

2.2 Technician

The screenshot shows the 'Users - Technicians' page in the ManageEngine ServiceDesk Plus interface. The left sidebar contains a navigation menu with options like Organizational Details, Users, Roles, and Technicians (which is currently selected). The main content area displays the details for a technician named 'Marva_Technician2'. The details are organized into sections: 'User Details' (showing Name, First Name, Middle Name, Last Name, VIP User status, Employee ID, Department Name, Mobile, Description, and SMS Mail ID), 'Relationships', 'Associations', and 'History'. The 'User Details' section shows that the technician is named 'Marva_Technician2', has a first name of 'Marva_Technician2', a middle name of '-', and a last name of '-'. They are not a VIP user, have an employee ID of 21202204249, work in the IT Service department, and have a mobile number of '-'. Their description is 'Teknisi 2' and their SMS mail ID is '-'. The 'Associations' section shows that the technician is associated with the 'Hardware Technicians' group. The 'History' section is currently empty. The interface also includes a search bar at the top left and a 'Previous/Next' navigation bar at the top right.

Name	First Name	Middle Name	Last Name	VIP User	Employee ID	Job title	Phone	Business Impact	Primary Email	Secondary Email ID(s)
Marva_Technician2	Marva_Technician2	-	-	No	21202204249	Hardware Technicians	-	High	Technician2@sagfarma.com	-

The screenshot shows the 'Users - Technicians' page in the ManageEngine ServiceDesk Plus interface, displaying a list of technicians. The left sidebar contains a navigation menu with options like Organizational Details, Users, Roles, and Technicians (which is currently selected). The main content area displays a table of technicians. The table has columns for Name, Login Name, Primary Email, Department Name, Site, and Phone. The table lists several technicians, including 'administrator', 'Shawn Adams', 'Heather Graham', 'John Roberts', 'Howard Stern', 'Jeniffer Doe', 'Orvala_Technici...', and 'Marva_Technici...'. The 'Marva_Technici...' entry is highlighted, showing details for 'Marva_Technician2' with a login name of '21202204249', a primary email of 'Technician2@sagfarma...', and a department of 'IT Service'. The interface also includes a search bar at the top left and a 'Previous/Next' navigation bar at the top right.

Name	Login Name	Primary Email	Department Name	Site	Phone
administrator	administrator	-	-	-	1234455
Shawn Adams	-	-	-	-	925-852-2588
Heather Graham	-	-	-	-	925-852-2602
John Roberts	-	-	-	-	925-852-2592
Howard Stern	-	-	-	-	925-852-2645
Jeniffer Doe	-	-	-	-	925-852-2564
Orvala_Technici...	11202204249	Technician1@sagfarma...	IT Service	-	-
Marva_Technici...	21202204249	Technician2@sagfarma...	IT Service	-	-

Membuat akun teknisi

2.3 Users

The screenshot shows the 'Users' page in the ManageEngine ServiceDesk Plus interface. The left sidebar contains a navigation menu with options like Users, Roles, User - Additional Fields, Technicians, Support Groups, Group Roles, User Groups, Active Directory, LDAP, SAML Single Sign On, Leave Types, Technician Auto Assign, Helpdesk Customizer, Incident Management, and Problem/Change Management. The main content area displays the details for a user named 'Orvala_Requester'. The user's email is 'Orvala@sagfarma.com' and their job title is 'Engineering Staff'. The 'User Details' tab is active, showing fields for Name, Middle Name, VIP User, Employee ID, Department Name, Mobile, Description, SMS Mail ID, Cost per hour, Service Request, First Name, Last Name, Job title, Phone, Business Impact, Primary Email, Secondary Email ID(s), Project Roles, and Reporting To. A 'User Group Added' notification is visible at the bottom of the page.

Field	Value
Name	Orvala_Requester
Middle Name	-
VIP User	No
Employee ID	1202204249
Department Name	Engineering
Mobile	-
Description	User
SMS Mail ID	-
Cost per hour (\$)	0.00
Service Request	No
First Name	Orvala_Requester
Last Name	-
Job title	Engineering Staff
Phone	-
Business Impact	-
Primary Email	Orvala@sagfarma.com
Secondary Email ID(s)	-
Project Roles	-
Reporting To	John Roberts

