



User Guide

IMS – Incident Management System

This document will help you to operate IMS portal



Table of Contents

Objective 2

Ticket Attending Process..... 2

IMS – Incident Management System 3

 User Login: 3

 Call Logging – End User..... 3

 Call Logging – Engineer / Helpdesk 7

 Call Attending – Engineer / Helpdesk..... 8

 Call Closing – Engineer / Helpdesk 11

Reports..... 12

Objective

To create an online Incident Management System in which the user can raise their IT related requests. The IT helpdesk can take appropriate action pertaining to the user queries. The helpdesk can also perform the analysis of the tickets by means of various reports provided in the system.

Ticket Attending Process

Call is logged by End User and assigned to helpdesk / engineer

Helpdesk / engineer attend the call & update related status.

After the action is completed by Helpdesk / engineer status is completed and call is closed.

IMS – Incident Management System

User Login:

Following is the screen shot of the login screen of the IMS portal. Only to the active Zydus employees, engineers and helpdesk configured in the system will be able to log into the system.



Call Logging – End User

After successful login, select log call from the Transaction menu. The trailing entry screen will be displayed. The user has to select his name from Log By drop down list and his primary details like location, department, designation, email and ext. no will be filled according to the data available in SAP HR database.

The user needs to fill the rest of the details as per the form template. First company is to be selected which will provide the service line selection option. If the call is pertaining to the hardware then “Facility Management” Service Line is to be selected; else if the call is pertaining to any application, the desired application service line is to be selected.

After selection of the service line, the service module linked with selected service line will be displayed.

Incident Management System

Welcome : DAJIBHAI PATEL | [Logout](#)

Log Call

(*) Marked fields are mandatory

Search User:

Company : *

Asset Name:

Service Line: *

Service Module: *

Complaint Type: *

Complaint Details: *

File Upload: (Max 2 MB)

Assigned To: *

Log By:

Location:

Asset Number: Asset Sticker No
(PI Correct the Asset Sticker No in case the number not correct)

Department:

Designation:

Phone Number: *

Email ID: *

Severity:

GLP Asset? ☐ Yes ☒ No

Select the desired module and it will populate the list of complaints associated with selected Service Line / Module.

Incident Management System

Welcome : DAJIBHAI PATEL | [Logout](#)

Log Call

(*) Marked fields are mandatory

Search User:

Company : *

Asset Name:

Service Line: *

Service Module: *

Complaint Type: *

Complaint Details: *

File Upload: (Max 2 MB)

Assigned To: *

Log By:

Location:

Asset Number: Asset Sticker No
(PI Correct the Asset Sticker No in case the number not correct)

Department:

Designation:

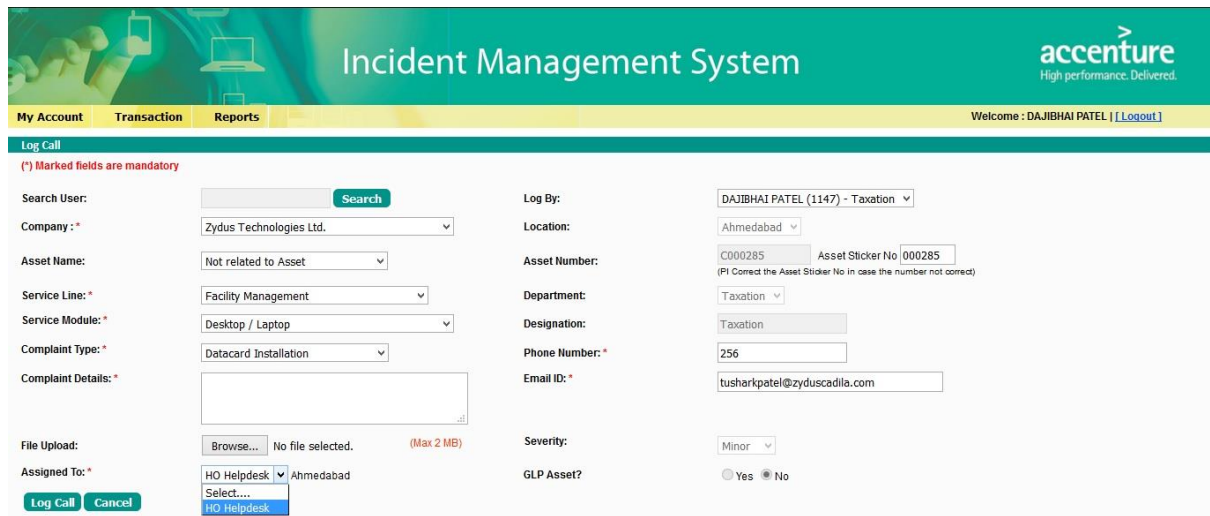
Phone Number: *

Email ID: *

Severity:

