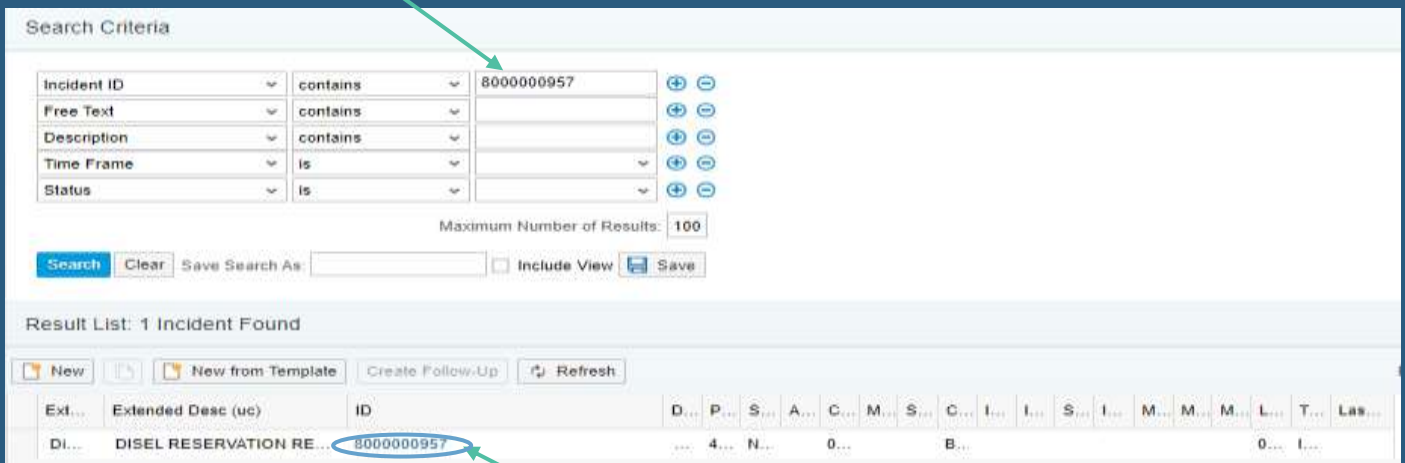
After clicking on “incidents”, the Search Criteria captchas will be displaying on the screen.

There are 5 types of criteria by which an incident can be found.

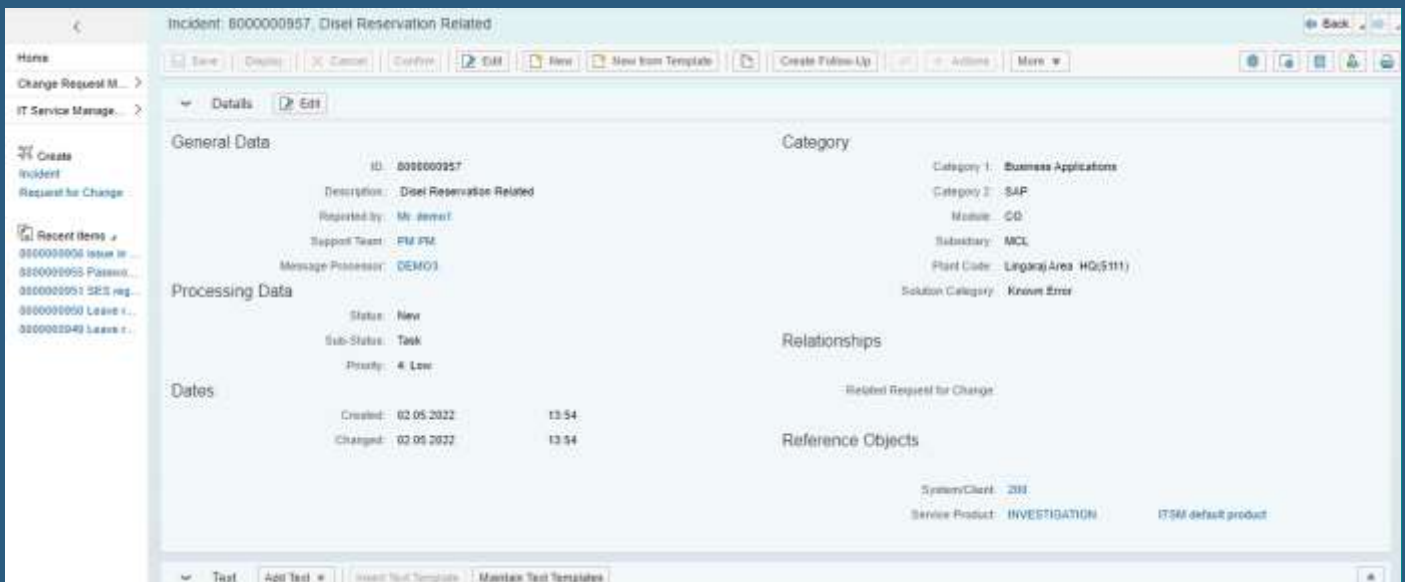
Incident ID, Free Text, Description, Time Frame & Status.