Membuat akun user

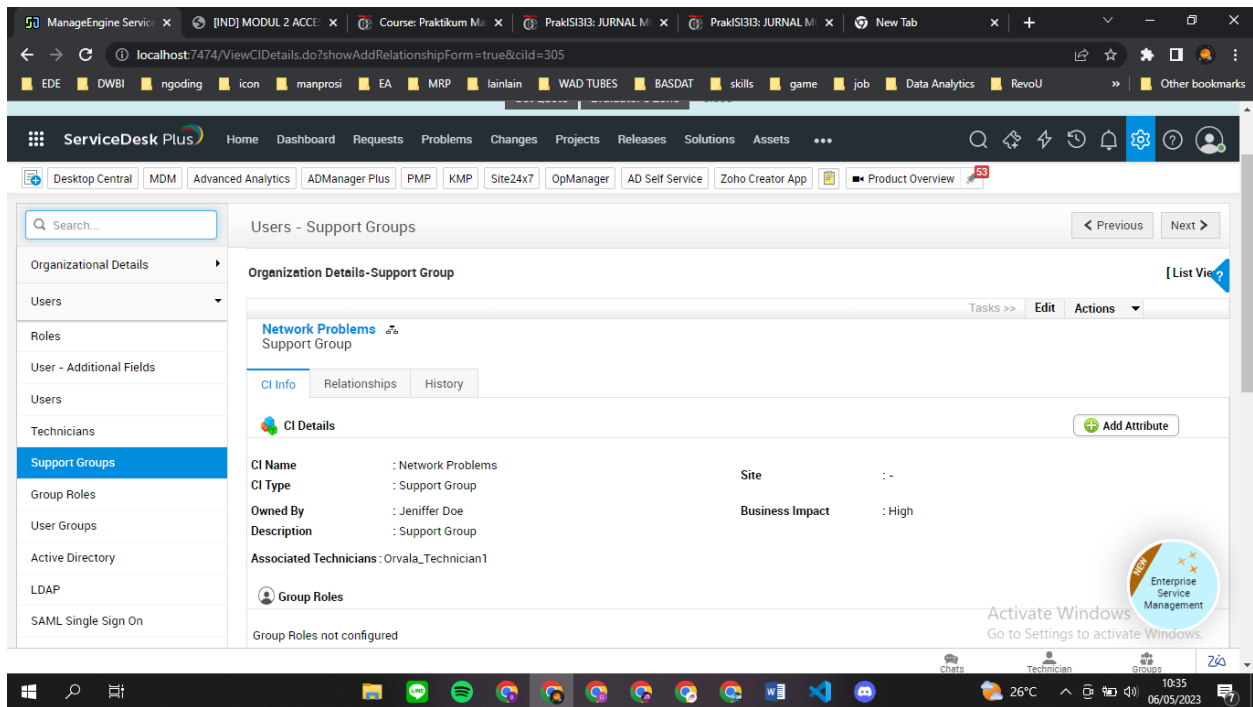
2.4 User Groups

The screenshot shows the 'User Groups' page in the ManageEngine ServiceDesk Plus interface. The left sidebar contains a navigation menu with options like Organizational Details, Users, Roles, User - Additional Fields, Users, Technicians, Support Groups, Group Roles, User Groups, Active Directory, LDAP, SAML Single Sign On, Leave Types, Technician Auto Assign, and Helpdesk Customizer. The main content area displays the details for a user group named 'Engineering'. The user group's description is 'User Group Engineering'. A 'User Group Added' notification is visible at the bottom of the page.