GLP Asset? ☐ Yes ☒ No

Select the desired complaint type complaint type and select an engineer from the assigned to drop down list



Incident Management System

My Account Transaction Reports Welcome : DAJIBHAI PATEL | [Logout](#)

Log Call
(*) Marked fields are mandatory

Search User:

Company : *

Asset Name:

Service Line: *

Service Module: *

Complaint Type: *

Complaint Details: *

File Upload: No file selected. (Max 2 MB)

Assigned To: *

Log By:

Location:

Asset Number: Asset Sticker No
(PI Correct the Asset Sticker No in case the number not correct)

Department:

Designation:

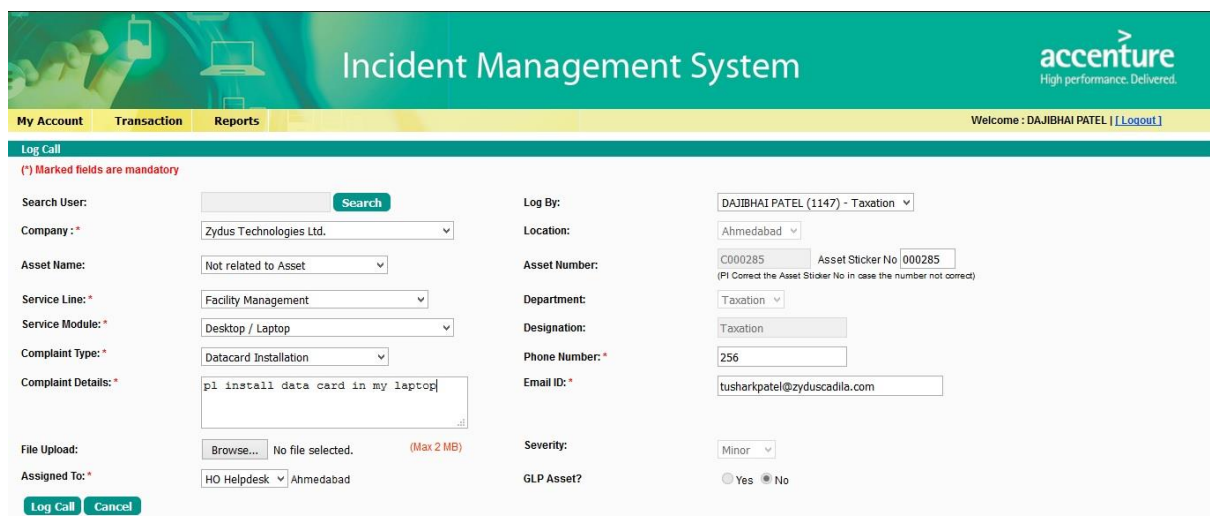
Phone Number: *

Email ID: *

Severity:

GLP Asset? ☐ Yes ☒ No

You are also required to provide a short description of the nature of complaint being logged.



Incident Management System

My Account Transaction Reports Welcome : DAJIBHAI PATEL | [Logout](#)

Log Call
(*) Marked fields are mandatory

Search User:

Company : *

Asset Name:

Service Line: *

Service Module: *

Complaint Type: *

Complaint Details: *

File Upload: No file selected. (Max 2 MB)

Assigned To: *

Log By:

Location:

Asset Number: Asset Sticker No
(PI Correct the Asset Sticker No in case the number not correct)

Department:

Designation:

Phone Number: *

Email ID: *

Severity:

GLP Asset? ☐ Yes ☒ No

In case you need to attach any file pertaining to your complaint, then the same can be attached from browse button

On successful logging of call, an acknowledgement page will be displayed to you.

Incident Management System

Welcome : DAJIBHAI PATEL | [Logout](#)

Log Call Details

Call No:	F0911272	Log By:	DAJIBHAI PATEL (1147) - Taxation
Department:	Taxation	Email ID:	tusharkpatel@zyduscadila.com
Location:	Ahmedabad	Phone Number:	256
Company Name:	Zydus Technologies Ltd.	Asset Name:	Not related to Asset
Asset Number:	C000285	Service Line:	Facility Management
Complaint Category:	Desktop / Laptop	Complaint Type:	Datacard Installation
Assigned To:	HO Helpdesk	Complaint Details:	pl install data card in my laptop

[Back](#)

Call Logging – Engineer / Helpdesk

In case the user is unable to log call from his machine or any helpdesk / engineer needs to log the call then same Log Calls option needs to be selected from Entry menu.

