

GSEP - How to get help

GSEP User Knowledge Base

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Solve your problem in 4 steps

① Check the right side first for self service ⇒ ⇒ ⇒ ⇒

 Your user id is **NCHIPRE**.

[Click here to see your GSEP email address¹](#)

② Select your support channel:

MBAG employees / externals(see page 0)

MBAG suppliers(see page 0)

DTAG (Truck) employees and suppliers(see page 0)

MBAG employees and externals with @extaccount.com GSEP email:

- First read the article [in SNOW ITSM](#)², or here: [How to create a ticket in ITSM](#)³
 - Then click: [Direct Link to ServiceNow Portal \(ITSM\)](#)⁴
1. My issue is related to "Application Service"
 2. Application Service: Enter "GSEP", select e.g. "GSEP Jira - Production"
 3. Select a template, enter description, priorities (see '?'), then submit

Important: You need the correct application service, otherwise your ticket will not reach us! Ensure the selected Application Service starts with "GSEP ..." For a search, first char must be a "*" first, like in "*jira"

If your user id starts with \$1... or X...:

- First read the article [in SNOW CSM](#)⁵, or here: [How to create a ticket in CSM](#)⁶
 - Then click: [Direct Link to ServiceNow Portal \(CSM\)](#)⁷
1. Choose Service Offering: Enter "GSEP", select e.g. "GSEP Shared Full (Prod..)"

¹ <https://gsep.daimler.com/confluence/users/viewmyprofile.action>

² https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0323185

³ <https://gsep.daimler.com/confluence/pages/viewpage.action?pageId=571906336>

⁴ <https://servicenow.i.mercedes-benz.com/esc>

⁵ [https://digitalservices.mercedes-benz.com/b2b/?id=kb_article_view&sysparm_article=KB0010687](https://id=sc_cat_item&sys_id=062eec1f1b0c605093b43113dd4bc0&sysparm_category=c68bd6491bd10410f826bb31dd4bcbb5)

⁶ <https://gsep.daimler.com/confluence/pages/viewpage.action?pageId=706442345>

⁷ https://digitalservices.mercedes-benz.com/b2b/?id=sc_cat_item&sys_id=715645d31b3c34103f96eb9f7b4bcb38

2. Select a template, enter description, then submit

Important: You need the correct service offering, otherwise your ticket will not reach us! Ensure the selected Service Offering starts with "GSEP ..." For a search, first char must be a "*" first, like in "*full"

As Truck user:

- First read: [How to create a ticket as Truck User](#)⁸
- Then click: [Direct Link to Jira Service Management \(JSM\)](#)⁹

Try to solve the problem with the additional self service elements in JSM!

Otherwise ...

1. Select "Report an incident", "Log your incident"
2. Fill in your texts, then submit

③ If you fail to create a ticket

- Call GSEP help line: +49 7031 90 89029.

④ If your problem is not solved:

- Try to reopen the ticket in ServiceNow (SNOW) or JSD; contact the support person via MS Teams chat
- Answer the satisfaction survey for closed tickets: Our quality manager will contact you!
- If nothing helps, contact our [GSEP Product Owners or Product Responsibles](#)¹⁰



- Open the tickets using the link from the SNOW email. Use the text box to send us messages.
- Add the "ServiceNow for Teams" app in MS Teams.
- We can handle tickets in these languages: English (preferred as we are able to forward and review), German, Chinese, Hindi.

⁸ <https://gsep.daimler.com/confluence/pages/viewpage.action?pageId=719245518>

⁹ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/261>

¹⁰ <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+Working+Model#GSEPWorkingModel-ProductAreasandProductOwners>

Solve your most frequent problems

Problems with your account(see page 0)

Create new projects(see page 0)

Change existing projects(see page 0)

Information for Supplier:

- [Your Daimler account \(supplier portal\)¹¹](https://supplier-portal.daimler.com/docs/DOC-2426)
- [Authentication with PingID \(supplier portal\)¹²](https://supplier-portal.daimler.com/docs/DOC-2427)

Most frequent problems:

Passwords

- Forgot my Daimler login password (Confluence, Jira, JSD)
 - On <https://login.daimler.com/>, use the "forgot password link"
- Forgot my GSEP password (Login url starts with "[https://gsep.daimler.com/...](https://gsep.daimler.com/)")
 - Open --> <https://gsep.daimler.com/crowd/>
 - *On top right corner, use "Logout from GSEP" first*
 - *Then, use "Forgot password" to login again!*

Technical Access

- Cannot access GSEP
 - [Troubleshooting Access to GSEP¹³](#)

Certificates

- Lost your certificate?
Account owner needs certificate for Technical Account TExxx?
 - [How to request your certificate¹⁴](#)
 - > [Direct Link to Helpdesk Portal¹⁵](#)

For all other problems, please create a ticket following the steps on the left side!



GSEP will be sundowned in 2023 and projects have to migrate to successor systems.
More information: [GSEP - Future Strategy¹⁶](#)

This is the information you need for new projects:

¹¹ <https://supplier-portal.daimler.com/docs/DOC-2426>

¹² <https://supplier-portal.daimler.com/docs/DOC-2427>

¹³ <https://gsep.daimler.com/confluence/display/GSEPUKB/Troubleshooting+Access+to+GSEP>

¹⁴ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/ALM+Certificate>

¹⁵ <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

¹⁶ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+-+Future+Strategy>

- [How to create/change projects¹⁷](#)
--> [Direct Link to Helpdesk Portal¹⁸](#)
- [How to manage project access¹⁹](#)
--> [Direct Link to Zula²⁰](#)

Most frequent problems:

- I cannot see my new project in tool X:
 - After project is created, nobody has access.
Please go to ZULA and create an access request!
- I cannot see my new project in ZULA:
 - ZULA shows in the top list only the most frequent projects. Below this, you find the "complete" list of projects.
Scroll the page down and try the search again!

If you can see the project in ZULA in your account and you cannot access it, please create a ticket following the steps on the left side!

⚠ Only project admins can make changes on existing projects!
If you have a technical problem with your project, please always create a ticket following the steps on the left side (expect a first contact within a few hours)!

Automated configuration changes and contact management

Change the contact person and approvers of a project:

- [How to create/change projects²¹](#)
--> [Direct Link to Helpdesk Portal²²](#)
- I need a plugin, entry field or workflow change
--> [Customer Service Automation²³](#)

"How to" and manual configuration changes, new ideas

Use our Customer Service Portal to contact our experts (not for technical problems!):

- [How to use the Customer Service Portal²⁴](#)
- I have a configuration question
--> [Customer Service Portal²⁵](#)
Select the product area, use the "ask the expert"
- I need something bigger or new
--> [Customer Service Portal²⁶](#)
In "General Section", Create "Very large and Complex request"

17 <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+Helpdesk+Portal>

18 <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

19 <https://gsep.daimler.com/confluence/display/GSEPUKB/Login+and+Access+Management>

20 <https://zulaplus.e.corpintra.net/ZulaPlus/>

21 <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+Helpdesk+Portal>

22 <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

23 <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/121>

24 <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+Customer+Service+in+Service+Desk>

25 <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81>

26 <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/group/161>

1 For more information

Check the UKB or contact us

1. check the [GSEP User Knowledge Base Home](#)²⁷
2. contact your GSEP Business Relationship Manager
3. contact our [GSEP Product Owners or Product Responsibles](#)²⁸

²⁷ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

²⁸ <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+Working+Model#GSEPWorkingModel-ProductAreasandProductOwners>

2 Service Now Information

2.1 Intranet Account: Report a GSEP Incident and Inquiry/Help (ServiceNow Portal)

Supplier Users: You have to create a case via ServiceNow CSM Portal: Click here²⁹ for a detailed guide

- Report an Incident: "Something is broken" (How-to for "Something is broken"https://daimler.service-now.com/sp?sys_kb_id=2c4c2e4edbfebc1036b84f6305961964&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=1c9a3567db0f70102dae55fb396197e(see page 10)
 - Visit <https://servicenow.i.mercedes-benz.com/esc>(see page 10)
 - Navigate to the "Something is broken" option(see page 11)
 - Fill the form(see page 13)
 - Submit the form(see page 15)
 - Status of Incident/Request(see page 16)
- General Questions: Inquiry/Help(see page 17)
 - Navigate to "Inquiry/help"(see page 17)
 - Fill the form and submit(see page 18)
- Additional Training Documents in SNOW(see page 20)

Introduction: This document describes how to create or report a ServiceNow Incident for the technical issues related to GSEP platform.

 This site is accessible within intranet, as well as the internet

2.1.1 Report an Incident: "Something is broken" (How-to for "Something is broken"³⁰)

Please follow the below steps in order to create an incident with GSEP via ServiceNow for GSEP applications. For eg. Account lock out, Unable to access Artifactory EDC etc.

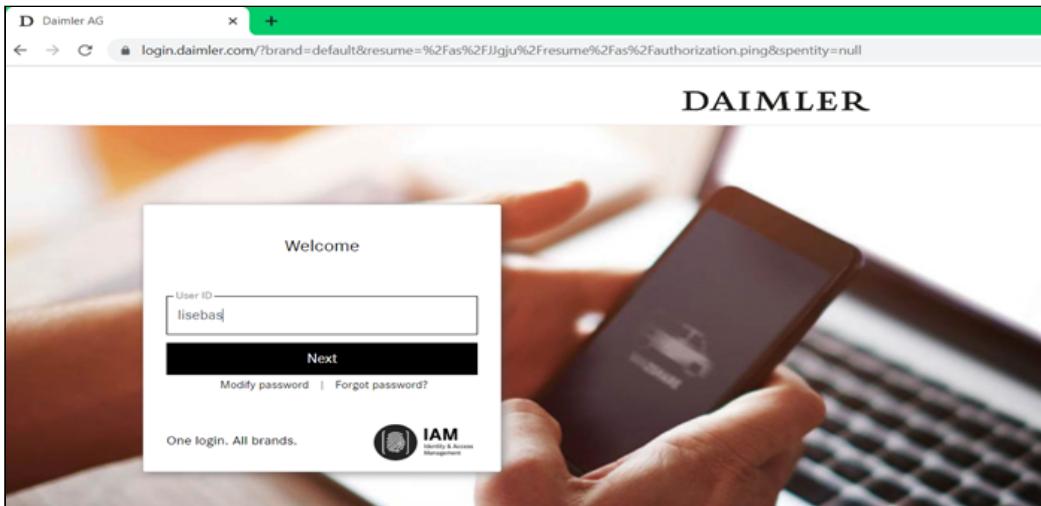
2.1.1.1 Visit <https://servicenow.i.mercedes-benz.com/esc>

This is the direct link for Intranet and supplier users to create a GSEP Incident in SNOW

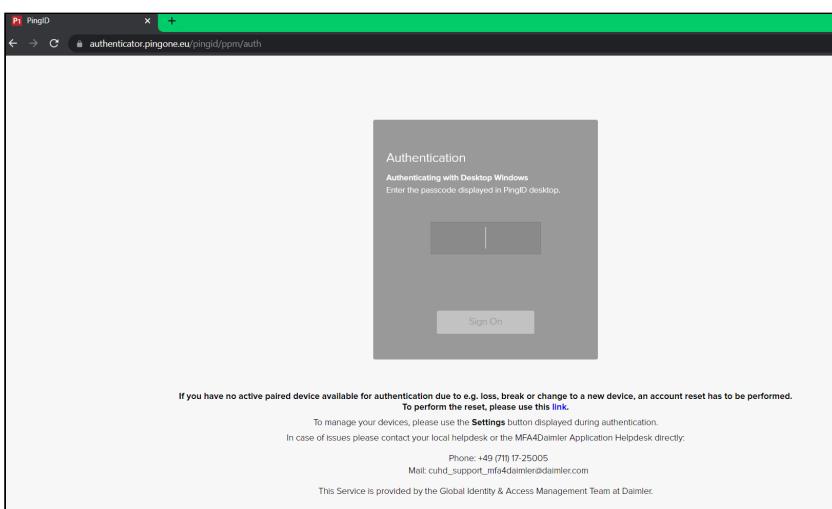
²⁹<https://gsep.daimler.com/confluence/x/aXQbKg>

³⁰https://daimler.service-now.com/sp?sys_kb_id=2c4c2e4edbfebc1036b84f6305961964&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=1c9a3567db0f70102dae55fb396197e

Login using your Single-Sign-On account and password, see [How to Login in GSEP³¹](#)



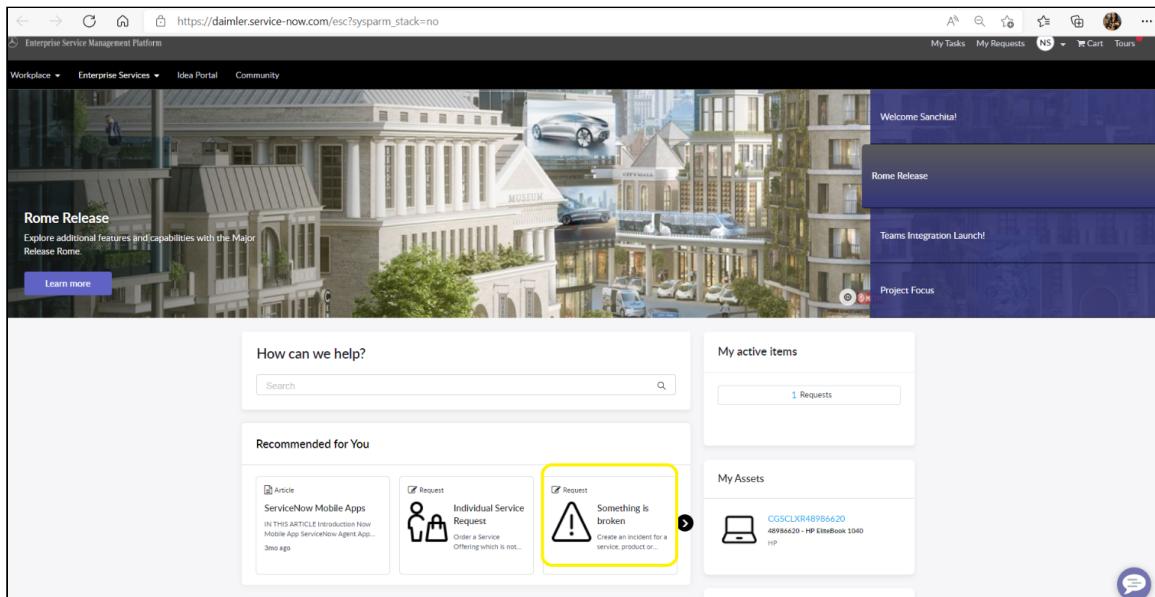
Enter your PingID, which will then take you to the ServiceNow portal.



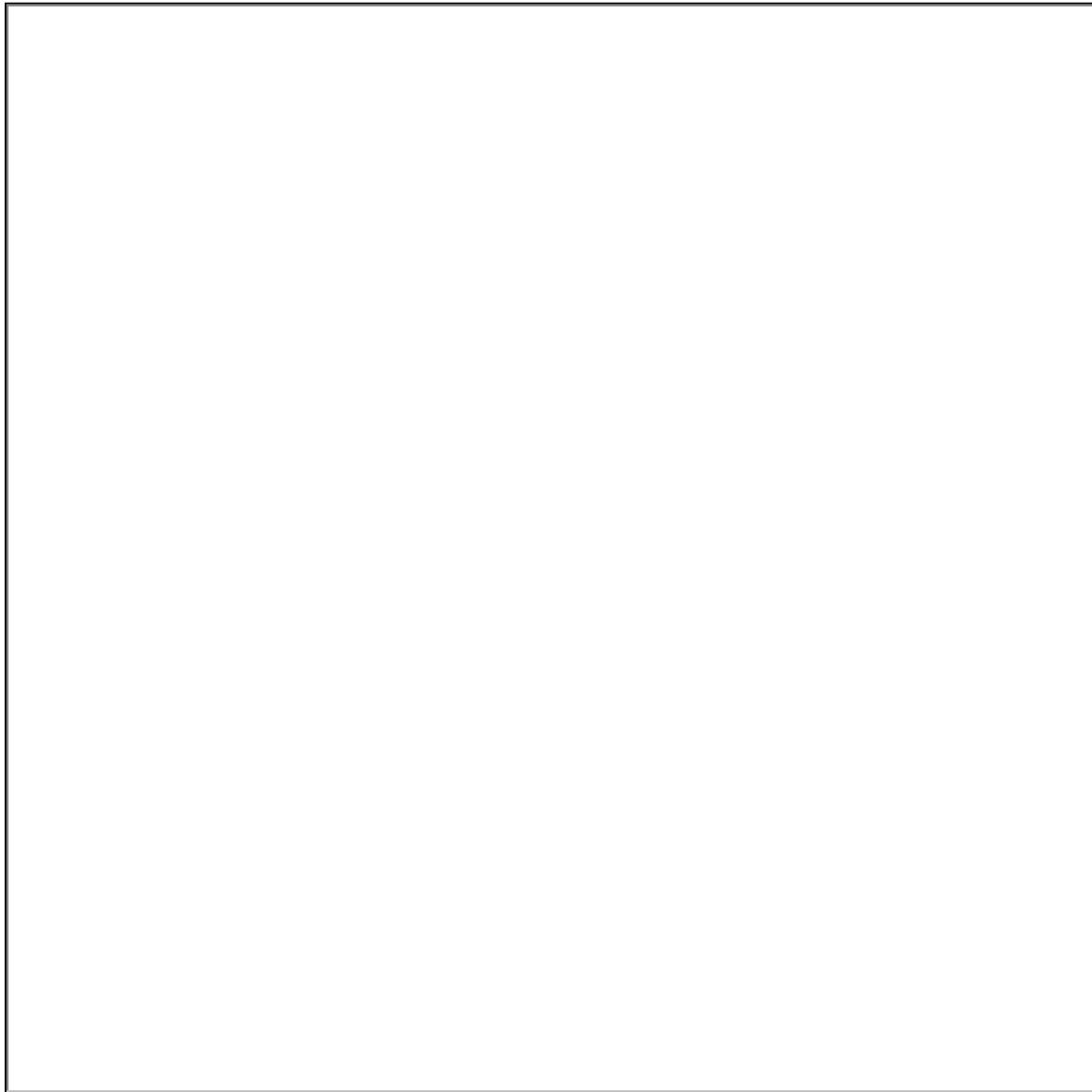
2.1.1.2 Navigate to the "Something is broken" option

On the home page, Click on the option "**Something is broken**" to report an incident.

³¹ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/How+to+Login+in+GSEP>



Select **Application service** from the dropdown list for the option " **My issue is Related to**". It will route the ticket to GSEP support.



2.1.1.3 Fill the form

Type "gsep" and choose the affected Application Services from the drop-down list.

Home > All Catalogs > Service Catalog > Can We Help You? > Something is broken Search

1. Affected Application Service & Configuration Item

Please choose the affected service or product from the following list . You can as well type in the name directly. If it is not listed, please contact your local or global Service Desk.

* Choose affected Application Service ?

- gsep
- GSEP - Development
- GSEP - QA
- GSEP - Staging
- GSEP Artifactory (EDC) - Production**
- GSEP Artifactory (EDC) - Test
- GSEP Artifactory (India) - Production
- GSEP Artifactory (India) - Test

Optional: Choose the Affected CI (if available such as server/VM etc.)

Home > All Catalogs > Service Catalog > Can We Help You? > Something is broken Search

1. Affected Application Service & Configuration Item

Please choose the affected service or product from the following list . You can as well type in the name directly. If it is not listed, please contact your local or global Service Desk.

* Choose affected Application Service ?

Optional : Choose affected configuration item (CI) ?

* Choose affected person ?

Choose the appropriate template of the affected application service, if available. Further enter the short and detailed description of the incident accordingly.

2. Optional: Template

Please choose an appropriate template of the affected Application Service (if available) and complete the description. Please note: If you change or remove the application service or template, any text in the description field will be cleared.

Choose template 

The knowledge article contains useful instructions related to this issue, please check it first before raising the incident.

3. Description

* Enter short description 

* Enter detailed description 

Choose the Impact level & Urgency as per your requirement, and add the attachment relevant to your incident, if any.

If you need more info about impact level and urgency, please click on the "?" circles above the selection boxes.

4. Impact level & resolve urgency

* Choose impact level 

Submit

* Choose resolve urgency 

 Add attachments

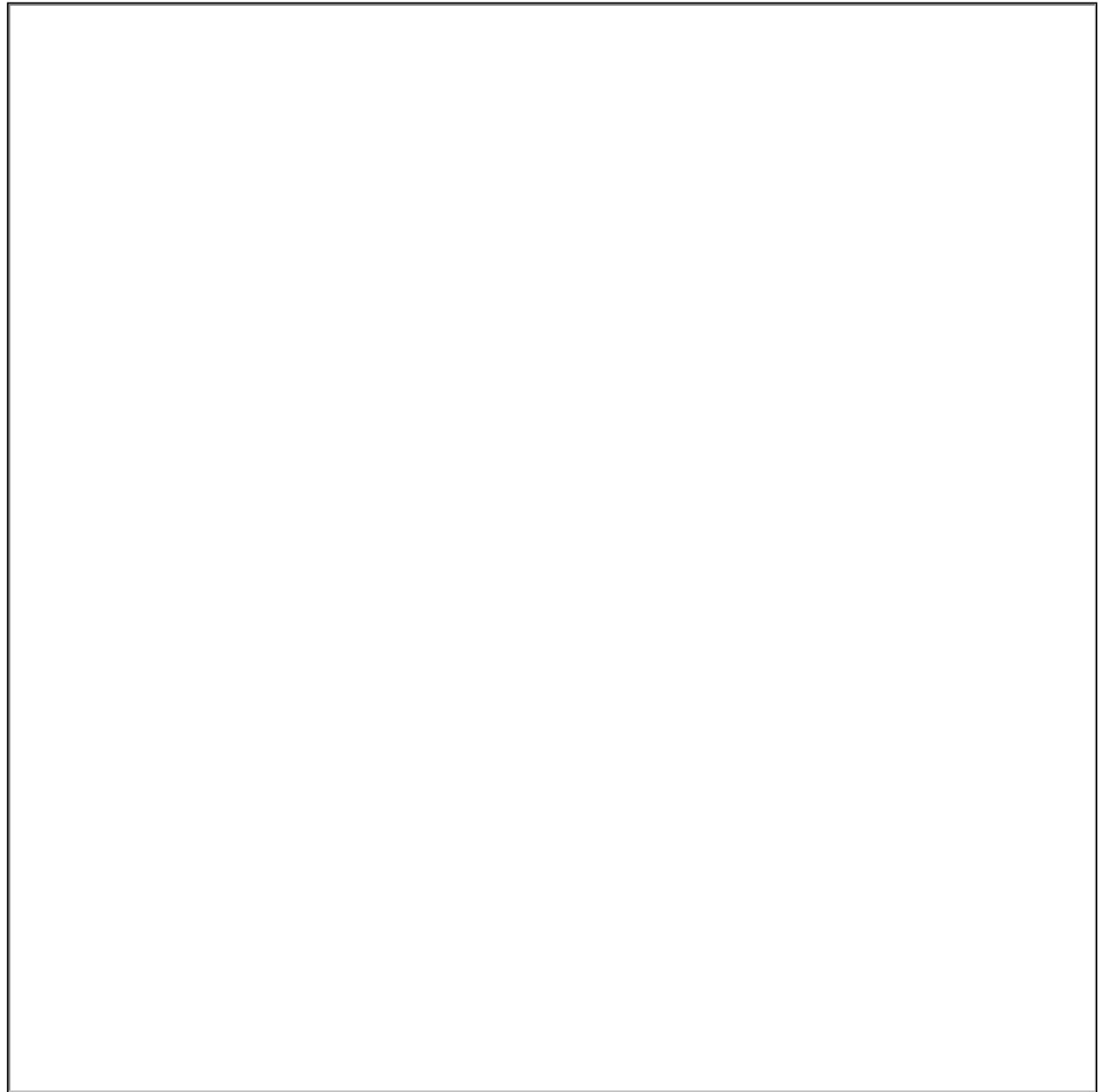
2.1.1.4 Submit the form

Once you click on **SUBMIT**, you will get an acknowledgement notification on the browser along with a reference **Incident/ticket** number.

The screenshot shows a ServiceNow ticket detail page for incident INC0209141. At the top, it displays the ticket number, creation and update times (6m ago), and a state of 'New'. Below the header, the title of the ticket is 'Unable to access Artifactory EDC'. On the left, there's a summary section with an affected user (Sebastian, Libin) and an urgency level (3 - Low). To the right, it shows a configuration item (smtcvg0112.rd.corpintra....). The main area is divided into 'Activity' and 'Attachments' tabs, with 'Activity' being the active tab. It contains a message input field with placeholder text 'Type your message here...' and a 'Post' button with a paperclip icon. Below this, a comment from Sebastian, Libin (623-External) is shown, stating 'INC0209141 Created' at 6m ago. A small profile icon for SL is next to the comment.

2.1.1.5 Status of Incident/Request

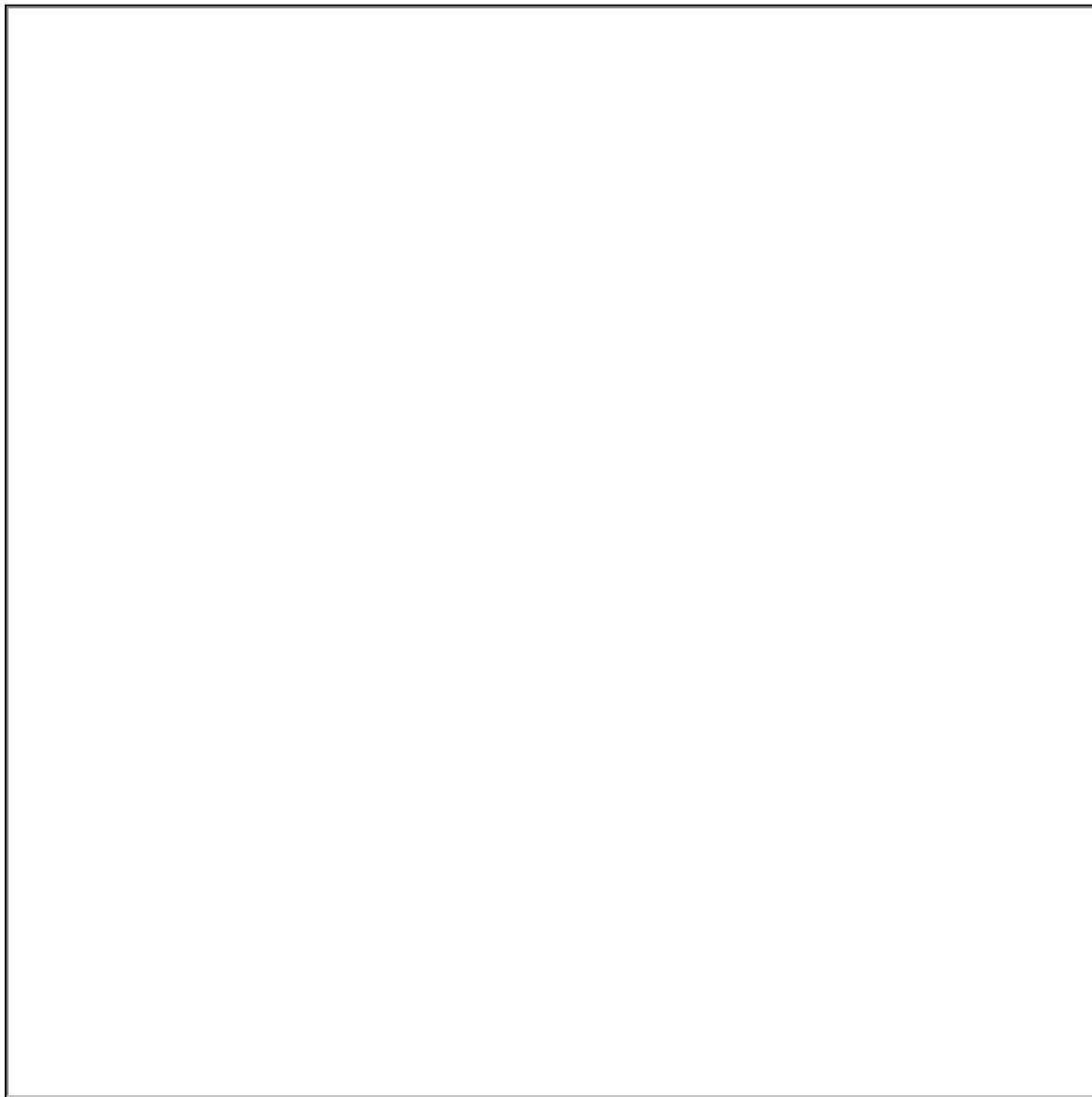
You can view the status of your Open Ticket details under "**My Active Items**" on the Home Page.



