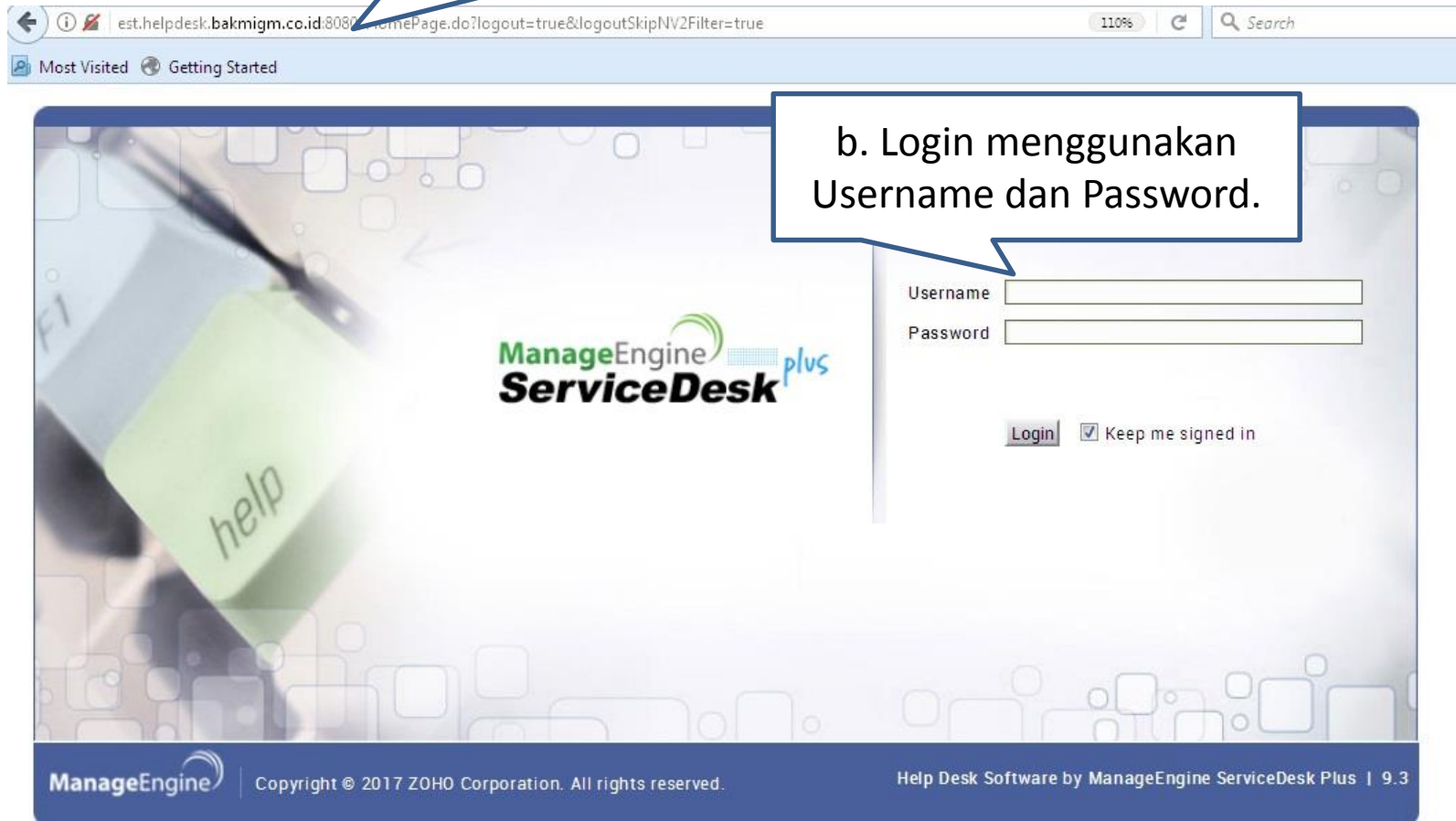


PANDUAN SERVICE DESK TECHNICIAN DEPT. EST

Mei 2017

1. Akses ke Aplikasi Service Desk

a. Buka browser, ketik alamat web
kms.bakmigm.co.id:8080



The screenshot shows a web browser window with the address bar displaying `est.helpdesk.bakmigm.co.id:8080/homePage.do?logout=true&logoutSkipNV2Filter=true`. The browser's address bar also shows a search icon and the text "Search". Below the address bar, there are tabs for "Most Visited" and "Getting Started". The main content area of the browser displays the ManageEngine ServiceDesk Plus login page. The page features a background image of a hand holding a green sticky note with the word "help" written on it. The ManageEngine ServiceDesk Plus logo is prominently displayed in the center. To the right of the logo, there is a login form with two input fields: "Username" and "Password". Below these fields, there is a "Login" button and a checkbox labeled "Keep me signed in". At the bottom of the page, there is a footer with the ManageEngine logo, the text "Copyright © 2017 ZOH0 Corporation. All rights reserved.", and the text "Help Desk Software by ManageEngine ServiceDesk Plus | 9.3".

b. Login menggunakan
Username dan Password.

Username

Password

☒ Keep me signed in

ManageEngine
ServiceDesk plus

help

ManageEngine Copyright © 2017 ZOH0 Corporation. All rights reserved. Help Desk Software by ManageEngine ServiceDesk Plus | 9.3

2. Tampilan Home

Total jumlah request:
Yang lewat waktu penyelesaian, harus
diselesaikan hari ini, request belum terbaca.

The screenshot shows the ServiceDesk Plus Home page. A blue arrow points from the 'My View' tab to the 'My Summary' tab. Another blue arrow points from the 'My Summary' tab to a text box containing the text: 'Total jumlah request: Yang lewat waktu penyelesaian, harus diselesaikan hari ini, request belum terbaca.' The 'My Summary' tab displays a table with request statistics:

Category	Count
Requests Overdue	14
Requests Due Today	0