First, **input any incident ID** (that has already been saved) into the **Incident ID** criteria, then press “Enter” button to search for that ID.

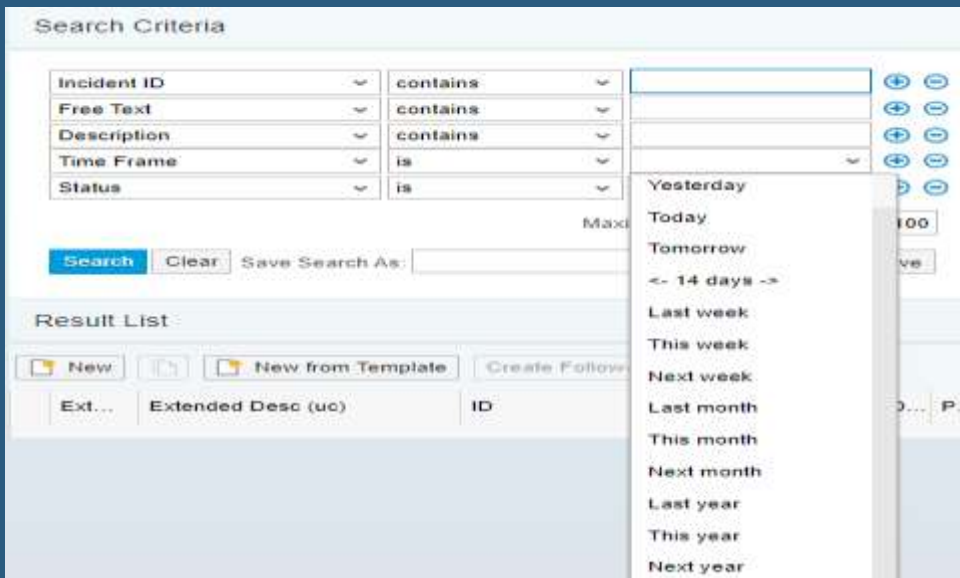


After clicking onto the searched **incident ID** one can be able to see that created incident with saved details.



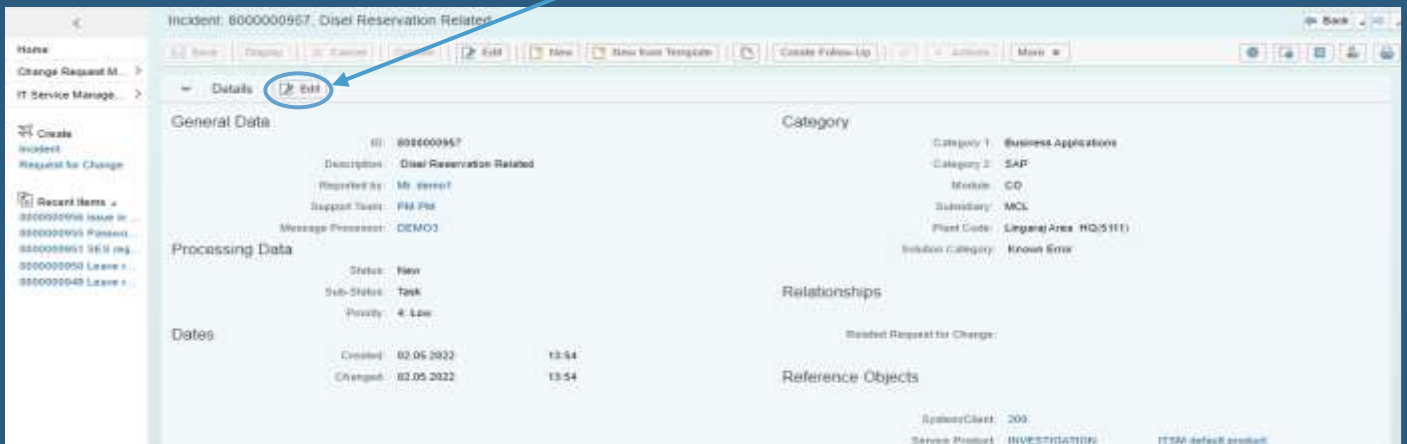
E.G., in the Time Frame criteria, we can also input the possible time & day to search an incident.

Note: After this, the process will remain same as Incident ID Criteria.