2.1.2 General Questions: Inquiry/Help

2.1.2.1 **Navigate to "Inquiry/help"**

On the home page , Click on the option "**Inquiry/Help**" to report an incident.



2.1.2.2 Fill the form and submit

Type "gsep" and choose the required Service Offering for eg. GSEP Shared Full or Lite from the drop-down list.

The screenshot shows a navigation path: Home > All Catalogs > Service Catalog > Can We Help You? > Inquiry/help. A search bar is at the top right. Below it, a message says: "Please choose the service offering or product from the following list. You can as well type in the name directly. If it is not listed, please contact your local or global Service Desk." A dropdown menu is open, labeled "* Choose Service Offering". It contains a search input field with "gsep" typed in, a magnifying glass icon, and a list of service offerings. The list includes: GSEP GCP – (Non-Production), GSEP MIC – (Production), GSEP MIC – (Non-Production), GSEP Shared - Full (Non-Production), **GSEP Shared - Full (Production)** (which is highlighted with a dark green background), GSEP Shared - Lite (Non-Production), GSEP Shared - Lite (Production), and GSEP Technical Compliance - (Production). A small "Enter service offering" link is visible at the bottom of the dropdown.

Choose Template (if available) and fill the other required details like Short and Detailed descriptions.

Community', 'Ask our virtual Agent', 'Go to [Get Help](#)', and 'Call: +49 (0)711 - 758 60 - 3333'. The form fields are grouped under 'Required information': 'Choose Service Offering' (dropdown), 'Enter short description' (text input), and 'Enter detailed description' (text input). A 'Submit' button is at the top right of the form area."/>

Post filling click on **Submit to** place the query/request.

2.1.3 Additional Training Documents in SNOW

ServiceNow has few Training Documents available in the Knowledge Base (for all) of ServiceNow Portal and in the Social Intranet (for Internal Employees only).

Please find below the KB Numbers for your reference:

- [KB0010106³²](https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0010106)
- [KB0010068³³](https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0010068)

ServiceNow KB Article- [KB0323185³⁴](https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0323185)

List of Available Application Services for GSEP

Environment Nomenclature:

PROD → Production Environment

TEST → Integration

³² https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0010106

³³ https://servicenow.i.mercedes-benz.com/esc?id=kb_article_view&sysparm_article=KB0010068

³⁴ https://servicenow.i.mercedes-benz.com/esc?id=kb_article&table=kb_knowledge&sys_kb_id=5dd4b9d31b0b9110519cf1b9b4bcb94

STAGE → Stage

DEV → Development

GSEP Application Service Name
GSEP (EDC) - Development
GSEP (India) - Development
GSEP (MTC) - Development
GSEP - Staging
GSEP Artifactory (EDC) - Production
GSEP Artifactory (EDC) - Test
GSEP Artifactory (India) - Production
GSEP Artifactory (India) - Test
GSEP Artifactory (MTC) - Production
GSEP Artifactory (MTC) - Test
GSEP Artifactory (Portland) - Production
GSEP Artifactory (Portland) - Test
GSEP Artifactory (Sunnyvale) - Production
GSEP Artifactory (Sunnyvale) - Test
GSEP Bamboo - Production
GSEP Bamboo - Test
GSEP Bitbucket Master (EDC) - Production
GSEP Bitbucket Master (EDC) - Test
GSEP Bitbucket Master (Portland) - Production
GSEP Bitbucket Master (Portland) - Test
GSEP Bitbucket Mirror (India) - Production
GSEP Bitbucket Mirror (India) - Test
GSEP Bitbucket Mirror (Sunnyvale) - Production

GSEP Bitbucket Mirror (Sunnyvale) - Test

GSEP BlackDuck Hub - Production

GSEP BlackDuck Hub - Test

GSEP Build Infra Linux (MTC-FPP) - Production

GSEP Build Infra Windows (MTC-FPP) - Production

GSEP CarCheck Jira - Production

GSEP CarCheck Jira - Test

GSEP CertSpace Confluence - Production

GSEP CertSpace Confluence - Test

GSEP CertSpace Jira - Production

GSEP CertSpace Jira - Test

GSEP Confluence - Production

GSEP Confluence - Test

GSEP Crowd - Production

GSEP Crowd - Test

GSEP Crucible - Production

GSEP Crucible - Test

GSEP GCP Confluence - Production

GSEP GCP Confluence - Test

GSEP GCP Jira - Production

GSEP GCP Jira - Test

GSEP Gerrit (USIW) - Production

GSEP Gerrit (USIW) - Test

GSEP Jenkins (EDC) - Production

GSEP Jenkins (EDC) - Test

GSEP Jenkins (India) - Production

GSEP Jenkins (India) - Test

GSEP Jenkins (Managed Master) - Production

GSEP Jenkins (Portland) - Production

GSEP Jenkins (Portland) - Test

GSEP Jira - Production

GSEP Jira - Test

GSEP Jira Service Management - Production

GSEP Jira Service Management - Test

GSEP MIC Jira - Production

GSEP MIC Jira - Test

GSEP Platform - Production

GSEP Platform - Test

GSEP SonarQube - Production

GSEP SonarQube - Test

GSEP Subversion (EDC) - Production

GSEP Subversion (EDC) - Test

GSEP Subversion Confidential (MTC) - Production

GSEP Subversion Confidential (MTC) - Test

GSEP Subversion Standard (MTC) - Production

GSEP Subversion Standard (MTC) - Test

GSEP TC Confluence (US) - Production

GSEP TC Confluence (US) - Test

GSEP TC Confluence - Production

GSEP TC Confluence - Test

GSEP TC Crowd - Production
GSEP TC Crowd - Test
GSEP TC Jira - Production
GSEP TC Jira - Test
GSEP Utilities/Helpdesk Portal - Production
GSEP Utilities/Helpdesk Portal - Test
GSEP-Cloud - Development
GSEP-Cloud - Production
GSEP-Cloud - Staging

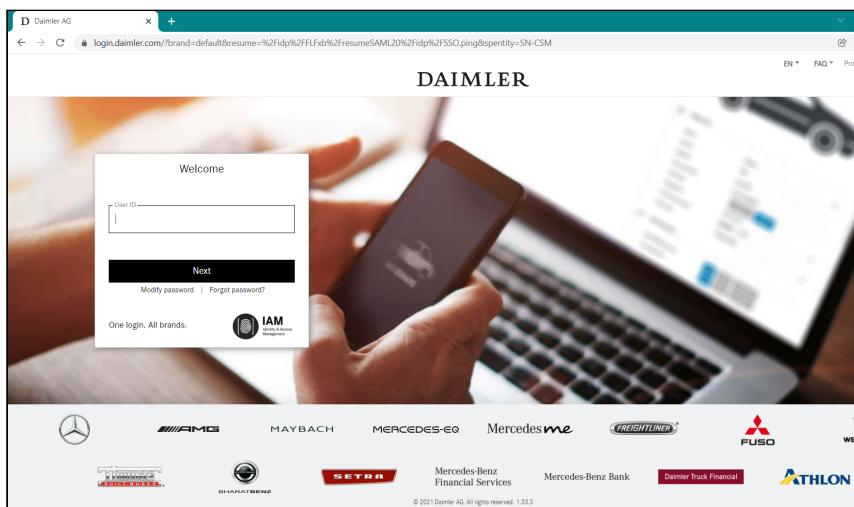
2.2 Supplier Account: Raise issues in CSM portal (Service Now for Suppliers)

- Visit <https://digitalservices.mercedes-benz.com/>(see page 24)
- Navigate to to the "Report a problem / Ask a question" box(see page 25)
- Fill your data into the report form(see page 26)
- Submit the form(see page 27)

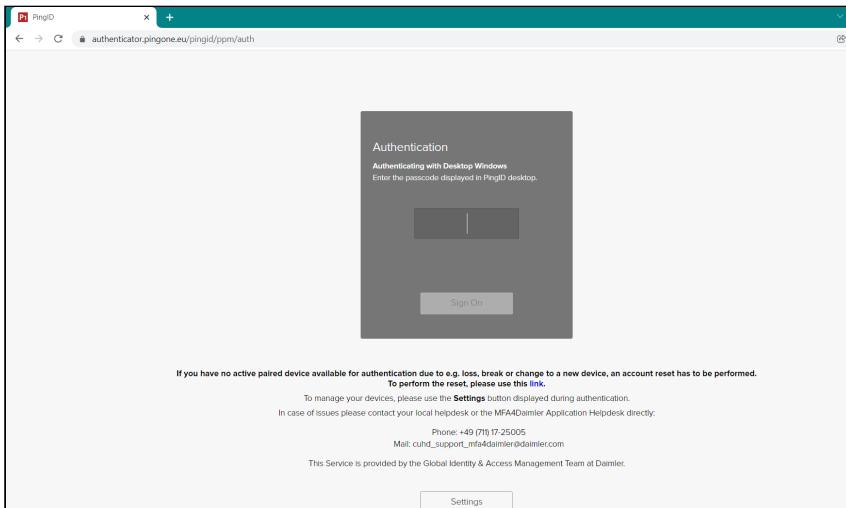
2.2.1 Visit <https://digitalservices.mercedes-benz.com/>

This is the direct link for Intranet and supplier users to create a GSEP Incident in SNOW.

Log-in with credentials for Supplier Users: **Daimler Supplier-Portal Login Credentials**

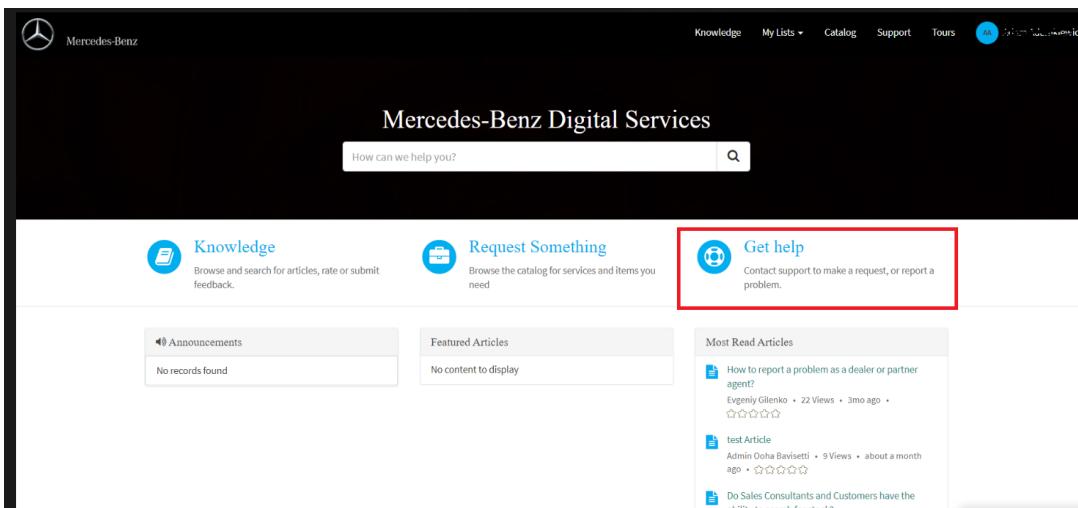


Enter your PingID, which will then take you to the ServiceNow portal.



2.2.2 Navigate to the "Report a problem / Ask a question" box

On the home page, click on "**Get Help**" to report an incident/service request.



Click on the option "**Report a problem/Ask a question**" to report an Issue/Request.

The screenshot shows the Mercedes-Benz Customer Service Support page. At the top, there's a navigation bar with links for Knowledge, My Lists, Catalog, and Tours. Below that is a breadcrumb trail: Home > Customer Service > Support. To the right is a search bar. On the left, there's a sidebar titled 'Categories' with 'Support' selected. The main content area is titled 'Support' and contains a button labeled 'Report a problem/Ask a question'. This button has a warning icon (a triangle with an exclamation mark) and a red border around it, indicating it's the primary action point.

2.2.3 Fill your data into the report form

Type "**GSEP**" and Choose the affected Service Offering. (See below list for all GSEP Service Offerings)

This screenshot shows the 'Report a problem/Ask a question' form. At the top, there's a header with 'Knowledge', 'My Lists', 'Catalog', 'Support', and 'Tours'. Below that is a breadcrumb trail: Home > Customer Service > Support > Report a problem/Ask a question. There's also a search bar. The main form has a title 'Report a problem/Ask a question' and a note: 'Report a problem with a service/application or ask a question'. It features a warning icon (triangle with exclamation mark). A note at the bottom says: 'Note: If you want to request something please use service offerings from the service catalog under "Request Something"'. The form includes fields for 'Requested For' (with a dropdown menu), 'Account' (with a dropdown menu showing 'Capgemini Deutschland GmbH'), and 'Choose Service Offering' (with a dropdown menu). On the right side, there's a sidebar with a 'Submit' button and sections for 'Required information' (with 'Choose Service Offering' and 'Short description of the problem' fields) and 'Optional: Template' (with a note about changing application services).

Fill in relevant Short Description and Detailed Description of the Issue/Request.

Requested For

*Account

*Choose Service Offering

Optional: Template

Please choose an appropriate template of the affected Application Service (if available) and complete the description. Please note: if you change or remove the application service or template, any text in the description field will be cleared.

Choose template

*Short description of the problem

issue with Jira

Detailed description of the problem

My Jira workflow is having issues. can you please help?

Submit

2.2.4 Submit the form

Once you click on **SUBMIT**, you will get an acknowledgement notification on the browser along with a reference Incident/ticket number.

Home > My Request

CS0001168

issue with Jira

Account

Activity Attachments Case Details

Type your message here...

Post

Created

just now

Actions

Start

just now

KB Article in CSM user portal- [KB0010687³⁵](#)

Service Offerings

Name

³⁵https://digitalservices.mercedes-benz.com/sp?sys_kb_id=5eb49e061b0bd5103c63fc4e8b4bcf3&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=83a673fd1b9b1150b82f0d0d7b4bc&b12

GSEP CarCheck - (Production)

GSEP CarCheck – (Non-Production)

GSEP CertSpace - (Non-Production)

GSEP CertSpace - (Production)

GSEP GCP - (Production)

GSEP GCP – (Non-Production)

GSEP MIC - (Production)

GSEP MIC – (Non-Production)

GSEP Shared - Full (Non-Production)

GSEP Shared - Full (Production)

GSEP Shared - Lite (Non-Production)

GSEP Shared - Lite (Production)

GSEP Technical Compliance - (Production)

GSEP Technical Compliance – (Non-Production)

2.3 How to raise incident to UHD89000 and iUHD Webticket

For UHD: Login to Service Now <https://servicenow.i.mercedes-benz.com/esc> and create an Incident (menu on left side) for Application Service "UHD89000 - Engineering User Help Desk - Production"

The screenshot shows the ServiceNow Enterprise Service Platform interface for creating a new incident. The left sidebar lists categories like Integration Hub, Interaction, Process Automation, Risk Events, Service Desk, and Incident. The Incident category is selected and highlighted in yellow. The main form is titled 'Incident New record'. It contains the following fields:

- Affected user:** INC0412887
- Reported by:** (local)
- Issue with:** Application Service
- Service:** (empty field)
- Application service:** UHD89000 - Engineering User Help (highlighted in yellow)
- Configuration item:** (empty field)
- Short description:** (empty field)
- Description:** (empty field)

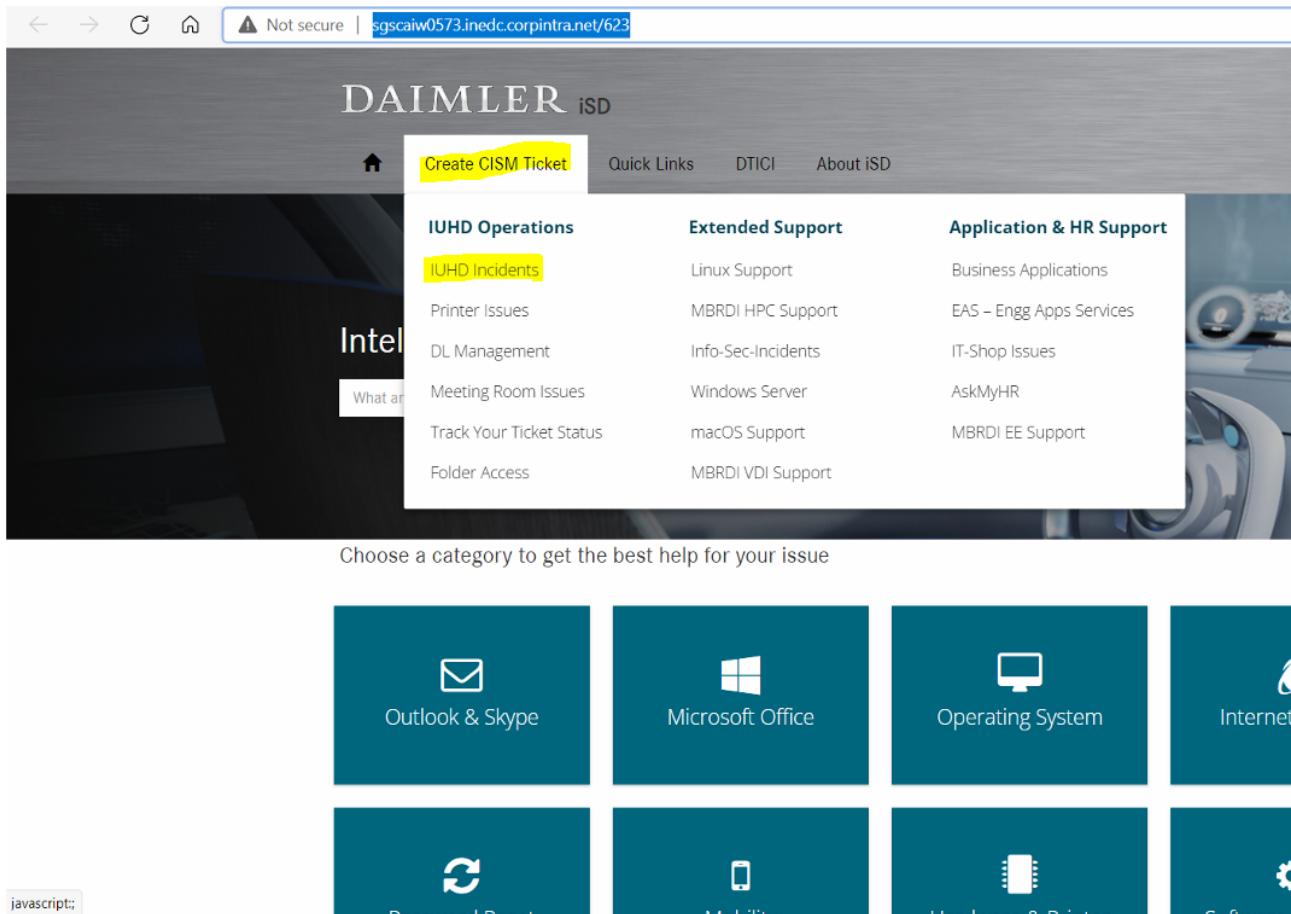
On the right side, there are additional fields and status indicators:

- Contact type:** -- Nc
- Category:** Incic
- Impact:** 3 - L
- Urgency:** 3 - L
- Priority:** 4 - Lo
- Assignment group:** EMTC
- Assigned to:** (empty field)

At the bottom, there are search and related search features.

For IUHD: Login to [ISD Portal \(corpintra.net\)](http://isdp.corpintra.net)³⁶ and Click on "Create CISM Ticket" and select IUHD Incidents to raise a CISM ticket.

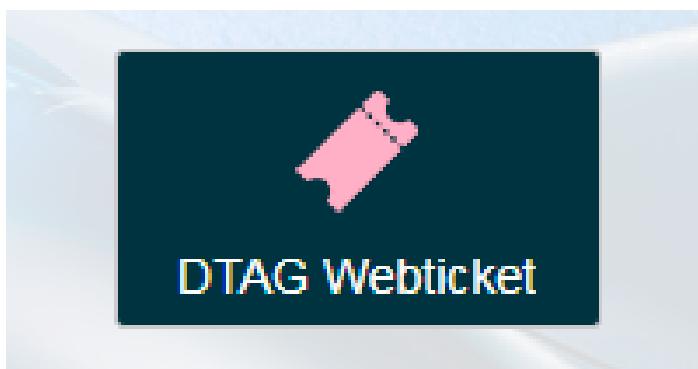
³⁶ <http://sgscai0573.inedc.corpintra.net/623>



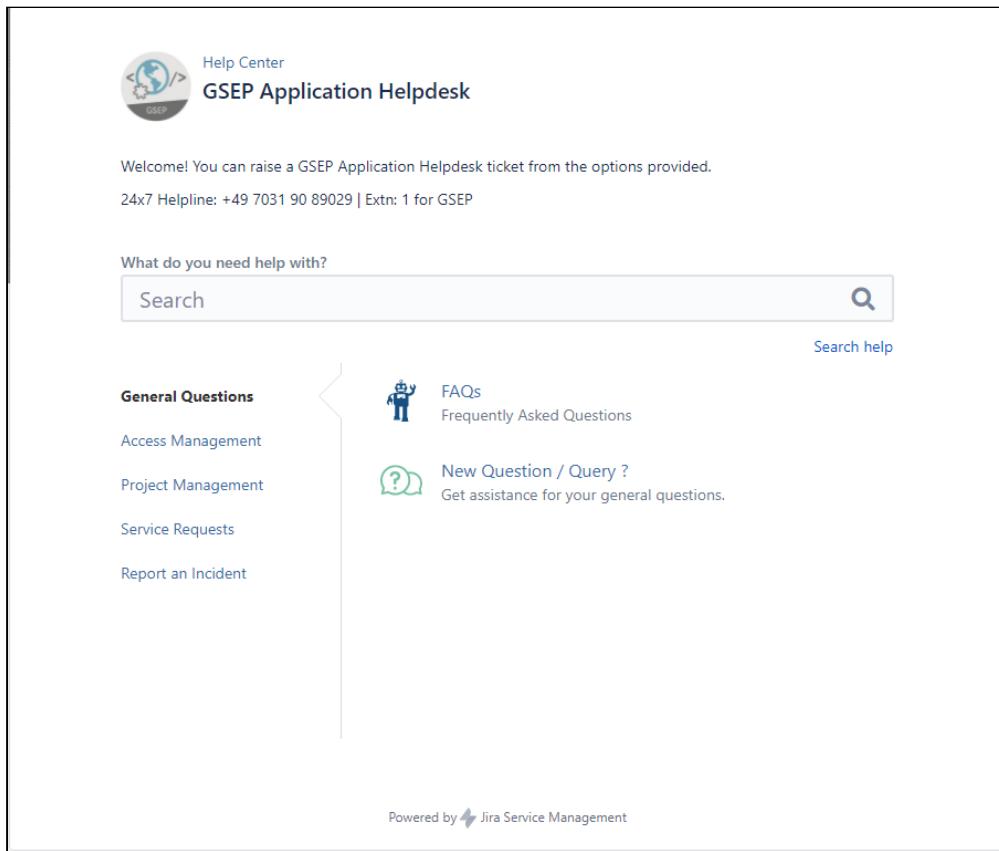
2.4 Daimler Truck (DTAG) Account : Report a GSEP Incident and Inquiry/ Help (Jira Service Management)

This document describes how Daimler Truck AG users can report Incident & Inquiry/Help via Jira Service Management.

1. Go to GSEP Landing page - <https://gsep.daimler.com> . Under GSEP Quick links , click on DTAG Webticket.



2. It will Redirect to the link : <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/261> . This is the direct link for DTAG users to report GSEP incident and Inquiry/Help via JSM.



Raise a GSEP Application helpdesk ticket from the options available and submit the Incident/Request.

2.5 Standard Priority Matrix for Handling ServiceNow Tickets

2.5.1 ITSM: Incident and Problem Priority, Impact and Urgency³⁷

ARTICLE SUMMARY

This article gives an overview on the Urgency and Impact matrix which determines the Priority on the **Incident and Problem** tickets.

2.5.1.1 Usage of Priority, Impact and Urgency

- **Priority:**

Priority is automatically populated based on Impact and Urgency.

The options range from 1-Critical to 4-Low.

- **Impact:**

³⁷ https://daimler.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Da7c867ba1b1ecc14b24020ad3b4bcbf7

Impact is the effect an incident or problem has on the business.

The options range from 1-High to 3-Low.

- **Urgency:**

Urgency is the extent to which the resolution of an incident or problem can be delayed.

The options range from 1-High to 3-Low.

2.5.1.2 Impact Urgency Matrix

		Urgency		
		1 - High	2 - Medium	3 - Low
Impact	1 - High	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium
	2 - Medium	Priority 2 - High	Priority 3 - Medium	Priority 4 - Low
	3 - Low	Priority 3 - Medium	Priority 4 - Low	Priority 4 - Low

2.5.1.3 Definition of Priorities -

- **Priority 1** - An incident is considered as a P1 in GSEP, when a complete enterprise application is unavailable for our customers for more than 1 hour.
 - **Priority 2** - An incident is considered as a P2 in GSEP, when a critical functionality/plugin/interface is not available for our customers, including if an enterprise application is not available for an interval of 59 minutes.
 - **Priority 3** - An incident is considered as a P3 in GSEP, when a user incident is raised for issues such as password reset, configuration issues, access issues, certificate related issues etc.
 - **Priority 4/5** - An incident is considered as a P4/P5 in GSEP, when a user incident is raised with general questions/queries, access and permission related requests & queries etc.
-
-

Below are the standard "**Response & Resolution SLAs and Support Hours**" which is available in ServiceNow as per Daimler Framework that suits for GSEP-Support and configured for handling **GSEP Incident & Problem Tickets**.

Incident SLAs (i.e. for handling; Something is broken & Inquiry/help)

	INC P1	INC P2	INC P3	INC P4	INC P5

Response SLA	15 min	30 min	3 hours	4 hours	1 day
Resolution SLA	2 hours	4 hours	1 day	90 hours	10 days
Support Hours	(24x7)	(24x7)	(24x7)	CET (9x5)	CET (8x5)

Problem SLAs

	PRB P1	PRB P2	PRB P3	PRB P4
Response SLA	10 mins	60 mins	5 hours	8 hours
Resolution SLA	2 hours	8 hours	4 days	8 days
Support Hours	(24x7)	(24x7)	IST (8x5)	IST (8x5)

Handling the ticket type "**Individual Service Request**" is not in the scope of GSEP Service Operations at the moment since it is "ordering a new Service Offering which is already not available in the ServiceNow Catalog" ideally it is a Requirement/Demand Requests. However, if any users submitting a ticket by using *Individual Service Request* in ServiceNow, the same will be addressed by using the REQ Standard SLA (mentioned below).

Individual Service Request SLA

	REQ
Response SLA	1 day
Resolution SLA	40 hours
Support Hours	IST (8x5)

Note: As a resolution of this ticket type "REQ", GSEP-Support will educate the user to raise/submit their "Requirement/Demand Requests" via right ticketing channel (i.e. GSEPCS/Inquiry/help).

