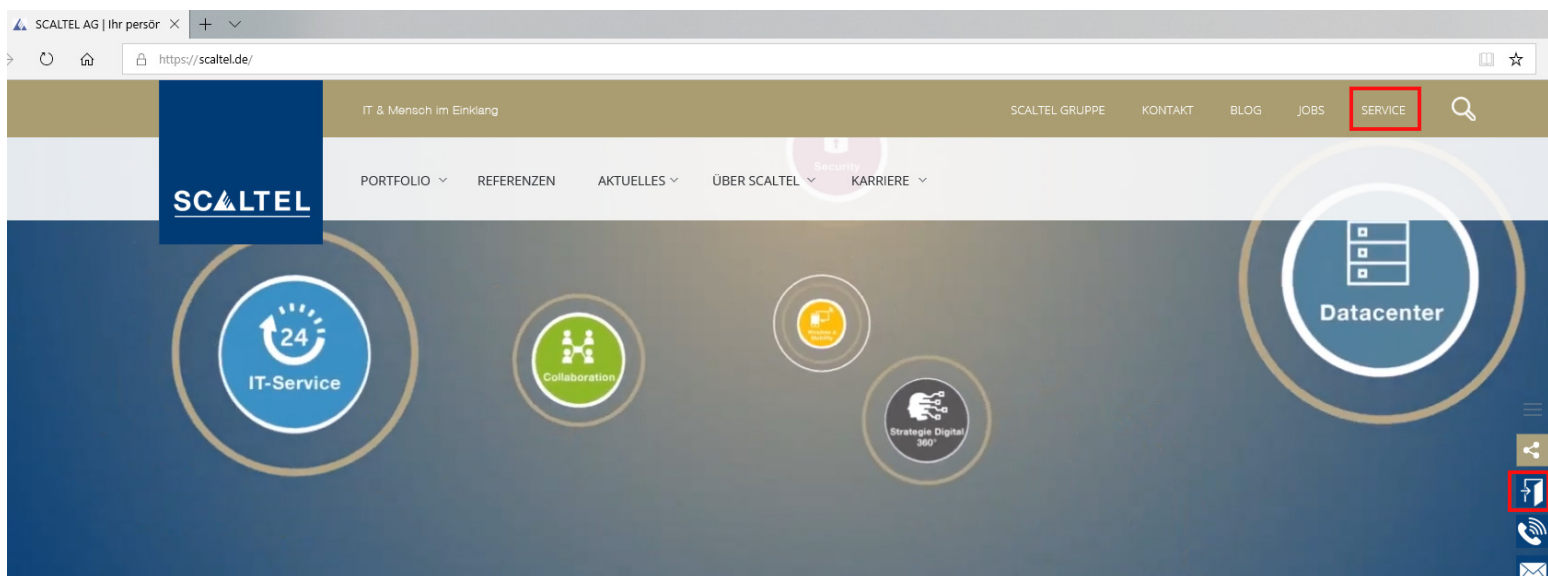




# THE SERVICE DESK OF THE SCALTEL SERVICE CONTROL STATION INSTRUCTIONS AND INFORMATION

## 1. INTRODUCTION

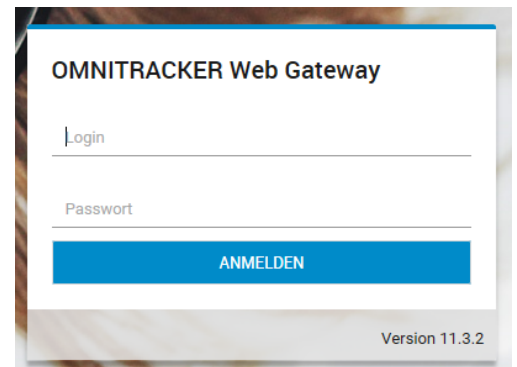
The Service Desk of the service control station offers you a quick overview of your service cases and allows you to easily track them. It may be accessed online so that you may open trouble tickets and service requests and track open requests **at any time**.



