ITSM Self Service Incident Management (SSIM) - Quick Reference Guide

SSIM INTRODUCTION

SSIM or Computacenter Self Service Incident Management is a Web Interface Tool. It enables its users raising Incident tickets on their own, updating and monitoring tickets without having the need to phone the Service Desk.

SSIM LOGIN

1. Access to SSIM can be requested from your responsible CC Service Manager which will provide you with URL and account credentials.

2. After keying in the SSIM URL, the following login window is displayed:

3. Please enter your user name in upper case letters.

4. Please enter your password.

5. Click on **Login** (or press <**ENTER**>).

6. SSIM's **Incident Console** is displayed:

RAISE A NEW INCIDENT

1. Click on **Logging** at the top of the Incident Console.

2. A new window is displayed to log the incident:

RAISE AN INCIDENT ON YOUR BEHALF

3. The right Company will be displayed automatically depending upon your access credentials.

4. Please select the person on behalf of who you are going to raise the incident: ○ Myself ○ Someone else .
   If you select **Myself**, your own data will be displayed.

5. If you are not located at your default site, click on **Override** to amend your address.

6. If you are raising an incident located at a big site, please specify additional location details to enable our engineers to find you quicker.

> **Please note:** All address amendments are only recorded temporarily for this incident. Your master data are not being amended permanently.

RAISE AN INCIDENT ON BEHALF OF SOMEONE ELSE

7. Please specify **First Name** and **Last Name** (or if you are unsure specify only a part of first and/or last name) of the person you are raising the incident for:

8. Click on **Search**.

9. A list of names will be displayed matching your search criteria:

10. If you are not able to find the desired person, please navigate to the next page(s) by using the navigation pane - |◄ ◄ 1 2 3 4 ► ►|.

11. Click on **Select**, if you have spotted the right person's name. You'll then will be navigated back to the incident logging form.

12. If the affected user is not located at his/her default site, please click on **Override** to select another location address.

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CREATE A NEW USER

If you are not able to lookup a user you are going to raise an incident for, you will be displayed a message that no matching user records can be found:

1. Please select a **Title** from the drop-down menu.
2. Specify the user's **First Name**.
3. Specify the user's **Last Name**.
4. Please specify the user's **Business Phone Number**.
5. Optionally, please specify the user's:
   - **Mobile Phone Number**.
   - **E-mail Address** – if not specified during record creation, SSIM will generate a temporary e-mail address.
6. Please select the user's **Location** by clicking on **Sites...**.
7. Please specify the exact **Post Code** or parts of it.
8. Please specify any prefix of City and/or Street.
9. Click on **Search...**.

Please note: If you do not specify the exact post code, SSIM will display any site matching your provided data as part of the post code, city and streets field.

10. Please navigate through the list of search results by using **⏮ ◀ 1 ▶ ⏭** to find the correct **Site**.
11. Click on **Select**, if you have found the correct site.
12. If you are not able to find the correct address, please specify all address details and click on **Create** to add a new site.
13. Click on **Close** to continue with the user creation step.
14. Click on **Create** to add the new user record and to return to the Logging form.

UPDATE USER DATA

15. Click on **Update Person** if you need to amend the user data permanently.
16. A dialog box containing the current user data pops up. You are now able to make your amendments.

17. Please click on **Update** to save your amendments.

LOGGING ABOUT

18. Please select how you are going to raise the incident:
    ◉ Log By CI ○ Log By Category
    - CI – e.g. serial number as printed on the asset tag of your laptop
    - Category – e.g. Software with issues in data or functionality

LOGGING BY CI

19. Please specify the **Serial Number** or **Equipment Reference** (**CI**) of your device (at minimum the first five characters).
20. Click on **Search**.

21. If you have found your Serial Number or Equipment Reference, click on **Select**. The device will be selected and populated into the Logging form.
22. If you have contracted support, **Product**, **Contract** and **Contract Line** will be displayed in the Logging form.
23. Please specify if the device have been sold by Computacenter: ○ Yes ○ No ◉ Unknown

Logging By Category

Please select this option if you are not able to log the incident via serial number (CI):

24. Click on the drop-down menu next to **Tier 1** and select from the list.

25. Click on the drop-down menu next to **Tier 2** and select from the list.

26. Click on the drop-down menu next to **Tier 3.** Select a **Product** from the list. **Contract** und **Contract Line** will be displayed. (Optionally, you need to select a further value for **Tier 4**.)

