

	IT Service Management Ver. 2.0		POLICY NO.:	IT-01-2024
	APPROVED BY:	Jose Manalo, C.P.A.	EFFECTIVITY:	05302024
	AUTHOR:	Mc Austin Philip M. Redondo	REV. NO.	Revision 2
			DEPARTMENT:	IT

## 1.0 PURPOSE

- 1.1. IT Service Management aims to reduce IT costs in terms of delivering IT services. It will help improve the IT Service quality, enhance customer satisfaction, and adapt to agile nature of delivery. More importantly, it focuses on delivering value to customers.
- 1.2. Service Request Management will allow end users or employees to submit service requests without the need to go to the IT room or to make a call/message.
- 1.3. The new ticketing tool will help us to organize all the requests from multiple companies.

## 2.0 SCOPE

- 2.1. All employees will be following the guidelines for requesting IT services.
- 2.2. All requests listed on the Service catalog should be requested following this policy.

## 3.0 IT Service Management

- 3.1. Service Request Management is the process by which a service request is delivered to end users or employees in the organization.
- 3.2. In this SRM, The Laguna Creamery Inc. will use the inhouse service management tool, developed by the IT Department of TLCI.

## 4.0 IT Service Request

- 4.1. An IT service request is a formal request from the end user or employee from different departments and companies that ask for IT service to be used for their day-to-day operations. It is done through an electronic channel, for TLCI, it will be it-ticket tool.

## 5.0 GUIDELINES

### 5.1. General Provision

- 5.1.1. All IT requests will be requested through the <https://force.carmensbest.com.ph/it-ticket>.
- 5.1.2. Service requests can be classified as follows:
  - Feature – This classification is used for additional features of an existing systems.
  - Enhancement – This classification is used for enhancement of an existing features of a system.
  - Bug/Error – This classification is used for issues that cause users to stop their process.
  - Support/Maintenance – This classification is used for assistance in laptop, internet issues, internet connectivity, and other similar issues.
  - Others – This classification can be used if cannot determine the service request classification.

### 5.2. IT Service Request Creation

- 5.2.1. The service requests will begin when an employee needs an IT Service to be served for their day-to-day operations.

5.2.2. Submit service requests by completing the form in section 5.8.1.

### 5.3. Email Receipt

- 5.3.1. After successfully submitting a request, the requestor will be able to view the list of all created requests. (Please refer to guide 7.1.3)



<b>IT Service Management Ver. 2.0</b>		<b>POLICY NO.:</b>	IT-01-2024
<b>APPROVED BY:</b>		<b>EFFECTIVITY:</b>	05302024
		<b>REV. NO.</b>	Revision 2
<b>AUTHOR:</b>	Mc Austine Philip M. Redondo	<b>DEPARTMENT:</b>	IT
		<b>PAGE NO.:</b>	< # >

#### 5.4. Update or Cancel

- 5.4.1. To cancel the submitted request, update the status of your ticket in the system.

#### 5.5. Request evaluation

- 5.5.1. The IT team needs to review and evaluate each request that was submitted.
- 5.5.2. The IT team will then identify the severity level of the request and allocate the most appropriate resources.

#### 5.6. Fulfillment

- 5.6.1. All the information collected from the previous steps will be used to plan for fulfilling the requests.

- 5.6.2. This process focuses on allocating human and IT resources needed to fulfill the requests.

#### 5.7. Service Catalog

##### 5.7.1. SAP additional t-code/inquiry

- This service covers adding new t-code to accounts.
- This service covers inquiries about the use of a specific t-code.

##### 5.7.2. SAP account creation

- This service covers the creation of new sap accounts.
- SAP Information will be required to be answered.

##### 5.7.3. SAP account recovery

- This service is used to request password reset and account unlocking.

##### 5.7.4. Hardware

- This service will cover all related requests to hardware as listed below, but not limited to it.
  - Laptop is lagging.
  - The laptop cannot turn on.
  - Laptop keyboard not working.
  - Laptop touchpad not working.
  - Laptop not charging.
  - Error in Printing
  - Other hardware concerns.

##### 5.7.5. Internet

- This service will cover all requests related to internet connection and wi-fi.

##### 5.7.6. New employee trade of tools

- This service will cover all requests related to new employees' setup.
  - Laptop Issuance
  - O365 account
  - Mobile Phone Plan
  - SAP Setup

##### 5.7.7. Email Password Reset

- This service covers email password reset.

##### 5.7.8. Other Request

- Select the other request if the request is not listed on the service catalog.