ServiceNow KB Article - [KB0345330](#)³⁸

2.6 CertSpace and TC: Report an Incident (ServiceNow Portal)

Supplier Users: You have to create a case via ServiceNow CSM Portal: [Click here](#)³⁹ for a detailed guide

- Report an Incident: "Something is broken" (How-to for "Something is broken"<https://daimler.servicenow.com/sp?>

³⁸ https://servicenow.i.mercedes-benz.com/esc?id=kb_article&table=kb_knowledge&sys_kb_id=2a36ef3bdb3f81d0db4a6b14059619a9

³⁹ <https://gsep.daimler.com/confluence/pages/viewpage.action?pageId=1029342474>

https://daimler.service-now.com/sp?sys_kb_id=2c4c2e4edbfebc1036b84f6305961964&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=1c9a3567db0f70102dae55fb396197e(see page 34)

- Visit <https://servicenow.i.mercedes-benz.com/esc>(see page 34)
- Navigate to the "Something is broken" option(see page 35)
- Fill the form : Compliance(see page 36)
- Fill the form : Certspace(see page 38)
- Submit the form(see page 40)
- Status of Incident/Request(see page 40)

Introduction: This document describes how to create or report a ServiceNow Incident for the technical issues related to TC & CertSpace

i This site is accessible within intranet, as well as the internet

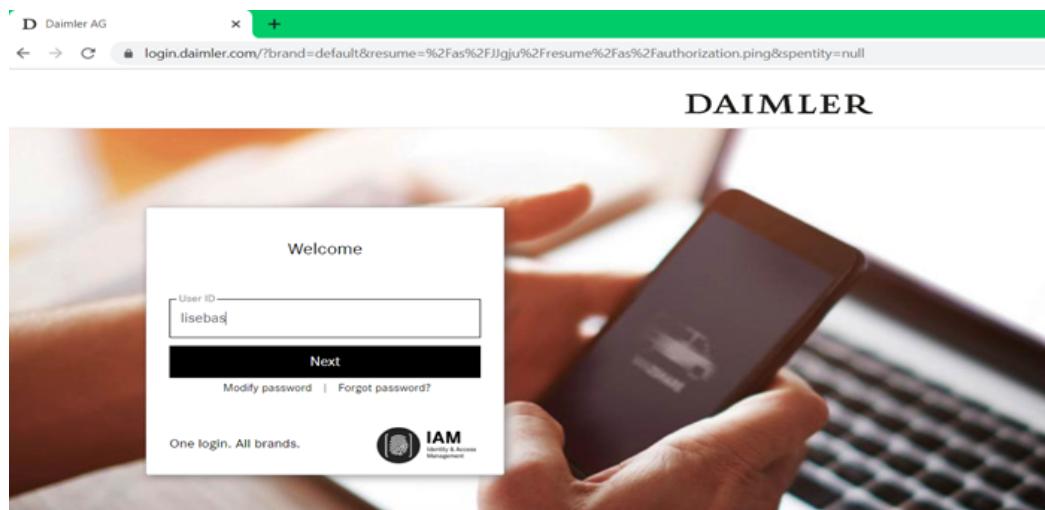
2.6.1 Report an Incident: "Something is broken" ([How-to for "Something is broken"](#)⁴⁰)

Please follow the below steps in order to create an incident with TC & CertSpace via ServiceNow For eg. Unable to access CertSpace Jira.

2.6.1.1 Visit <https://servicenow.i.mercedes-benz.com/esc>

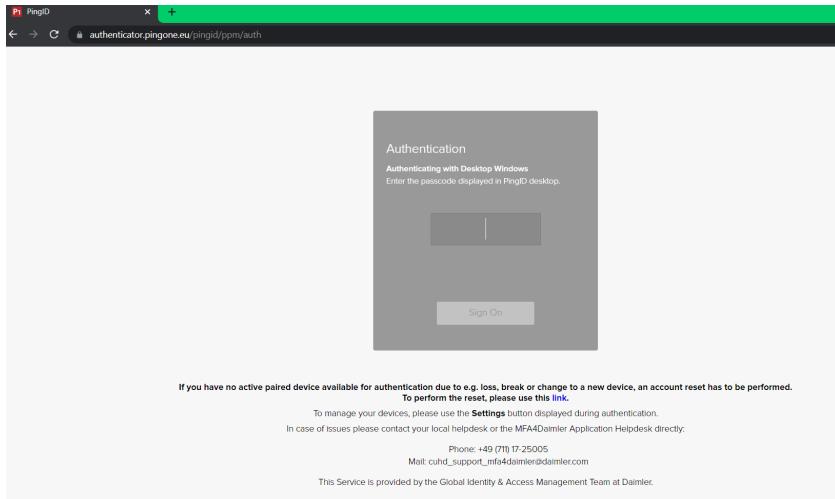
This is the direct link for Intranet and supplier users to create a Incident in SNOW

Login using your Single-Sign-On account and password



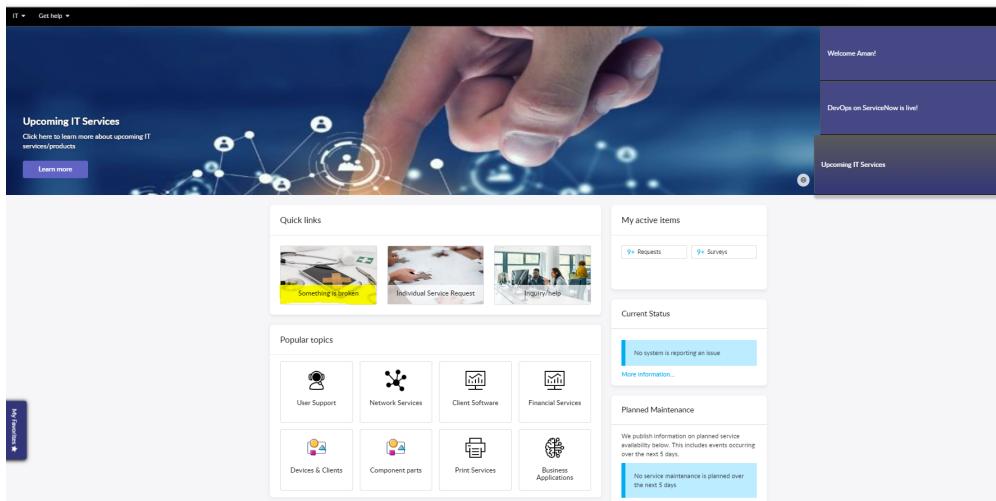
⁴⁰https://daimler.service-now.com/sp?sys_kb_id=2c4c2e4edbfebc1036b84f6305961964&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=1c9a3567db0f70102dae55fb396197e

Enter your PingID, which will then take you to the ServiceNow portal.



2.6.1.2 Navigate to the "Something is broken" option

On the home page, Click on the option "**Something is broken**" to report an incident.



Select **Application service** from the dropdown list for the option "**My issue is Related to**". It will route the ticket to Respective support.

Something is broken



Create an incident for a service, product or device



Use this catalog item to report an incident if you have an unplanned interruption of a service or reduction of the quality of a service. Applicable for all services that are available in the Catalog of ServiceNow.

Please note: For any data shared in this form, the platform [Terms of Use](#) apply.



-- None --

Application Service

Personal device

Shared device or Facility

I'm not sure

-- None --

2.6.1.3 Fill the form : Compliance

Type "compliance" and choose the affected Application Services from the drop-down list.

* Indicates required

* My issue is related to

Application Service

1. Affected Application Service

Please choose from the following lists. You can as well type in the name directly (use * for wildcard search). If it is not listed, please choose issue related to "I'm not sure".

* Choose affected person

Ranjan, Aditya (623-Internal)



* Choose affected Application Service

Compliance Confluence - Production



Choose affected configuration item (CI)

Optional: Choose the Affected CI (if available such as server/VM etc.)

Please choose from the following lists. You can as well type in the name directly (use * for wildcard search). If it is not listed, please choose issue related to "I'm not sure".

* Choose affected person 

 Ranjan, Aditya (623-Internal)



* Choose affected Application Service 

 Compliance Confluence - Production



Choose affected configuration item (CI) 

	
--	---

Optional: Template

Please choose an appropriate template of the affected Application Service (if available) and complete the description.

Please note: If you change or remove the application service or template, any text in the description field will be cleared.

Choose template 

	
--	---

2. Description

* Enter short description 

Cant login to confluence

Choose the appropriate template of the affected application service, if available. Further enter the short and detailed description of the incident accordingly.

2. Optional: Template

Please choose an appropriate template of the affected Application Service (if available) and complete the description. Please note: If you change or remove the application service or template, any text in the description field will be cleared.

Choose template [?](#)

The knowledge article contains useful instructions related to this issue, please check it first before raising the incident.

3. Description

* Enter short description [?](#)

* Enter detailed description [?](#)

2.6.1.4 Fill the form : Certspace

Type "Certspace" and choose the affected Application Services from the drop-down list.

* Choose affected Application Service [?](#)

🔍

- CertSpace Confluence - Production
- CertSpace Confluence - Staging
- CertSpace Confluence - Test
- CertSpace Crowd - Production
- CertSpace Crowd - Staging
- CertSpace Crowd - Test
- CertSpace Jira - Production

2. Description

Optional: Choose the Affected CI (if available such as server/VM etc.)

Please choose from the following lists. You can as well type in the name directly (use * for wildcard search). If it is not listed, please choose issue related to "I'm not sure".

* Choose affected person 

 Ranjan, Aditya (623-Internal)	 
---	---

* Choose affected Application Service 

 CertSpace Crowd - Staging	 
---	---

Choose affected configuration item (CI) 

	
--	---

Choose the appropriate template of the affected application service, if available. Further enter the short and detailed description of the incident accordingly.

2. Optional: Template

Please choose an appropriate template of the affected Application Service (if available) and complete the description. Please note: If you change or remove the application service or template, any text in the description field will be cleared.

Choose template 

	
--	---

The knowledge article contains useful instructions related to this issue, please check it first before raising the incident.

3. Description

* Enter short description 

--

* Enter detailed description 

--

Choose the Impact level & Urgency as per your requirement, and add the attachment relevant to your incident, if any.

If you need more info about impact level and urgency, please click on the "?" circles above the selection boxes.

4. Impact level & resolve urgency

* Choose impact level 

3 - Low	
---------	---

Submit

* Choose resolve urgency 

3 - Low	
---------	---

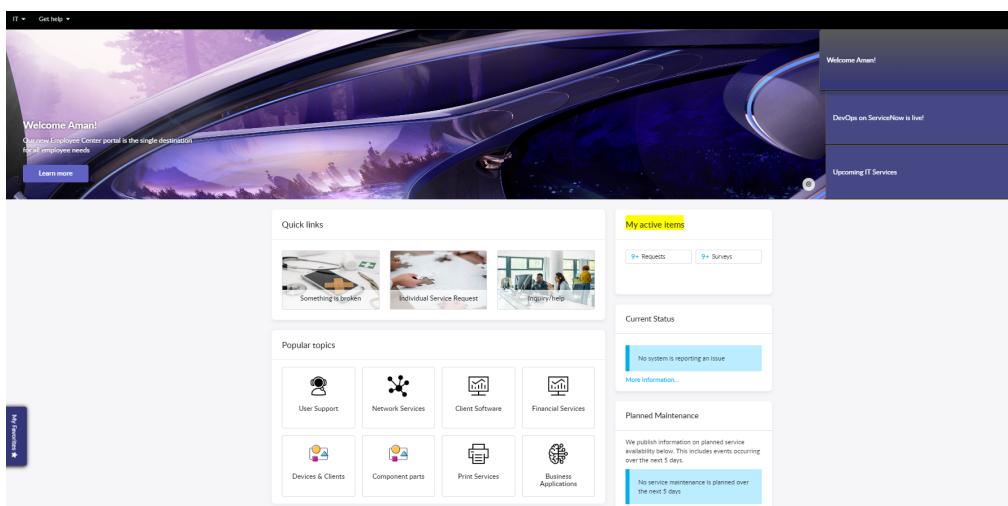
 Add attachments

2.6.1.5 Submit the form

Once you click on **SUBMIT**, you will get an acknowledgement notification on the browser along with a reference **Incident/ticket** number.

2.6.1.6 Status of Incident/Request

You can view the status of your Open Ticket details under " **My Active Items** " on the Home Page.



List of Available Application Services for CertSpace and Compliance

Environment Nomenclature:

PROD → Production Environment

TEST → Integration

STAGE → Stage

DEV → Development

Application Service Name
Compliance Confluence - Production
Compliance Confluence - Test

Compliance Crowd - Production

Compliance Crowd - Test

Compliance Jira - Production

Compliance Jira - Test

CertSpace Confluence - Production

CertSpace Confluence - Test

CertSpace Confluence - Stage

CertSpace Crowd - Production

CertSpace Crowd - Test

CertSpace Crowd - Stage

CertSpace Jira - Production

CertSpace Jira - Test

CertSpace Jira - Stage

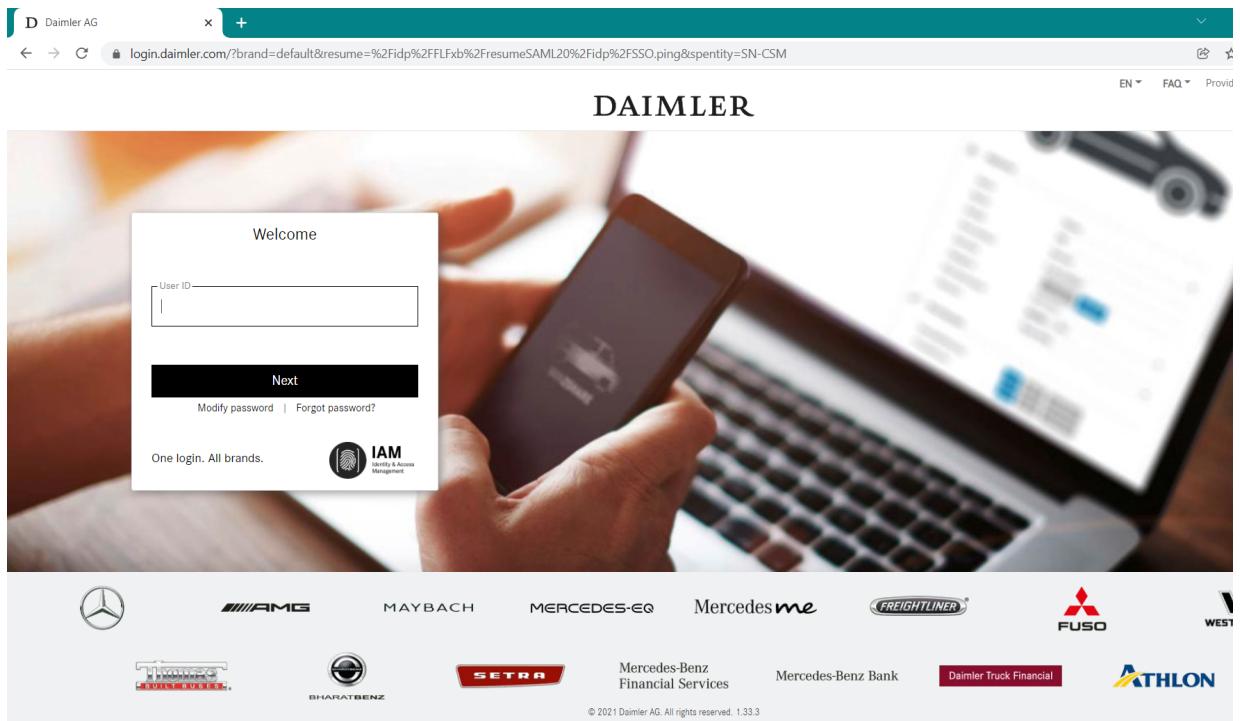
2.7 Supplier Account: Certspace and TC issues in CSM portal (Service Now for Suppliers)

- Visit <https://digitalservices.mercedes-benz.com/>(see page 41)
- Navigate to to the "Report a problem / Ask a question" box(see page 43)
- Fill your data into the report form(see page 43)
- Submit the form(see page 44)

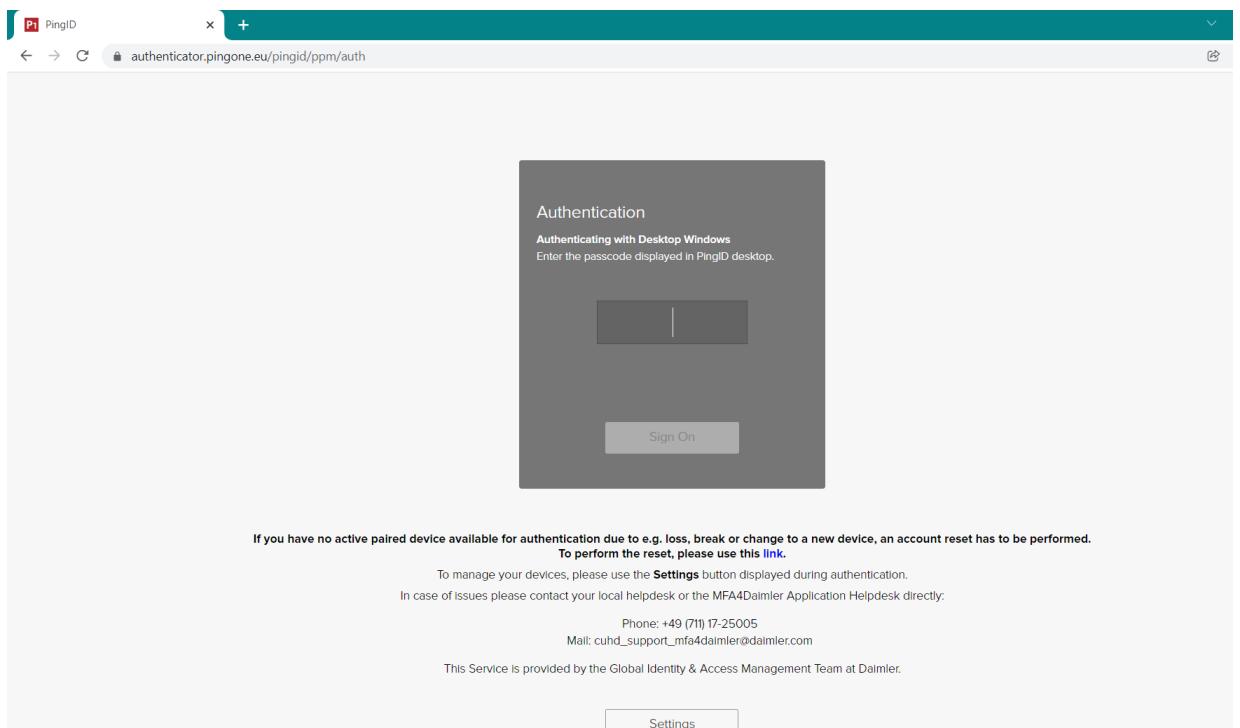
2.7.1 Visit <https://digitalservices.mercedes-benz.com/>

This is the direct link for Intranet and supplier users to create a Incident in SNOW.

Log-in with credentials for Supplier Users: **Daimler Supplier-Portal Login Credentials**



Enter your PingID, which will then take you to the ServiceNow portal.



2.7.2 Navigate to to the "Report a problem / Ask a question" box

On the home page, click on "**Get Help**" to report an incident/service request.

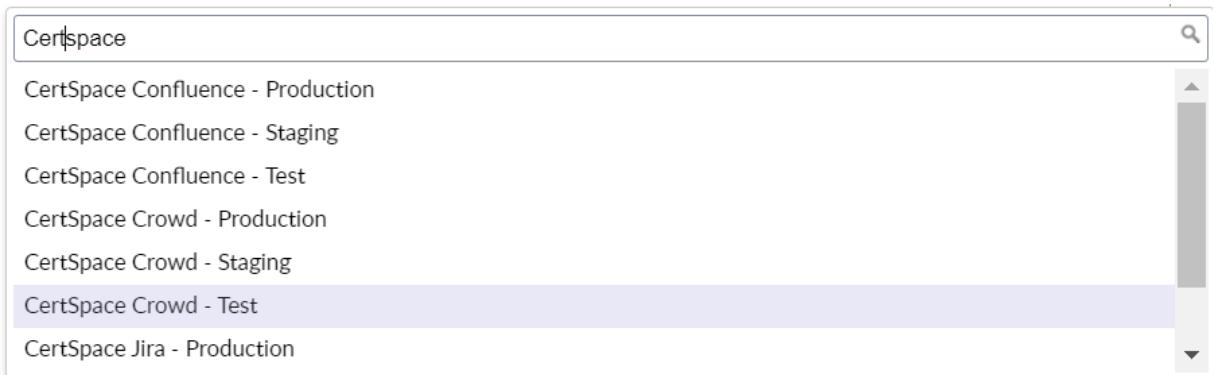
The screenshot shows the Mercedes-Benz Digital Services homepage. At the top, there is a navigation bar with links for Knowledge, My Lists, Catalog, Support, Tours, and a user profile icon. Below the navigation bar is a search bar with the placeholder "How can we help you?" and a magnifying glass icon. The main content area features several cards: "Knowledge" (Browse and search for articles, rate or submit feedback), "Request Something" (Browse the catalog for services and items you need), and "Get help" (Contact support to make a request, or report a problem). The "Get help" card is highlighted with a red box. To the right, there is a sidebar titled "Most Read Articles" listing three articles: "How to report a problem as a dealer or partner agent?", "test Article", and "Do Sales Consultants and Customers have the". Below the sidebar, there are sections for "Announcements" and "Featured Articles", both showing "No records found".

Click on the option "**Report a problem/Ask a question**" to report an Issue/Request.

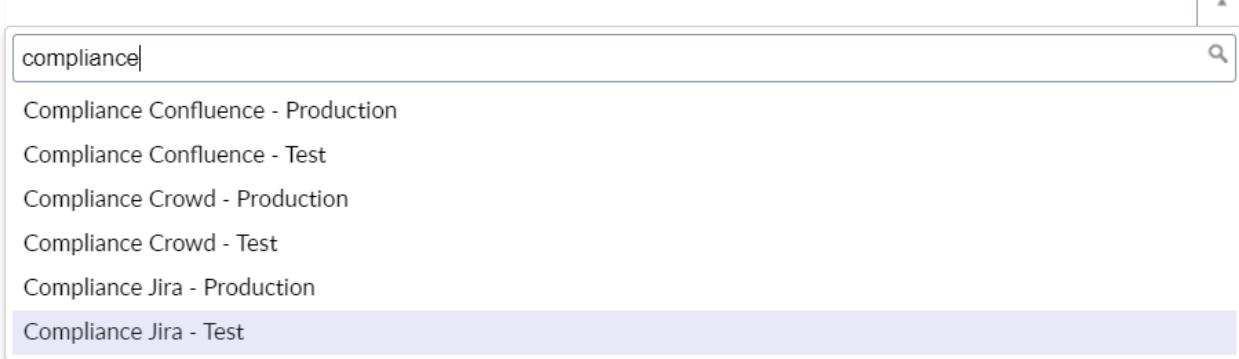
The screenshot shows the Support section of the Mercedes-Benz Digital Services website. At the top, there is a navigation bar with links for Home, Customer Service, and Support. Below the navigation bar is a search bar with the placeholder "Search". The main content area has a sidebar titled "Categories" with "Support" selected. To the right, there is a "Support" section with a button labeled "Report a problem/Ask a que...". This button is highlighted with a red box. Below the button, there is a description: "Report a problem with a service/application or ask a question" and a "View Details" link.

2.7.3 Fill your data into the report form

Type "Certspace" and Choose the affected Service Offering. (See below list for all CertSpace Service Offerings)



Type "Compliance" and Choose the affected Service Offering. (See below list for all Technical Compliance Service Offerings)

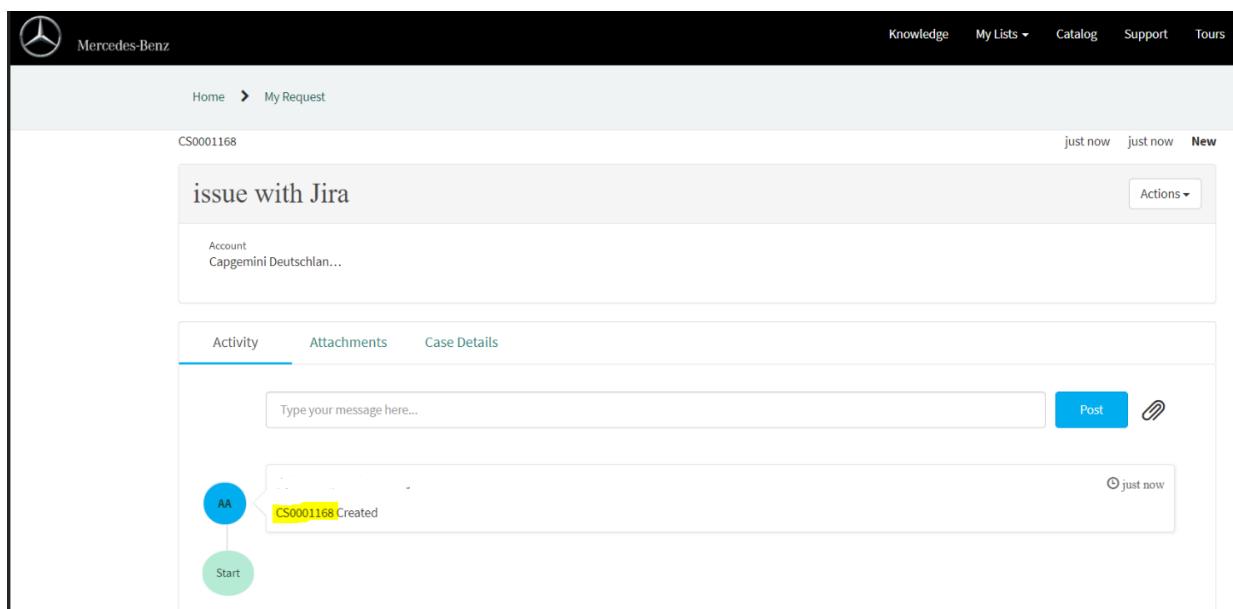


Choose template

Fill in relevant Short Description and Detailed Description of the Issue/Request.

2.7.4 Submit the form

Once you click on **SUBMIT**, you will get an acknowledgement notification on the browser along with a reference Incident/ticket number.



KB Article in CSM user portal- [KB0010687⁴¹](#)

Application Service Offerings

Application service Name	Service Offerings Name
Compliance Confluence - Production	Technical Compliance - Production
Compliance Confluence - Test	Technical Compliance - Non Production
Compliance Crowd - Production	
Compliance Crowd - Test	
Compliance Jira - Production	
Compliance Jira - Test	
CertSpace Confluence - Production	CertSpace - Production

⁴¹https://digitalservices.mercedes-benz.com/sp?sys_kb_id=5eb49e061b0bd5103c63fc4e8b4bcf3&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=83a673fd1b9b1150b82f0d0d7b4bc&b12

CertSpace Confluence - Test	CertSpace - Non Production
CertSpace Confluence - Stage	
CertSpace Crowd - Production	
CertSpace Crowd - Test	
CertSpace Crowd - Stage	
CertSpace Jira - Production	
CertSpace Jira - Test	
CertSpace Jira - Stage	

3 GSEP Customer Service in Service Desk

- [GSEP Customer Service](#)(see page 47)
 - [Overview](#)(see page 48)
 - [Search in the UKB](#)(see page 48)
- [Create a customer request](#)(see page 51)
- [Follow up your request](#)(see page 53)

 **Only Jira Project Admins have access to login to Jira Service Desk project "GSEP Customer Service"!**

3.1 GSEP Customer Service

Access GSEP Customer Service: <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81>

3.1.1 Overview

The screenshot shows the GSEP Customer Service Service Desk interface. At the top, there's a banner with a globe icon and the text "Help Center" and "GSEP Customer Service". Below it is a green bar with the text "Search in the GSEP User Knowledge Base". A blue search bar contains the placeholder "What do you need help with?" and a magnifying glass icon. Above the search bar is a link "For any Critical System Issue please follow the link [Create CISM Ticket](#)". To the right of the search bar is a green button labeled "Direct Link to Incident Management". On the left, a sidebar titled "Select Request Area" lists "Jira/Collaboration", "CI/CD", and "General Service". On the right, a sidebar titled "Select Request type" lists several options with icons: "Ask the Collaboration experts" (question mark), "Ask the Test experts" (question mark), "Field configuration change" (cogwheel), "Workflow / issue type change" (cogwheel), "Plugin activation" (gift box), and "Migration" (cloud with arrow). A large central area contains a list of items with icons: "Ask the Collaboration experts" (question mark), "Ask the Test experts" (question mark), "Field configuration change" (cogwheel), "Workflow / issue type change" (cogwheel), "Plugin activation" (gift box), and "Migration" (cloud with arrow).

3.1.2 Search in the UKB

Service Desk offers a search engine which is connected to the GSEP User Knowledge Base.



Help Center
GSEP Customer Service

Xray Plugin

×

Solutions from the knowledge base

Xray - Onboarding and link collection
or create a demand in project GSEP Demand Management. Jira administrator permission is needed. Both **plugins**, **Xray** and Zephyr will be activated on an existing project ... On this page you are going to find helpful information to start using test management on the GSEP platform. To activate **Xray** for your project you should decide

Xray Introduction Webinars on 4th of July
an external tool for testing when you can use **Xray** and have everyone get the maximum benefit from Jira and Jira issue types? What are you waiting for? Join our **Xray** introduction webinar on starting at 09:00 AM. Join the session following the Webex Session Link <https://corpmeet.webex.com/join/sebastian.s.kuebler>.
Session 1

You can search directly or start to describe your demand. In both cases the GSEP UKB works with your input data.

 Help Center / GSEP Customer Service

Ask the experts

Raise this request on behalf of

 Alexander Fink

Summary

Labels (optional)

Description (optional)

As a < type of user >,
 I want < some goal >
 so that < some reason >.

