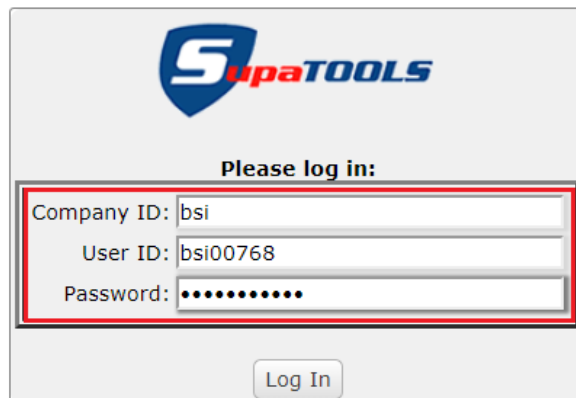


## How to Create Mobile Device Exit Permit Ticket?

1. Please go to link <http://easycmdb.bsidomain.com> then login with your user and password Windows:

A screenshot of the SupaTOOLS login interface. At the top is the SupaTOOLS logo. Below it, the text 'Please log in:' is centered. A red rectangle highlights the login fields: 'Company ID: bsi', 'User ID: bsi00768', and 'Password: [masked]'. Below these fields is a 'Log In' button.

Please log in:

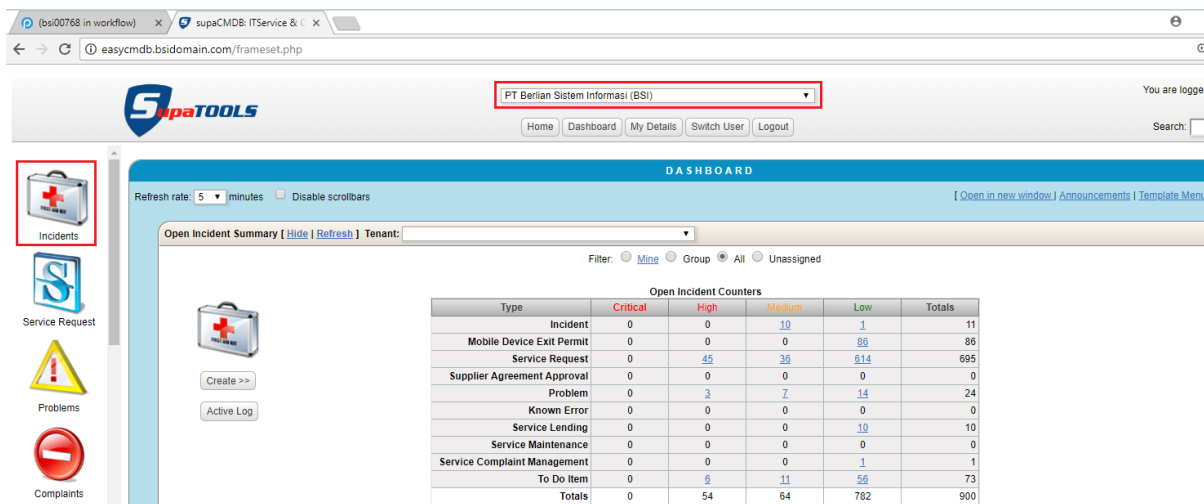
Company ID: bsi

User ID: bsi00768

Password: [masked]

Log In

2. Login 1<sup>st</sup> view page is “Dashboard”, make sure the Company ID is “PT Berlian Sistem Informasi (BSI)” then choose the “Incident” on the left side bar.

A screenshot of the SupaTOOLS Dashboard. The top navigation bar shows the company name 'PT Berlian Sistem Informasi (BSI)' in a dropdown menu. The left sidebar contains icons for 'Incidents', 'Service Request', 'Problems', and 'Complaints', with 'Incidents' highlighted by a red rectangle. The main content area is titled 'DASHBOARD' and shows an 'Open Incident Summary' table. The table has columns for Type, Critical, High, Medium, Low, and Totals. The 'Incident' row is highlighted. Below the table are buttons for 'Create >>' and 'Active Log'.