Pending Requests	23

Below the table is an 'Announcements' section with the message: 'No announcement exists in the system.' To the right of the summary is a 'My Tasks' section showing a task: 'tes com LWM (Nov 18, 2016 12:00 AM)' with buttons for '+ Add New' and '> Show All'.

3. Tampilan Halaman Request

The screenshot displays the ServiceDesk Plus interface. The top navigation bar includes 'ServiceDesk Plus' and various tabs like 'Requests', 'Solutions', 'Assets', 'Purchase', 'Contracts', 'Admin', and 'Help'. The 'Requests' tab is selected. Below the navigation bar, there's a search bar and a 'Type here to search...' input. The main content area shows a list of requests. The 'All My Requests' filter is selected. The request list has columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Site, and Priority. The first row is highlighted with a blue circle labeled 'a'. A red arrow points to the 'Subject' column header.

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	Pri
5162	RE: Contactor Bain Marie Dan Pegangan Handle Pintu...	Store SDA	Concordeus Mayselva	-	Open	23/02/2017 01:22 PM	Store-SDA	
5160	SPK/Permohonan Perbaikan - Thermometer Atkins	Store AMB	Concordeus Mayselva	06/03/2017 10:15 AM	Closed	23/02/2017 10:08 AM	Store-AMB	
5042	FW: Emailing: SPK exhaust fan ruang gas.odt	Store KTA	Concordeus Mayselva	28/02/2017 05:30 PM	On Progress	18/02/2017 02:39 AM	Store-KTA	
5027	FW: SPK AC CELLING NO 1	Store MLW	Concordeus Mayselva	27/02/2017 05:30 PM	On Progress	17/02/2017 06:01 AM	Store-MLW	

Langkah-langkah menindaklanjuti Request:

- Lihat pada Filter **“All My Request” / “All My Group”**
 - Lihat daftar subject request yang baru masuk (tercetak bold / tebal).
 - Arahkan kursor ke subject yang dipilih, kemudian klik untuk membukanya.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

- b. Arahkan kursor ke “Description”/“Request Details” (bagian bawah) untuk melihat detil request. Pilih menu Edit untuk melengkapi request yang masuk.