Affected Numbers of Users

Affected Department

Affected Project(s) (optional)

🔍

We've found solutions that could ✖ save you time

↳ [Xray - Onboarding and link col...](#)

On this page you are going to find helpful information to start using test management on the GSEP platform.

To **activate Xray** for your project you should decide ... +Organization <https://confluence.xpand-it.com/display/public/XRAY/Project+Organization>

Activate your **Xray** project in GSEP [Activate Xray](#)

Activate Xray for your exiting project [Activate Xray](#)

↳ [Xray Introduction Webinars on ...](#)

Xray for your Jira project: Please add this info in the summary field:

Activate Xray for project "X" (project key ... an external tool for testing when you can use **Xray** and have everyone get the maximum benefit from Jira and Jira issue types? What are you waiting for? Join our [GSEP Plugin Information](#)

Free Unlimited-user commercial license End User monitoring The plugin is available and **activated** per default **XRAY** Xpand ... <https://marketplace.atlassian.com/plugins/com.xpandit.xray> Plugin is available and **activated** per default Email this Issue META-INF KT Available Expires 29/Sep/19 7.1.1.12

By reading the article you directly can vote and share feedback to us. We can analyse good and bad results and provide better documentation and help.

The screenshot shows a help article titled "Xray - Onboarding and link collection". The article contains several sections: "Project Organization", "Activate your Xray project in GSEP", "Import / Migrate Data", and a feedback section at the bottom.

Project Organization

Because Xray uses issue types for mapping test concepts, you can organize your projects to best suit your organizational needs. You can keep your current projects separate from Xray, or combine them together.

Xray is flexible enough to deal with scenarios where, for security or compliance reasons, you have to manage Jira entities on different projects.

<https://confluence.xpand-it.com/display/public/XRAY/Project+Organization>

Activate your Xray project in GSEP

Activate Xray for your exiting project in Jira

Create a demand in the GSEP Demand Management project (your Jira project admin has access to this project).

Please share the following information: Activate Xray for "project name" and "project key".

GSEP Deamnd Management: <https://gsep.daimler.com/jira/secure/Dashboard.jspa>

Create a new Jira project for Xray Test Management

Step 1: Create a new project request for Jira and select one of the existing project templates. (We will provide a "pure" Test Management Template soon.)

Project Creation Request: <https://gsep.app.corpintra.net/helpdesk>

Step 2: Follow the description above and create a demand to "Activate Xray for your exiting project in Jira".

Import / Migrate Data

Did this solve your problem? Yes No

Let us know if the article was helpful

<https://marketplace.atlassian.com/plugins/gsep/xray-test-management>

3.2 Create a customer request

We created several templates for the most reiterating request types. To make it easier to share the right information with the GSEP administrators we added pre-selections or connected fields with the database to allow you to choose your workflows and issue types out of a selected list of governed and supported items. If you want to know more about the team behind please follow the link to the [GSEP working model](#).⁴²

⁴² <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+Working+Model>

 Help Center / GSEP Customer Service

Plugin Activation

Raise this request on behalf of

Alexander Fink

Summary

Available Plugins

None

- None
- Big Picture (Project portfolio management)
- Portfolio (Plan and forecast road maps, manage teams)
- Structure (Organize cross project issue hierarchies)
- Anonymized project sync (FAK-plugin)
- eazyBI (Advanced reports & charts)

Affected Numbers of Users

None

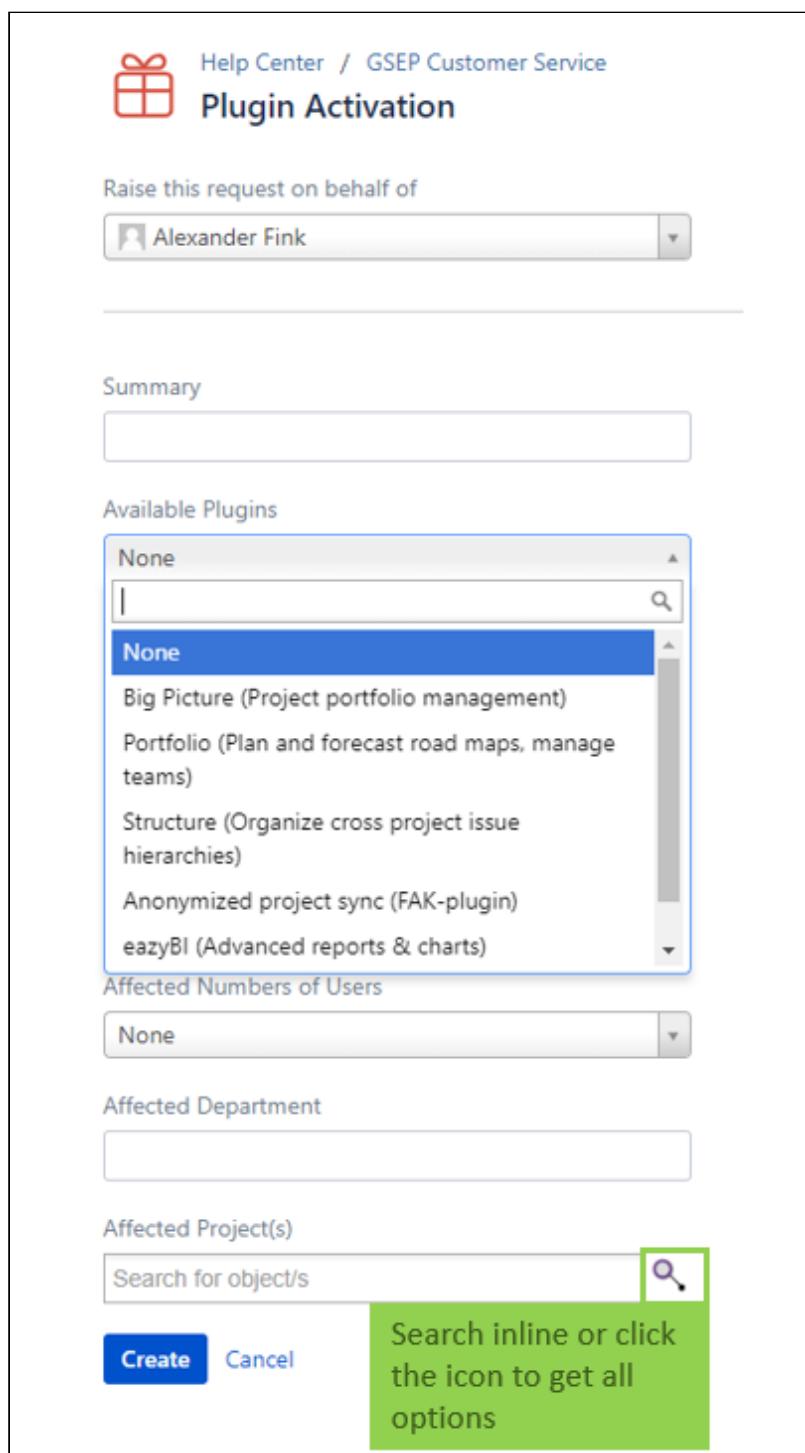
Affected Department

Affected Project(s)

Search for object/s 

Create **Cancel**

Search inline or click the icon to get all options



Example: Search project - with multiple select option

The screenshot shows a dialog box titled "Choose Available Projects". At the top right are checkboxes for "Show my related objects" and "2020", and a search icon. A sidebar on the left has a "Search object types" input field and a "Project" category selected. The main area lists projects with selection status indicators:

Project	Status	Actions
NTG7 UI-2020		(P) (S)
NTG7-Navigation Map Update		(P) (S)
NTG7-UI2020 Visteon		(P) (S)
NTG7-UI2020-IC		(P) (S)
PDM2020-Change Manager GSP	SELECTED	(P) (S)
PDM2020-Change Manager MO		(P) (S)
PDM2020-Change Manager Ms	SELECTED	(P) (S)
PDM2020-Change Manager RD	SELECTED	(P) (S)
PDM2020-Chief Architect		(P) (S)
PDM2020-JIRA Setup		(P) (S)

At the bottom right are "Select" and "Cancel" buttons.

Please fill out the request form and click the create button.

3.3 Follow up your request

Start Service Desk and find your personal requests in the right upper corner.

The screenshot shows the "Help Center Requests" page. At the top right, there is a "Requests 1" indicator with a dropdown menu showing "My requests 1" and "All requests". A green box highlights this area with the text "Access your open requests in Service Desk". Below the header, there are filters for "Open requests", "Created by me", "Any request type", and a search bar. A table lists the request details:

Type	Reference	Summary	Service desk	Status	Requester
	GSEPCS-1461	Ask the expert to create the SD documentation	GSEP Customer Service	IN PROGRESS	Alexander Fink

At the bottom left, it says "1-1 of 1".

When the request is done you will receive an email to rate the service.



Sat 9/7/2019 3:19 PM

GSEP Customer Service <noreply-gsep@daimler.com>

GSEPCS-1461 Ask the expert to create the SD documentation

To Fink, Alexander AF. (059)

If there are problems with how this message is displayed, click here to view it in a web browser.

Alexander Fink changed the status to In Review.

Alexander Fink changed the status to Closed.

Alexander Fink resolved this as Done.

How was our service for this request?



Very poor



Poor



Neither good
nor poor



Good

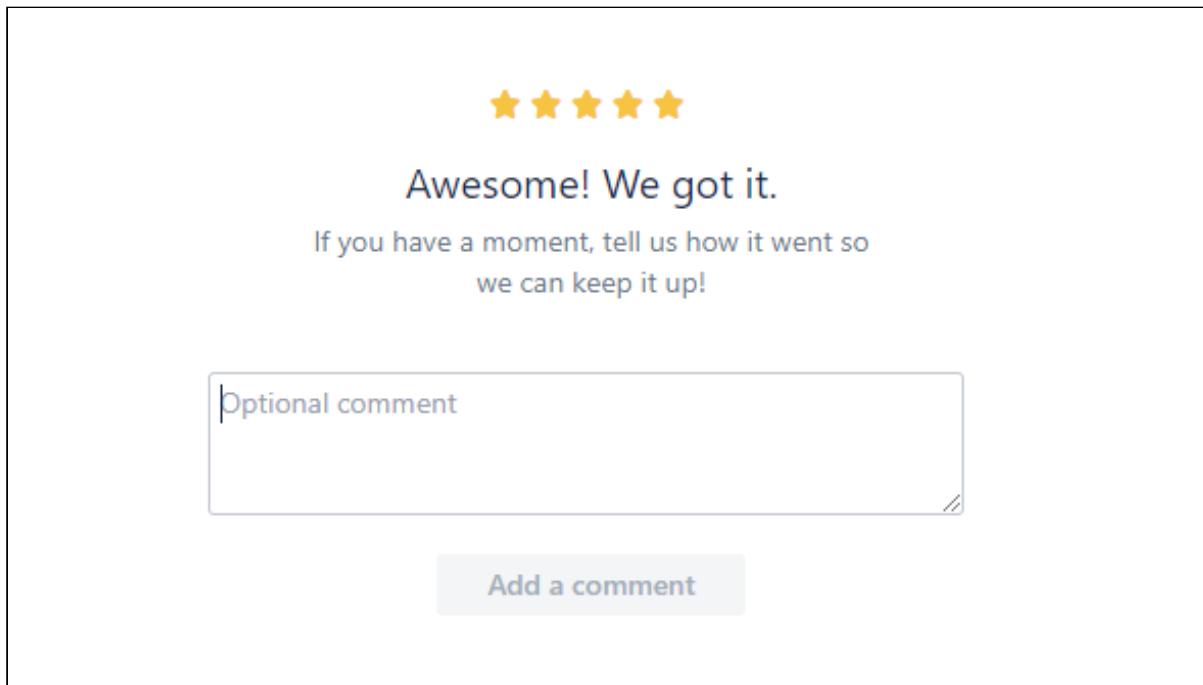


Very good



[View request](#) · [Turn off this request's notifications](#)

And you can leave a comment as well.



3.4 How to ask the CI/CD experts

We have a dedicated team to support you in your CI/CD questions. Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁴³.

Here is an example on how to raise a request to the CI/CD experts:

⁴³ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

1. Create a new ticket by clicking on [Ask the CI/CD experts](#)⁴⁴

The screenshot shows the GSEP Customer Service Help Center interface. At the top, there is a banner with the text "For any Critical System Issue please follow the link: [Create CISM Ticket](#)". Below this is the "Help Center" logo and the text "GSEP Customer Service". A search bar with the placeholder "Search" and a magnifying glass icon is present. To the right of the search bar is a "Search help" button. The main content area is divided into several sections:

- Jira/Collaboration**: Represented by a gear icon.
- CI/CD**: Represented by a question mark icon. A red arrow points from the left towards this category.
- General Service**: Represented by a person icon.
- Ask the CI/CD experts**: Represented by a question mark icon. A red arrow points from the right towards this category.
- Troubleshooting**: Represented by a lightning bolt icon.
- Setup / configuration / integration**: Represented by a gears icon.
- Jenkins Plugins**: Represented by a person icon.

Each category has a brief description below it. The "Ask the CI/CD experts" section also includes a note about general assistance on CI/CD.

2. Fill in a **Summary** that describes what your request is about

The screenshot shows the "Ask the CI/CD experts" request form. At the top, there is a "Help Center / GSEP Customer Service" header with a question mark icon. Below this is the title "Ask the CI/CD experts". A dropdown menu labeled "Raise this request on behalf of" contains the name "Christopher Graf". A summary text area is present, containing the text "How do I trigger a Jenkins job after committing to GitHub Enterprise?".

Articles that may help

⁴⁴ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/369>

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

How do I trigger a Jenkins job after committing to GitHub Enterprise?

Articles that might help X

 [Trigger Jenkins Build when Commit pushed to GitHub](#)

GitHub webhooks in **Jenkins** are used to **trigger** the build whenever a developer **commits** something to the master branch . Let's see **how** to add build a webhook ... to our **job** and ensure that

 [Trigger Build in Jenkins after Bitbucket Commit \(Webhook\)](#)

How to enable and configure the Bitbucket Webhook to "trigger" **Jenkins** to build a **job**. (It is a polling solution, but better than a cron job) Step Tool ... depends a little bit on **how** you have configured the

 [How to Integrate Your GitHub Repository to Your Jenkins Project](#)

with **Jenkins** project. Now use any of the files found in the **GitHub** repository and **trigger** the **Jenkins job** to run with every code **commit**. Reference ... , **after** each **Commit** on your Git repository.

Showing results 1 - 3 of 317 <

1

2

3

4

...

106

>

3. Fill out the description in the form of a user story (the field will be pre-filled with a user-story template)

Description (optional)

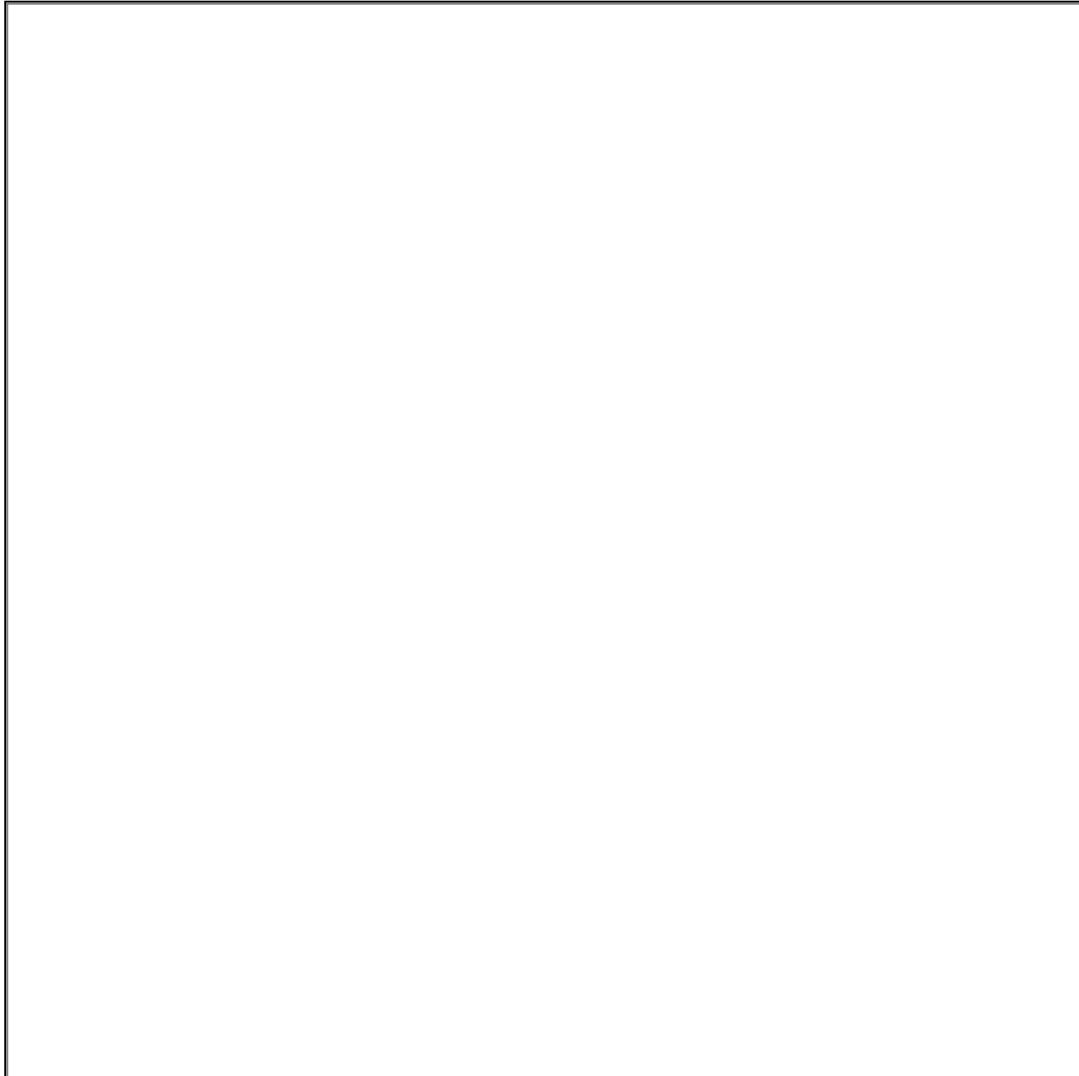
As a < type of user >,
I want < some goal >
so that < some reason >.

Description (optional)

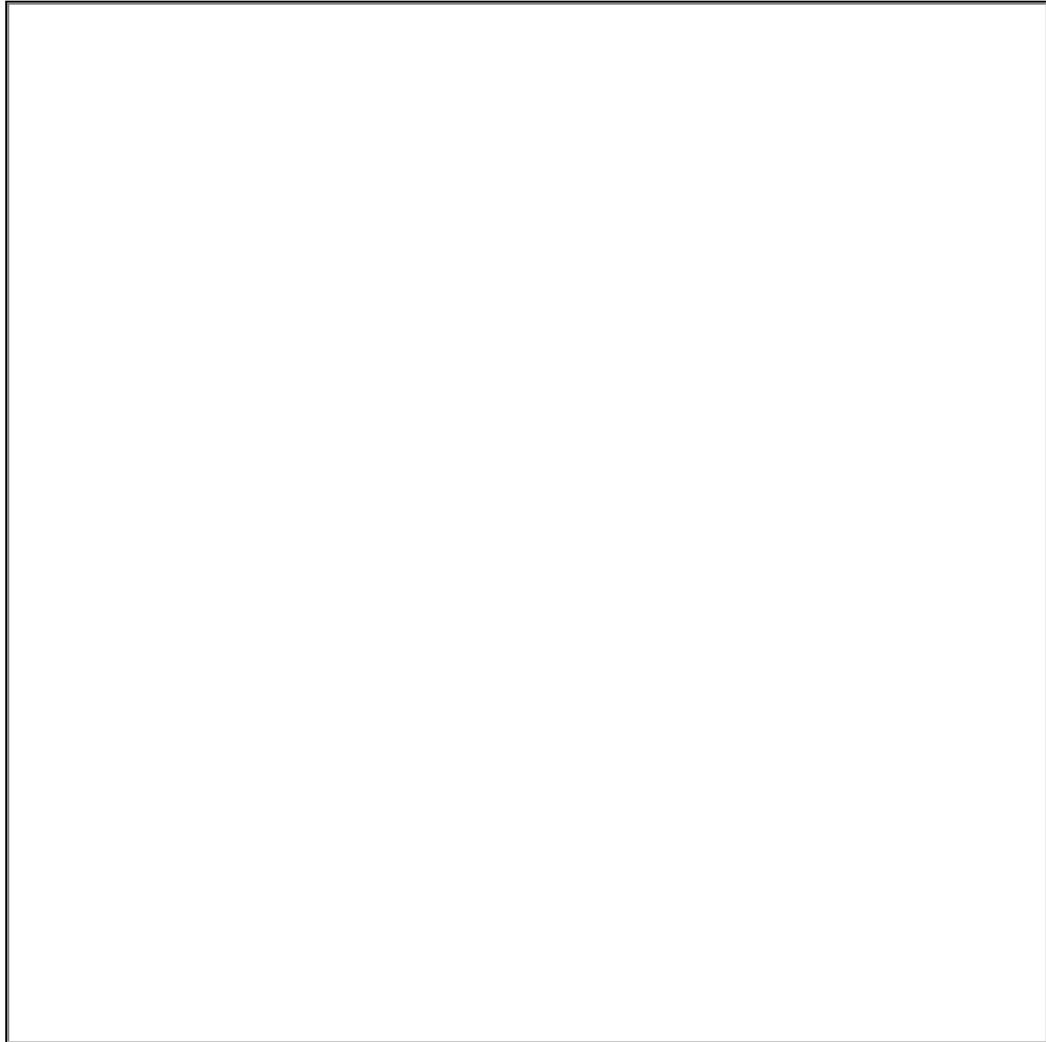
As a developer,
I want my Jenkins job to be automatically triggered after I commit changes
so that I receive fast feedback from my CI/CD pipeline via my automated
test suite.

4. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request

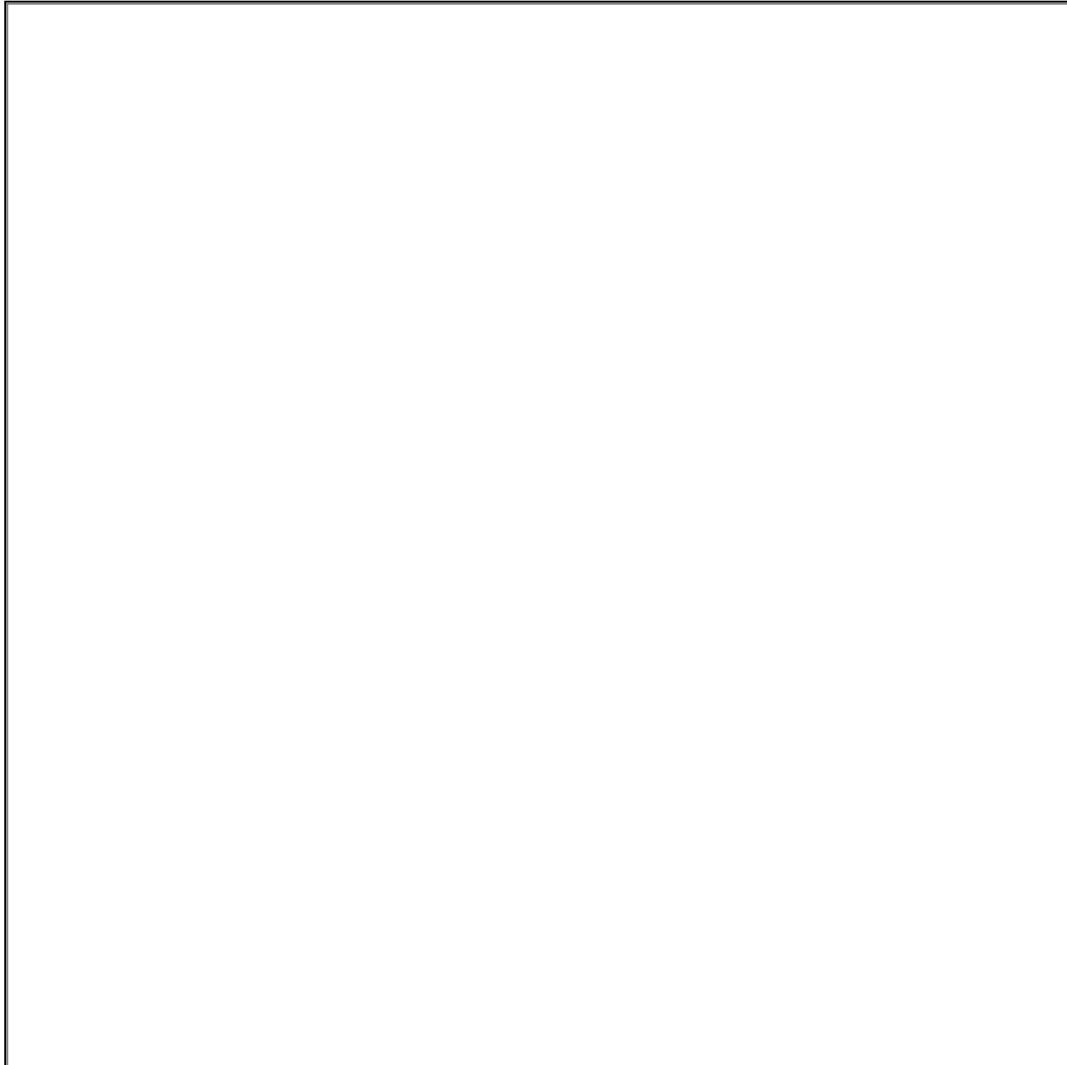
5. Fill out **Affected Department** field with the affected department

A large, empty rectangular box with a thin black border, occupying most of the page below the instruction. It is intended for the user to input the name of the affected department.

6. *Optional:* Fill out the **Affected Project(s)** field with one or more projects that are affected by this requested

A large, empty rectangular box with a thin black border, occupying most of the page below the instruction. It is intended for the user to type in the names of affected projects.

7. *Optional:* Add any useful **Attachment(s)** that could be helpful or needed for this request

A large, empty rectangular box with a thin black border, occupying most of the page below the question. It is intended for users to upload attachments related to their request.

8. Now press the **Create** button. This will create your request and put it in the queue of our experts.

The screenshot shows a Jenkins job creation request in a help center. The title is "How do I trigger a Jenkins job after committing to GitHub Enterprise?". The request details include:

- Details:** Just now
- Description:** As a developer, I want my Jenkins job to be automatically triggered after I commit changes so that I receive fast feedback from my CI/CD pipeline via my automated test suite.
- Affected Numbers of Users:** 21-100
- Affected Department:** RD/AED
- Affected Project(s):** RDU - MG34 Backlog

On the right side, there are options to **OPEN**, **Don't notify me**, **Share**, **Cancel**, and a section for **Shared with** showing "Christopher Graf Creator".

9. At any point, you can add additional information or attachments by clicking in the text field **Comment on this request...**

The screenshot shows a comment being added to the Jenkins job creation request. The comment text is "You can reach me at 0176 ...". Below the text input, there are "Add" and "Cancel" buttons. On the right, there are options to **OPEN**, **Don't notify me**, **Share**, and **Cancel**. A note says "Drag and drop files, paste screenshots, or browse".

10. After clicking **Add** your added information will show in the feed of the request

The screenshot shows a Jira ticket interface. At the top, there's a breadcrumb navigation: Help Center / GSEP Customer Service / GSEPCS-19472. Below it, the title is "How do I trigger a Jenkins job after committing to GitHub Enterprise?". On the left, there's a comment section with a placeholder "Comment on this request...". On the right, there are buttons for "OPEN", "Don't notify me", "Share", and "Cancel". Below the comment section, there's an "Activity" section showing a comment from "Christopher Graf Just now LATEST": "You can reach me at 0176 ...". To the right of this, under "Shared with", it says "Christopher Graf Creator". Further down, there's a "Details" section with the following information:

- Description: As a developer,
I want my Jenkins job to be automatically triggered after I commit changes
so that I receive fast feedback from my CI/CD pipeline via my automated test suite.
- Affected Numbers of Users: 21-100
- Affected Department: RD/AED
- Affected Project(s): RDU - MG34 Backlog

3.5 How to request support for a Migration

Request a single Jira project or Confluence space migration. For bigger migrations please use the form General Service/Very large and complex request.

Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁴⁵.