	IT Service Management Ver. 2.0		POLICY NO.:	IT-01-2024
	APPROVED BY:	Jose Samuel D. Mapa	EFFECTIVITY:	05302024
	AUTHOR:	Mc Austin Philip M. Redondo	REV. NO.	Revision 2
			DEPARTMENT:	IT
			PAGE NO.:	< # >

### 5.7.9. Service Level Agreement

Severity Level	Response
Critical	20 mins
High	30 mins
Medium	60 mins
Low	120 min

Severity	Description
Critical	A major application, hardware, or network failure to function as it should be that affect entirety of business or function. That might result in an operational stoppage.
High	A major application, hardware, or network failure to function as it should be that affect entirety of business or function. That might result in an operational stoppage indirectly. That might contribute to reliability and stability of business function.
Medium	A minor application, hardware failure to function as it should be. Individual user issues or specific business function that is not working as it should be, that causes a group or another individual to not perform their function.
Low	A minor application, hardware failure to function as it should be. Individual user issues or specific business functions that are not working as they should be.

5.7.10. Service reference number is required as a prerequisite of the IT support.

### 5.8. Service Request Form

- 5.8.1. The form link is <https://force.carmensbest.com.ph/it-ticket>
- 5.8.2. Accessing the link will require login using your ticketing account.
- 5.8.3. To register, use the link <https://force.carmensbest.com.ph/it-ticket/register.php>

### 5.9. Form List of Fields

Field	Description
Project Name	Select the appropriate project with concern. If there is no project related, select General IT Services.
Classification	<input type="checkbox"/> Feature – This classification is used for additional features of an existing systems. <input type="checkbox"/> Enhancement – This classification is used for enhancement of an existing features of a system. <input type="checkbox"/> Bug/Error – This classification is used for issues that cause users to stop their process. <input type="checkbox"/> Support/Maintenance – This classification is used for assistance in laptop, internet issues, internet connectivity, and other similar issues. <input type="checkbox"/> Others – This classification can be used if cannot determine the service request classification.
Priority Level	Select the appropriate severity

	IT Service Management Ver. 2.0		POLICY NO.:	IT-01-2024
	APPROVED BY:	José M. Monteverde, Jr.	EFFECTIVITY:	05302024
	AUTHOR:	Mr. Austine Philip M. Redondo	REV. NO.	Revision 2
			DEPARTMENT:	IT

Subject	The subject must be descriptive enough.
Target Date	This is the date when do you need the request. This will vary on the availability of the resources.
File Attachment	Upload the necessary file that will help the delivery service team.
Description	Input all the required necessary in delivering the request.

## 6.0 EFFECTIVITY

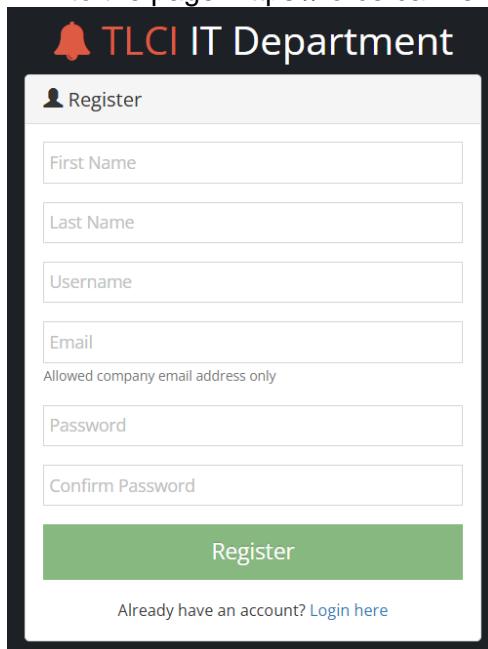
This Policy shall take place effective on the date of announcement and shall be made known to every employee.

## 7.0 SYSTEM GUIDELINES

### 7.1. IT-Ticketing Feature

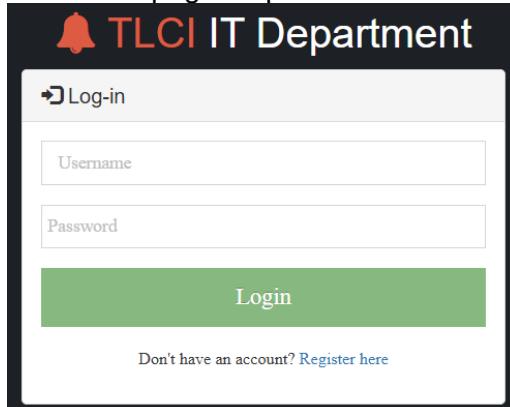
- 7.1.1. Registration Page – This is where all employees can register using their corporate email accounts.