Field	Value
Name	Engineering
Description	User Group Engineering

Membuat user group

2.5 Support Groups



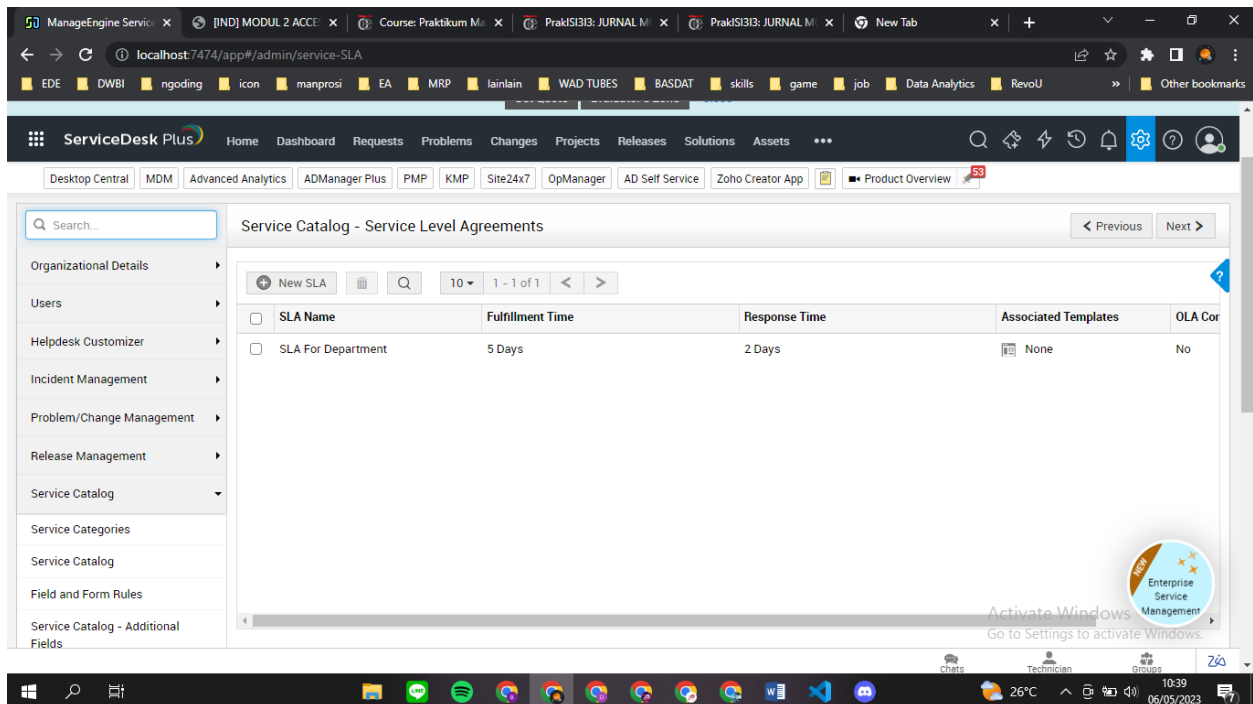
The screenshot shows the ServiceDesk Plus interface for the 'Users - Support Groups' section. The left sidebar contains a navigation menu with options like Organizational Details, Users, Roles, and Support Groups (which is currently selected). The main content area displays the 'Organization Details-Support Group' for a group named 'Network Problems'. It includes tabs for CI Info, Relationships, and History. The 'CI Details' section shows the following information:

Field	Value
CI Name	Network Problems
CI Type	Support Group
Owned By	Jeniffer Doe
Description	Support Group
Associated Technicians	Orvala, Technician1
Site	--
Business Impact	High

Below this, there is a section for 'Group Roles' which states 'Group Roles not configured'. The bottom of the screen shows a Windows taskbar with various application icons and a system tray displaying the date and time as 06/05/2023.

Membuat support group Network Problems

2.6 Service Catalog - Service Level Agreement (SLA)



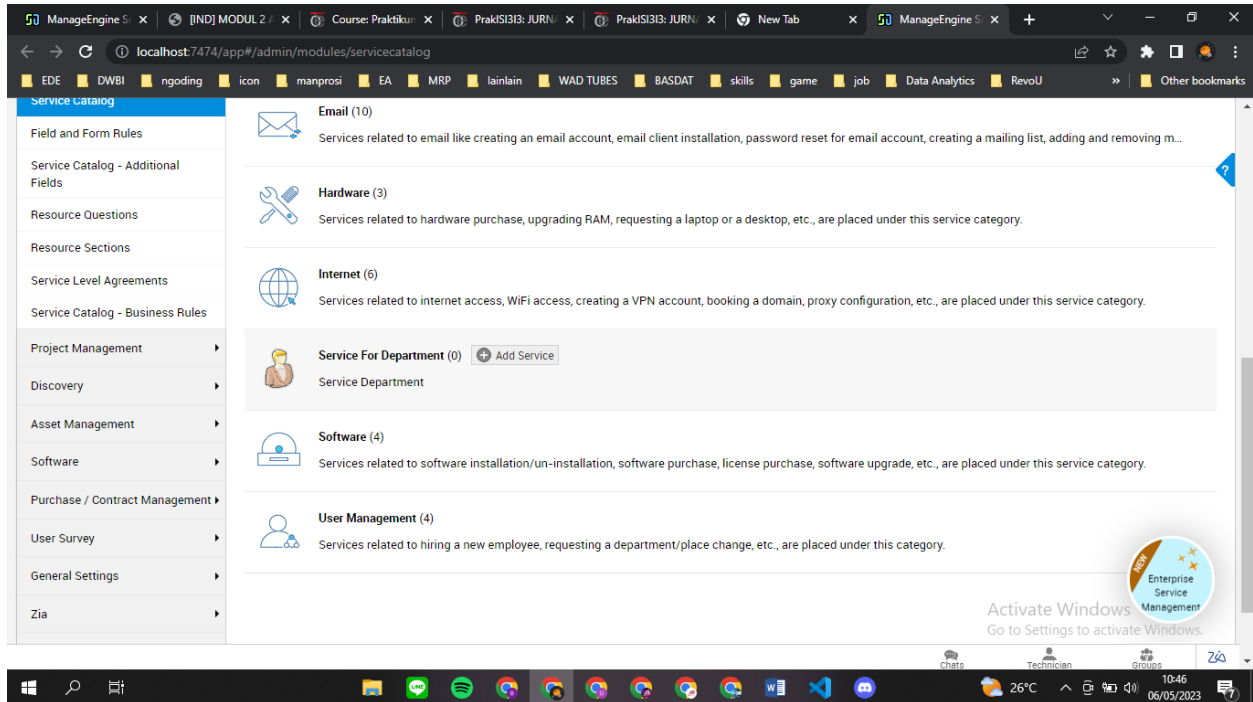
The screenshot shows the ServiceDesk Plus interface for the 'Service Catalog - Service Level Agreements' section. The left sidebar contains a navigation menu with options like Organizational Details, Users, Helpdesk Customizer, Incident Management, Problem/Change Management, Release Management, Service Catalog (which is currently selected), Service Categories, Service Catalog, Field and Form Rules, and Service Catalog - Additional Fields. The main content area displays a table of Service Level Agreements (SLAs).