Request ID : 5162 [Edit](#) [Close](#) [Assign](#) [Actions](#) [Reply](#) [Work Log Timer](#)

RE: Contactor Bain Marie Dan Pegangan Handle Pintu Chiller (pintu 4)
By [Store SDA](#) on 23/02/2017 01:22 PM Due Date : N/A

Status : Open
Priority : Not Assigned

[Request](#) [Tasks \(0/0\)](#) [Resolution](#) [History](#)

To : [ess@bakmigm.co.id](#), [sda@bakmigm.co.id](#)
Cc : [budlpy@bakmigm.co.id](#), [engineering.store@bakmigm.co.id](#), [gema@bakmigm.co.id](#), [nusa@bakmigm.co.id](#), [imma.susanty@bakmigm.co.id](#), [adhiguna@bakmigm.co.id](#)

[Attachments \(2\)](#)

Description

Dear Pak Selva

Berikut informasi mengenai perbaikan Bain Marie sudah di pasang hari senin, 20 Februari 2017, dan untul Handle Pintu Chiller sudah dipasang hari ini, Kamis 23 Februari 2017

[Request Details](#) [Edit](#)

Status	Closed
Site	Store-AMB
Technician	Concordeus Mayselva
Priority	Normal
Nama Peralatan, Merk, Tipe	Thermometer, Atkins
Kondisi Peralatan	hasil pengukuran tidak akurat
Asset(s)	-
Department	Mal Ambassador
Template	SPK/Permohonan Perbaikan
Resolved Date	23/02/2017 10:27 AM
Time Elapsed	0hrs 18min
Request Closure Code	Not Assigned
Last Update Time	23/02/2017 10:33 AM

Service Category	Engineering Store
NO. SPK	-
Category	Perbaikan Kerusakan
Subcategory	Proses Pendukung
Item	Thermometer Digital
Tanggal Kerusakan	23/02/2017 10:06 AM
Tindakan Maintenance Store	ganti baterai
Created By	Store AMB
SLA	Normal
Created Date	23/02/2017 10:06 AM
DueBy Date	06/03/2017 10:15 AM
Completed Date	23/02/2017 10:33 AM
Response DueBy Time	-
Request Closure Comments	-

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

c. Dilakukan oleh Staf Admin. EST

- Lengkapi field requester Details pada Nama Requester, Mode, Technician, Priority, Subcategory, dan Item (yang bertanda bintang merah wajib diisi)
- Tekan tombol “Update Request” pada bagian bawah untuk menyimpan data request yang sudah dilengkapi

Request ID : 5160

Change Template: SPK/Permohonan Perbaikan

Status: On Progress

Service Category: Engineering Store

Requester Details

(C) *Name: Store AMB

Job Title: Department: Mel Ambassador Contact number: 57933562

Site: Store-AMB

Technician: Concordeus Mayselva

E-mail Id(s) To Notify:

Priority: Normal

*Name Peralatan, Merk, Tipe: Thermometer Atkins

*Kondisi Peralatan: hasil pengukuran tidak akurat

*Subject: SPK/Permohonan Perbaikan - Thermometer Atkins

Asset(s): Search and associate assets here

NO. SPK:

*Category: Perbaikan Kerusakan

*Subcategory: Proses Pendukung

*Item: Thermometer Digital

*Tanggal Kerusakan: 23 Feb 2017, 10:05:00

*Tindakan Maintenance Store: ganti baterai

Description:

Catatan:

- Penentuan priority (Urgent, Normal, Biasa) disesuaikan dengan definisi kondisi kerusakan yang terjadi.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

d. Dilakukan oleh Engineer:

- Ubah status menjadi **“in progress”**.
- Tekan tombol **“Update Request”** pada bagian bawah untuk menyimpan data request yang sudah dilengkapi

est.helpdesk.bakmigm.co.id:8080/WorkOrder.do?woMode=editWO&fromListView=true&fromPage=reqDetails&woID=5042

Note: Only selected tasks will be created for the request. All the dependencies of the unselected task(s) with other task(s) will be removed.