✓ Please view the Migration Checklists

- [Migration For JIRA Checklist](#)⁴⁶
- [Migration For Confluence Checklist](#)⁴⁷

Here is an example on how to raise a request to get support with a migration:

⁴⁵ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

⁴⁶ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/Migration+For+JIRA+Checklist>

⁴⁷ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/Migration+For+Confluence+Checklist>

1. Create a new ticket by clicking on [Migration](#)⁴⁸

The screenshot shows the GSEP Customer Service Help Center interface. At the top, there is a banner with the text "For any Critical System Issue please follow the link: [Create CISM Ticket](#)". Below the banner, the title "Help Center" and "GSEP Customer Service" is displayed. A search bar with the placeholder "Search" and a magnifying glass icon is present. To the right of the search bar is a "Search help" button. On the left, there is a sidebar with categories: "Jira/Collaboration" (highlighted with a red arrow), "CI/CD", and "General Service". To the right of the sidebar, there are several service options, each with an icon and a brief description:

- Ask the Collaboration experts**
Get general assistance on Jira or Confluence. This includes technical aspects as well as methodical guidance.
- Ask the Test experts**
Get general assistance on Test Management. This includes technical aspects as well as methodical guidance.
- Field configuration change**
Change the available fields of your Jira project.
- Workflow / issue type change**
Change the workflow or workflow mapping of your Jira project.
- Plugin activation**
Not all plugins are activated by standard. Here you can activate the remaining plugins for you or your project.
- Migration**
Request a single Jira project or Confluence space migration. For bigger migrations please use the form General Service/Very large and complex request.

⁴⁸ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/368>

2. Fill in a **Summary** that describes what your request is about

 Help Center / GSEP Customer Service

Migration

The [Collaboration Service Page](#) explains how we work on demands. You can check the estimated completion date of your demand and its place in the backlog. The page also contains a guide on how to get a higher priority.

Raise this request on behalf of

 Christopher Graf

Summary

I need to migrate from another Jira instance to GSEP

✓ **Articles that may help**

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

I need to migrate from another Jira instance to GSEP

Articles that might help X

- [Section1: How to migrate from Bitbucket to Github using "git](#)**
In this confluence page I am describing how to **migrate** your Bitbucket project with all repos or only with selected repos to Github. By using the "gitmigrator ... files have been successfully
- [How to Login in GSEP](#)**
, they do no longer **need** a separate **GSEP** password **JIRA** and Confluence use the Daimler Single-Sign-On Daimler password with MFA All other **GSEP** applications (including JSD "**Jira Service**"
- [Migration For JIRA Checklist](#)**
the attachments **from** source **Jira** and provide in zip format User should be made aware of the below: Sprints have to created manually in **GSEP** ... Pre-requisites : This document describes best

Showing results 4 - 6 of 404 < 1 2 3 4 ... 135 >

3. *Optional:* set any **Labels** that might help triaging or filtering the request later

Labels (optional)

migration × jira ×

4. *Optional:* Fill out the description including the content, size, URL of your instance/project and the number of users

Description (optional)

We have a dedicated Jira running at example.daimler.com and want to move it to GSEP so that we are better integrated with other projects on GSEP and can save money for our department.

The content of our Jira projects is for planning software features.
We currently have about 10 projects and less than 100 users.

Please add:

- Short description on the content and size
- Link to source Jira/Confluence
- Number of new GSEP users

5. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request

Affected Numbers of Users

21-100



6. Fill out **Affected Department** field with the affected department

7. Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

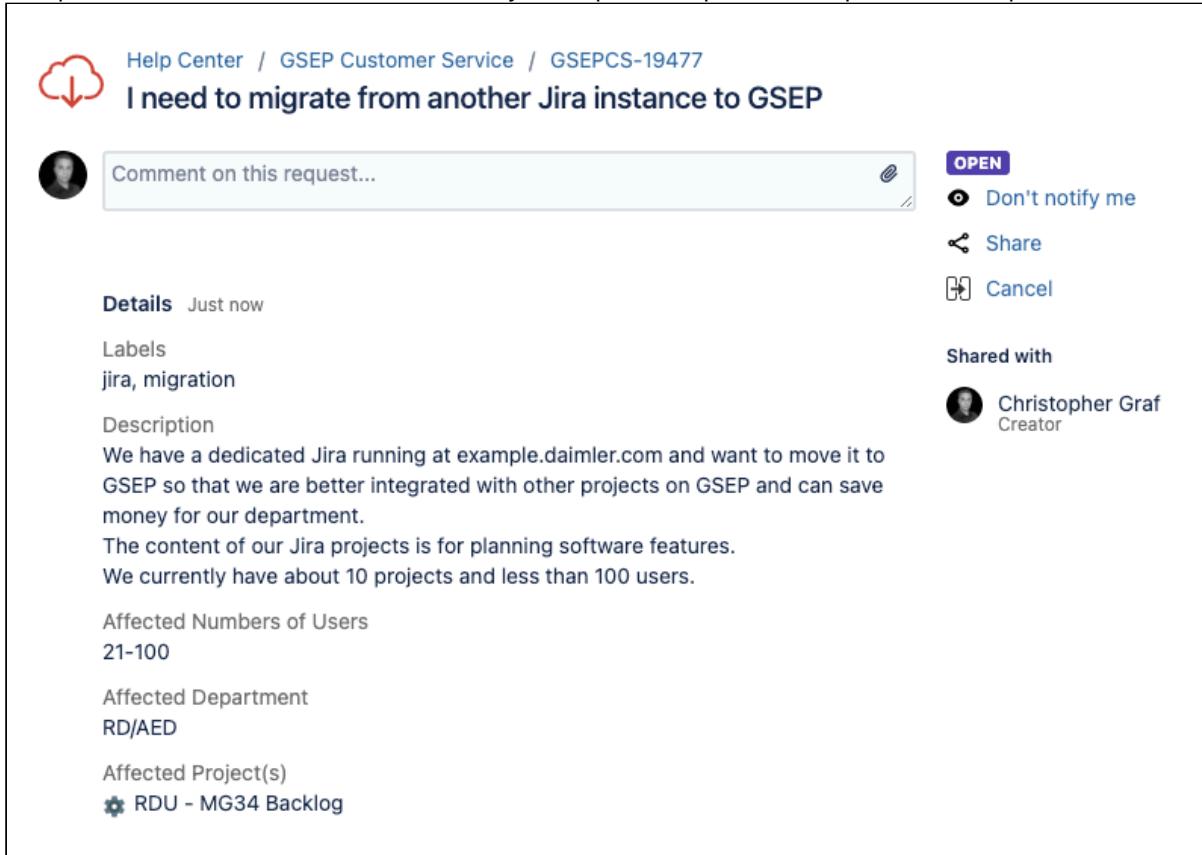
Affected Project(s)

x  RDU - MG34 Backlog -
MG34B



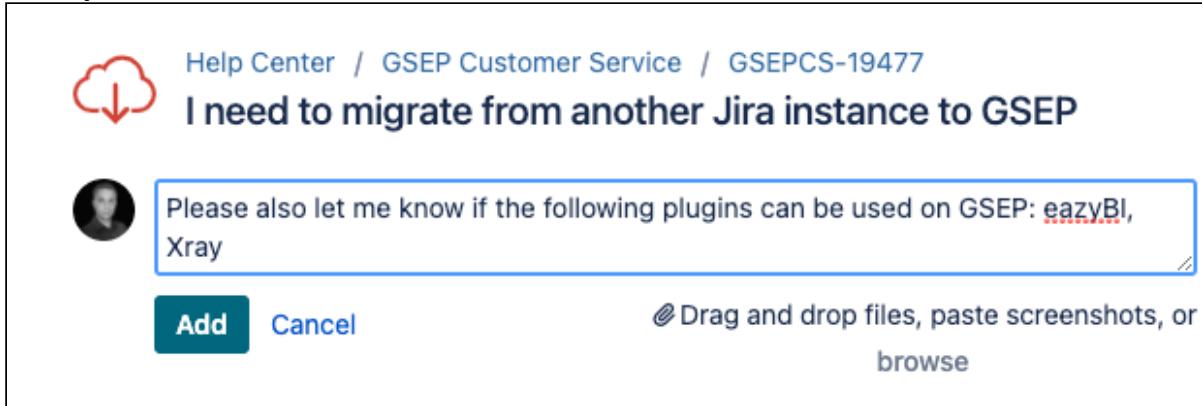
The target project of the migration

8. Now press the **Create** button. This will create your request and put it in the queue of our experts.



The screenshot shows a Jira ticket creation interface. At the top, there's a red cloud icon with a downward arrow, followed by the text "Help Center / GSEP Customer Service / GSEPCS-19477". Below this, the title "I need to migrate from another Jira instance to GSEP" is displayed. On the left, there's a user profile picture and a text input field with placeholder text "Comment on this request...". On the right, there are several buttons and options: "OPEN" (highlighted in blue), "Don't notify me", "Share", "Cancel", "Shared with" (listing "Christopher Graf Creator"), and a "Details" section showing "Just now". The "Details" section contains fields for "Labels" (jira, migration), "Description" (text about moving from example.daimler.com to GSEP), "Affected Numbers of Users" (21-100), "Affected Department" (RD/AED), and "Affected Project(s)" (RDU - MG34 Backlog).

9. At any point, you can add additional information or attachments by clicking in the text field **Comment on this request...**



The screenshot shows the same Jira ticket creation interface. The title "I need to migrate from another Jira instance to GSEP" is visible. A user profile picture is on the left, and a text input field contains the message "Please also let me know if the following plugins can be used on GSEP: eazyBI, Xray". Below the input field are "Add" and "Cancel" buttons. To the right, there's a "Drag and drop files, paste screenshots, or browse" area. The overall layout is clean and modern, typical of a service desk application.

10. After clicking **Add** your added information will show in the feed of the request

The screenshot shows a Jira ticket interface. At the top, there's a red cloud icon with a downward arrow, followed by the text "Help Center / GSEP Customer Service / GSEPCS-19477". The ticket title is "I need to migrate from another Jira instance to GSEP". Below the title, there's a comment input field with the placeholder "Comment on this request...". To the right of the input field are three buttons: "OPEN" (highlighted in blue), "Don't notify me", "Share", and "Cancel". Under the "Activity" section, a comment is shown from "Christopher Graf" (Just now) with a timestamp "LATEST". The comment text is: "Please also let me know if the following plugins can be used on GSEP: eazyBI, Xray". On the right side of the screen, under "Shared with", it shows "Christopher Graf Creator". Below the activity section, there are several details listed: "Details Just now", "Labels jira, migration", "Description", "Affected Numbers of Users 21-100", "Affected Department RD/AED", and "Affected Project(s) RDU - MG34 Backlog".

3.6 How to request the activation of a Plugin / Marketplace App

Not all plugins are activated by standard. Here you can activate the remaining plugins for you or your project.

Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁴⁹.

✓ Self-Services for Plugin Activation

Please note that our CSA (Customer Service Automation) is constantly evolving and we are incrementally adding self-services for activation of plugins for your projects.

Take a look at [CSA \(Customer Service Automation\)](#)⁵⁰ to check out what is possible right now.

ⓘ List of available GSEP Plugins

⁴⁹ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

⁵⁰ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/121>

You can find a list of the available plugins at [GSEP Plugin Information](#)⁵¹

Here is an example on how to raise a request to activate a plugin for your project:

1. Create a new ticket by clicking on [Plugin activation](#)⁵²

For any Critical System Issue please follow the link: [Create CISM Ticket](#)

GSEP Customer Service

What do you need help with?

Search Search help

Jira/Collaboration (red arrow points here)

CI/CD

General Service

- Ask the Collaboration experts**
Get general assistance on Jira or Confluence. This includes technical aspects as well as methodical guidance.
- Ask the Test experts**
Get general assistance on Test Management. This includes technical aspects as well as methodical guidance.
- Field configuration change**
Change the available fields of your Jira project.
- Workflow / issue type change**
Change the workflow or workflow mapping of your Jira project.
- Plugin activation**
Not all plugins are activated by standard. Here you can activate the remaining plugins for you or your project.
- Migration**
Request a single Jira project or Confluence space migration. For bigger migrations please use the form General Service/Very large and complex request.

Powered by Jira Service Desk

⁵¹ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+Plugin+Information>

⁵² <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/366>

2. Fill in a **Summary** that describes what your request is about

The screenshot shows a Jira Service Management ticket creation page. At the top, there's a red gift icon and the text "Help Center / GSEP Customer Service". Below that, the title "Plugin activation" is displayed. A large text area contains the following text: "The Collaboration Service Page explains how we work on demands. You can check the estimated completion date of your demand and its place in the backlog. The page also contains a guide on how to get a higher priority." Underneath this, there's a section titled "Raise this request on behalf of" with a dropdown menu showing "Christopher Graf". Below that is a "Summary" field containing the text "Please activate R4J for my project MG34B".

Articles that may help

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

Please activate R4J for my project MG34B

Articles that might help X

Activation and Permission Matrix for R4J Requirement Mana
What it does Groups **R4J** - Requirements Management for Jira user Ability to use the plugin. For all the Jira groups for the **activated projects** ...

R4J - Requirement Management Plugin
. Also the baselines do not necessarily have to be created on the same **project**. For more information **please** go through the below link ... Need For **R4J** Earlier Door was getting used for all sorts of

Xray - Onboarding and link collection
On this page you are going to find helpful information to start using test management on the GSEP platform. To **activate** Xray for your **project** you should <https://confluence.xpand->

Showing results 1 - 3 of 262 < 1 2 3 4 ... 88 >

3. Optional: pick one of the **Available Plugins** from the respective drop-down menu

Available Plugins (optional)

R4J (Lightweight requirement management) ▼

4. *Optional:* Fill out the description

Description (optional)

I need R4J for baselining and improved traceability in our FROP planning

5. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request

Affected Numbers of Users

0-20



6. Fill out **Affected Department** field with the affected department

7. *Optional:* Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

Affected Project(s) (optional)

✖⚙️RDU - MG34 Backlog - MG34B

8. Now press the **Create** button. This will create your request and put it in the queue of our experts.

The screenshot shows a web-based application for creating a support request. At the top, there's a navigation bar with icons for Home, Help Center, GSEP Customer Service, and a ticket number (GSEPCS-19476). Below the navigation is a title: "Please activate R4J for my project MG34B". A user profile picture is visible next to a text input field labeled "Comment on this request...". To the right of the comment field are several action buttons: "OPEN" (highlighted in blue), "Don't notify me" (radio button), "Share" (link icon), and "Cancel" (cancel icon). On the left, under "Details", it says "Just now". In the center, under "Available Plugins", it lists "R4J (Lightweight requirement management)". Under "Description", the text reads: "I need R4J for baselining and improved traceability in our FROP planning". Under "Affected Numbers of Users", it says "0-20". Under "Affected Department", it says "RD/AED". Under "Affected Project(s)", it lists "RDU - MG34 Backlog". On the far right, under "Shared with", it shows a profile picture for "Christopher Graf" and the word "Creator".

9. At any point, you can add additional information or attachments by clicking in the text field **Comment on this request...**.

This screenshot shows the same support request creation interface as the previous one, but with an additional comment added. The comment text is "Can you also support me in configuring this for my project?". The "Add" button is highlighted in blue, while "Cancel" is in white. To the right of the comment area is a file upload section with the placeholder text "Drag and drop files, paste screenshots, or browse".

10. After clicking **Add** your added information will show in the feed of the request

The screenshot shows a request feed for a project titled "Please activate R4J for my project MG34B". A comment from "Christopher Graf Just now" says "Can you also support me in configuring this for my project?". The request details include:

- Details**: Available Plugins (R4J (Lightweight requirement management)), Description (I need R4J for baselining and improved traceability in our FROP planning), Affected Numbers of Users (0-20), Affected Department (RD/AED), and Affected Project(s) (RDU - MG34 Backlog).
- Activity**: A comment from Christopher Graf.
- Options**: OPEN, Don't notify me, Share, Cancel, and Shared with Christopher Graf (Creator).

3.7 Field Configuration Change

We have a dedicated team to support you in your collaboration questions. Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁵³.

Here is an example on how to raise a request to change a Field Configuration:

⁵³ <https://gsep-int.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

1. Create a new ticket by clicking on [Field Configuration Change](#)⁵⁴

The screenshot shows the GSEP Customer Service Help Center interface. At the top left is a circular icon with a globe and gears, labeled 'Help Center' and 'GSEP Customer Service'. Below it is a search bar with the placeholder 'What do you need help with?' and a magnifying glass icon. To the right of the search bar is a 'Search help' link. A red arrow points from the text 'Jira/Collaboration' to the 'Jira/Collaboration' section. Another red arrow points from the 'Field configuration change' icon to the 'Field configuration change' section.

Category	Description
Jira/Collaboration	Ask the Collaboration experts Get general assistance on Jira or Confluence. This includes technical aspects as well as methodical guidance.
CI/CD	Ask the Test experts Get general assistance on Test Management. This includes technical aspects as well as methodical guidance.
General Service	Field configuration change Change the available fields of your Jira project.
	Workflow / issue type change Change the workflow or workflow mapping of your Jira project.

2. Fill in a **Summary** that describes what your request is about

Help Center / GSEP Customer Service Field configuration change

The Collaboration Service Page explains how we work on demands. You can check the estimated completion date of your demand and its place in the backlog. The page also contains a guide on how to get a higher priority.

Please use our Service Desk Automation Portal for small changes like adding or removing fields, editing the options of a select field or making fields mandatory.

Summary

⁵⁴ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/364>

Articles that may help

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

Field Configuration

Articles that might help X

[How to search for a custom **field** in Customer Service Autom...](#)

to following mailbox: sdatomation.pool-id@daimler.com **fields**
customfields **configuration** favourite ... We recommend to first read
following article about Screens, Issue types and custom **fields**: Relation

[Available JIRA Custom **Fields**](#)

in governance body. Below **field** types are available for **configuration**.
All other **field** types are System **Fields** and cannot be changed. Type
Example datepicker ... You can add existing custom **fields** by yourself to

[Xray - Onboarding and link collection](#)

+**fields** Xray provides a set of custom **fields** that can be used for some
issue types, as detailed in Custom **Fields** and Screen **Configuration**
<https://confluence.xpand->

Showing results 1 - 3 of 171 <

1 2 3 4 ... 57 >

3. *Optional:* set any **Labels** that might help triaging or filtering the request later

Labels (optional)

A screenshot of a search interface. A blue-bordered input field at the top contains the text "Field". Below it is a list of suggestions in a light gray box, each preceded by a small blue icon. The suggestions are: "Field", "Field_deletion", "Fields", "field", and "fields".

4. *Optional:* Fill out the description:

Description (optional)

A screenshot of a rich text editor. At the top is a toolbar with icons for bold, italic, underline, etc. Below the toolbar is a text area containing the following text:

I would like to change the configurations of the following Field:
 "Affected Number of users"
 Project Name:
 Field Owner:

5. Please select the Change option you wish to execute:

Change Options (optional)

- None
- Add Existing
- Alter Existing
- Remove Existing

We do not allow new fields at the moment.

Existing fields can be added as a self-service in the Service Desk Automation Portal.

6. Please select the field whose configurations you wish to change:

Available Custom Fields (*optional*)

Search for an object

- Select List (single choice) - customfield_18450 - (LB 1.1.1)Neuaufbau Klein (Vorverkabelung): - 18450
- Select List (single choice) - customfield_18451 - (LB 1.1.2)Neuaufbau Klein (Restumfänge: Sensorik, Konfig, etc.): - 18451
- Select List (single choice) - customfield_18452 - (LB 1.2.1)Neuaufbau Mittel (Vorverkabelung): - 18452
- Select List (single choice) - customfield_18453 - (LB 1.2.2)Neuaufbau Mittel (Restumfänge: Sensorik, Konfig, etc.): -

7. Fill out **Affected Department** field with the affected department
-

8. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request

9. Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

Affected Project(s)

✖⚙️RDU - MG34 Backlog - MG34B...

10. **Now press the Create button.** This will create your request and put it in the queue of our experts
11. Once the request has been created, you can:

- a. add comments
- b. Add attachments
- c. control Notifications
 - i. Inform someone by selecting "Share"
 - ii. Disable Notifications



3.8 Setup / configuration / integration

We have a dedicated team to support you in your collaboration questions. Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁵⁵.

Here is an example on how to raise a request to change a Field Configuration:

1. Create a new ticket by clicking on [Setup / configuration / integration](#)⁵⁶

The screenshot shows the 'GSEP Customer Service' portal with a search bar and a list of help categories. Red arrows point from the 'CI/CD' and 'General Service' categories to their detailed descriptions.

Category	Description
Jira/Collaboration	Ask the CI/CD experts Get general assistance on CI/CD. This includes technical aspects as well as methodical guidance.
CI/CD	Troubleshooting Something do not work anymore? Act fast...
General Service	Setup / configuration / integration Assistance regarding tool settings, configurations and integrations.

⁵⁵ <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

⁵⁶ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/370>

2. Fill in a **Summary** that describes what your request is about

The screenshot shows the Jira Service Management interface. At the top, there are three purple gears icon followed by the text "Help Center / GSEP Customer Service". Below this, the title "Setup / configuration / integration" is displayed in a large, bold, dark blue font. Underneath the title, the text "Raise this request on behalf of" is shown, followed by a dropdown menu containing a user profile picture and the name "Hossam Khalil". At the bottom, there is a section labeled "Summary" with an empty text input field.

3.8.1 Articles that may help

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

Integration

Articles that might help X

[How to Integrate Your GitHub Repository to Your Jenkins Pr...](#)

This document will help you to implementing the CI/CD is **integrating** from Source Control Management tool with Jenkins. The **integration** steps will help you ... , after each Commit on your Git repository. Please

[GSEP Jira Integration with GitHub](#)

Control System **integration** with Jira is very essential for any software development teams to track the changes of version control in Jira tickets and manage ... tags are accessible in the developer panel. The

[Github Integration with SonarQube](#)

Source Code in Gihub Creating a Sonar Job to check the **integration** 1: Install a Sonar runner in the server and configure the sonar.properties image2020-6

Showing results 1 - 3 of 87 <

1

2

3

4

...

29

>

3. *Optional:* Fill out the description in a user story format (the Description field will be prepopulated with a user story template):

Description (optional)

Aa^v | B I ... | ⚖ v | ⚙ < > + v

As a < type of user >,
I want < some goal >
so that < some reason >.

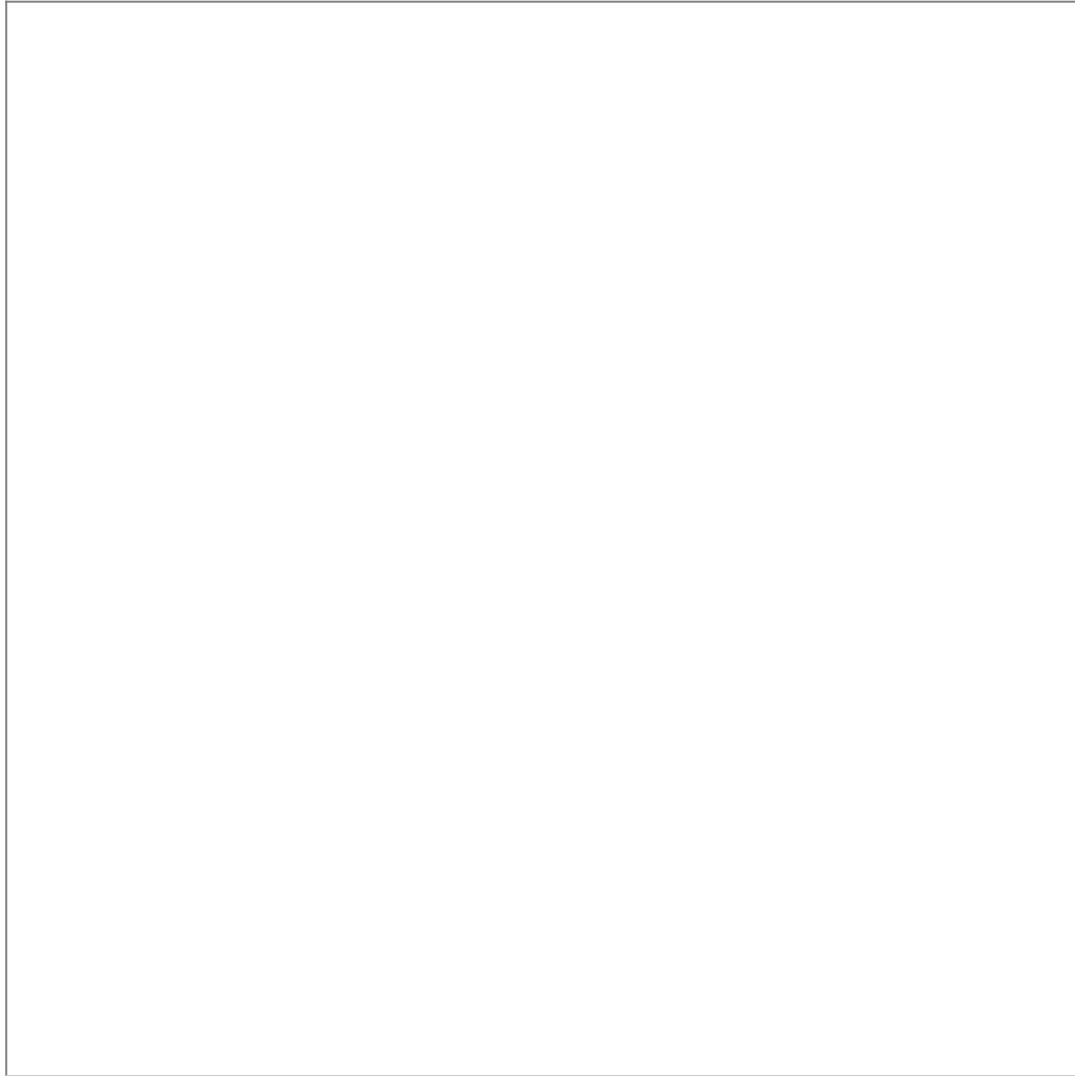
Description (optional)

Aa^v | B I ... | ⚖ v | ⚙ <> + v

As a DevOps engineer,
I want to use Docker on my Bamboo node xyz
so that I have more control over my environments.

4. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request

5. Fill out **Affected Department** field with the affected department



6. Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

Affected Project(s)

  RDU - MG34 Backlog - MG34B	
---	---

7. Now you can add attachments, by either "Drag and Drop" or simply upload:

Attachment (optional)

 Drag and drop files, paste screenshots, or
browse

8. **Now press the Create button. This will create your request and put it in the queue of our experts**

9. Once the request has been created, you can:

- a. add comments
- b. Add attachments
- c. control Notifications
 - i. Inform someone by selecting "Share"
 - ii. Disable Notifications

The screenshot shows a user interface for managing a request. At the top, there's a breadcrumb navigation: Help Center / GSEP Customer Service / GSEPCS-20187. Below it, the page title is "Setup / configuration / integration". A "Comment on this request..." text input field is present. To its right is a small icon with a gear and a person, which has a red arrow pointing to a context menu. This menu is highlighted with a red border and contains the following options:

- OPEN**
- Don't notify me
- Share
- Cancel

3.9 How to Request Plugins and/or Extensions

We have a dedicated team to support you in your collaboration questions. Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁵⁷.

Here is an example on how to raise a request to add/install a Plugin or an Application Extension:

⁵⁷ <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

1. Create a new ticket by clicking on [Plugins / extensions](#)⁵⁸

The screenshot shows the GSEP Customer Service Help Center interface. At the top, there's a logo with a gear and the text 'GSEP Customer Service'. Below it is a search bar with the placeholder 'What do you need help with?' and a magnifying glass icon. To the right of the search bar is a button labeled 'Search help'. The main content area has a vertical sidebar on the left with categories: 'Jira/Collaboration', 'CI/CD' (with a red arrow pointing to it), 'General Service', 'Troubleshooting', 'Setup / configuration / integration', 'Jenkins Plugins', and 'Plugins / extensions' (with a red arrow pointing to it). Each category has a brief description and a small icon.

Category	Description
Jira/Collaboration	Ask the CI/CD experts Get general assistance on CI/CD. This includes technical aspects as well as methodical guidance.
CI/CD	Troubleshooting Something do not work anymore? Act fast...
General Service	Setup / configuration / integration Assistance regarding tool settings, configurations and integrations.
Troubleshooting	Jenkins Plugins Request a new Cloudbees Jenkins plugin or an update. Please read carefully our Jenkins Plugins Guidelines
Setup / configuration / integration	Plugins / extensions Request new plugins or extensions for Bitbucket (git), Bamboo, FeCru, Artifactory, Sonarcube, Subversion (svn), etc.

2. Fill in a **Summary** that describes what your request is about.

The screenshot shows a Jira Service Management ticket creation page. On the left is a green circular icon with a white plus sign. Next to it is the text 'Help Center / GSEP Customer Service' and 'Plugins / extensions'. Below this is a section titled 'Summary' with a large, empty text input field.