SLA Name	Fulfillment Time	Response Time	Associated Templates	OLA Cor
SLA For Department	5 Days	2 Days	None	No

The table has a search bar and a 'New SLA' button at the top. The bottom of the screen shows a Windows taskbar with various application icons and a system tray displaying the date and time as 06/05/2023.

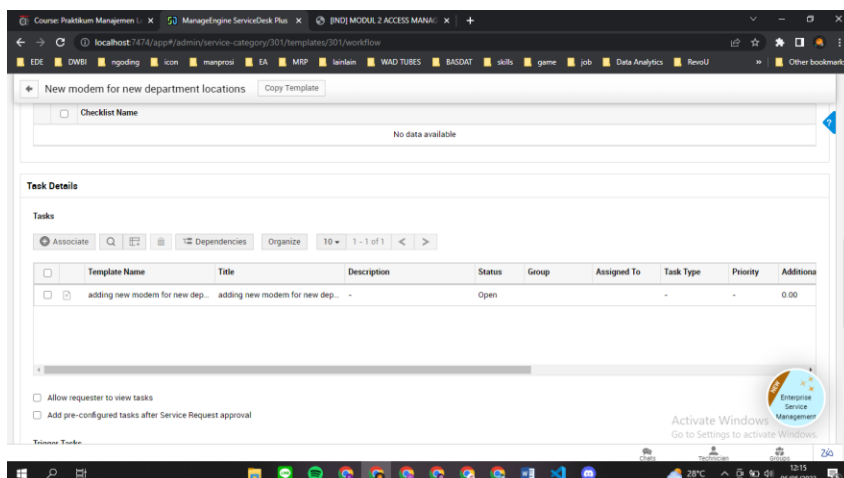
Membuat SLA Department dengan ketentuan eskalasi kepada teknisi setelah empat hari jika administrator tidak menyelesaikan masalah sendiri