The engineer needs to provide the initials of the name for which the call is being logged. Then press the search button.

Incident Management System

Welcome : HO Helpdesk | [Logout](#)

Log Call

(*) Marked fields are mandatory

Search User:	<input type="text" value="Ketan"/> Search	Log By:	<input type="text" value="Ketan Kanubhai Patel (40577) - Pilot Mfg."/>
Company: *	Select....	Location:	
Asset Name:	<input type="text"/>	Asset Number:	
Service Line: *	<input type="text"/>	Department:	
Service Module: *	<input type="text"/>	Designation:	
Complaint Type: *	<input type="text"/>	Phone Number: *	
Complaint Details: *	<input type="text"/>	Email ID: *	
File Upload:	Browse... No file selected. (Max 2 MB)	Severity:	
Assigned To: *	<input type="text"/>	GLP Asset?	

[Log Call](#) [Cancel](#)

The log by drop down list will be populated with the user list, matching the criteria mentioned in search user

Select the appropriate user and rest of the call logging process will be same as explained in the Call logging – end user section.

Call Attending – Engineer / Helpdesk

For every call logged in IMS, then engineer / helpdesk will get a mail after call has been logged. The call attendee need to take action on the assigned call , to perform the sad activity , Close Call option needs to be selected from Transaction option. This will display the list of calls assigned to the attendee.

[My Account](#)
[Transaction](#)
[Reports](#)

Welcome : HO Helpdesk | [Logout](#)

Pending Call Details

Company :
Module :

Select....

Service Line :

Call No :

Show

Call No	Service Engineer	Status	Call Log Date/Time	Client Name	Department
F0911272	HO Helpdesk	Open	11/25/2016 12:33:00 PM	DAJIBHAI PATEL (1147) - Taxation	Taxation
F0911271	HO Helpdesk	Open	11/24/2016 3:25:00 PM	BHARAT BHATT (879) - Soft Gelelein	Soft Gelatin - Mfg.
F0911270	HO Helpdesk	Open	11/24/2016 3:04:00 PM	Jimmi Thakkar - Accenture (IT)	Information Technology
F0911269	HO Helpdesk	Open	11/24/2016 3:03:00 PM	Jimmi Thakkar - Accenture (IT)	Information Technology
F0911268	HO Helpdesk	Open	11/24/2016 12:47:00 PM	Jatin Patel (27501) - Projects & Engineering	Projects & Engineering
F0911267	HO Helpdesk	Open	11/14/2016 12:00:00 PM	Jatin Chandarana	Information Technology
F0911266	HO Helpdesk	Open	9/3/2016 11:27:00 AM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911265	HO Helpdesk	Open	8/6/2016 4:17:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911264	HO Helpdesk	Open	8/6/2016 4:13:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911263	HO Helpdesk	Open	8/6/2016 3:48:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration

1 2 3 4 5 6 7 8 9 10 ... Last

To take action on the call, click on the call number which are displayed as hyperlinks under Call No column

The initial screen will be displayed as shown below.

[My Account](#)
[Transaction](#)
[Reports](#)

Welcome : HO Helpdesk | [Logout](#)

Call Details

Call No :
Log By :
Email :
Company :
Engineer :
Attachments :
Asset Name :
Call History :
Service Line :
Call Status :
Asset Sticker No :
Solution :
Vendor :
Expected Closer Date :
Call Generated From Portal :
Comment :

F0911272
DAJIBHAI PATEL (1147) - Taxation
tusharkpatel@zyduscadila.com
Zydus Technologies Ltd.
HO Helpdesk
None
Not related to Asset
1 pl install data card in my laptop
Facility Management
Open
000285
Select....
Select

No

Call Date/Time :
Location :
Phone Ext No :
Department :
Complaint Details :
GLP Asset ? :
Asset No :

25/11/2016 12:33:00 PM
Ahmedabad
256
Taxation
pl install data card in my laptop
Yes No
C000285

Open
25/11/2016 12:33
By: DAJIBHAI PATEL

Desktop / Laptop
Select..
Datacard Installation Software
Minor
HO Helpdesk

Submit

Case 1:

The attendee needs to update Call Status, Call Category, Solution and comments according to the action being taken by him. For example if for the above mentioned call , the data card needs to be purchase from vendor , then following entry will be made

Incident Management System

My Account Transaction Reports Welcome : HO Helpdesk | [Logout]