3.9.1 Articles that may help:

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

⁵⁸ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/443>

Summary

Plugin

Articles that might help X **GSEP Plugin** Information

JIRA Project Management Software (v8.13.1) **Plugin** Name Vendor
 Current Status Version Paid/Free Supported User Count Usage How to
 get this **Plugin** ... a Demand in GSEP Service Desk

Plugin Governance

plugins to expand Jira's functionality. **Plugins** give you customization, extra features and integration features. There are more than 1000 **plugins** available in the Atlassian marketplace. Determining what

 Security for Bitbucket **Plugin**

Security for Bitbucket is a **plugin** that integrates with Bitbucket to actively detect and block attempts to check in sensitive information, accidental ... The **plugin** provides 2 different ways to scan your

Showing results 1 - 3 of 112

1 2 3 4 ... 38 >

3. Fill out the Description:

Description

Aa **B** **I** ... **≡** **✖** **✖** **+** **▼**

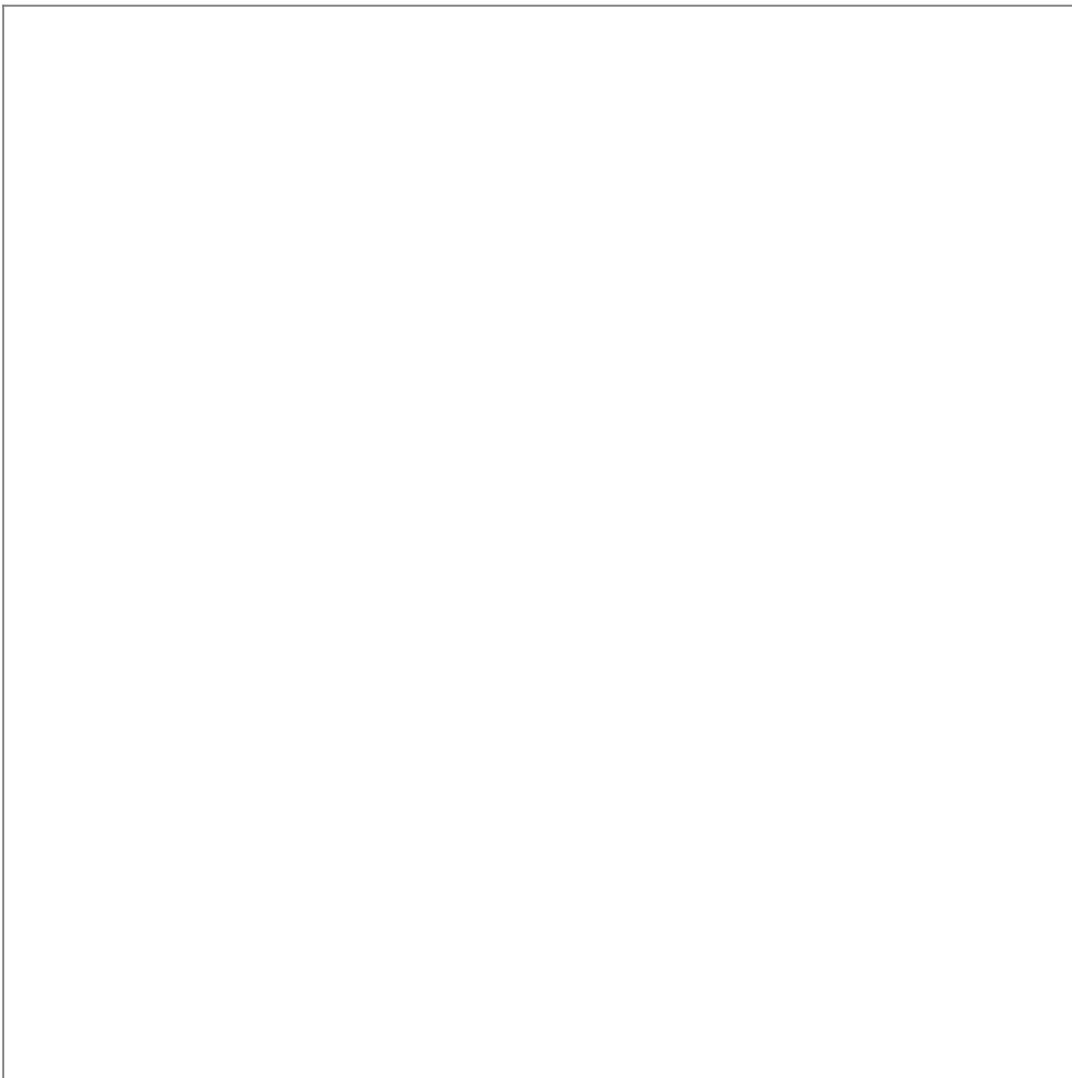
i would like to install the Following Plugins/Extension:

Plugin Name:

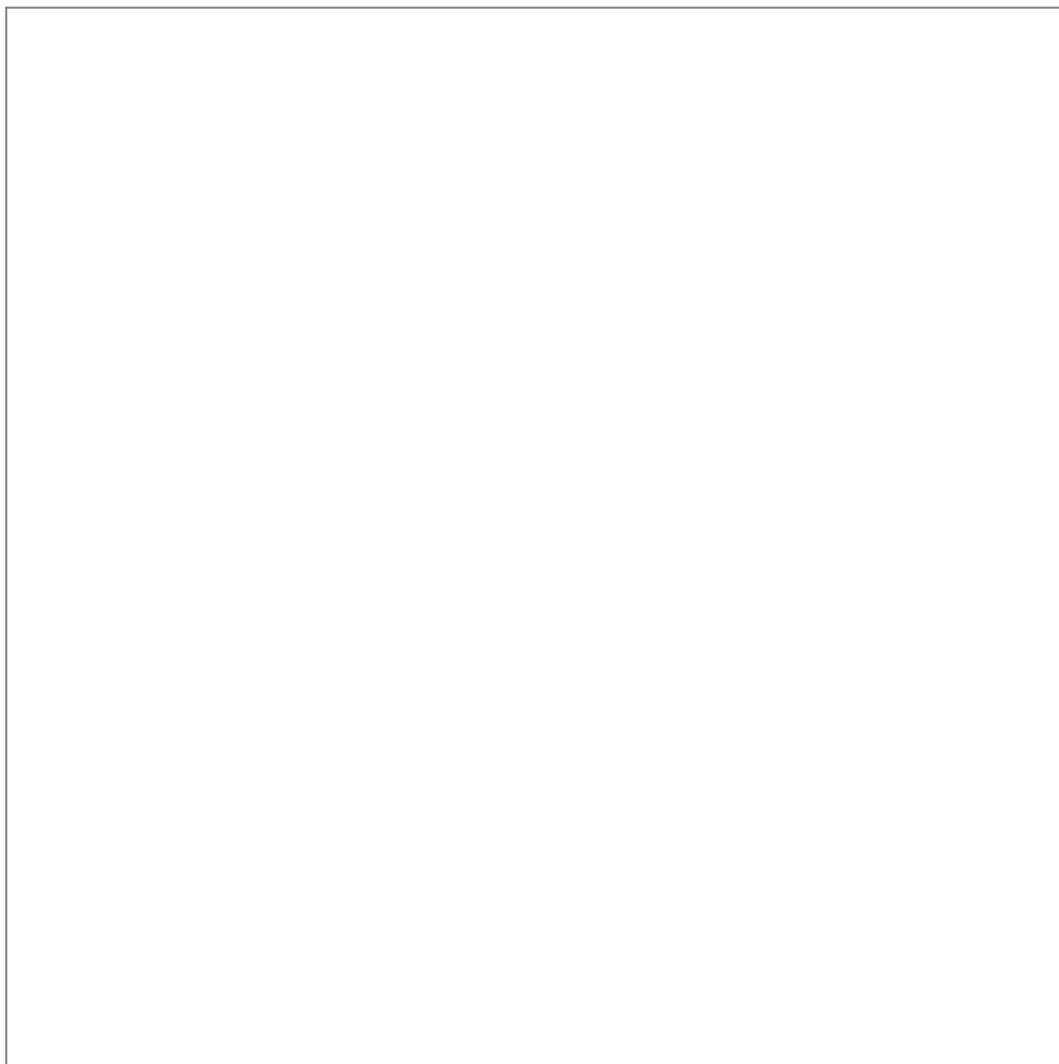
Justification:

Business Case:

4. Fill out **Affected Department** field with the affected department:



5. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request



6. Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

Affected Project(s)

* RDU - MG34 Backlog - MG34B	
----------------------------------	--

7. Now press the Create button. This will create your request and put it in the queue of our experts
8. Once the request has been created, you can:

- a. add comments
- b. Add attachments
- c. control Notifications
 - i. Inform someone by selecting "Share"
 - ii. Disable Notifications



3.10 How to initiate an Workflow / issue type change

We have a dedicated team to support you in your collaboration questions. Before you raise a request, please make sure that your question is not yet answered on our [GSEP User Knowledge Base Home](#)⁵⁹.

Here is an example on how to raise a request to change a Workflow / issue type change:

⁵⁹ <https://gsep.daimler.com/confluence/display/GSEPUKB/GSEP+User+Knowledge+Base+Home>

1. Create a new ticket by clicking on [Workflow / issue type change](#)⁶⁰

The screenshot shows the GSEP Customer Service Help Center interface. At the top, there's a logo with 'GSEP' and a globe icon, followed by 'Help Center' and 'GSEP Customer Service'. Below this is a search bar with a magnifying glass icon and the placeholder 'What do you need help with?'. A red arrow points from the text 'Jira/Collaboration' to the 'Ask the Collaboration experts' section. Another red arrow points from the text 'Workflow / issue type change' to its corresponding icon.

Jira/Collaboration

CI/CD

General Service

Search

Search help

Ask the Collaboration experts
Get general assistance on Jira or Confluence. This includes technical aspects as well as methodical guidance.

Ask the Test experts
Get general assistance on Test Management. This includes technical aspects as well as methodical guidance.

Field configuration change
Change the available fields of your Jira project.

Workflow / issue type change
Change the workflow or workflow mapping of your Jira project.

2. Fill in a **Summary** that describes what your request is about

The screenshot shows the 'Workflow / issue type change' page. It features a blue header with three gear icons and the text 'Help Center / GSEP Customer Service' followed by 'Workflow / issue type change'. Below the header is a paragraph explaining the page's purpose and a note about using the Service Desk Automation Portal. At the bottom is a 'Summary' input field.

Help Center / GSEP Customer Service

Workflow / issue type change

The Collaboration Service Page explains how we work on demands. You can check the estimated completion date of your demand and its place in the backlog. The page also contains a guide on how to get a higher priority.

Please use our Service Desk Automation Portal to add or remove issue types from your project.

Summary

⁶⁰ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/81/create/365>

3.10.1 Articles that may help

Please note that when you type in your summary, Jira Service Management automatically shows you Knowledge Base articles that might help you. For example:

Summary

Workflow

Articles that might help X

Workflow , Issue Links and Resolutions

Workflow Mapping

<https://gsep.daimler.com/confluence/display/GSEPUKB/Workflow+Map>

Workflows : We have a specific set of template **workflows** and we

Workflow adjustments by Project Admins

administrators can now edit their projects **workflow** under certain conditions" Is there any timeline on this? Due to project complexity, project level administration for users/admins has been disabled for now

Available JIRA **Workflow** Status

Rules for Status: Always use English names while requesting or on boarding new Status. Never Use a Duplicate name of status which already exist. Colors Of the statuses cannot be changed ((New- Blue /

Showing results 1 - 3 of 55 < 1 2 3 4 ... 19 >

3. *Optional:* set any **Labels** that might help triaging or filtering the request later

Labels (optional)

Workflow

Workflow

workflow

workflow-change

4. *Optional:* Fill out the description:

Description (optional)

Aa B I ...

I would like to change the Following Workflow or Issuetype:

Project Name:

Workflow Owner:

5. *Optional:* Please select the Change option you wish to execute:

Options (optional)

- None
- Add Existing
- Alter Existing
- Remove Existing

We do not allow new Workflows or Issue Types at the moment. Altering a workflow is only possible for existing custom workflows but not for the workflows included in the templates.

6. *Optional:* Please select the Issue Type whose configurations you wish to change:

Available Issue Types *(optional)*

The screenshot shows a list of issue types. The first item, 'Bug', is highlighted with a blue background and has a small gear icon to its left. Below it is a search icon. The other items in the list are: Change Request, Concept, Defect, Epic, Feature, Improvement, and New Feature. Each item has a small gear icon to its left.

- Bug
- Change Request
- Concept
- Defect
- Epic
- Feature
- Improvement
- New Feature

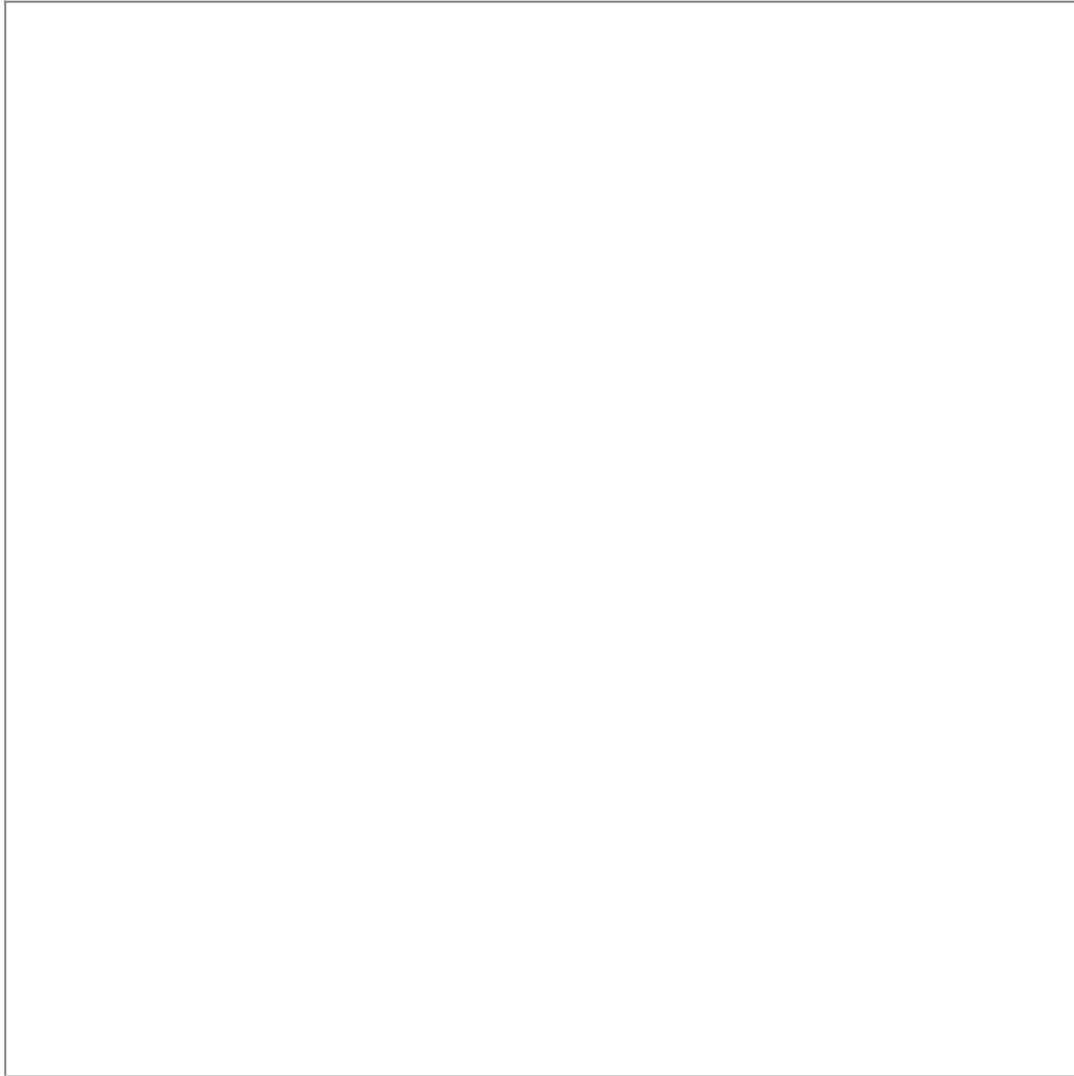
7. Please select the Workflow whose configurations you wish to change:

Available Workflows

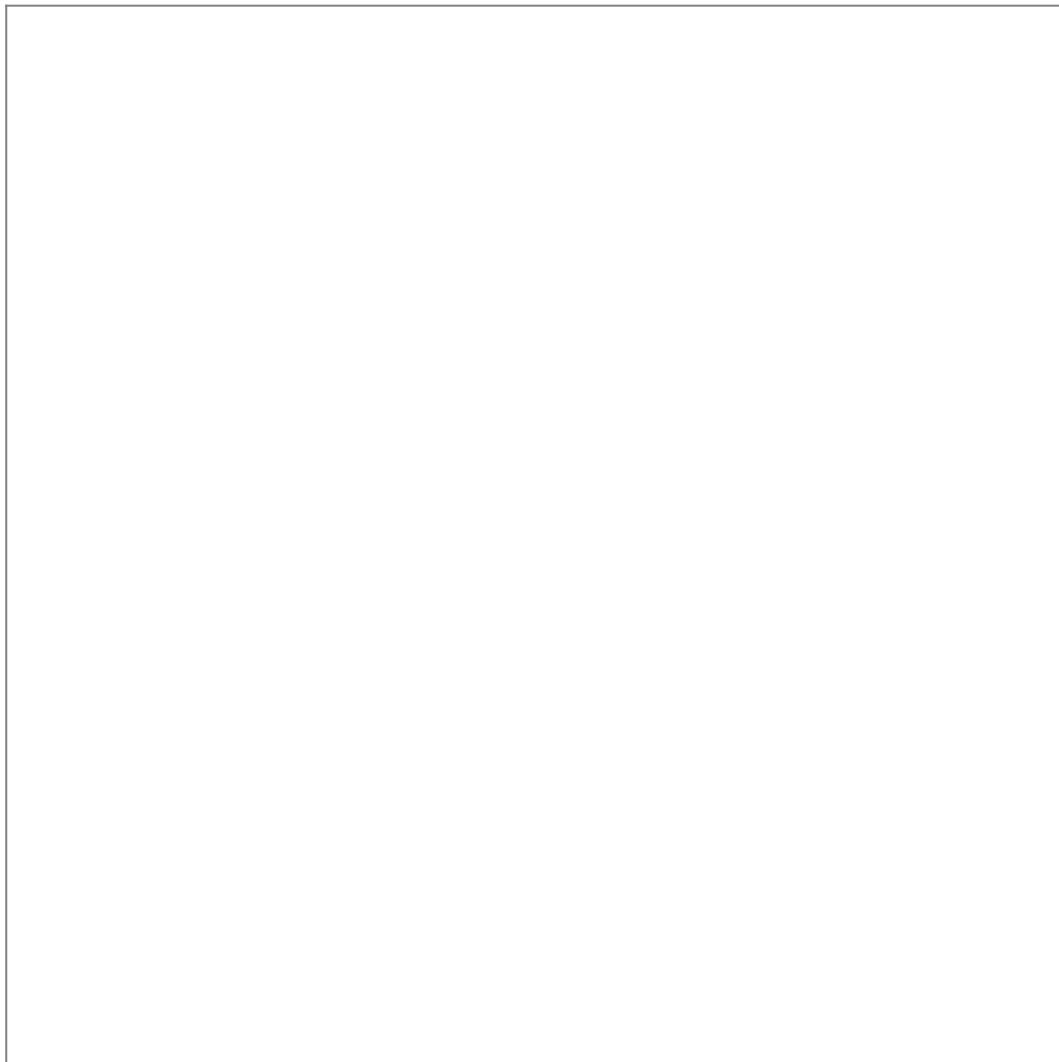
The screenshot shows a list of workflows. The first item, 'GSEP Template Task Workflow', is highlighted with a blue background and has a small gear icon to its left. Below it is a search icon. The other items in the list are: GSEP Project Management Workflow, GSEP Simple Workflow, GSEP Software Development Workflow, GSEP Template Advanced Project Management Default Workflow, GSEP Template Advanced Project Management Workflow, and GSEP Template Basic Workflow. Each item has a small gear icon to its left.

- GSEP Template Task Workflow
- GSEP Project Management Workflow
- GSEP Simple Workflow
- GSEP Software Development Workflow
- GSEP Template Advanced Project Management Default Workflow
- GSEP Template Advanced Project Management Workflow
- GSEP Template Basic Workflow

8. Fill out **Affected Department** field with the affected department



9. From the **Affected Number of Users** dropdown, pick the estimated numbers of users affected by this request



10. Fill out the **Affected Project(s)** field with one or more Jira projects that are affected by this requested

Affected Project(s)

* RDU - MG34 Backlog - MG34B	
----------------------------------	--

11. Now press the Create button. This will create your request and put it in the queue of our experts
12. Once the request has been created, you can:

- a. add comments
- b. Add attachments
- c. control Notifications
 - i. Inform someone by selecting "Share"
 - ii. Disable Notifications



3.11 Xray User Guide - never ship untested code again

- [Introduction\(see page 100\)](#)
- [What is Xray?\(see page 101\)](#)
- [Why do we need Test Management?\(see page 101\)](#)
- [What are some common use-cases of Xray?\(see page 101\)](#)
 - Bug Fixing(see page 101)
 - Elimination of Dev-Silos(see page 102)
 - Streamlining Dev-Flows(see page 102)
 - Code Release Tracking and Reporting(see page 103)
 - Sprint Capacity Release Management - Traceability reports(see page 104)
- [Who uses Xray?\(see page 105\)](#)
 - Product Owners(see page 105)
 - Scrum Masters(see page 105)
 - Test Managers(see page 105)
 - Developers(see page 105)
- [How can Xray Deployment be used in CI/CD Pipelines\(see page 106\)](#)
 - Building the Infrastructure for Testing Automation(see page 106)
 - Building a Mature Test Environment Framework(see page 106)
 - Closing the loop on DevOps, Continuous Integration and Automation(see page 106)
- [Conclusion:\(see page 107\)](#)
- [Reference\(see page 107\)](#)

3.11.1 Introduction

The role of software testing is becoming increasingly important in the software development lifecycle to ensure that software is released with the highest possible quality. With an increased amount of testing, more advanced test plans and strategies, it is evident that a proper test management tool is crucial. Xray for Jira is a Test Management tool that provides the structure to organize, plan, and report with accuracy on the progress of testing as well as the readiness to deploy.

In this guide, you'll learn about the most important benefits and features of Xray, including full requirements traceability, integrations with the leading automation frameworks like Cucumber and Robot Framework, and advanced reporting to level up your software test management.

3.11.2 What is Xray?

Xray is a Code Versioning and Test Management Tool. It allows developers to manage and track the release and deployment cycles of their code, throughout the entire architecture, and in accordance with a CI/CD DevOps Work-Process.

It's a full-featured tool that lives inside and seamlessly integrates with Jira. Its aim is to help companies improve the quality of their products through effective and efficient testing.

With Xray, managers can enhance agile boards by tracking the requirement status and test execution progress in real-time. It can also generate advanced reporting that can be exported to Word, Excel, or PDF.

Integration with other CI/CD components, such as: Bitbucket, Bamboo or Jenkins, is easy to accomplish, using the built-in REST API capability.

3.11.3 Why do we need Test Management?

Test Management tools are important to keep track of the test and deployment process in the DevOps lifecycle. It is especially important when there are cross-functional development teams that either share or intersect at code release branches and/or streams. Not to mention, that the bigger the architecture is, the more complex the release process can become, the more overhead tracking of said release process can consume from the project's resources.

3.11.4 What are some common use-cases of Xray?

- 3.11.4.1 Bug Fixing

- Track all the bugs that have been reported on the system via JIRA and continuously address them. Through the use of Agile boards, you can track the progress of the bug fixing and manage the progress of the project.

- 3.11.4.2 Elimination of Dev-Silos

- Transparency in documentation of releases and deployments is a key success factor in breaking up silos and eliminating single-points-of-failures in teams. When working with multiple development teams - be they cross-functional or streamlined - the Xray code repository can help developers track each other's work and learn from each other's experience.

The screenshot shows the Jira Test Repository interface for the 'Bookstore' project. The left sidebar includes links for 'Bookstore Scrum Board', 'Backlog', 'Active sprints', 'Releases', 'Reports', 'Issues', 'Components', 'Structure', 'Xray Reports', 'Xray Test Repository' (which is highlighted with a red box), 'Xray Test Plan Board', 'Automated Steps Library', and 'Add-ons'. Below this is a 'PROJECT SHORTCUTS' section with a note to add useful links. The main content area is titled 'Test Repository for project Bookstore' and shows a list of test cases under 'Test Repository'. The list includes:

- BOOK-672 As a visitor, I can login to bookstore website (Status: OPEN)
- BOOK-671 As a visitor, I can login to Bookstore website (Status: OPEN)
- BOOK-670 As a visitor, I can login to Bookstore website (Status: OPEN)
- BOOK-669 Test visitors can login to Bookstore Website (Status: OPEN)
- BOOK-668 As a visitor I can manage the book store Newsletter subscription (Status: OPEN)
- BOOK-667 Test visitors can login to Bookstore Website (Status: OPEN)
- BOOK-666 dfghd (Status: OPEN)
- BOOK-665 As a visitor I can manage the book store Newsletter subscription (Status: OPEN)
- BOOK-664 As a visitor I can manage the book store Newsletter subscription (Status: OPEN)
- BOOK-662 As a visitor I can manage the book store Newsletter subscription (Status: OPEN)
- BOOK-660 As a visitor I can manage the book store Newsletter subscription (Status: OPEN)

- 3.11.4.3 Streamlining Dev-Flows

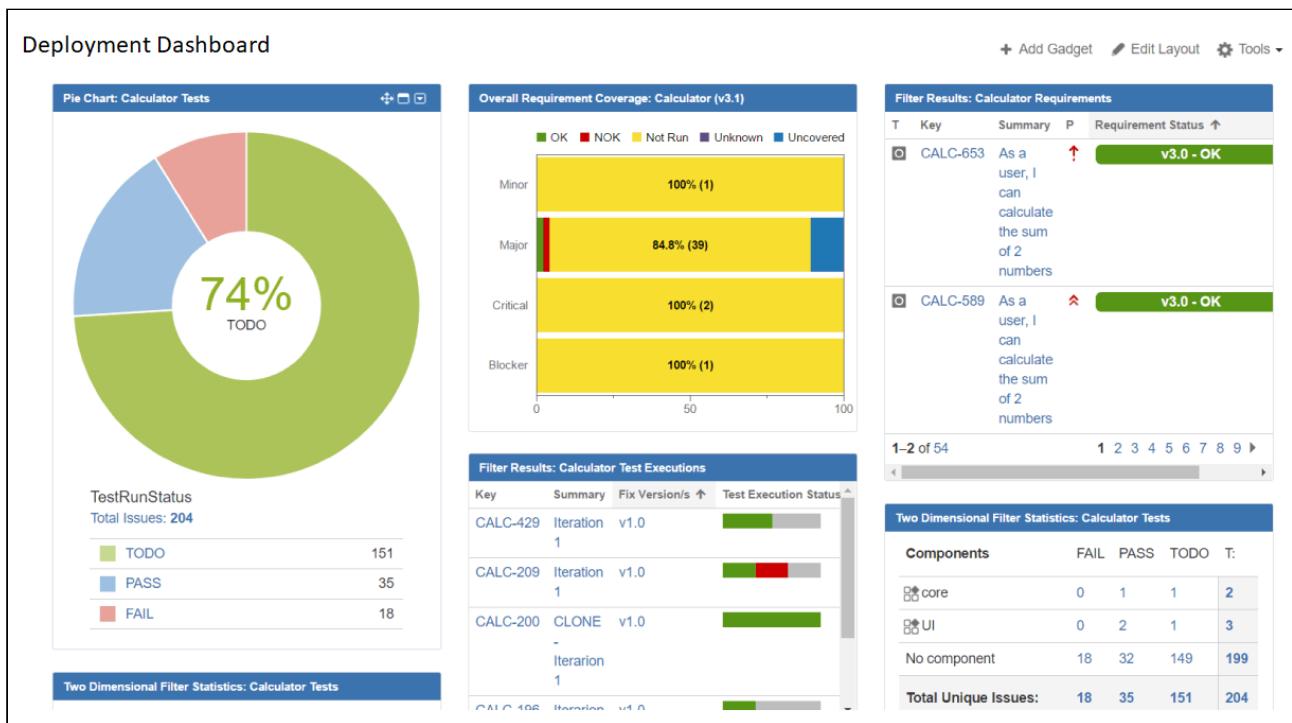
- Allowing Developers to work cross-functional in an efficient and collaborative way not only insures higher success rates of the project, but also avoids overlaps and redundant work.

