How to create a PeopleSoft Financial Support ticket

Use the following instructions to create a ticket in myIT for PeopleSoft Financials Support

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Questions

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| Why is it important to create a ticket? | * Allows the PeopleSoft support team to keep track of issues * Faster response times for support * Allows IS leadership to track service level of our support team so we can improve |
| Why can’t I just email someone in IT that I have worked with before? | The IT team member may be engaged on a critical path of a project task. Pulling them away to review a support issue may cause an unintended project delay. If the incident requires their expertise, the support team will escalate to them. |

General Instructions

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| **Instructions** | **Visual example** |
| Navigate to MyIT.  Select “Request Catalog” | **URL Address:** [**https://allegisgroup.service-now.com/sp**](https://allegisgroup.service-now.com/sp) |
| In the list on the left, select “Can we help you?” |  |
| Under “Can we help you”, select the issue “Report an Issue” |  |
| You are presented with the Report an issue page. |  |
| Select the urgency, which can be 3-Medium or 4-Low.  The Urgency does not impact how long it will take the PeopleSoft support team takes to review your issue since you will be emailing the Applications support team. |  |
| Provide a detailed description of the issue. Further information can be provided in an email once support contacts you. |  |
| When you enter a description, the support system attempts to match your issue with knowledge. Please take a moment to review this information. If it doesn’t address the issue, then proceed with creating the incident. |  |
| We do not recommend attaching items to the ticket. The information attached could contain sensitive information. Supporting information can be provided/attached in the email. |  |
| Submit the issue |  |
| Once you submit the issue, add a note to assign the incident to the correct IS assignment group (click Send). Copy the incident number for escalation.   * PS ESA (Contracts, Projects, Activities): **APPS\_ESA** * PS AR/Billing: **APPS\_AR\_BILLING** * PS Expenses: **APPS\_EXPENSE** * PS FS (AP/General Ledger/Treasury): **APPS\_FMS** * T&L: **APPS\_TIME\_LABOR** * HR/Payroll: **APPS\_HRMS** * PS Oasis: **APPS\_OASIS** * PO Tracking: **APPS\_ESA\_TO\_AEROTEK** |  |
| **For Urgent & System Wide Issues:** Email the PeopleSoft support team with this ticket information in the subject line & copy Luba Teplova [lteplova@aerotek.com](mailto:lteplova@aerotek.com) | **ESA & PO Tracking Allegis IS DLIST:** [**APPS\_ESA\_to\_Aerotek@allegisgroup.com**](mailto:APPS_ESA_to_Aerotek@allegisgroup.com)  **HR (Payroll):** [**capgeminipeoplesofthrmsteam@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/capgeminipeoplesofthrmsteam@allegisgroup.com)  **Time & Labor/Travel & Expense:** [**capgemini\_am\_ps\_tl\_expenses@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/capgemini_am_ps_tl_expenses@allegisgroup.com)  **FS ESA (Project and Costing):**  [**capgemini\_am\_services\_planning\_execution@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/capgemini_am_services_planning_execution@allegisgroup.com)  **PeopleSoft Financials (General FS, AP issues):** [**cap-am-apps-fs@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/cap-am-apps-fs@allegisgroup.com)  **PeopleSoft Oasis:** [**capgeminipeoplesoftoasisteam@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/capgeminipeoplesoftoasisteam@allegisgroup.com)  [**capgemini\_am\_services\_planning\_execution@allegisgroup.com**](https://allegiscloud.sharepoint.com/teams/AerotekServicesImplementationofESA/Shared%20Documents/Change%20Management/PGL/capgemini_am_services_planning_execution@allegisgroup.com) |

Additional information

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| You can find your submitted incidents, requests, etc in the “My Requests” link found on the top of the MyIT page.  It will show the ticket number, short description, Status, and when it was last updated. You can select the link to obtain the detail of your ticket. |  |
| Once you submit your first “Report an Issue”, the option will appear in the main page under “My Recent Request Items”. This list does sometimes get cleared after a routine patching/upgrade to the support application. |  |
| In addition, you can use the “Search the Service Portal” for the phrase “Report an issue”. |  |

**What you need to do:**

* Begin using the IS assignment groups & escalation DLISTs listed below per PeopleSoft functionality.
  + **Note:** once the ticket is submitted, ensure to add a comment “Assign to \_\_\_ (list Assignment Group)” which will ensure timely ticket routing & assignment.
* Continue to submit access requests using the following tickets: [PeopleSoft FS](https://allegisgroup.service-now.com/sp?id=sc_cat_item&sys_id=d656053113fc53806000345fd144b057), [PeopleSoft HR](https://allegisgroup.service-now.com/sp?id=sc_cat_item&sys_id=d6360dbd13bc53806000345fd144b0e9), [PeopleSoft OASIS](https://allegisgroup.service-now.com/sp?id=sc_cat_item&sys_id=2c464dbd13bc53806000345fd144b025)

This process update enables PeopleSoft IS teams to quickly prioritize incidents for resolution and provide area-based reporting for better visibility.

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| **PeopleSoft Function** | **Assignment Group** | **Escalation PeopleSoft IS DLIST** |
| ESA (Contracts, Projects, Activities, Resources) | APPS\_ESA | [capgemini\_am\_services\_planning\_execution@allegisgroup.com](mailto:capgemini_am_services_planning_execution@allegisgroup.com) |
| AR & Billing | APPS\_AR\_BILLING | [cap-am-apps-fs@allegisgroup.com](mailto:cap-am-apps-fs@allegisgroup.com) |
| Travel & Expenses | APPS\_EXPENSE | [capgemini\_am\_ps\_tl\_expenses@allegisgroup.com](mailto:capgemini_am_ps_tl_expenses@allegisgroup.com) |
| PS FS (AP/General Ledger/Treasury) | APPS\_FMS | [cap-am-apps-fs@allegisgroup.com](mailto:cap-am-apps-fs@allegisgroup.com) |
| Time & Labor | APPS\_TIME\_LABOR | [capgemini\_am\_ps\_tl\_expenses@allegisgroup.com](mailto:capgemini_am_ps_tl_expenses@allegisgroup.com) |
| HR/Payroll | APPS\_HRMS | [capgeminipeoplesofthrmsteam@allegisgroup.com](mailto:capgeminipeoplesofthrmsteam@allegisgroup.com) |
| OASIS | APPS\_OASIS | [capgeminipeoplesoftoasisteam@allegisgroup.com](mailto:capgeminipeoplesoftoasisteam@allegisgroup.com)  [capgemini\_am\_services\_planning\_execution@allegisgroup.com](mailto:capgemini_am_services_planning_execution@allegisgroup.com) |
| PO Tracking | APPS\_ESA\_TO\_AEROTEK | [Dlist-APPS\_ESA\_to\_Aerotek@allegisgroup.com](mailto:Dlist-APPS_ESA_to_Aerotek@allegisgroup.com) |
| Copy [Dlist-APPS\_ESA\_to\_Aerotek@allegisgroup.com](mailto:Dlist-APPS_ESA_to_Aerotek@allegisgroup.com) on all escalations. | | |