Refresh rate: 5 minutes ☐ Disable scrollbars

Open Incident Summary [ Hide | Refresh ] Tenant: [ dropdown ]

Filter: ☒ Mine ☐ Group ☐ All ☐ Unassigned

Type	Critical	High	Medium	Low	Totals
Incident	0	0	10	1	11
Mobile Device Exit Permit	0	0	0	88	88
Service Request	0	45	38	814	895
Supplier Agreement Approval	0	0	0	0	0
Problem	0	3	7	14	24
Known Error	0	0	0	0	0
Service Lending	0	0	0	10	10
Service Maintenance	0	0	0	0	0
Service Complaint Management	0	0	0	1	1
To Do Item	0	8	11	56	73
Totals	0	54	64	782	900

Create >> Active Log

- On “Incident” menu always make sure before create Mobile Device Exit Permit choose the Incident Results for view “Mobile Device Exit Permit Report” then click “Create” Button.

The screenshot shows the SupaTOOLS dashboard with the 'Incident Results for view' dropdown set to 'Mobile Device Exit Permit Report'. The 'Create >>' button is highlighted. Below the dropdown, a table lists incidents with columns: Incident, Template, Issue, Service - Operating Lease, Affected User, Assigned Person, Created Date, Response Date, Target Resolution Date, Priority, Type, Status, and Action.

Incident	Template	Issue	Service - Operating Lease	Affected User	Assigned Person	Created Date	Response Date	Target Resolution Date	Priority	Type	Status	Action
X013600	zCustomer Complaint		System Application	Junaidi Didy	Raymond	Wed, 23 May 2018 15:34	Wed, 23 May 2018 15:36	Mon, 11 Jun 2018 15:25	Medium	Incident	Hold by User	Edit
X0136196	DSF	Check Calculation Menu Issue	DSF - Custom Application	Herni Hembago	Raymond	Mon, 28 May 2018 07:57	Mon, 28 May 2018 08:01	Mon, 4 Jun 2018 08:00	Medium	Incident	Hold by User	Edit
X0136483	DSF	HDD Failure on DS-5000 Enclosure 0 Slot 10 DSF Frontend	DSF - Data Center Service - Server Managed Service (AS14403A)	Novi Albi	Aouno Rivadi	Thu, 31 May 2018 14:45	Thu, 31 May 2018 14:48	Wed, 6 Jun 2018 14:45	Medium	Incident	Hold by User	Edit
X0136916	DSF	Interest rate for Used HE non Mitsubishi do not show in Standard Interest Rate Spread screen	DSF - Custom Application Service - ACA System Service (AS11447)	Vena Sushmita	Nur Hasbullah Muthurungan	Thu, 7 Jun 2018 11:19	Thu, 7 Jun 2018 11:21	Tue, 12 Jun 2018 11:19	Medium	Incident	Hold by User	Edit
S0136717	BSI	SOP Supplier Management	Internal BSI - CPC & QA Service	Tovan Oda Ferdinan	Lutfiyanti	Tue, 5 Jun 2018 08:50	Tue, 5 Jun 2018 08:51	Tue, 3 Jul 2018 08:50	Low	Service Request	Hold by User	Edit

- On “Create” menu choose the correct template according your division (Request Permission ERP Service Member) Please check table of Template usage below:

The screenshot shows the 'Create Mobile Device Exit Permit' form. The 'Tenant' dropdown is set to 'PT Berlian Sistem Informasi (BSI)'. Below, the 'Available Mobile Device Exit Permit Templates' list is displayed, with 'Request Permission ERP Service Member' highlighted.

Filter:	Category:
Request Permission BOD & Advisory	
Request Permission Business Architecture & Transformation Member	
Request Permission CPC QA Head	
Request Permission CPC QA Member	
Request Permission DIVISION HEAD	
Request Permission ERP Performance Member	
Request Permission ERP Service Head	
Request Permission ERP Service Member	
Request Permission FA Member	
Request Permission GA, Legal & Proc Member	
Request Permission HC Member	
Request Permission IIS Member	
Request Permission ISA Development Member	
Request Permission ISA Operation Member	
Request Permission ISA Solution Head	