Resolution :

Resolution :

4. Barang Diserahkan Untuk Diperbaiki Tanggal :
Beru Barang Pengganti/Tidak :

5. Pemakaian Barang dan Jasa :
Nama Barang / Jasa :
Spesifikasi :
Jumlah dan Satuan :
Harga Total :

6. Tindakan Pencegahan :

Reason for updating request

Reason

Note: Reasons will be shown in the Request History

d

Update request Cancel

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

e. Masuk ke menu “Task” dan ikuti urutan task.

Update status menjadi “closed” bila task sudah dilaksanakan.

Request ID : 5160

SPK/Permohonan Perbaikan - Thermometer Atkins

By Store AMB on 23/02/2017 10:08 AM Due Date: 06/03/2017 10:15 AM

Status : Closed
Priority : Normal

Request Tasks (2/8) Resolution History

Task Details

All Tasks Actions Add New Templates Dependencies Trigger 1 - 8 of 8 Show 10 per page

Title	Status	Priority	Owner	Scheduled Start Time	Scheduled End Time	% of completion	Task Order
Periksa kerusakan (telepon / email / datang ke lok...	Closed	-	-	-	-	100%	1
Analisa kelayakan perbaikan terhadap tingkat kepar...	Closed	-	-	-	-	100%	2
Hasil analisa kerusakan: bisa diperbaiki / tidak	Open	-	-	-	-	0%	3
Keputusan perbaikan peralatan oleh internal / vend...	Open	-	-	-	-	0%	4
Panggil vendor dan meminta quotation	Open	-	-	-	-	0%	5
Submit for approval atas quotation ke EST Manager...	Open	-	-	-	-	0%	6
Perbaikan	Open	-	-	-	-	0%	7
Periksa hasil perbaikan dan submit for approval ke...	Open	-	-	-	-	0%	8

Catatan:

- Task yang tidak terpakai bisa dihapus dengan memberikan tanda centang, kemudian pilih “Actions” – “Delete”

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

- f. Pilih menu “Resolution” dan “edit” untuk menginput analisa serta rencana perbaikan. Beri tanda (-) bila tidak diisi. Tekan tombol “Save” untuk menyimpan data.

The screenshot shows the ServiceDesk Plus web interface. The browser address bar displays `est.helpdesk.bakmigm.co.id:8080/AddResolution.do`. The top navigation bar includes 'ServiceDesk Plus' and a 'Requests' tab, which is circled in blue. Below the navigation bar, there are tabs for 'Incident Catalog', 'Quick Actions', 'ADManager Plus', 'Advanced Analytics', 'AD Self Service', and 'Zoho Creator App'. The main content area shows a request with ID 5160, titled 'SPK/Permohonan Perbaikan - Thermometer Atkins'. The status is 'Closed' and the priority is 'Normal'. The 'Resolution' tab is selected, and the 'Edit' button is circled in blue. The resolution text area contains the following content:

Resolution submitted by : administrator **Edit** Submitted on : 23/02/2017 10:33 AM

1. Hasil Pemeriksaan Kerusakan : terjadi kerusakan pada display pecah

Below this, there is a 'Use Resolution Template' dropdown menu and a rich text editor with the following content:

4. Barang Diserahkan Untuk Diperbaiki Tanggal :
Perlu Barang Pengganti/Tidak : perlu

5. Pemakaian Barang dan Jasa : -
Nama Barang / Jasa : -
Spesifikasi : -
Jumlah dan Satuan : -
Harga Total : -

6. Tindakan Pencegahan : di lakukan perawatan rutin

At the bottom, there is a dropdown menu for 'Update request status to' set to 'Closed'. A red arrow points to the 'Save' button at the bottom of the page.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