## 2. LOGIN

The login area is on the SCALTEL website ([www.scaltel.de](http://www.scaltel.de)). To log on, enter your user name (Login) and password (Passwort). For an optimum connection with your customer portal we recommend to use either the Microsoft Internet Explorer or Mozilla Firefox as browsers.

Before you first access the service desk you must request your access information (login and password) by contacting the SCALTEL salesperson or sending an email to [serviceleitstelle@scaltel.de](mailto:serviceleitstelle@scaltel.de), indicating "SLS-Login" as a reference. You will then receive an email with your personal access information.



## 3. OVERVIEW AND STRUCTURE OF INCIDENTS AND SERVICE REQUESTS

Shortcuts		Störungen							
Störungen		Neu <input type="checkbox"/> <input type="checkbox"/> Ansicht							
Aktuelle Störungen	Neu	Nummer	Ihre Nummer	Zustand	Priorität	WV-Typ	WV-Datum	Titel	Meldende Person.
	<input type="checkbox"/>	I-127646		Wartend	Mittel	Termin	24.06.2013	Störungswarnung: Telefon-anschlüsse	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-130672		In Bearbeitung	Mittel			Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Matthias Peters, 481129
Geschlossene Tickets	<input type="checkbox"/>	I-131653		Review Kunde	Mittel			Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Matthias Peters, 481129
	<input type="checkbox"/>	I-131837		Wartend	Mittel	Termin	24.06.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-131863		Wartend	Mittel	Testergebnis	01.10.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132176		Review Kunde	(nicht fest)			Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132312		Wartend	Mittel	Testergebnis	27.09.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132433		Wartend	Mittel	Kunde	15.07.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132477		Review Kunde	Mittel	Termin		Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132683		Review Kunde	Mittel			Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132794		Wartend	Mittel	Var-Ort-Ter	09.10.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129
	<input type="checkbox"/>	I-132729		Wartend	Geräte	Termin	30.09.2013	Störungswarnung: Mobilfunk / Mobilfunk	Kunde: Stefan Tietze, 481129

- The field in the middle gives an **overview** of all your company's incidents (Störungen) and service requests (Service-Anfragen).
- The **switch "Neu" (new)** serves to start a new ticket.
- The **navigation area on the left** allows you to switch between currently open (aktuelle Störungen) and already closed tickets (geschlossene Tickets).

#### 4. WORKING WITH THE SERVICE DESK

- **Creating a new request**

To create a new request, press button **Neu** (New).



To properly start a request, **all fields marked in red** have to be filled in:

- Anfrageart (Type of request): Störung (Incident) or Service Anfrage (service request) --> change work time required < 4 hours
- Meldende Firma (Reporting company), Meldende Person (Reporting person), Meldender Standort (Reporting location)
- Titel (Title): Meaningful description of the trouble/change
- Kategorie (Category): Selection of manufacturer or technology --> if unsure select only the manufacturer
- Auswirkung, Dringlichkeit (Severity, Urgency): Depending on the severity of the trouble you may determine the degree of urgency yourself.

- **Examples of severity and urgency:**

Auswirkung/ Severity	Dringlichkeit/ Urgency	Priorität/ Priority	When?	
			LAN	WAN
LOW	LOW	LOW	Service requests; incidents without any impact	Service requests, incidents without any impact
MEDIUM	MEDIUM	MEDIUM	Service requests that are urgent. Incidents such as redundancy loss, individual users concerned. Tickets that were downgraded for observation from earlier „Very high“ or „High“.	Service requests that are urgent. Incidents such as redundancy loss; individual applications are concerned that are not permanently used. Tickets that were downgraded for observation from earlier „Very high“ or „High“.
HIGH	HIGH	HIGH	Trouble that has an impact on 3 - 50% of the users.	Trouble concerns highly used applications; sporadic failures one after another
EXTREME	IMMEDIATE	VERY HIGH	More than 50% of the network is down; core components are involved	No more contact to the outside possible