Call Details

Call No : F0911270
 Log By : Jimmi Thakkar - Accenture (IT)
 Email : vipinjoshi@zyduscadila.com
 Company : Cadila Healthcare Ltd
 Engineer : HO Helpdesk
 Attachments : None
 Asset Name : Compax-76-909090
 Call History : 1 test Open 24/11/2016 15:04 By: Jatin Chandarana
 Service Line : Facility Management
 Call Status : Part awaited from Vendor
 Asset Sticker No :
 Solution : Under Process
 Vendor : Reliance
 Expected Closer Date : 11/30/2016
 Call Generated From Portal : No
 Comment : data card is awaited from Reliance

Call Date/Time : 11/24/2016 3:04:00 PM
 Location : Ahmedabad
 Phone Ext No : 728
 Department : Information Technology
 Complaint Details : test
 GLP Asset ? : ☐ Yes ☒ No
 Asset No : 909090

Service Module : Desktop / Laptop
 Call Category : Service Request
 Complaint Type : Datacard Installation Part Replacement
 Severity : Minor
 Reassigned-To : HO Helpdesk

Submit

Case 2

In case the call needs to be attended by any other attendee, then the required engineer needs to be selected from reassigned to drop down list. After submitting the ticket will be removed from existing attendee and will be moved to the engineer which was selected in reassigned to drop down list. In the trailing example the call will be removed from HO Helpdesk bucket and will be moved in Lallan yadav bucket.

Incident Management System

My Account Transaction Reports Welcome : HO Helpdesk | [Logout]

Call Details

Call No : F0911272
 Log By : DAJIBHAI PATEL (1147) - Taxation
 Email : tusharkpatel@zyduscadila.com
 Company : Zydus Technologies Ltd.
 Engineer : HO Helpdesk
 Attachments : None
 Asset Name : Not related to Asset
 Call History : 1 pi install data card in my laptop Open 25/11/2016 12:33 By: DAJIBHAI PATEL
 Service Line : Facility Management
 Call Status : Part awaited from Vendor
 Asset Sticker No : 000285
 Solution : Reassigned
 Vendor : Reliance
 Expected Closer Date : 11/30/2016
 Call Generated From Portal : No
 Comment : Please attend call.

Call Date/Time : 11/25/2016 12:33:00 PM
 Location : Ahmedabad
 Phone Ext No : 256
 Department : Taxation
 Complaint Details : pi install data card in my laptop
 GLP Asset ? : ☐ Yes ☒ No
 Asset No : C000285

Service Module : Desktop / Laptop
 Call Category : Service Request
 Complaint Type : Datacard Installation Software
 Severity : Minor
 Reassigned-To : Lallan Yadav

Submit

Case 3

In case the attendee feels the call is not logged under correct service line / module based on the complaint comments provided by the end user, he can correct service line, module & complaint and provide his inputs.

The screenshot displays the 'Incident Management System' interface. The header includes the Accenture logo and the tagline 'High performance. Delivered.' Below the header, there are navigation tabs: 'My Account', 'Transaction', and 'Reports'. A welcome message 'Welcome : HO Helpdesk' and a 'Logout' link are visible on the right.

The main section is titled 'Call Details' and contains the following information:

- Call No :** F0911272
- Log By :** DAJIBHAI PATEL (1147) - Taxation
- Email :** tusharkpatel@zyduscadila.com
- Company :** Zydus Technologies Ltd. (dropdown menu)
- Engineer :** HO Helpdesk
- Attachments :** None
- Asset Name :** Not related to Asset
- Call Date/Time :** 11/25/2016 12:33:00 PM
- Location :** Ahmedabad
- Phone Ext No :** 256
- Department :** Taxation
- Complaint Details :** pl install data card in my laptop
- GLP Asset ? :** ☐ Yes ☒ No
- Asset No :** C000285

Below this information is a table showing the call history:

Call History	Status	Date/Time	By
1 pl install data card in my laptop	Open	25/11/2016 12:33	By: DAJIBHAI PATEL

Further details include:

- Service Line :** Facility Management (dropdown menu)
- Service Module :** Software (dropdown menu)
- Call Status :** Part awaited from Vendor (dropdown menu)
- Call Category :** Service Request (dropdown menu)
- Asset Sticker No :** 000285
- Complaint Type :** Other Software Installation (dropdown menu) | Software (dropdown menu)
- Solution :** Under Process (dropdown menu)
- Severity :** Minor (dropdown menu)
- Vendor :** Reliance (dropdown menu)
- Reassigned-To :** HO Helpdesk (dropdown menu)
- Expected Closer Date :** (calendar icon)
- Call Generated From Portal :** No
- Comment :** Data card Software is reinstalled. (text area)

A 'Submit' button is located at the bottom left of the form.