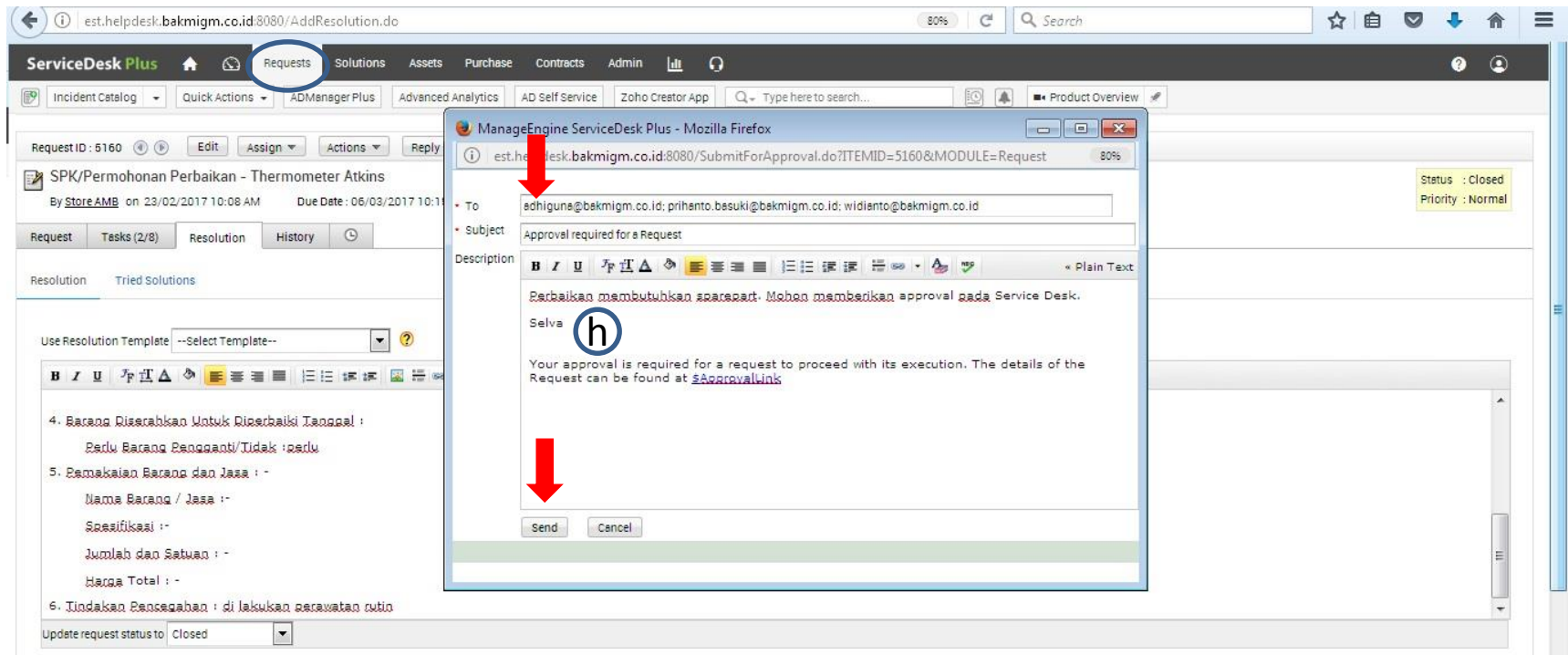
- g. Bila membutuhkan persetujuan dari pejabat yang berwenang, klik “Actions”, pilih “Submit for Approval”.