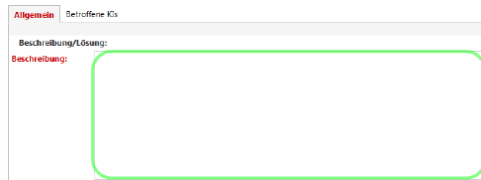
IPT	RIFU
Service requests; incidents without any impact	Service requests; incidents without any impact
Service requests that are urgent. Incidents such as redundancy loss, 1 to 3 telephones are concerned which are infrequently used. Tickets that were downgraded for observation from earlier „Very high“ or „High“.	Service requests that are urgent. Incidents which currently do not have a link loss. Redundancy loss. Tickets that were downgraded for observation from earlier „Very high“ or „High“.
Issue concerns 3 to 50% of the telephones	Loss of management access; sporadic failures one after another

No telephony available

Link down

## ■ Creating a new ticket - Beschreibung (Description):

Enter the description (Beschreibung) of the incident or the change request here.



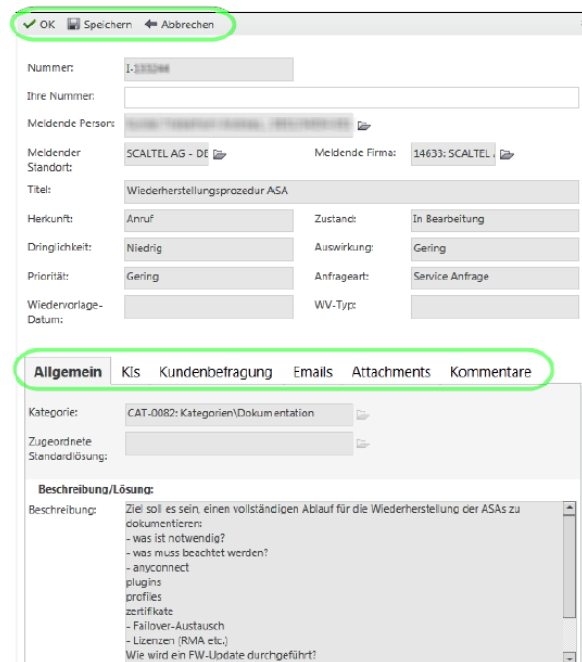
The screenshot shows a web interface for creating a ticket. At the top, there are two tabs: 'Allgemein' (selected) and 'Betroffene KIs'. Below the tabs, there is a label 'Beschreibung/Lösung:' followed by a large, empty text input field with a green border, intended for entering the description of the incident or change request.

## ■ Processing service cases

The processing mode gives you a number of tabs that inform you and that you may edit. The tab **Allgemein** (General) contains descriptions of the tickets and possible solution paths. **KIs** are configuration items and show all components that are being serviced. With them, you may indicate which components are involved in the trouble. Under the tab **Emails** all emails are filed. The tab **Attachments** lists all attached files. The tab **Kommentare** (Comments) contains the individual work steps of the service technicians.

## ■ Managing tickets - Tab „Allgemein“ (General)

- Shows a previously opened ticket
- The description may not be changed any more
- Information is exchanged under tab „Kommentare“ (Comments)



The screenshot displays a ticket management interface. At the top, there are buttons for 'OK', 'Speichern', and 'Abbrechen'. Below this, the ticket details are shown in a form:

- Nummer: I-123456
- Ihre Nummer: [Empty field]
- Meldender Person: [Empty field]
- Meldender Standort: SCALTEL AG - DE
- Meldende Firma: 14633: SCALTEL
- Titel: Wiederherstellungsprozedur ASA
- Herkunft: Anruf
- Zustand: In Bearbeitung
- Dringlichkeit: Niedrig
- Auswirkung: Gering
- Priorität: Gering
- Anfrageart: Service Anfrage
- Wiedervorlage-Datum: [Empty field]
- WV-Typ: [Empty field]

Below the details, there is a tabbed interface with the following tabs: 'Allgemein' (selected), 'KIs', 'Kundenbefragung', 'Emails', 'Attachments', and 'Kommentare'. The 'Allgemein' tab is active, showing the following information:

- Kategorie: CAT-0082: Kategorien\Documentation
- Zugeordnete Standardlösung: [Empty field]
- Beschreibung/Lösung:
  - Beschreibung: Ziel soll es sein, einen vollständigen Ablauf für die Wiederherstellung der ASAs zu dokumentieren:
    - was ist notwendig?
    - was muss beachtet werden?
    - anyconnect
    - plugins
    - profiles
    - zertifikate
    - Failover-Austausch
    - Lizenzen (RMA etc.)
  - Wie wird ein FW-Update durchgeführt?

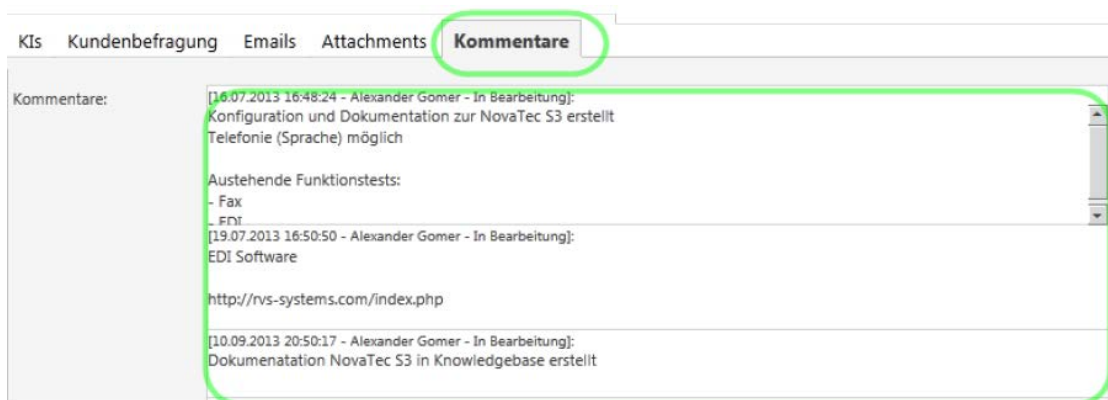
## Managing tickets - Tab “Attachments”

Here you may attach files of all kinds (hand sketches, PDFs, sniffer logs, logs, configurations, plans etc.)



## Managing tickets - Tab “Kommentare” (comments)

- Here the Scaltel staff enter all current comments during ticket processing.
- Customers may also enter comments here.
- Sorting is done from the top to the bottom, from old to new.



## Sending emails

Emails are sent automatically if:

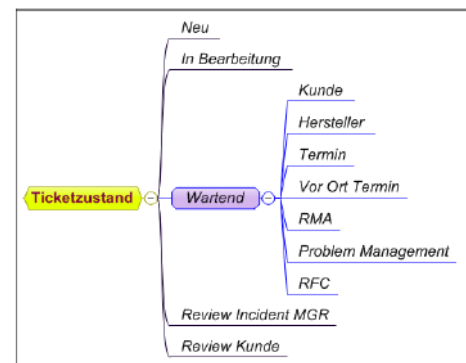
- you open an incident ticket or service inquiry
- the status of the ticket changes (e.g. “Waiting for customer”)
- if the resubmission date has been exceeded

In addition, reminder emails are sent if the inquiry was closed and an evaluation is still outstanding or the order is to be closed.

- **Ticket statuses**

Nummer:	[Redacted]		
Ihre Nummer:	[Redacted]		
Meldende Person:	Kunde: [Redacted]		
Meldender Standort:	SCALTEL AG - DE-8744	Meldende Firma:	14633: SCALTEL AG
Titel:	Auflistung Hardware		
Herkunft:	Anruf	Zustand:	Wartend
Dringlichkeit:	Normal	Auswirkung:	Mittel
Priorität:	Mittel	Anfrageart:	Service Anfrage
Wiedervorlage-Datum:	30.09.2013	WV-Typ:	Termin

- **Neu** (New): Has been newly opened.
- **In Bearbeitung** (Processing): Is currently being processed.
- **Wartend** (Waiting): Depending on the resubmission type, waiting until previously determined resubmission date is reached.
- **Review Incident Manager**: The current ticket was closed by the technician, a second instance checks it for completeness of organisational items.
- **Review Kunde** (Review customer): The ticket has been released for evaluation and closure of ticket.