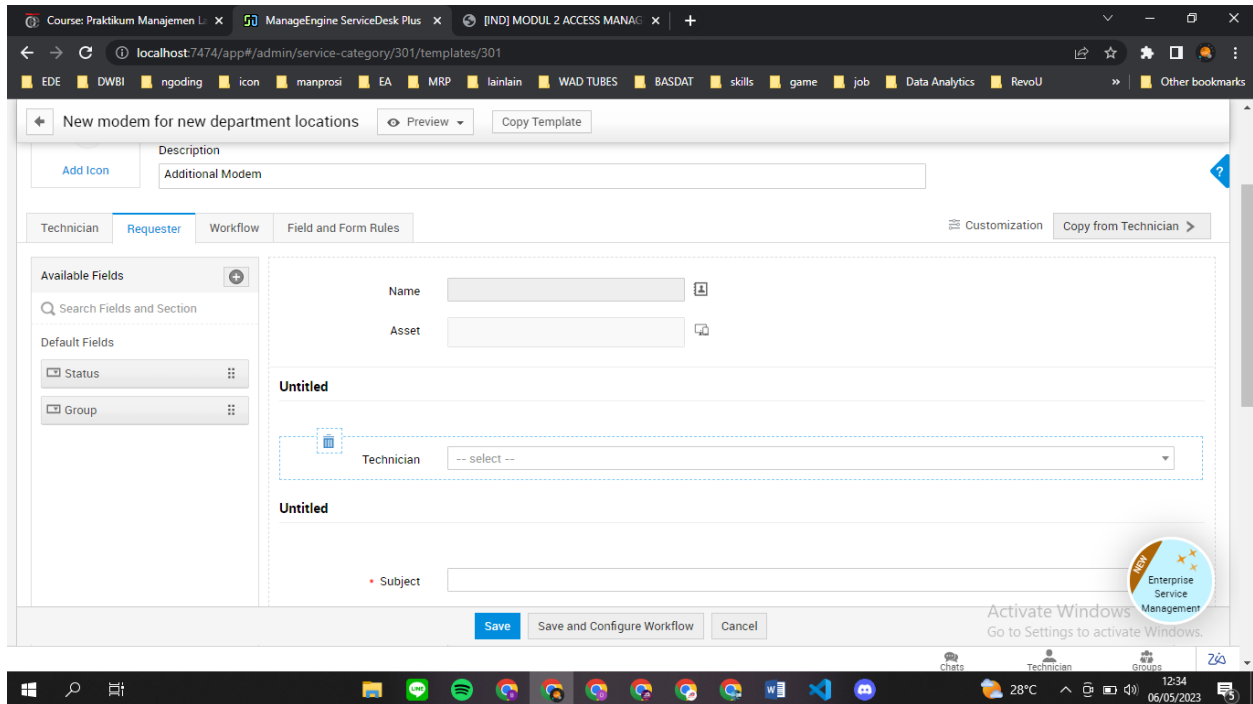
2.7 Service Catalog - Service Category



Service category untuk department

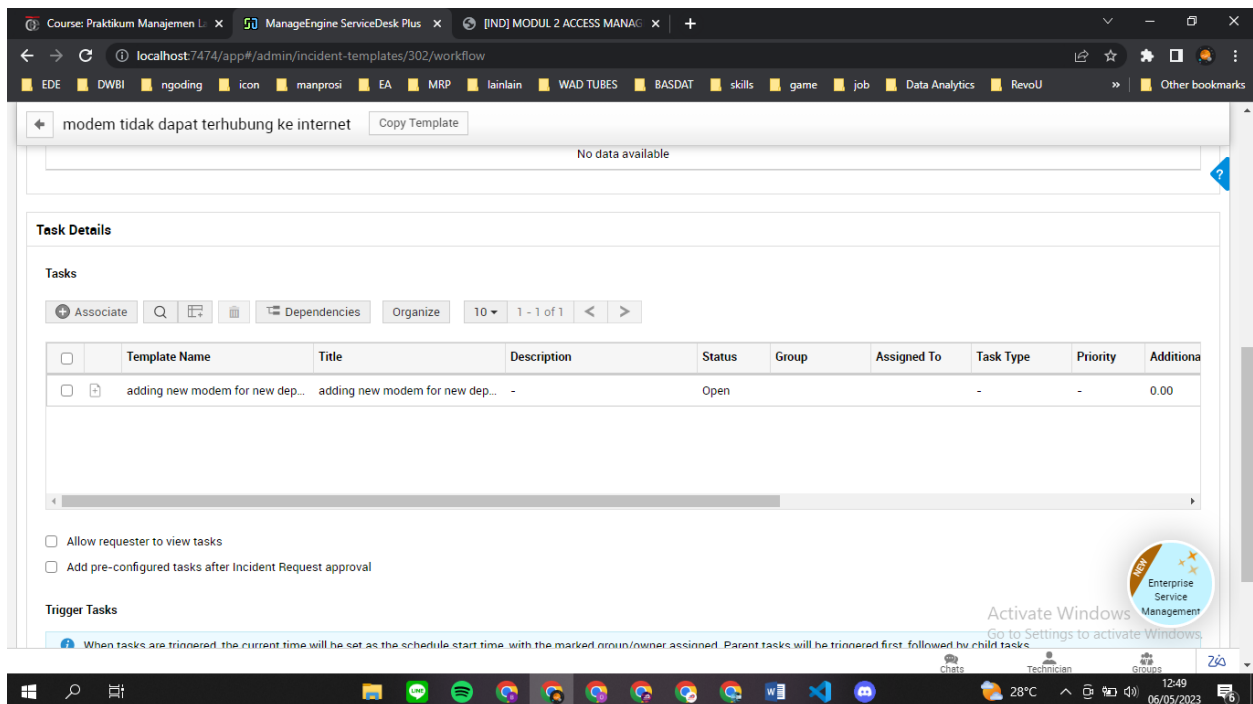
2.8 Service Catalog configuration “New User Service”





Service catalog: menambah user service baru dan task telah di associate.

2.9 Incident Template



Berhasil mengkonfigurasi task pada incident template