The screenshot shows a Jira Scrum Board for the 'Bookstore Scrum Board' project, specifically for 'Sprint 1'. The board is organized into four columns: TO DO, IN PROGRESS, QA, and DONE.

- TO DO:**
 - BOOK-5: As a visitor, I can change my locale. Status: OK
 - BOOK-9: As a visitor, I can add books to my shopping basket. Status: NOK
 - BOOK-32: Error when adding Book to shopping basket. Status: NOTRUN
 - BOOK-33: [Demo] As a visitor, I can manage the bookstore Newsletter subscription. Status: NOTRUN
 - BOOK-30: Test Plan for v1.0. Status: NOTRUN
 - BOOK-38: As a user, I want to be enforced to have a strong password so my account is properly secured. Status: Account Security
- IN PROGRESS:**
 - BOOK-3: As a visitor, I can Logout from my account. Status: Manage Account, NOK
 - BOOK-6: As a visitor, I can Checkout items in my basket. Status: OK
 - BOOK-10: As a visitor, I can remove books from my shopping basket. Status: Shopping Basket, OK
- QA:**
 - BOOK-4: As a visitor, I can edit my account details. Status: Manage Account, OK
 - BOOK-12: As a visitor, I can navigate to the bookstore home page. Status: NOTRUN
 - BOOK-39: As a user, I want to reset my password so I can regain access when I forget it. Status: Account Security, OK
- DONE:**
 - BOOK-2: As a visitor, I can Login to Bookstore Website. Status: Manage Account, OK
 - BOOK-7: As a visitor, I can search for books in the store. Status: OK
 - BOOK-9: As a visitor, I can add books to my shopping basket. Status: Shopping Basket, NOK
 - BOOK-11: As a visitor, I can view all the books in my shopping basket. Status: Shopping Basket, OK
 - BOOK-13: (No description provided)

• 3.11.4.4 Code Release Tracking and Reporting

- Not only reporting releases and deployments is important, but also tracking each one within the course of the project's operation is crucial. With Xray, tracking the progress of each release, is manageable with the use of real-time dashboards.



• 3.11.4.5 Sprint Capacity Release Management - Traceability reports

- The ability to calculate the capacity of team members based on volume of bugs being fixed or their technical complexity is an incredibly powerful tool to increase efficiency. With Xray's traceability reporting deep insights into the DevOps process are possible, enabling extremely efficient use of the project's resources and expertise allocation and utilization.

Traceability Report [Switch report ▾](#)

Requirement	Tests	Test Runs	Defects
CALC-1082 OPEN v3.0 - NOK Version: v3.0 As a user, I can calculate the sum of 2 numbers	CALC-1083 NEW Manual Test As a user, I can calculate the sum of 2 numbers v3.0 - FAIL	FAIL CALC-1089 Version: v3.0 Finished On: 2017-03-28T15:33:06+01:00 Executed By: admin Tests environments: IOS	
		PASS CALC-1091 Version: v3.0 Finished On: 2017-03-30T16:50:28+01:00 Executed By: admin Tests environments: ANDROID	
		CALC-1084 NEW Generic Test As a user, I can calculate the sum of 2 numbers v3.0 - PASS	PASS CALC-1089 Version: v3.0 Finished On: 2017-03-29T14:23:55+01:00

3.11.5 Who uses Xray?

- 3.11.5.1 Product Owners
 - A **Product Owner** can use Xray to calibrate the testing, in a way where it should be reflected in the **quality** of the software being developed.
- 3.11.5.2 Scrum Masters
 - A **Scrum Master** can use Xray to asses the risks of releasing a build/version in the sprint planning, before and after the sprint starts.
- 3.11.5.3 Test Managers
 - A **Test Manager** can use Xray to adhere to Test Automation processes, which can be used to implement **component**, **integration**, **functional** and **UI/UAT** tests, covering the whole testing spectrum.
- 3.11.5.4 Developers
 - A **Developer** can use Xray to:
 - **Ship and test** code on **STAGE**
 - **Ship and test** code on **PRE-PROD**
 - **Deploy** final code on **PROD**
 - **Trigger builds** and **monitoring** their **outcome**
 - Fix **Bugs**
 - **Track** releases and **code** snippets

- **Track features deployment**
- Asses **Go-Live** planning

3.11.6 How can Xray Deployment be used in CI/CD Pipelines

With Xray for Jira, you can easily incorporate testing into your CI/CD pipeline. DevOps and its components, CI/CD are a way to speed up the rate of software delivery by integrating all of the software development functions together, including testing.

Automated testing is one of the most important parts of any CI/CD pipeline because it ensures that testing is reliable, fast, and integrated. Without the proper automated tests that run fast and have good coverage, there can be no successful DevOps workflow.

- 3.11.6.1 Building the Infrastructure for Testing Automation

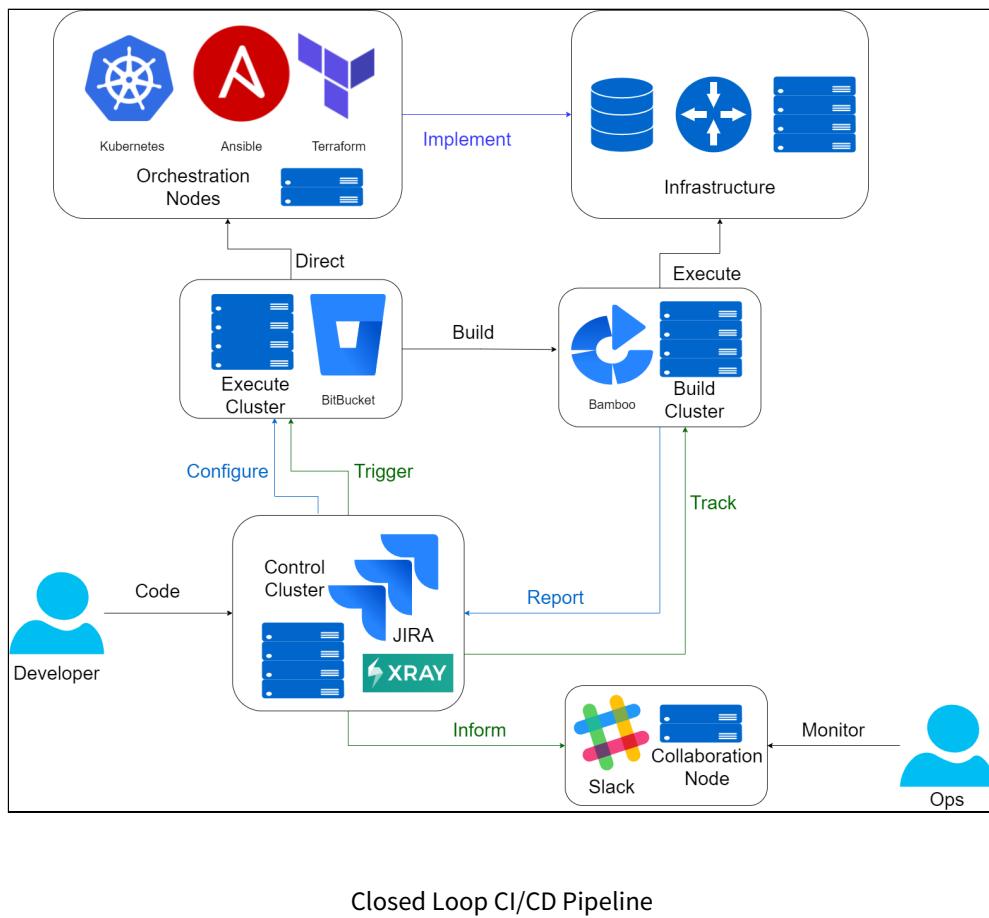
- In the beginning, it is important to spend time automating the provisioning of different environments based on configurations managed similarly to code.
- Automating the provisioning of environments allows a systematic way of building them. It also provides stability for the testing that will be performed on them.
- Also, to be able to give feedback efficiently we need to account for the test data that we'll be using. Good test data is critical to any deliverable program. Real-world data is hard to model, difficult to build and very hard to store as an asset.
- Because of the amount of effort, Test Automation in DevOps is a great help since we use Continuous Integration to handle extremely complex workflows.

- 3.11.6.2 Building a Mature Test Environment Framework

- A Test Automation Framework is a set of processes that will ensure your QA team is testing effectively and efficiently.
- When you establish a Testing Automation Framework, your entire team will be aligned. This can be helpful when involving other parts of the organisation, as well as involving heavy virtualization when deploying on either Test or STAGE environments.

- 3.11.6.3 Closing the loop on DevOps, Continuous Integration and Automation

- Xray directly integrates with the leading SDLC software, Jira. When your development and test teams work in the same tool, you'll never deliver broken or untested code again. The REST API and integrations with automation frameworks like Bitbucket, Bamboo or Jenkins, which makes it easy to build your CI/CD pipeline with Xray.
- You can also include Infrastructure provisioning technologies, to involve Virtualization of environments where the deployment of code can be executed, to prevent from damaging PROD Environment. Orchestration technologies such as Kubernetes, Terraform and Ansible are easy to Integrate with Xray.
- And finally, involving automated notifications via Email or chat programs to inform your Ops or Management with the progress of the release and deployment cycle is a plus. That way you could close the loop by starting with the release and then ending the cycle with information and transparent monitoring.



3.11.7 Conclusion:

When used to its full potential, Xray can become an Incredible powerful tool to the organization. It can:

1. Aid enterprises with adopting DevOps methods
2. Modernize and secure, the software development processes
3. Facilitate the adoption of modern day CI/CD methods
4. Expedite the process of reaching the Minimal Viable Product (MVP)

3.11.8 Reference

Vendor Documentation: <https://docs.getxray.app/display/XRAY/About+Xray>

4 GSEP Helpdesk Portal

GSEP Sundown Information

- ⚠ To prepare for the GSEP sundown mid of 2023 we restrict the creation of new projects!**
- New projects for RD are not restricted, if they can migrate to the [SDP Platform](#)⁶¹
 - Non-RD projects for collaboration (Jira, Confluence, Servicedesk) **will be rejected from Feb 20th 2023.** Please use the [MCP Modern Collaboration Platform](#)⁶².
 - Non-RD projects for software development (CICD: Jenkins, Bitbucket, Sonarqube, ...) are not possible, as before. Please use the [DOT DevOps Toolchain](#)⁶³.

The decision about RD/non-RD is based on the Information Owner given in the request form.

GSEP Helpdesk User Guide

Version 2.6.0

Contents

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[3. How to check status of your request?](#) (see page 112)

[4. How to approve a project request on mobile or desktop device?](#) (see page 114)

[5. How to cancel existing request?](#) (see page 115)

[6. Review your GSEP Projects](#) (see page 116)

[7. How to modify Project Info?](#) (see page 117)

4.1 About

GSEP Helpdesk Portal provides a self-service platform to get easier access to GSEP Services

The Helpdesk Portal is divided into three areas.

Area	Features
Self-Service	Here you can find all features regarding access, creation, requests, downloading certificates and troubleshooting
My Workspace	Here you can find your To Dos, your requests and your approvals
Information	Here you can find the actual cost information about GSEP, review all existing GSEP Projects etc.

⁶¹ <https://social.cloud.corpintra.net/groups/sdp/>

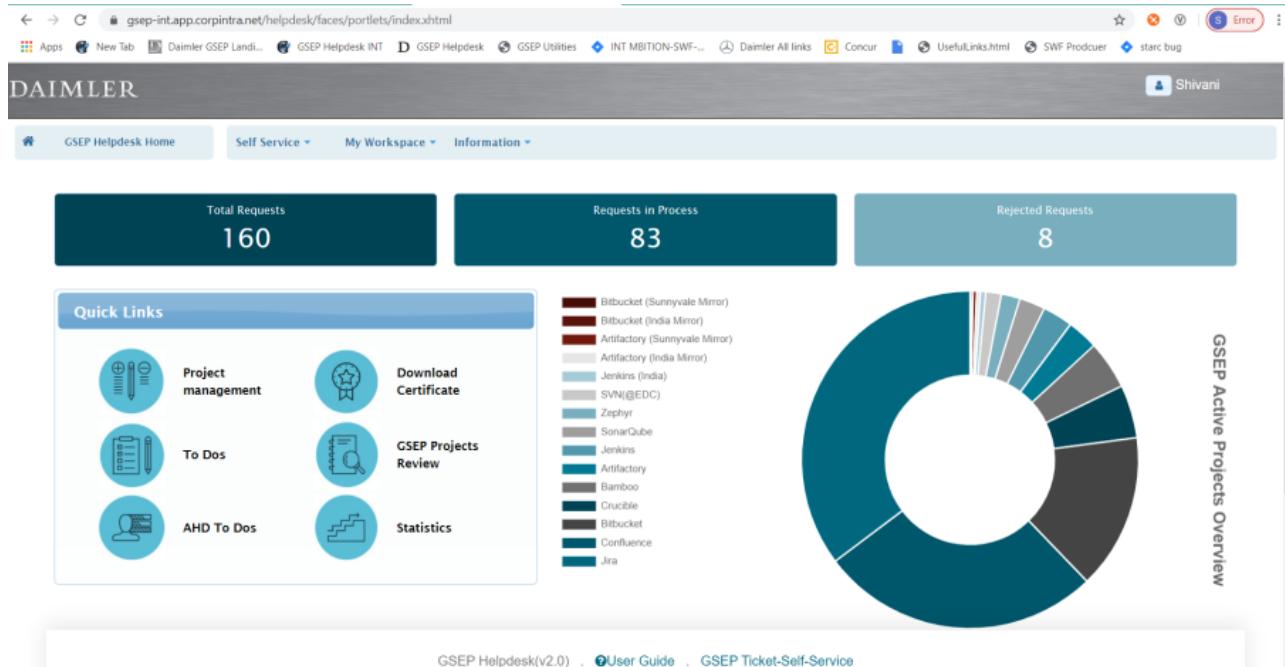
⁶² <https://social.cloud.corpintra.net/community/company/it-en/it-systems-service-and-support/mcp-en>

⁶³ <https://social.cloud.corpintra.net/groups/devops-toolchaindhc>

4.2 Usage

4.2.1 Access to GSEP Helpdesk

All intranet users will be able to access [GSEP Helpdesk](https://gsep.int.app.corpintra.net/helpdesk/faces/portlets/index.xhtml)⁶⁴ by using their WiW credentials.

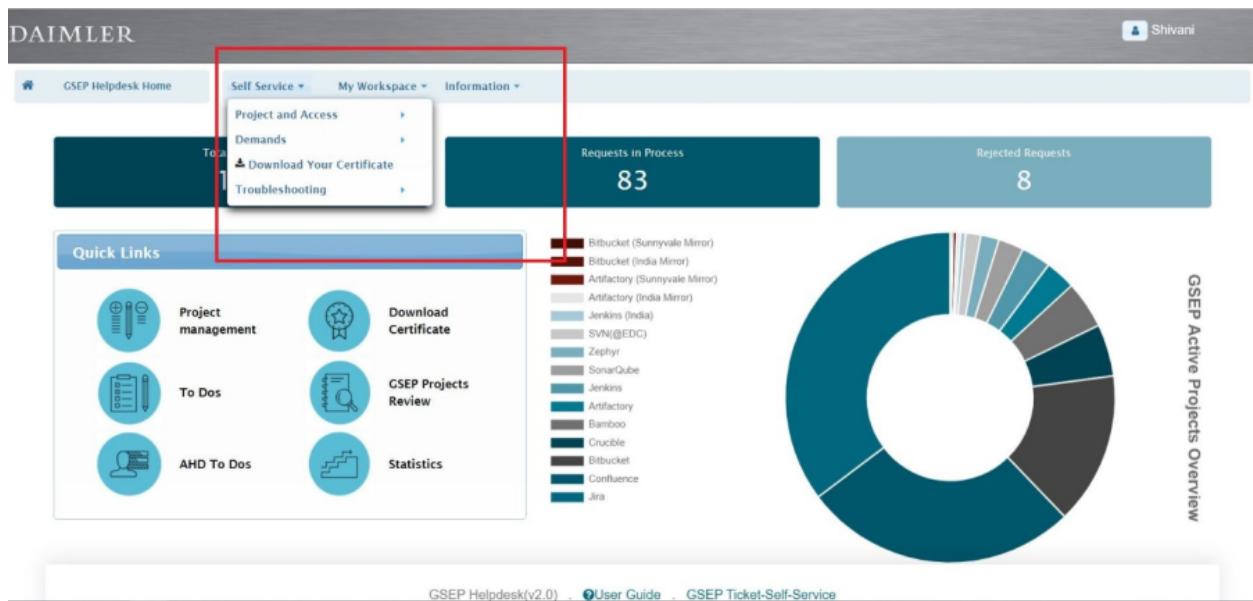


4.2.2 How to place a project creation request

Navigate to [GSEP Helpdesk](https://gsep.int.app.corpintra.net/helpdesk/)⁶⁵ > Self Service > Project And Access > Project Creation Request

⁶⁴ <https://gsep.int.app.corpintra.net/helpdesk/>

⁶⁵ <https://gsep.int.app.corpintra.net/helpdesk/>



- Open the dropdown menu for choosing the needed tools for your new project. The information about you and your manager will be automatically filled out

The screenshot shows the 'Project Creation Request Form'. It includes fields for 'Requestor*', 'Department*', 'Manager of requestor(E5 or above)*', 'Department Manager of requestor(E5 or above)*', and 'Tools*'. The 'Tools*' field is highlighted with a red box. A dropdown menu lists various tools: Jira, Confluence, Bitbucket, Bamboo, Crucible, SVN(@EDC), Artifactory, Jenkins, Zephyr, Jira-Case Dedicated, Jira-Carcheck Dedicated, and Confluence-Case Dedicated. The 'Jira' option is selected and highlighted with a red box. A note at the bottom states: 'This will have access to all the data stored in the project.'

- For each chosen tool there will be displayed a new tab with new required information.

Jira

BU Project(e.g NTG6, NTG7..):* 1

Project Name(e.g HMI, Radio Module..):* 2

Project Key(e.g NTGSHMI...):* 3

Project Template Type: 4 Agile Scrum and Kanban 5 More Template Information

Primary Contact Person:* 6 UserID/FirstName/Lastname 7

Secondary Contact Person:* 8 UserID/FirstName/Lastname 9

Information Owner(E1/E2) UserID of Project:* 10

Select the zula approver delegation level: 11 E3 12 E4 13 E5 14

Delegated UserID for approval in ZULA (min E3/E4/E5):* 15

Field	Name	Description
1	BU Project	Business Unit Name of Project
2	Project Name	Sub Project name
3	Project Key	Project key
4	Project Template Type (Available only for Jira)	The project template that needs to be used while creating Jira project. More information can be found on social intranet https://social.intra.corpintra.net/community/company/it-en/it-systems-service-and-support/gsep-en/pages/what-is-gsep .
5	Primary Contact Person	Primary contact person for project
6	Secondary Contact Person	Secondary contact person for project
7	Information Owner(E1/E2) UserID of Project	E2 for the project. Has to be selected from the dropdown. If E2 is not available then user can click on the help icon beside the field to get more info.
8	Select the zula approver delegation level	Select delegation level out of E3 E4 or E5
9	Delegated UserID for approval in ZULA	Search user ID. Has to match the selected delegation level.

- Some tools have specific required information, for all regular information you can copy the data to all other tabs by clicking the marked button.

The screenshot shows a form with several input fields:

- BU Project(e.g NTG6, NTG7...):*
- Project Name(e.g HMI, Radio Module...):*
- Project Key(e.g NTGSHMI...):* (with a small icon)
- Primary Contact Person:*
- Secondary Contact Person:*
- Information Owner(E1/E2) UserID of Project:*
- Select the zula approver delegation level: E3, E4, E5 (radio buttons)
- Delegated UserID for approval in ZULA (min E3/E4/E5):*

A red box highlights the "Copy to all other tools" button located at the top right of the form area.

- Be sure you've read the agreements and the costs for your project are known before you agree to them.
- By clicking the marked button you'll send the request for approval to your manager, after that it will be checked and approved by the GSEP team.

Agreements

By his signature the Requester and Requester's Manager agree on the following points:

- All non-RD users will be charged on per user/month basis. To see the cost info please click on the below link. [GSEP Cost Information](#)
- GSEP cannot be used for continuity-critical, integrity-critical or above confidential information.
- If the Zula delegate is not the Information Owner:
 - The Information owner must have signed the GSEP agreement.(For any queries please connect to [GSEP Ticket Self-Service](#)).
 - The delegate must be in the organization of the Information Owner.
- The responsible Information Owner is informed about the new project and that the project admins will have access to all the data stored in the project.
- For users of RD Germany (Passenger Cars): The responsible Department Manager is informed, that a transfer price will be charged.
- Any change in the project (ZULA approver, Information Owner, etc) should be immediately informed to GSEP from the mentioned Project Admins.

I accept the above agreements for project request creation.

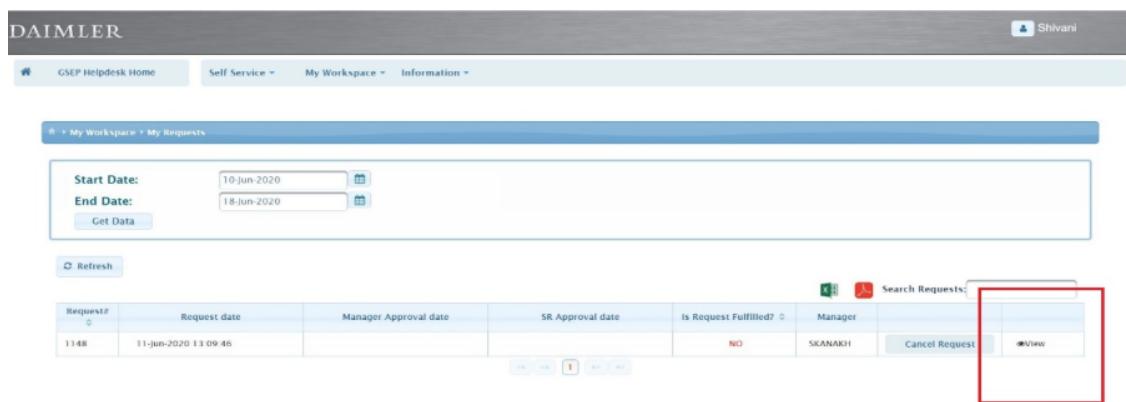
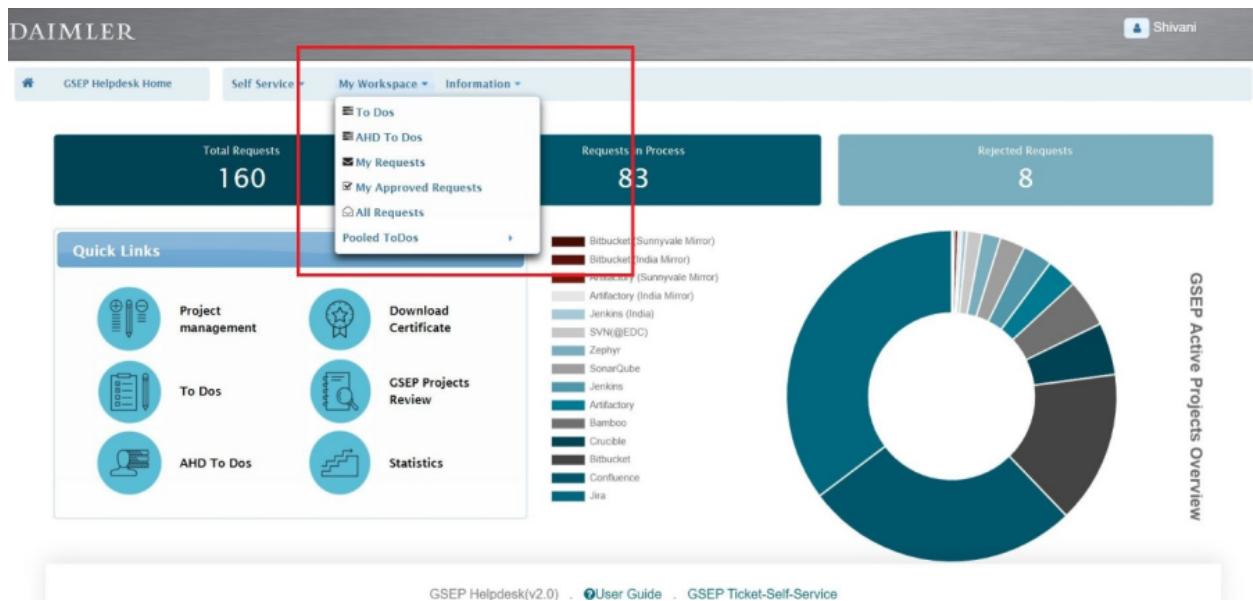
Send for Manager Approval **Cancel**

Relevant KB article in ServiceNow- [KB0345428⁶⁶](https://servicenow.i.mercedes-benz.com/esc?id=kb_article&table=kb_knowledge&sys_kb_id=f3ed63bbdbbf81d0db4a6b1405961976&recordUrl=%2Fkb_view.do%3Fsys_kb_id%3Df3ed63bbdbbf81d0db4a6b1405961976)

4.2.3 How to check status of your request?

Navigate to My Workspace > My Requests

⁶⁶ https://servicenow.i.mercedes-benz.com/esc?id=kb_article&table=kb_knowledge&sys_kb_id=f3ed63bbdbbf81d0db4a6b1405961976&recordUrl=%2Fkb_view.do%3Fsys_kb_id%3Df3ed63bbdbbf81d0db4a6b1405961976



There you can find your requests with the actual status.

Request in Creation >> Request pending with Manager >> Request pending with SR >> Request in process >> Request Completed RequestID: 1148

Project Creation Request Form

Requestor:	Shivani Kanakbara (SKANAKH)
Department:	IT/QIE
Manager of requestor(E5 or above):*	Shivani Kanakbara (SKANAKH)
Department Manager of requestor(E5 or above):*	Chaitra Partha Rao (CPARTHA)

Jira

BU Project(e.g NTG6, NTG7..):*	testNewUI
Project Name(e.g HMI, Radio Module..):*	testNewUI
Project Key(e.g NTGSHMI..):*	TESTNEWUI
Project Template Type:	Agile Scrum and Kanban
Primary Contact Person:*	Shivani Kanakbara (SKANAKH)
Secondary Contact Person:*	Shivani Kanakbara (SKANAKH)
Information Owner(E1/E2) UserID of Project:*	Ofek, Adi (640)
Select the zula approver delegation level:*	E3 E4 E5 SB
Delegated UserID for approval in ZULA (min E3/E4/E5/SB):*	Adi Ofek (ADOFEK)

Further Requests

Please create a demand in our Jira Service Desk in case that you need a migration or any other customization.

You will get access to GSEP Customer Service (GSEPCS) as soon as your project is created.
[Link to GSEPCS](#)

General Note

The definition & requirement of project key: Project key is a short unique identifier that forms a part of the URL for the project. Other entities within the projects are also

4.2.4 How to approve a project request on mobile or desktop device?

As a supervisor/manager you are going to receive an email with the relevant information when any of your team member submits a project creation request.

The name of the requestor and a direct link to the approval page on GSEP Helpdesk Portal.

To access the GSEP Helpdesk please use the WiW login credentials

 gsep-support <noreply-gsep@daimler.com> kanakbara, shivani (623)
 Project Request [REQUEST ID 1032]/Genehmigungsanfrage für ein neues Projekt auf der GSEP-Plattform/ Approval request for a new project on the GSEP-platform
This message was sent with High importance.

+++ Please find the English version below +++

Hallo Shivani Kanakbara

Hiermit teilen wir Ihnen mit, dass ein Projektantrag von Herrn/Frau Kanakbara(User ID: SKANAKH) für die Global Software Engineering Platform(GSEP) gestellt wurde.
 Bitte prüfen und genehmigen Sie den Antrag, indem Sie dem Link folgen und auf die Schaltfläche "Approve" klicken. <https://gsep-int.app.corp.intra.net/helpdesk/faces/portlets/ProRequestView.xhtml?requestId=1032&managerApproval=true>

Sie können die Anfrage jederzeit einsehen, indem Sie den GSEP-Helpdesk Service aufrufen. [GSEP Helpdesk](#)
 Wenn Sie weitere Fragen haben, wenden Sie sich bitte an den GSEP-Support und teilen Sie uns die Projektanfrage-ID aus der Betreffzeile mit.