## ▪ Ticket closure and customer survey

Status: Abgeschlossen (Closed)  
Abgeschlossen (Closed)  
Reopened  
Review Kunde (Review customer)

Kundenbefragung (Customer survey)

Hinweise (Notes)

You may reset the status of this case to “reopened” at any time. Otherwise, we ask you to set its status to “Closed”.

To open a new case (ticket) at the service control station of Scatel AG, we ask you to answer the following three questions for a quality survey.

If the rating “inadequate” (5) was awarded, we ask you to give us a short statement so as to enable the service control station to quickly remedy these deficiencies.

You are also welcome to enter any suggestions or wishes to improve the system of the Scatel AG service control station.

Fragenkatalog (Questionnaire)

**Question 1: How was the performance in terms of timely processing?**

Rating question 1: very good (1)

**Question 2: How do you rate the responsiveness of our service control station?**

Rating question 2: good (2)

**Question 3: How do you rate the competence of the staff of our service control station? (Were you satisfied with the information content?)**

Rating question 3: good (2)

Comments:

- Ticket closure is done by the customer. To close a service case, it is necessary to evaluate it. Go to the field “Status” and set the service case to “closed”. After that, please answer the questions in the questionnaire. It is also possible to give a comment. **If you do not close the service case, it will be closed automatically after two weeks and remain unevaluated.**
- The evaluation of a service case is especially important because it serves to continuously improve and update our service control station. For every “inadequate” (5) rating, a separate process is initiated, as such a rating is interpreted as an indirect complaint. The Improvement Management will take the matter up and look at the cause of the complaint. If necessary, the customer will subsequently be contacted again.

## 5. RFC (REQUEST FOR CHANGE)

RFC		Ordner		Nummer	Titel	Zustand	Verantwortlich
Genehmigungen		Genehmigung		AVP-120657	Änderung der Kategorie	Genehmigt	Superuser
		Genehmigung		AVP-120723	OT - Zugang f. Pre-/Sales	Genehmigt	Sebastian Weihele

- The Service Control Station takes over request for changes, so-called service inquiries, that cover a total of > 4 hours.
- They are processed in a separate process.
- Before changes are made in your network, they have to be planned carefully and approved by you.
- Approval of these changes is also given on the Web Portal.

### ▪ RFC overview - change approval

Nummer (number):	AVP-110380		
Genehmiger (Approved by):	Customer:		
Titel (Title):	Performance issues with new IP range		
Zugeordneter RFC (Allocated RFC):	RFC-110378: Performance issues with new IP		
<b>Priorität (Priority):</b>	Medium	<b>Status:</b>	Genehmigung ausstehend (Waiting for approval)
		<b>Verantwortlich (Responsible):</b>	Genehmigt (Approved)
			Genehmigung ausstehend (Waiting for approval)
			Nicht genehmigt (Approval denied)

- Approval may be achieved by changing the status.
- RFCs which do not get an approval should be commented on.



## **6. DEFINITION OF TERMS**

Incident:	Term from the ITIL world, describes trouble or a case or ticket
KIs:	Term from the ITIL world, corresponds with components
Service inquiries:	Also "service requests" or "changes"; plannable changes with a total time expenditure of 4 hours, which are mostly realised by remote calling.

## **7. BENEFITS OF USING THE WEB PORTAL**

- Fast processing because the ticket is, after being accepted, immediately assigned to the technology owner.
- Direct insight into the ticket course (action plans, comments, solutions, responsibilities)
- Total overview over all open and closed tickets
- Option to attach important documents
- Inserting/viewing non-deletable documents
- Direct influence on SLAs (contractual agreements)
- A fixed escalation process is stored