27. Please specify the **Product** (e.g. MS Word).

28. Please specify **Model / Version** (z.B. 7).

29. Please select if the product has been purchased from **Computacenter**: ○ Yes ○ No ● Unknown

Description Of Incident / Requirement

30. Please provide us with a summary and describe as detailed as possible of your issue or requirement. This will allow us to increase accuracy and speed of fulfilment of your contracted Service Levels:

User Availability In Case Of Engineer Visit

31. Please tell us your working hours or unavailability times. This enables us to fit your needs with regards to scheduling of an onsite visit if required:

Additional Information

Additional information are non-mandatory data, but allows you to add a file – or more than one file in a ZIP archive – to your incident data.

32. Specify your own reference number in **My Reference**.
33. Specify your own **PO Number** if required.
34. Depending upon your requirements, you can provide us with a file attachment of one of the file types specified by clicking on [Select files...].
35. Click on [Submit]. After the incident has been successfully submitted, you will be displayed the following message:

An Incident Number has been assigned to your incident or requirement (see above) and thus confirms, that the incident has been submitted for further processing. You can find the new incident in the SSIM Console as well.

INCIDENT CONSOLE

The Incident Console allows you to access incidents or requirements already raised. You can sort and apply filters fitting your needs:
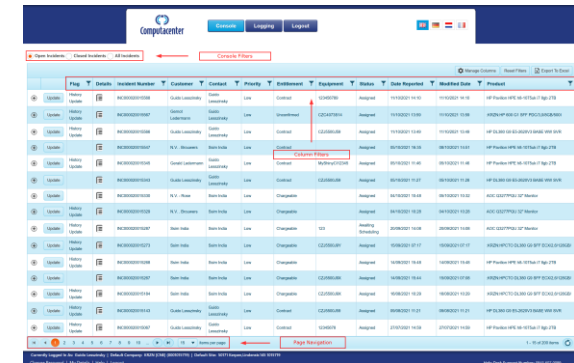
The set of incidents accessible to you is displayed dependent upon selection in Console Filter:

The progress of incident processing is described in the Status column of the Incident Console, please see below the most important status values:

- **New** – Incident recorded in system.
- **Assigned** – Incident under evaluation of the Service Desk to derive the most appropriate solution approach.
- **In Progress** – Incident under investigation.
- **Awaiting Scheduling** – Scheduling in preparation.
- **Scheduled** – Onsite visit scheduled.
- **With Engineer** – Onsite visit in processing.
- **Resolved** – Incident has been resolved.
- **Closed** – Incident has been closed in system.
- **Cancelled** – Incident has been cancelled in system.

SORTING INCIDENTS

Please click on the column headings to sort incidents in the Console:

- Flag
- Incident
- Company
- Customer
- Equipment
- Status
- Hold
- Date reported
- Product
- Post Code

FILTERING INCIDENTS

Please click on the drop-down menu of a column filter:

1. Select the filter values as appropriate by selecting a dropdown option, specifying some input data like dates (from, to, both) or substrings.
2. Click on **Filter** to apply a column filter. You can apply multiple filters one after another. Depending upon your selections the console view refreshes automatically.
3. Click on **Clear** to reset a filter.

Please note: Filters are independent upon others, you need to set / reset them individually. Clicking the button **Reset Filters** resets them all.