The screenshot displays the ServiceDesk Plus web interface. The top navigation bar includes 'Requests', 'Solutions', 'Assets', 'Purchase', 'Contracts', 'Admin', and a search bar. The 'Requests' tab is active. Below the navigation bar, there's a search bar and a 'Product Overview' link. The main content area shows a request for 'SPK/Permohonan Perbaikan - Thermometer' with ID 5160. The 'Actions' menu is open, showing options like 'Merge Request', 'Link Requests', 'Duplicate Request', 'Print Preview', 'Delete', 'Enter Resolution', 'Add Notes', 'Add Attachment', 'Add Closure Code', 'Add Work Log', 'Add Task', 'Add Task(s) from Template', 'View Task(s)', 'Add Reminder', 'View Reminder(s)', 'Add Dependency', 'Submit for Approval', 'Add To Solutions', 'View Requester Details', 'View Requests by Requester', and 'View Assets belonging to User'. The 'Submit for Approval' option is highlighted with a red arrow and a blue circle labeled 'g'. The request details on the right show 'Status : Closed' and 'Priority : Normal'. The bottom section shows the 'Update request status to' dropdown set to 'Closed'.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

- h. Ketik alamat email dari pejabat yang akan diminta persetujuannya (Manager EST, GM E&S, dan Direktur E&S).
- Tuliskan pada Description mengenai summary pelaksanaan perbaikan yang dilaksanakan dan lengkapi dengan nama technician.
- Tekan tombol “Send” untuk mengirimkan email.



3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

- i. Untuk melihat progress approval, lihat pada status approval.

The screenshot shows the ManageEngine ServiceDesk Plus interface. The top navigation bar includes 'Requests', 'Problems', 'Changes', 'Solutions', 'Assets', 'CMDB', 'Purchase', 'Contracts', 'Admin', and a search bar. The 'Requests' tab is selected. Below the navigation bar, there's a section for 'Request ID : 12' with buttons for 'Edit', 'Close', 'Assign', 'Actions', 'Reply', and 'Work Log Timer'. The request details show 'BPJS KESEHATAN - PENDAFTARAN PEKERJA [A/n :]' by 'Store Tes' on Feb 7, 2017 11:21 PM, with a 'Due Date : N/A'. The 'Approvals' tab is selected, showing a table with columns: 'Approver', 'Sent on', 'Status', 'Acted On', and 'Description'. The table contains one entry for 'hendri.wijaya@bakmigm.co.id' with a 'Status' of 'Pending Approval'. A red arrow points to the 'Status' column, and a callout box says 'Belum approval'. The bottom of the table has 'Add' and 'Send' buttons.

Approver	Sent on	Status	Acted On	Description
<input type="checkbox"/> hendri.wijaya@bakmigm.co.id	Feb 7, 2017 11:38 PM	Pending Approval		

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

j. Untuk melihat progress approval, lihat pada status approval.

The screenshot displays the ManageEngine ServiceDesk Plus web interface. The top navigation bar includes tabs for Requests, Problems, Changes, Solutions, Assets, CMDB, Purchase, Contracts, Admin, and a search bar. The 'Requests' tab is selected and circled. Below the navigation bar, the 'Request ID : 12' is shown with buttons for Edit, Close, Assign, Actions, Reply, and Work Log Timer. The request title is 'BPJS KESEHATAN - PENDAFTARAN PEKERJA [A/n :]' by 'Store Tes' on Feb 7, 2017 11:21 PM. The status is 'Received', priority is 'Not Assigned', and approval status is 'Approved'. The 'Approvals' tab is selected and circled. The 'Stage One - Approval Details' section shows a table with columns: Approver, Sent on, Status, Acted On, and Description. A red arrow points to the 'Status' column, which contains the text 'Sudah approval' in a blue box. The table shows one approval by 'hendri.wijaya@bakmigm.co.id' on Feb 7, 2017 11:38 PM, with a status of 'Approved' and acted on Feb 7, 2017 11:46 PM. The description is 'silahkan dijalankan'.