Call Closing – Engineer / Helpdesk

The call will be retained in the attendee's login till the call status "completed" is not selected. Once the call related action have been completed by the attendee, he needs to select the appropriate solution , provide appropriate remarks and select the "Completed" call status before submitting the call

The screenshot displays the 'Incident Management System' interface. At the top, there's a green header with the Accenture logo and the tagline 'High performance. Delivered.' Below the header, a navigation bar includes 'My Account', 'Transaction', and 'Reports'. The main content area is titled 'Call Details' and contains a form for entering call information. The form is organized into two columns. The left column includes fields for 'Call No.', 'Log By', 'Email', 'Company', 'Engineer', 'Attachments', 'Asset Name', 'Call History', 'Service Line', 'Call Status', 'Asset Sticker No.', 'Solution', 'Vendor', 'Call Generated From Portal', and 'Comment'. The right column includes fields for 'Call Date/Time', 'Location', 'Phone Ext No.', 'Department', 'Complaint Details', 'GLP Asset?', 'Asset No.', 'Service Module', 'Call Category', 'Complaint Type', 'Severity', and 'Reassigned-To'. A 'Submit' button is located at the bottom left of the form. The form is populated with data for a call on 11/25/2016 at 12:33:00 PM, logged by DAJIBHAI PATEL, with a complaint about installing a data card in a laptop.

Call Details	
Call No :	F0911272
Log By :	DAJIBHAI PATEL (1147) - Taxation
Email :	tusharpkpatel@zyduscadilla.com
Company :	Zydus Technologies Ltd.
Engineer :	HO Helpdesk
Attachments :	None
Asset Name :	Not related to Asset
Call History :	1 pl install data card in my laptop Open 25/11/2016 12:33 By: DAJIBHAI PATEL
Service Line :	Facility Management
Call Status :	Completed
Asset Sticker No :	000285
Solution :	Software Installation Done
Vendor :	Reliance
Call Generated From Portal :	No
Comment :	Data Card Installation done.
Call Date/Time :	11/25/2016 12:33:00 PM
Location :	Ahmedabad
Phone Ext No :	256
Department :	Taxation
Complaint Details :	pl install data card in my laptop
GLP Asset ? :	<input type="radio"/> Yes <input checked="" type="radio"/> No
Asset No :	C000285
Service Module :	Software
Call Category :	Service Request
Complaint Type :	Other Software Installation Software
Severity :	Minor
Reassigned-To :	HO Helpdesk

Reports

Following reports are available in the IMS portal

1. Call Status Report

This report provides the call status according to the criteria provided. The exclude check box reverse the Call status selected. For example in the trailing screen shot , the call status is selected as “Customer Action” , if the exclude check box is not selected then all calls which have status as “Customer Action” will be displayed. Further, if check box is selected then all the calls which are not in “Customer Action” will be displayed.

Incident Management System

accenture
High performance. Delivered.

My Account

Transaction

Reports

Welcome : HO Helpdesk | [Logout](#)

Call Status Report

Company :
ALL

Service Line :
ALL

Show

Call Status :
Customer Action

☒ Exclude

Call No	Service Engineer	Status	Call Log Date/Time	Client Name	Department
F0911270	HO Helpdesk	Open	11/24/2016 3:04:00 PM	Jimmi Thakkar - Accenture (IT)	Information Technology
F0911269	HO Helpdesk	Open	11/24/2016 3:03:00 PM	Jimmi Thakkar - Accenture (IT)	Information Technology
F0911257	HO Helpdesk	Open	2/27/2016 5:34:00 PM	HARISHKUMAR SUTHAR (6445) - Legal	Legal
F0911256	HO Helpdesk	Open	2/27/2016 5:02:00 PM	HARISHKUMAR SUTHAR (6445) - Legal	Legal
F0911254	HO Helpdesk	Open	10/1/2015 12:08:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911253	HO Helpdesk	Open	9/21/2015 4:25:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911246	HO Helpdesk	Open	9/7/2015 2:09:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911243	HO Helpdesk	Open	9/7/2015 11:44:00 AM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911242	HO Helpdesk	Open	9/7/2015 10:25:00 AM	MAYUR TRIVEDI (833) - General Administration	General Administration
F0911241	HO Helpdesk	Open	9/4/2015 4:01:00 PM	MAYUR TRIVEDI (833) - General Administration	General Administration

1

2

3

4

5

6

7

8

9

10

...

Last

2. Call Logged Report

This report will provide details of all calls for the specified criteria.

3. SLA Summary Report

This report will display the SLA summary for the specified period for the call attended by Accenture Application Team and FM Partner.

4. SLA Summary (Infra)

This report will display the SLA summary for the specified period for the call attended by Accenture Infra Team.