Mit freundlichen Grüßen

Daimler AG
 Global Software Engineering Platform (GSEP) Support
 Interne Kunden: [Link to GSEP Ticket Self-Service](#)
 Telefon: +49 7031 90 89029 (English)
 Externe Kunden: gsep-support@daimler.com

+++++

Dear Mr./Ms. Shivani Kanakbara

We would like to inform you that a project creation request has been submitted by Mr./Ms. Kanakbara(User ID: SKANAKH) in the Global Software Engineering Platform(GSEP).
 Please check and approve the request by following the link and clicking on the "Approve" button. <https://gsep-int.app.corp.intra.net/helpdesk/faces/portlets/ProRequestView.xhtml?requestId=1032&managerApproval=true>

You can view the request at any time by launching the GSEP Helpdesk Service. [GSEP Helpdesk](#)
 If you have any further queries, please contact GSEP Support and share the Project Request id as mentioned in subject line.

Request in Creation >> Request pending with Manager >> Request pending with SR >> Request in process >> Request Completed RequestID: 1072

Project Creation Request Form

Requestor*: Shivani Kanakbara (SKANAKH)
Department*: ITT/Q/E
Manager of requestor(E5 or above)*: Shivani Kanakbara (SKANAKH)
Department Manager of requestor(E5 or above)*: Chaitra Partha Rao (CPARTHA)

Jira

BU Project(e.g NTC6, NTC7..):* testjj
Project Name(e.g HMI, Radio Module..):* testjj
Project Key(e.g NTCSHMI..):* TESTJJ
Project Template Type: Agile Scrum and Kanban [More Template Information](#)
Primary Contact Person: Shivani Kanakbara (SKANAKH)
Secondary Contact Person: Shivani Kanakbara (SKANAKH)
Information Owner(E1/E2) UserID of Project*: Ofek, Adi (640)
Select the zula approver delegation level: E3 E4 E5 SB
Delegated UserID for approval in ZULA (min E3/E4/E5/SB):* Adi Ofek (ADOFEK)

Further Requests

Please create a demand in our Jira Service Desk in case that you need a migration or any other customization.

You will get access to GSEP Customer Service (GSEPCS) as soon as your project is created.
[Link to GSEPCS](#)

General Note

The definition & requirement of project key: Project key is a short unique identifier that forms a part of the URL for the project. Other entities within the projects are also dependent on the project key (For example in Jira it will be used as a prefix for the project's issue keys). Usually, we select project key as a combination of characters from BUname and Project name. Not more than 10 characters are permitted and that too without any Special Characters (\$,%,_ etc).

* In ZULA you will find your project associated to the BU Project, on GSEP the project name consists out of BU project and your project name (e.g. NTO6-HMI)
[Link to ZULA](#)

All the respective users including Project Admins should follow the Zula process to get the GSEP Access (Admin access will not be provided as part of project creation requests).

Agreements

By his signature the Requester and Requester's Manager agree on the following points:

- ✓ GSEP cannot be used for continuity-critical, integrity-critical or above confidential information.
- ✓ If the Zula delegate is not the Information Owner:
-The Information owner must have signed the GSEP agreement.(For any queries please connect to [GSEP Ticket Self-Service](#)).
-The delegate must be in the organization of the Information Owner.
- ✓ The responsible Information Owner is informed about the new project and that the project admins will have access to all the data stored in the project.
- ✓ For users of requirements out of RD Germany (Passenger Car), a responsible Department Manager is informed, that a transfer price will be charged.
- ✓ Any change in the project responsible (ZULA approver, Information Owner, etc) should be immediately informed to GSEP from the mentioned Primary/Secondary Contact Persons.

I accept the above agreements for project request creation.

[Approve](#) [Reject](#)

On the approval page you will find all detail information about the requestor, the requested applications, project names and data owners.

On the bottom of the page please mark the checkbox and approve or reject the request.

Alternatively, a manager can always find the request they need to approve in GSEP Helpdesk.

Please login to GSEP Helpdesk.

Navigate to **My Workspace > To Dos**

4.2.5 How to cancel existing request?

Users have an option to cancel their Project Request after submission.

Incase if users have submitted request with incorrect data or manager is not available for approval, then users can cancel their pending request and place a fresh request with correct data.

- Navigate to **GSEP Helpdesk → My Requests**

- Click on "Cancel Request" button to cancel your request.
- NOTE: The "Cancel Request" button will be enabled only until Manager has not approved your request. You cannot cancel your request after manager has approved it.
- In order to cancel request after manager approval please contact GSEP Support

The screenshot shows the 'My Requests' section of the GSEP interface. At the top, there are date filters ('Start Date: 24-Aug-2019', 'End Date: 24-Sep-2019') and a 'Get Data' button. Below is a table with columns: Request#, Request date, Manager Approval date, SR Approval date, Is Request Fulfilled?, Manager, and Actions (including a 'Cancel Request' button). The 'Cancel Request' button for the first row (Request# 773) is highlighted with a red box.

4.2.6 Review your GSEP Projects

At any point of time users can check for details related to their GSEP Projects.

Login to GSEP Helpdesk

Navigate to **Information > GSEP Projects**

Search for Projects by entering all or any one of the details below:

- Tool Name
- Project Key
- Zula Approver

The screenshot shows the 'GSEP Projects' search interface. It includes fields for 'Project key:', 'Tools:' (set to 'Jira'), and 'Zula Approver(SHORT ID:)'. A dropdown menu above the search bar shows options: 'Information', 'GSEP Projects' (which is selected and highlighted with a red box), 'Project Cost Information', and 'Project Request DataView'. Below the search bar is a table with columns: BU Name, Sub Project, Project Key, Tool, Zula Approver, Primary Contact, Secondary Contact, Zula Approver Department, Is Active, and Created date. The table lists various projects like 'Asia Navigation Development', 'Gesture Recognition Xilinx', etc., with their respective details.

4.2.7 How to modify Project Information

Project information change (i.e. **Approver Change, Primary Contact Change, Secondary Contact Change & Project Name Change**) can be initiated as a self-service via [GSEP-Helpdesk portal](https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml)⁶⁷.

Note: For modifying Project Focus in Helpdesk , please refer this document- [Project Focus in Helpdesk - GSEP User Knowledge Base](#)⁶⁸.

Who can initiate a change?

One of the existing authorized member (i.e. **Zula Approver/Primary Contact/Secondary Contact**).

1. Login to [GSEP-Helpdesk Portal](https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml)⁶⁹ → Click on “Project Modification”

The screenshot shows the DAIMLER GSEP Helpdesk Home page. At the top, there's a navigation bar with links for 'GSEP Helpdesk Home', 'Self Service', 'My Workspace', and 'Information'. Below this is a large teal box labeled 'Total Requests' containing the number '2'. Underneath is a 'Quick Links' section with several items: 'Project Creation' (pencil icon), 'Download Certificate' (star icon), 'GSEP Projects Review' (document icon), 'Statistics' (bar chart icon), 'Project Modification' (pencil icon with a yellow 'New' tag), 'To Dos' (list icon), and 'AHD To Dos' (person icon). The 'Project Modification' link is highlighted with a yellow box.

⁶⁷ <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

⁶⁸ <https://gsep.daimler.com/confluence/display/GSEPUKB/Project+Focus+in+Helpdesk>

⁶⁹ <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

2. Update the respective project that you're authorized for, by clicking on “Edit” button as shown below -

Project ID	Project Key	BU Name	Project Name	Tool	Zula Approver	Primary Contact	Secondary Contact
9991	GSEPIEA	CSEP IEA Collaborations	GSEP IEA Sync	Confluence	PSANTHA	MOSIDDI	RAJAR11

⚠️ If you are on the edit form below and you change one contact, please **click every search symbol at least once** to ensure the listed user is still available - otherwise there will be an error message!

Change Project Details

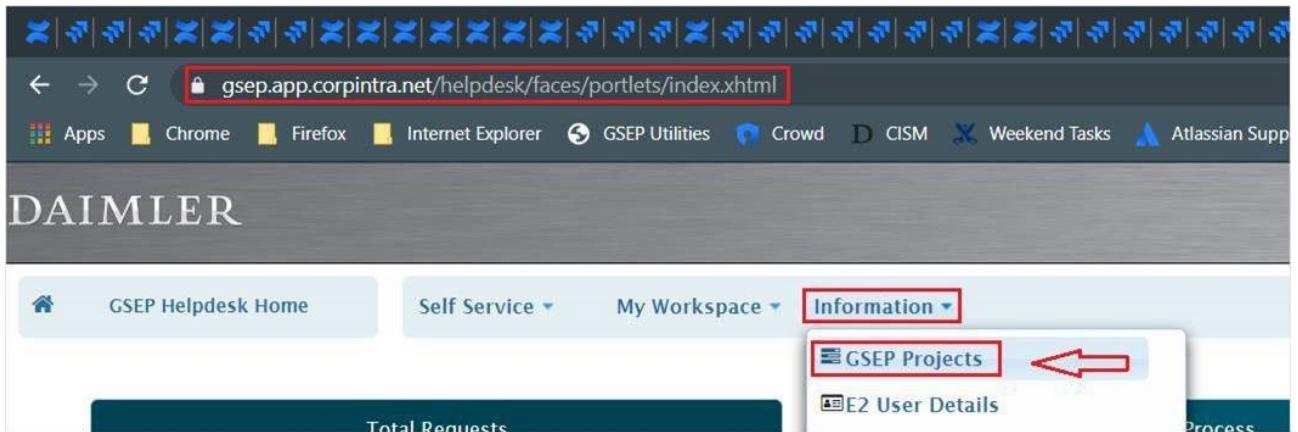
Project Name	Agosense Sync
Project Focus Company	Mercedes Benz
Information Owner(E1/E2):	Haasis, Siegmar
Zula approver delegation level:	E3 E4 E5 SB
Zula Approver	BOPOUNA
Primary Contact	TSCHOSE
Secondary Contact	ABELEBR

Buttons: Modify, Cancel

3. If you don't find the project(s) under “Project Modification” area for which you would like to initiate the change request,

then please do search the respective projects under “GSEP Projects” as shown below & **request one of the existing authorized member to initiate the change request.**

Step 1.



Step 2. possible searches; project key search, approver wise search & tools wise search. Example below -

BU Name	Sub Project	Project Key	Tool	Zula Approver	Primary Contact	Secondary Contact	Zula Approver Department	Is Active	Created date	Edit
Powertrain	Automated IBN Testing	IBNTTEST	Jira	BSETHUR	JAINARP	SAUCHAK	RD I/CEP	true	24-Sep-2018 07:32:01	
PT-HIL TEST DEVELOPMENT	PT-HIL TEST	PTHILTEST	Zephyr	BSETHUR			RD I/CEP	true		
HVDAAD	HYB42	HYBFT	Bamboo	BSETHUR			RD I/CEP	true		
PT	PT-SBM	PTSBM	Bamboo	BSETHUR			RD I/CEP	true		
PT	DEJ	PTDEJ	Bamboo	BSETHUR			RD I/CEP	true		

Note: Incase all the existing authorized members (i.e. Zula Approver/Primary Contact/Secondary Contact) has left the organization, then their successor information can be updated with the help of **GSEP Application Helpdesk**.

Use one of the following links to report any GSEP Incident & Inquiry/help → [MBAG Webticket\(ITSM\)⁷⁰](#), [DTAG Webticket \(JSM\)⁷¹](#) & [Suppliers Webticket \(CSM\)⁷²](#)

① Please follow the links on <https://gsep.daimler.com/> to create GSEP support tickets or to open the UKB “How to get help”⁷³ page.

⁷⁰ https://servicenow.i.mercedes-benz.com/esc?id=sc_cat_item&sys_id=062eec1f1b0c605093b43113dd4bcbf0

⁷¹ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/261>

⁷² <https://digitalservices.mercedes-benz.com/sp/>

⁷³ <https://gsep.daimler.com/confidence/x/tCdKI>

4.2.8 Process Of De-activating Projects

Project deactivation request can be initiated as a self-service via [GSEP-Helpdesk portal](#)⁷⁴.

Who can initiate a deactivation request ?

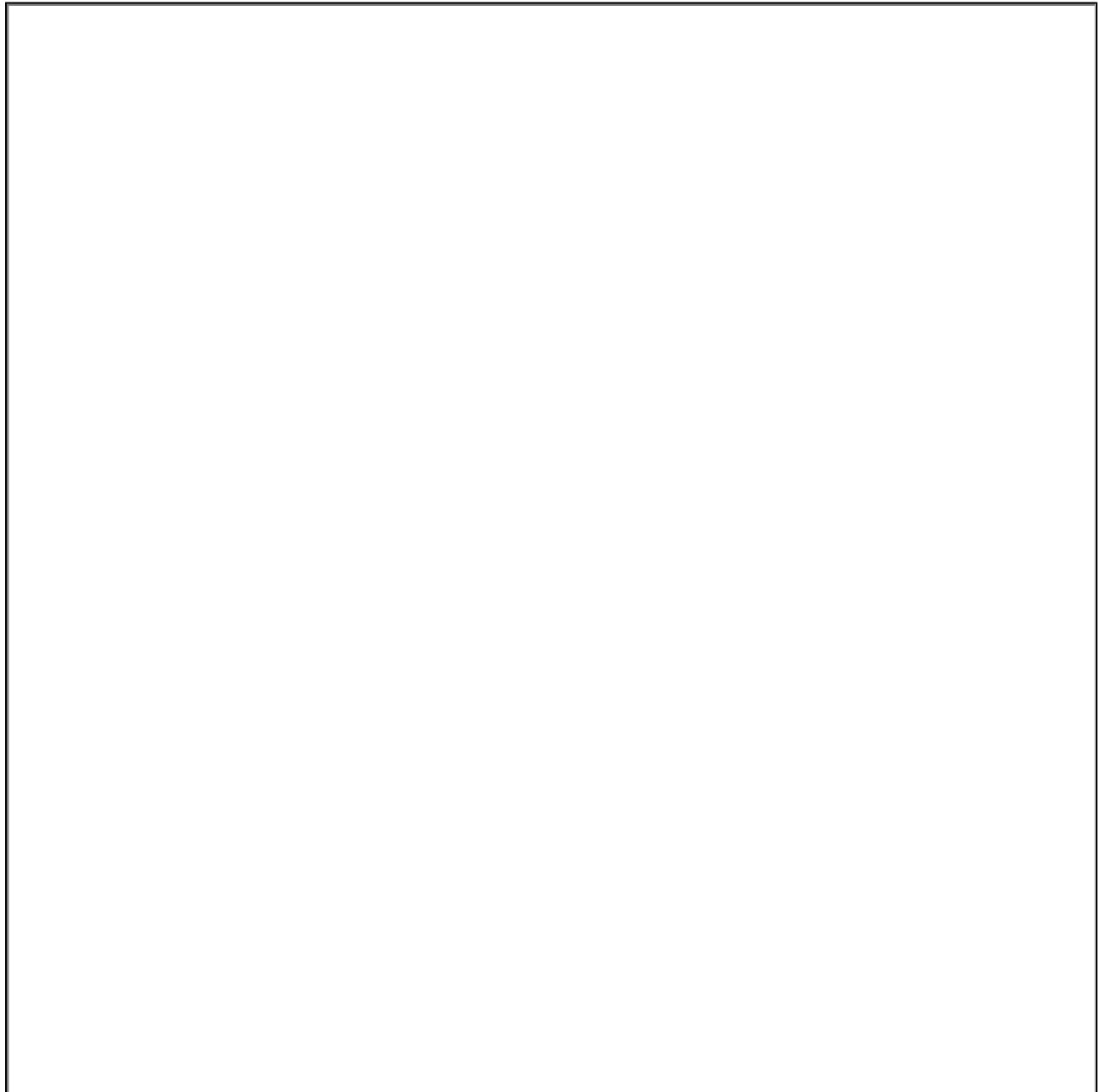
One of the existing authorized member (i.e. **Zula Approver/Primary Contact/Secondary Contact**).

How to place Deactivation Request:

Navigate to "Self Service" -> "Project and Access" -> "Project Modification Request".

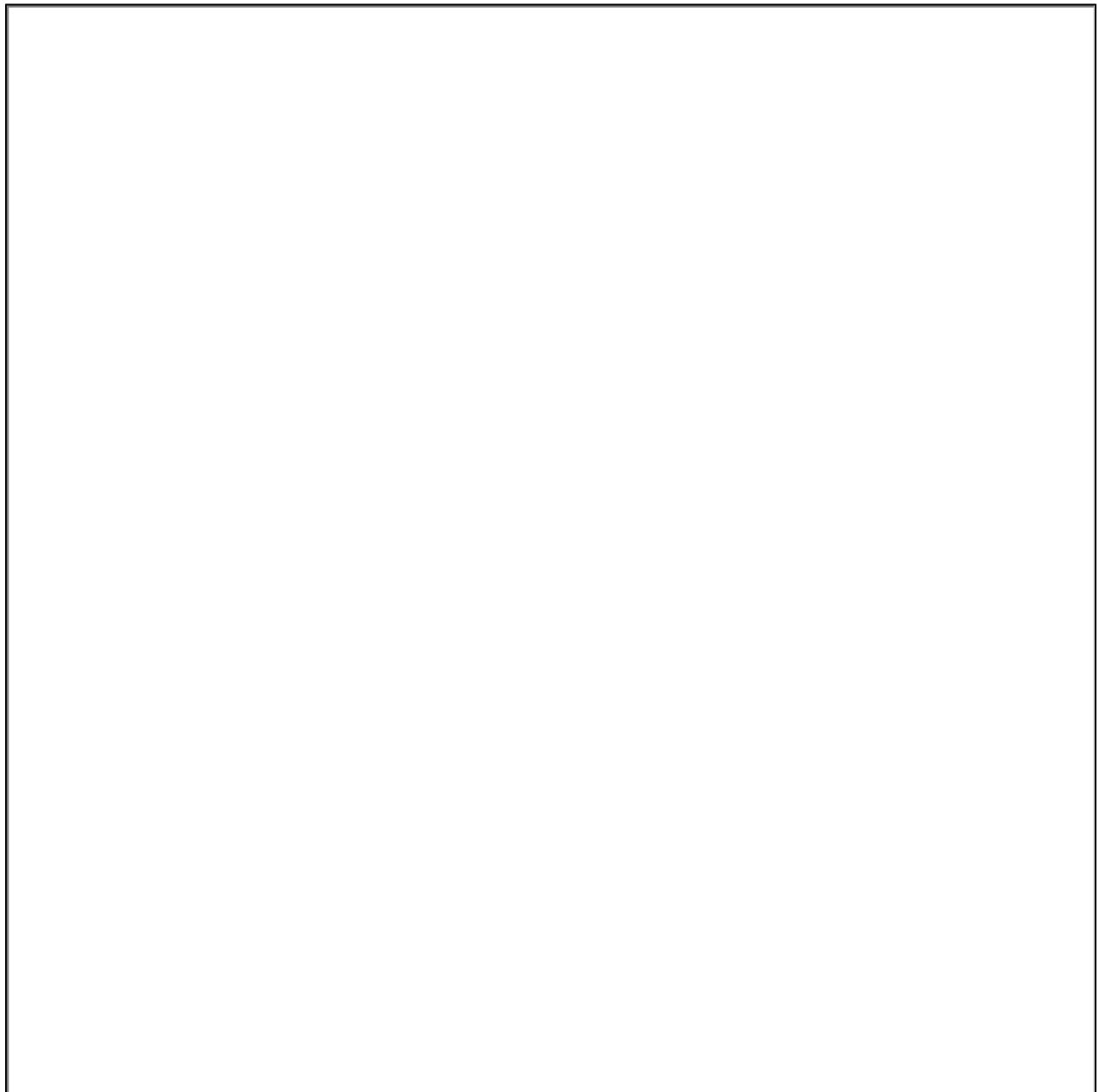
Then click on **Deactivate** button

⁷⁴ <https://gsep.app.corpintra.net/helpdesk/faces/portlets/index.xhtml>

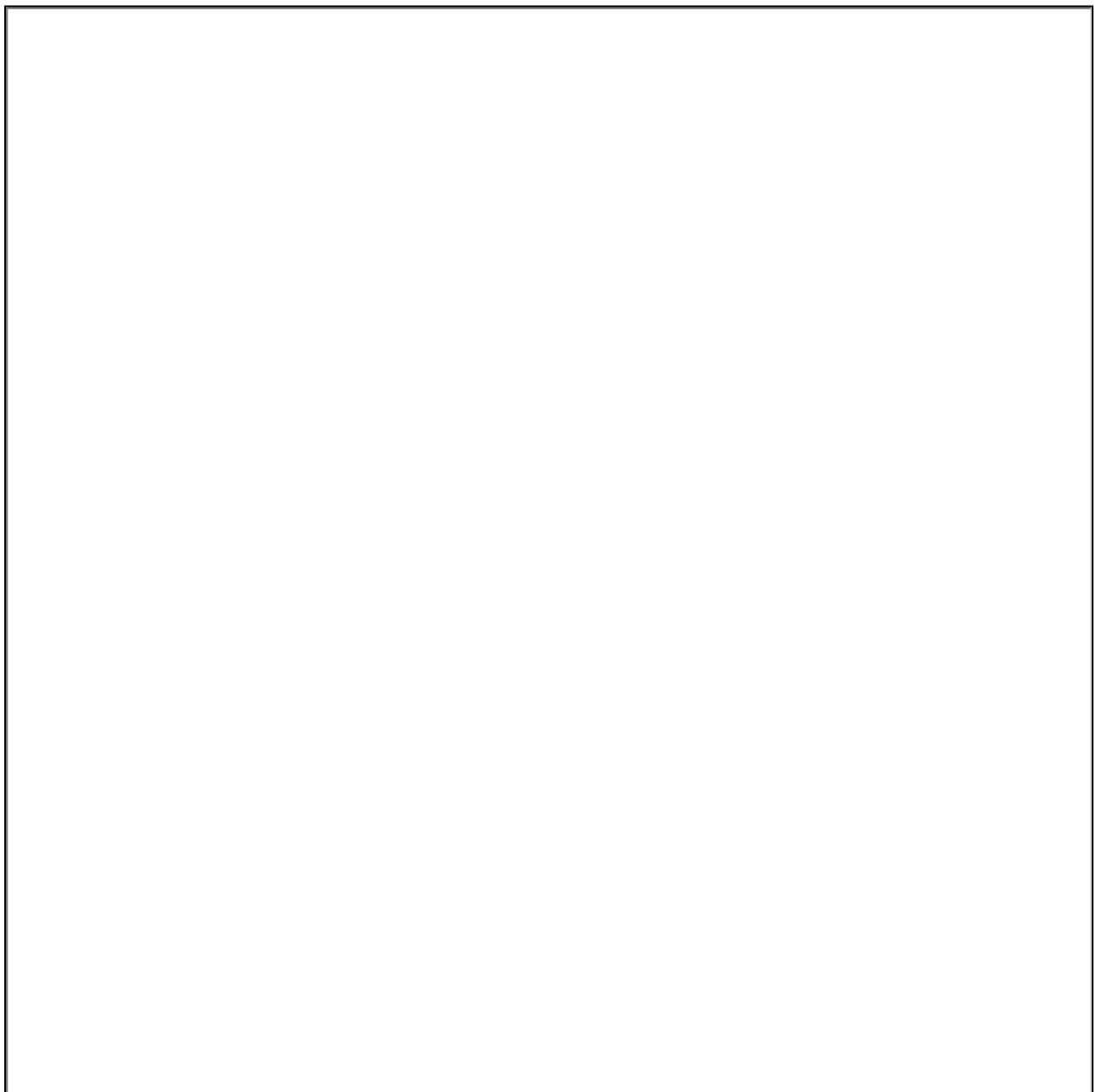


Click on **Deactivate** button then confirmation popup will show. then please read the warning message carefully and click **Confirm** button if you want to proceed further.

Once request is placed then user will receive the deactivation request creation mail with request ID.



User can track the request status in My Workspace → My Change Requests → My Deactivation Requests tab.



Incase all the existing authorized members (i.e. Zula Approver/*Primary Contact/Secondary Contact*) has left the organization, then their successor information can be updated with the help of **GSEP Application Helpdesk**.

Relevant KB Article- [KB0345428⁷⁵](#)

Use one of the following links to report any GSEP Incident & Inquiry/help à [MBAG Webticket\(ITSM\)⁷⁶](#), [DTAG Webticket \(JSM\)⁷⁷](#) & [Suppliers Webticket \(CSM\)⁷⁸](#)

⁷⁵ <https://servicenow.i.mercedes-benz.com/esc?>

⁷⁶ https://servicenow.i.mercedes-benz.com/esc?&table=kb_knowledge&sys_kb_id=f3ed63bbdbbf81d0db4a6b1405961976&recordUrl=%2Fkb_view.do%3Fsys_kb_id%3Df3ed63bbdbbf81d0db4a6b1405961976

⁷⁷ <https://gsep.daimler.com/servicedesk/servicedesk/customer/portal/261>

⁷⁸ <https://digitalservices.mercedes-benz.com/>

① Please follow the links on <https://gsep.daimler.com/> to create GSEP support tickets or to open the UKB “How to get help”⁷⁹ page.

4.2.9 Project Focus in Helpdesk

GSEPCS-32626

Problem statements:

Project Focus in Helpdesk :

User will get an option to choose between **Mercedes Benz** and **Daimler Trucks** while creating project.

The screenshot shows the 'Project Creation Request Form' on the DAIMLER Helpdesk. The 'Project Focus Company' dropdown menu is open, displaying two options: 'Mercedes Benz' and 'Daimler Trucks'. The 'Mercedes Benz' option is highlighted with a yellow background. The rest of the form includes fields for Requestor, Department, Manager of requestor(E5 or above), Department Manager of requestor(E5 or above), and Tools, along with a 'Further Requests' section and a note about GSEPCS access.

Users (POCs of the project) can modify existing project Information :

by navigating to **Self Service > Project and Access > Project Modification Request**,

⁷⁹ <https://gsep.daimler.com/confluence/x/tCdKI>

Change Project Details

Project Id	4795
Project Key	TESTRETRY
Bu Name	testretryall-test123
Project Name	testretry
Project Focus Company	Please Select
Information Owner(E1/E2):	Please Select Mercedes Benz Daimler Trucks
Zula approver delegation level:	E5 E4 E3 E6
Zula Approver	KMAJUMD

Once the request is placed same can viewed in **My Workspace > My Change Requests** :

DAIMLER

My Change Requests														
Change Request ID	Created By		Request Date		Tool	Project Key		Status						
6450	VATSJHA		2021-11-19 18:54:59.0	Jenkins	TESTJEN226		Completed							
testjen	testjen	testjen672	testjen672	Daimler Trucks	Mercedes Benz	ADOFEK	ADOFEK	ADOFEK	ADOFEK	ADOFEK	NAZMAS	NAZMAS	VAT:	

Solution:-

Make the selectbox field **read mode** for both **Project Creation** and **Project Modification** forms.

Implementation

Changes need to be implemented in below files.

- ProModificationRequest.xhtml

- ProRequest.xhtml

4.2.9.1 Add a clause in Helpdesk Project information page

GSEPCS-32660

Problem statements:

Need to add below clause in Helpdesk Project information page

Target platform = **Not Applicable** "this means that such projects will not be migrated to any target platforms and those will be trashed during GSEP sundown"

The screenshot shows the GSEP Helpdesk Project Information page. At the top, there is a banner stating: "existing GSEP platform will be sundowned at the end of August 2023. For more information, please visit GSEP - Future Strategy." The header includes the Mercedes-Benz logo, the user name "Ashutosh", and navigation links for "GSEP Helpdesk Home", "Self Service", "My Workspace", and "Information". Below the header, the breadcrumb navigation shows "Information > GSEP Projects". A search bar with placeholder text "Fill atleast one or more details and click on Search projects" contains fields for "Project key:", "Tools:", and dropdown menus for "Zula Approver(SHORT ID)" and "Zula Approver". There are also "Search Projects" and "Get All Projects" buttons. A yellow circle highlights the first two columns of the table header: "BU Name" and "Sub Project". The table header has 16 columns with the following headers: BU Name, Sub Project, Project Key, Project Focus Company, Target platform, Zula Approver, Primary Contact, Secondary Contact, Tool, Zula Approver Department, Zula Approver Level, E1/E2 User, Is Active, Is Readonl, Created date, and Edit. The message "No requests found." is displayed below the table. At the bottom of the page, there are pagination controls and a page number "50".

Implementation

Changes need to be implemented in below files.

- ProjectRequestInfo.xhtml

5 Troubleshooting Access to GSEP