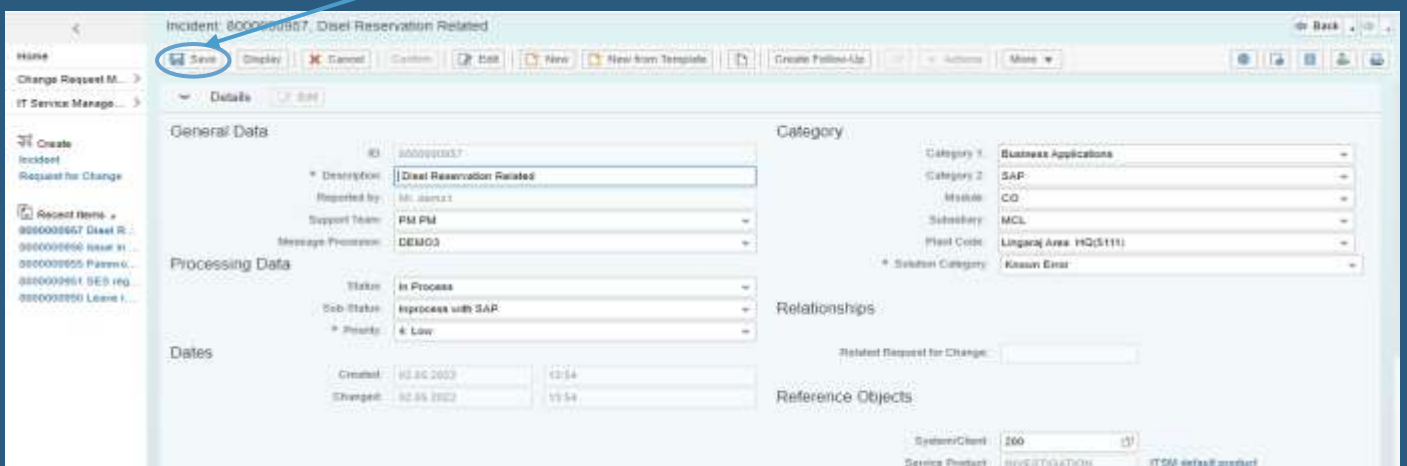


How to Edit an Incident in ITSM

After searching an incident, click on the **“Edit”** option to change anything about that incident.



After changing, click on **save** the incident to save the changes.



How to close an incident in ITSM

To close any incident in ITSM, first you must find an incident, then edit the incident to make changes in Status as mentioned in “How to Edit an Incident in ITSM” and in Processing Data click on the status to change the status of that incident from “In Process” to “Proposed Solution” then to “Closed”.

(Note: Make sure that the incident is holding “In Process” status, otherwise “Proposed Solution” status won’t come out on the Status dropdown).

Incident: 800000957, Diesel Reservation Related

Home | Change Request M... | IT Service Manage...

Details

General Data

ID: 800000957

* Description: Diesel Reservation Related

Reported by: Mr. demo1

Support Team: PM PM

Message Processor: DEMO3

Processing Data

Status: In Process

Sub-Status: In Process

* Priority: Forwarded

Customer Action

Proposed Solution

Dates

Category

Category 1: Business Applications

Category 2: SAP

Module: CG

Subsidiary: MCL

Plant Code: Lingaraj Area HQ(5111)

* Solution Category: Known Error

Relationships

Related Request for Change:

Reference Objects

Systems/Client: INVESTIGATION

Service Product: ITSM default product

After, selecting “Proposed Solution”, a status will display on that dropdown as “Closed”.

General Data

ID: 8000001098

* Description: PR related issue

Reported by: Mr. demo1

Support Team:

Message Processor:

Processing Data

Status: Proposed Solution

Sub-Status: In Process

* Priority: Forwarded

Customer Action

Proposed Solution

Closed

Dates

Category

Relationships

Reference Objects

Then save the incident again to close the ticket.

After searching with the incident ID which has been saved closed, then that particular incident will be marked as **closed** on the data backend.

The screenshot displays a search interface with the following components:

- Search Criteria:** A table with five rows: Incident ID (contains 8000001098), Free Text (contains), Description (contains), Time Frame (is), and Status (is). Each row has expand/collapse icons.
- Maximum Number of Results:** A dropdown menu set to 100.
- Buttons:** Search, Clear, Save Search As, Include View, and Save.
- Result List:** A header indicating "1 Incident Found".
- Table:** A table with columns: Ext., Extended Desc (uc), ID, Description, P., A., Status, Created On, M., S., C., L., I., S., I.. The first row shows: PR..., PR RELATED ISSUE, 8000001098, PR related issue, 3..., Closed, 09.05.2022, B., ...

A blue arrow points from the word "closed" in the text above to the "Closed" status in the table row.