Link to the page: <https://force.carmensbest.com.ph/it-ticket/register.php>



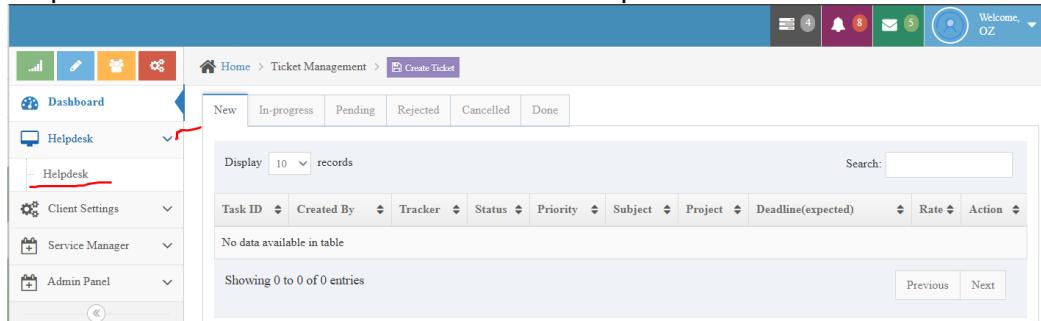
- 7.1.2. Login Page – This is where registered employees can login to access the system.

Link to the page: <https://force.carmensbest.com.ph/it-ticket/login.php>



	<b>IT Service Management Ver. 2.0</b>		<b>POLICY NO.:</b>	IT-01-2024
			<b>EFFECTIVITY:</b>	05302024
			<b>REV. NO.</b>	Revision 2
	<b>APPROVED BY:</b>	Jose Manuel D. Iluppa		<b>DEPARTMENT:</b>
<b>AUTHOR:</b>	Mc Austine Philip M. Redondo		<b>PAGE NO.:</b>	< # >

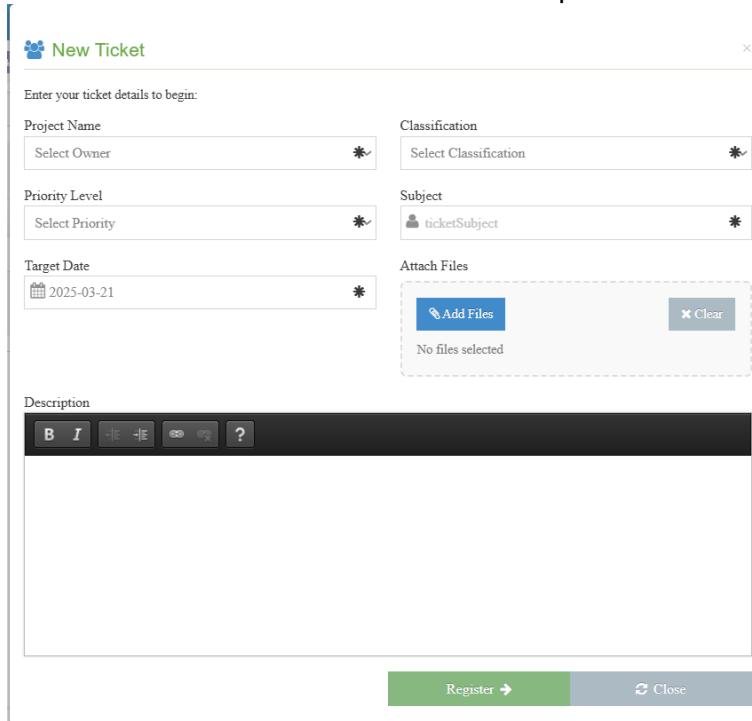
### 7.1.3. Helpdesk – This is where we can create our requests.



The screenshot shows the ITSM system interface. The top navigation bar includes icons for signal strength, edit, user, and settings, followed by 'Welcome, OZ'. Below the navigation is a breadcrumb trail: Home > Ticket Management > Create Ticket. The left sidebar has links for Dashboard, Helpdesk (which is highlighted with a red arrow), Client Settings, Service Manager, and Admin Panel. The main content area shows tabs for New, In-progress, Pending, Rejected, Cancelled, and Done. A search bar and a table header with columns for Task ID, Created By, Tracker, Status, Priority, Subject, Project, Deadline(expected), Rate, and Action. The message 'No data available in table' is displayed. At the bottom are 'Previous' and 'Next' buttons.

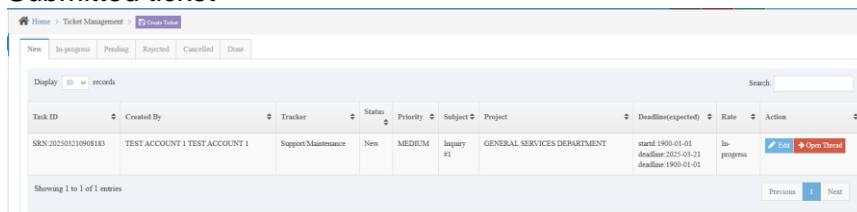
There will be no email notifications, it is suggested to monitor the progress of the ticket using the system.

