



SOP For Service Desk – IT & IMS

Information Classification	Internal
Distribution	Internal Distribution
Access	Internal Use Only

SPACE INVENTIVE PRIVATE LIMITED

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1. Purpose

The purpose of this SOP is to provide a standard operating procedure for employees to raise tickets for any IT or Integrated Management Services (IMS) issues. This ensures that all technical and Security-related problems are resolved in a systematic and timely manner.

2. Scope

This procedure applies to all employees who encounter IT or IMS-related issues within the organization and need to raise a service request for resolution.

3. Before raising a ticket, employees should:

- Have a valid login to the ticketing tool through Outlook.
- Ensure that the issue is categorized under IT or IMS service desk.

4. Definitions

- **IT Issue:** Any issue related to software, hardware, networking, or user access.
- **IMS Issue:** Any issue related to Security, Compliance, Incident, Phishing and any unauthorized access.

5. Procedure for Raising a Ticket

Step 1: Log into the Ticketing Tool

- Open the ticketing tool via [<https://spacemm.sharepoint.com/sites/Inventiv-In/layouts/15/listforms.aspx?cid=YWI4ZTc4NGItZW4YS00MzA3LWJlOGMtODhiNzhjZjY5NDZAz&nav=NjQwY2VmMDYtYWJzMy00N2QzLTgzMWUtNjgyZDgxOTU2MjY5>].
- Enter your username and password to access the tool.

Step 2: Fill in required Information

Issue Briefly state the problem or request you are reporting. If necessary, mention how the issue is impacting your work or the business operations.



Service Desk - IT & IMS

Hi Kiran Varma Dandu, when you submit this form, the owner will see your name and email address
kiran_varma.dandu@spaceinventive.com

Issue

Briefly state the problem or request you are reporting.

System Issue

Step 3: Fill in required Information

Issue Description: Provide a clear, description of the problem. Include details such as error messages, the environment (e.g., software version, OS), and steps to replicate the issue if possible.

Issue Description *

Elaborate on the problem, sharing any relevant information or observations.

Slow performance issue facing from the past 3 days ...

Step 4: Category/Subcategory

Choose the correct category and subcategory. For example:

- IT Issue: Software, performance Issue, Network Issue
- IMS Issue: Security, compliance, Incident, Phishing

Category

Select a category to help route the ticket to the right team.

Type to filter

IT

IMS

Step 5: Priority Level

Select the priority level based on the severity of the issue. Generally, there are three levels:

- Low: Minor issues with no immediate impact on work.
- Medium: Issues that affect productivity but can be worked around.
- High: Critical issues causing significant disruptions to business operations

Ticket Priority

Indicates the urgency and importance of resolving the ticket.

LOW ✕

Type to filter

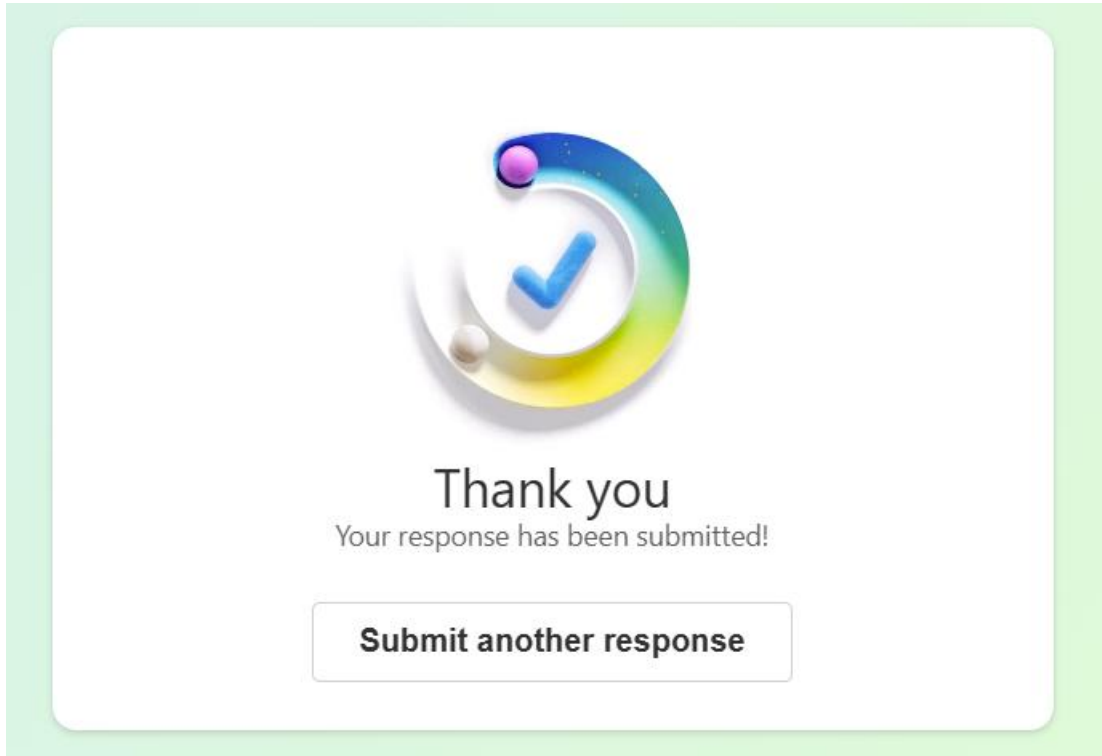
Submit

HIGH

MEDIUM

Step6: Submit the Ticket

- Review the information to ensure accuracy.
- Click the Submit button to raise the ticket.



Step 7: Confirmation of Ticket Submission

- After submitting the ticket, you will receive a confirmation to Email and in Teams with the ticket ID and a summary of the issue.
- Keep the ticket ID for reference. If follow-up is needed, use this ID when communicating with the support team.

FAQ's

1. What is the purpose of the ticketing tool?

The ticketing tool is designed to streamline the process of reporting, tracking, and resolving issues

2. How do I check the status of my ticket?

You can check the status once the ticket is raised the ticket ID will reflect in Email & Teams in Email you will provide with the link by using that link you can check the status of the ticket.

3. Is there a way to provide feedback on the support I received?

Yes, after your ticket is closed, you will receive a survey to provide feedback on the service you received. Your input helps improve our support process.

4. Are there any guidelines for ISMS-related tickets?

For ISMS-related tickets, please:

- Report any suspected security incidents or breaches immediately.
- Ensure you follow the proper procedures for data handling and access control.
- Raise concerns related to compliance or security protocols without delay.