PAGE NAVIGATION
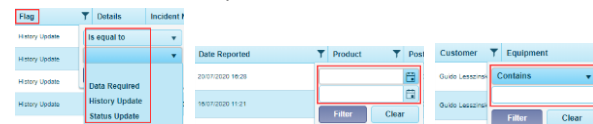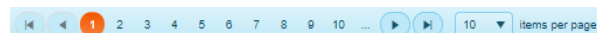
The SSIM Console can have multiple pages of incidents. Please use the navigation pane to flip between pages:

EXPORTING TO EXCEL

1. Click on **Export To Excel** in the upper right corner of the SSIM Console.
2. Click on Save in the dialog box displayed. This stores the filtered list of Console incidents into a spreadsheet file:

3. Please use Microsoft Excel's capabilities to process the incident data fitting to your needs.

VIEW INCIDENT DETAILS

You can see all the incident details as described as follows:

1. Click on in column Details for the incident you would like to see the details.
2. The detailed incident information will be displayed in a new browser tab or window:

3. Please scroll down if required to see the details of your own updates or work log information of analysts.
4. Close the browser tab / window by simply clicking on ✕.

UPDATE INCIDENT

You can add additional information to any incident after it has been raised via the console:

1. Lookup the incident you want to update in the SSIM Console.
2. Click on **Update**.

3. Please select an update reason from the drop-down menu first:

4. After that please specify your additional information in the text field.
5. Click on **Update**. Your additional information will be recorded as work logs inside the Incident Management tool.

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INCIDENT SUMMARY

After the incident has been updated, you can make visible the new work log using the console. You can also see, when and by whom your update message has been confirmed:

1. Click on ⊕ to the left of the incident record to expand a **short summary** of the incident. The **most recent details** about work logs and engineer activities or visits are being displayed:

Please note: If you need to see **all** incident details, please click on ▤ instead (as already been described under ‚**View Incident Details**').

2. Click on ⊖ to collapse the Incident Summary.

INCIDENT FLAG

Please have a look into the **Flag** column in SSIM's Console. Incidents may have one of the following flags (or an empty value):

- Data Required
- History Update
- Status Update

If an incident has one of the flag values as described above, you should click on ⊕ and update the incident if required (as already been described under ‚**Update Incident**').

INCIDENT ON HOLD

If the incident processing has been interrupted for any specific reason, the analyst sets the incident on '**Hold**'. You can identify this by looking into the **Hold** column in the console. Valid reasons for incident suspension may be your own non-availability or the lack of further information required for incident processing.

CHANGE PASSWORD

If you are logged in into SSIM, you are able to change your password at any time by clicking the link '**Change Password**' in the console.

1. Click on [Change Password] to the lower left of the incident console.
2. Specify your current password in the dialog box:
3. Type in your **new password**.
4. Confirm your **new password**.
5. Click on [Change Password].
6. Please use your new password from now on to log into SSIM.

YOU HAVE FORGOTTEN YOUR PASSWORD

If you feel you have forgotten your password and may not able to log into SSIM, you can request a new password.

1. Click on [Password Reset] link to the lower left of SSIM's login page. A new dialog box displays:
2. Please specify your **Username**.
3. Click on [Request Password Reset].
4. An e-mail containing a URL link for password reset will be send to the e-mail address as hold in your person details:

Dear Guido Lesszinsky (test),

A password reset for SSIM was requested for your account. Please click on the following link to continue with the process to set a new password.

https://ccssim.computacenter.com/PasswordReset.aspx?875d38d2-2caf-43a1-a873-db4466e1a21f

PLEASE NOTE: This link is only active for a maximum of 15 minutes after the reset was requested. If you click the link after this time you will be prompted to request a password reset again.

If you did not request this password reset please contact your Help Desk.

5. You will be required to specify and confirm a new password when you try to log into SSIM the next time:

6. Specify a new password and confirm it.
7. Click on [Change Password].

Please note: The link to reset your password is only **valid for 10 minutes**. If you haven't used the link in this interval, you need to request a new link to reset your password as you did it previously.

YOU HAVE FORGOTTEN YOUR USERNAME

If you have forgotten your username, you are required to phone the Service Desk. The phone number is displayed to the lower right on both the SSIM Login Page and Console.

Please note: Your individual Service Desk phone number may differ from the phone number as it is displayed in SSIM.

LOGOUT

If you would like to logout from SSIM, please click on [Logout].

Please note: After any inactivity in SSIM for **more than 20 minutes** you will be **logged out automatically** from SSIM for security reasons.