Approver	Sent on	Status	Acted On	Description
hendri.wijaya@bakmigm.co.id	Feb 7, 2017 11:38 PM	Approved	Feb 7, 2017 11:46 PM	silahkan dijalankan.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah menindaklanjuti Request:

- k. Edit request dan ubah status menjadi “resolved” untuk perbaikan yang sudah selesai dilakukan.

The screenshot displays the ServiceDesk Plus interface for editing a request. The top navigation bar includes links for Requests, Solutions, Assets, Purchase, Contracts, and Admin. The main header shows the Request ID: 5160 and the Change Template dropdown set to SPK/Permohonan Perbaikan. The Status dropdown is set to Resolved, highlighted with a red arrow and a blue circle containing the letter 'k'. The Requester Details section includes fields for Name (Store AMB), Job Title, Department (Mal Ambassador), and Contact number (57933562). The Site is Store-AMB, Technician is Concordeus Mayselva, and Priority is Normal. The request details include Category (Perbaikan Kerusakan), Subcategory (Proses Pendukung), Item (Thermometer Digital), and Date of Damage (23 Feb 2017, 10:05:00). The Tindakan Maintenance Store field contains the text 'ganti baterai'.

Catatan:

- Requester akan memberikan konfirmasi atas perbaikan yang sudah dilakukan.
- Staf Admin EST melakukan verifikasi dan mengubah status request menjadi “closed”.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah mencetak:

1. Untuk mencetak request dan penyelesaian SPK ini, pilih menu “Actions” – “Print Preview”.

The screenshot displays the ServiceDesk Plus web interface. At the top, the navigation bar includes 'Requests', 'Solutions', 'Assets', 'Purchase', 'Contracts', 'Admin', and a search bar. Below this, a secondary bar contains 'Incident Catalog', 'Quick Actions', 'ADManager Plus', 'Advanced Analytics', 'AD Self Service', and 'Zoho Creator App'. The main content area shows a request for 'Request ID : 5160' with the title 'SPK/Permohonan Perbaikan - Thermometer'. The 'Actions' dropdown menu is open, showing options like 'Merge Request', 'Link Requests', 'Duplicate Request', 'Print Preview', and 'Delete'. A red arrow points to 'Print Preview', which is also circled in blue. The request details on the right show 'Status : Closed' and 'Priority : Normal'. The bottom section contains a list of resolution steps, including '1. Hasil Pemeriksaan Kerusakan : terjadi ker...', '2. Analisa Penyebab (Eksternal/Usia, Kurang Perawatan, Kesalahan Penggunaan, ..) : kurang perawatan', '3. Target Penyelesaian : Rencana Penyelesaian (Ganti Part/Perbaikan, Perbaikan Sementara, Ganti Unit, ..) : ganti baru', and '4. Barang Diserahkan Untuk Diperbaiki Tanggal : '.

3. Tampilan Halaman Request (lanjutan)

Langkah-langkah mencetak:

- m. Centang informasi yang dibutuhkan untuk dicetak (terutama untuk Dept. Finance). Tekan tombol "Print".

The screenshot shows a web browser window with the URL `est.helpdesk.bakmigm.co.id:8080/workorder/PrintConf.jsp?woID=5160&woh...`. The page title is "Print customizer". A red arrow points to the "Print" button in the "Select the required information" section. The "Print Preview" section displays the following information:

Request ID : 5160
Status : Closed
Priority : Normal
SPK/Permohonan Perbaikan - Thermometer Atkins
By Store AMB on 23/02/2017 10:08 AM Due Date : 06/03/2017 10:15 AM
Description
Requester Conversations
Store AMB on 23/02/2017 10:29 AM
Summary
Re: [Request ID :##5160##] : SPK/Permohonan Perbaikan - Thermometer Atkins
Description
Category : Perbaikan Kerusakan
Description :
OK, alat pengganti sudah diterima dan akan dibuatkan PPA