### 7.1.4. Create ticket button – Click this button to open the service request form.



The screenshot shows the 'New Ticket' form. It starts with a header 'New Ticket'. Below is a section for 'Enter your ticket details to begin:' with fields for 'Project Name' (with 'Select Owner' dropdown), 'Classification' (with 'Select Classification' dropdown), 'Priority Level' (with 'Select Priority' dropdown), 'Subject' (with 'ticketSubject' input), 'Target Date' (with '2025-03-21' date picker), 'Attach Files' (with 'Add Files' button and 'Clear' button), and 'Description' (with rich text editor toolbar). At the bottom are 'Register' and 'Close' buttons.

### 7.1.5. Submitted ticket



The screenshot shows the ticket management list. The top navigation bar and sidebar are identical to the previous screenshot. The main content area shows a table with columns: Task ID, Created By, Tracker, Status, Priority, Subject, Project, Deadline(expected), Rate, and Action. One row is visible: SRN-202503210908183, TEST ACCOUNT 1 TEST ACCOUNT 1, Support Maintenance, New, MEDIUM, Inquiry #1, GENERAL SERVICES DEPARTMENT, start 1990-06-01, deadline 2025-03-21, deadline 1990-01-01, In-progress, with 'Edit' and 'Open Thread' buttons. At the bottom are 'Previous' and 'Next' buttons.

There are different tabs with different status of your ticket.

### 7.1.6. Edit Ticket – Use this button to edit your ticket.

### 7.1.7. Open thread – Use this button to view detailed view of the ticket.

### 7.1.8. Thread View

	<b>IT Service Management Ver. 2.0</b>		<b>POLICY NO.:</b> IT-01-2024
<b>APPROVED BY:</b> Jose Manuel D. Mapa		<b>EFFECTIVITY:</b> 05302024	
<b>AUTHOR:</b> Mc Austine Philip M. Redondo		<b>REV. NO.</b> Revision 2	
		<b>DEPARTMENT:</b> IT	
		<b>PAGE NO.:</b> < # >	

Thread > Ticket (New) > SRN.202503210908183

Subject > Inquiry #1

Created By	TEST ACCOUNT 1 TEST ACCOUNT 1
Ticket ID	SRN.202503210908183
Description	I want to know how to change my password
Project Owner	GENERAL SERVICES DEPARTMENT
Priority Level	MEDIUM
Assignee	N/A
Target Date	2025-03-21
Start Date	1900-01-01
Actual End Date	1900-01-01
Task Status	New
Classification	Support/Maintenance

Write your message...

**Send**

No messages yet for this task.

#### 7.1.9. Messaging – Use this for communication for a specific service.

Thread > Ticket (New) > SRN.202503210908183

Subject > Inquiry #1

Created By	TEST ACCOUNT 1 TEST ACCOUNT 1
Ticket ID	SRN.202503210908183
Description	I want to know how to change my password
Project Owner	GENERAL SERVICES DEPARTMENT
Priority Level	MEDIUM
Assignee	N/A
Target Date	2025-03-21
Start Date	1900-01-01
Actual End Date	1900-01-01
Task Status	New
Classification	Support/Maintenance

Write your message...

**Send**

T1 Hi kindly share your most convenient time to remote.  
① just now ↗

T1 @T1 Please remote me during lunch time 12:30pm  
① just now Replied ↗

#### 7.1.10. Upload file – Use this to upload requested files.

Threads Media Tasks

Write your message...

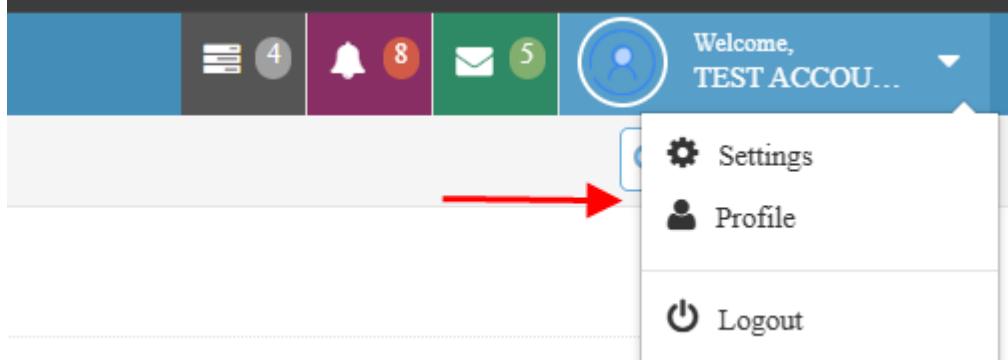
**Send**

No files selected 

T1 Hi kindly share your most convenient time to remote.  
① just now ↗

T1 @T1 Please remote me during lunch time 12:30pm  
① just now Replied ↗

#### 7.1.11. Change Password – If you would like to change your password.



Welcome, TEST ACCOU...

**Settings**

**Profile**

**Logout**