



Service Desk Local KT Transition – Cameo Global

Local Knowledge Transfer Playback (Americas, APJC and EMEAR) - RTS



Participants

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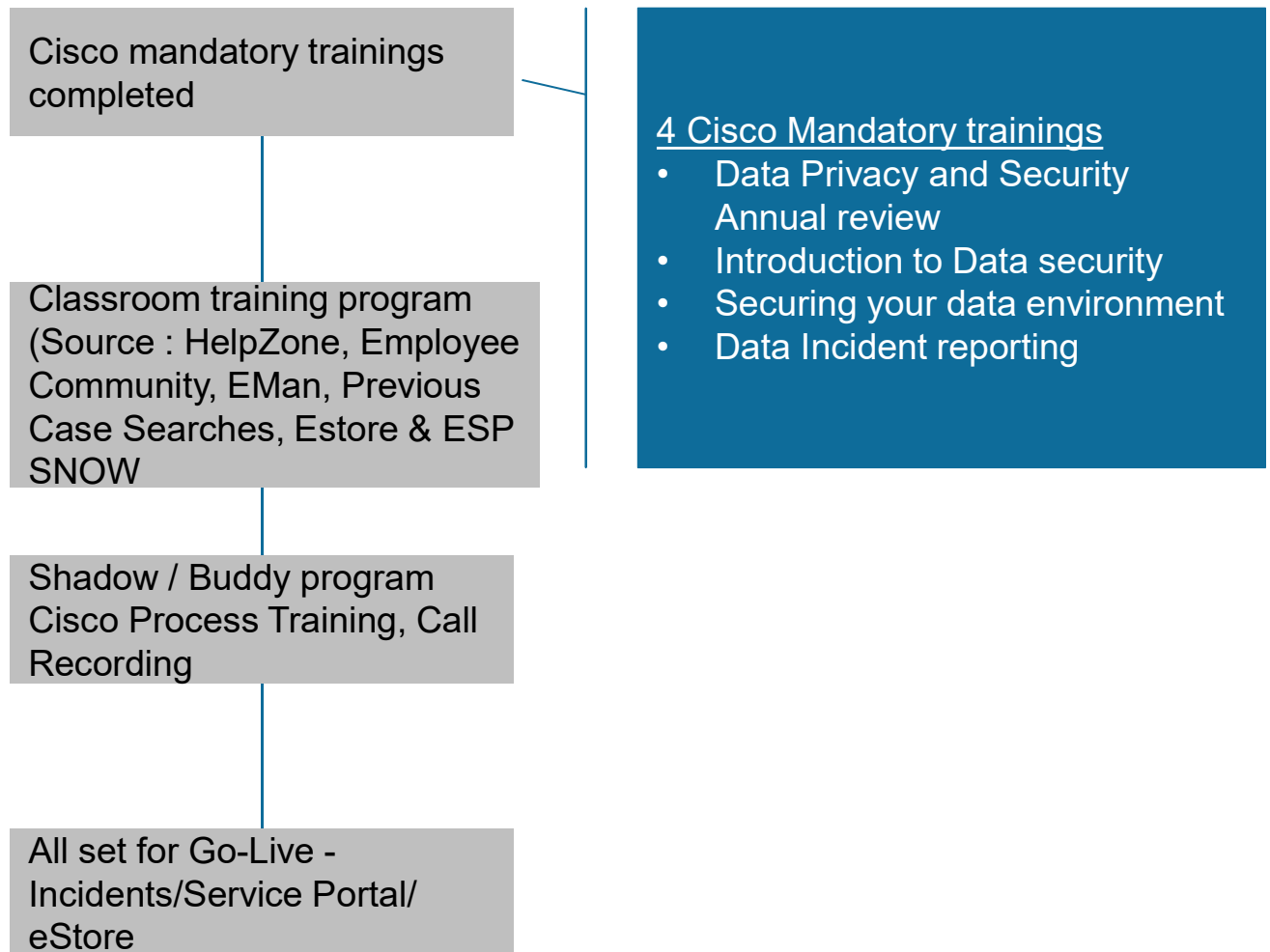
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Agenda

KT Topics

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SD Analyst on-boarding process



Application list required for SD analyst

Required	Required
Service Now/ESP	Help Zone
WebEx Conference Access	Mailer List – Leads & SDM
Admin username.web account	Employee Community
BitLocker – Windows, FileVault - MAC	Outlook Mailbox Request – O365
Active Directory Groups	Finesse – CTIOS (Agent IDs, Sup ID (Leads) - EStore
eStore	Production Phone Cluster access
eServeCloud (Click 2 Chat Tool)	Voicemail – To provide PW on Clients VM
Password Generator	Splunk
OnRamp – (Clone of Wipro agents with IBM)	EXAM – External Access Management
AD Account Management	
Password Sync	Information Only
CrashPlan	Help Zone, Central Profile Repository (CPR)
Jabber, Cisco AnyConnect	Eman, Employee Community

Scope of SD support

Assets, Countries in Scope and Volume Information

■ Hardware assets:

- Laptops :
 - MAC – MacBook Pro 13 and MacBook Pro 15
 - Windows – Lenovo T480, X1 Carbon 6th Gen, P52 & MS Surface Pro (USA Only)
- Desktop : Lenovo M910, P520, P720
- Desk phones – Cisco IP Phone 8865, 8821, 8841, 8865 NR (China only)
- Mobile phones (majority of which are iPhones and Android – Only Samsung Galaxy series)
- Printers – RICOH & Xerox

■ Theaters and Countries in-scope:

Region + Country	Count
EMEAR	50
APJC	20
ME	10
LATAM	9
AMER	8
Grand Total	97

Scope of SD support

Volumes & Peak Information

■ Volumes and Peak Information:

- Phone calls: 19K per month – Break down below
- Medium : Calls, Chat, ESP/SNOW – Web, Self-service Portal, Walk-in
- Major contributors : Microsoft Windows Issues, MobilePASS Issues, Laptops and Desktops issues, MacOS Issue, VPN Issues, Laptop Setup and Data Migration, IP Phone , Outlook
- Peak hours: 0830 – 1030 EST and a mini-peak between 1300 – 1400 EST. (Monday to Wednesday)
- Peak day: Monday & Wednesday. Trend: drops gradually across the week. Lowest volumes on Friday & during Shut down and Holiday period
- Volume: Incident tickets – 25 K (approx.) and SR's – 900 Per month
- eGain Chat Volume: 10k approx. per quarter.
- Support hours and Service Window
 - 24x7 for Tier 1 English
 - 10x5 for Japanese, 9 x 5 for Korean and 9 x 6 - Mandarin
- No of Users – 106,905
- No of Devices - 115293

Language	AUG FY2018	SEP FY2018	OCT FY2018	NOV FY2018	DEC FY2018	JAN FY2018	FEB FY2018	MAR FY2018	APR FY2018	MAY FY2018	JUN FY2018	JUL FY2018	AUG FY2019	SEP FY2019	OCT FY2019	Average
English	16762	16867	22523	18332	19653	17401	16940	15987	22955	16646	16413	20863	17787	19520	18803	18497
Japanese	18	23	27	20	24	22	22	15	25	19	16	27	25	21	25	22
Korean	4	6	5	8	7	6	3	3	4	4	5	10	5	5	4	5
Mandarin	98	72	85	79	91	75	43	77	101	87	69	113	81	102	78	83
Total	16882	16968	22640	18440	19775	17505	17008	16083	23085	16756	16503	21013	17898	19648	18910	18608

Out of Scope List

■ Out of Scope:

- Email via Mailbox , any 3rd part software's, other Hardware devices like Wireless headsets, no personal laptop which are not approved by Infosec.
- Hardware devices not provided by Cisco. E.g. : HP, Canon etc.
- Laptop for New Hires who are part of Acquisition team – Once they get on boarded the request will be sent to the acquisition tier 2 team

Chat Support Process

Chat Tool :Click to Chat Tool and eServeCloud

- Click to Chat Channel offers Chat Support to the following services – HR Support, Technical Support, WPR Support, Finance and Expense, Procurement, Contingent Worker, Card Services, Cisco Travel, Learning Services
 - Total Volume: 50000+ Chats per volume out of which Service Desk Volume : 14000+ chats / quarter (15% of Overall Quarterly Remedy Case Handled Volume)
 - Support would be ONLY in English.
 - Categorization for chat cases will be same as the ESP Service now Tool's cases.
 - eServe Cloud is the replacement for Click to Chat tool - Go Live scheduled @ 17th December 2018
 - Steady State Support : Link for general support and configuration like general enquires, addition or removal of analyst, agent shortcuts, KB and chat deflection, addition of new ques and templates, reporting assistance, training assistance, tool errors, to open a ticket: https://cisco.service-now.com/sp?id=search&bt=*&filter_string=serviceoffering:%27C2CES%27
 - Knowledge Article :
 - **Chat Support training link** : <https://cisco.box.com/s/8n5bp7cvyucmmhujurg4v56p3x2qx7>

Incident Management

ESP / ServiceNow

- ESP is the ITSM tool for Cisco, where cases are created, documented and routed to different teams if required
- Link to the ESP tool : <https://cisco.service-now.com>
- Clients look at their Incidents via the At Your Service portal: <http://atyourservice.cisco.com/> which redirects to <https://cisco.service-now.com/sp> and they can navigate from there.
- Direct links are emailed to the Impacted User when an Incident is created : https://cisco.service-now.com/sp?id=ticket&table=incident&sys_id=VERY_LONG_HEX_NUMBER



Incident Management

VIP Case Handling Procedure / Executive Support

- **Executive Support service gives VIP access to:**
- Skilled IT support analysts.
 - Executive Support analysts are selected based on a proven history of exceptional performance in problem remediation, service manner and client satisfaction.
- Single contact for IT cases: Round the Clock and Weekends.
 - We aim to be your front-line for all IT support, so no matter what your issue, we will help you find a solution.
- Priority access to on-site support resources (where available).
 - Most issues can be resolved by our analysts remotely. If required, we can arrange on-site intervention at sites where this service exists.
- The Executive Support service will continue to be accessible via the standard Executive Support numbers if you are off campus or traveling:
(US) +1 408 527 2275 & (UK) +44 20 8824 4777 (Please do not share the VIP back-end numbers with non-VIP clients)
- Link : - https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Web76de360c40_4c44_8b0c_bd141013ad19/page/VIP%20Case%20Handling%20Procedure

Incident Management

ESP ESTS RTS-LTS Incident template Management Process

- Cisco Lifecycle and Delivery Leads are responsible to determine which Templates are needed and then collaborate with the RTS and LTS Leads to create the Template as needed and then obtain sign off by the Service Owners before creation and implementation.
- RTS and LTS Leads to propose new templates by filling in the [Smart Sheet form](#) and work with the Cisco LCL/SDL and Service owner for verification and sign off before creation.
 - [Smartsheet/Web form](#) to collect change notifications from the Service Owner or Support Teams for ESP data.
 - [Smartsheet web form](#) to collect ESP Template Disable/Deletion requests from LCL/SDL/RTS Leads.
- Link to the Smart sheet: <https://app.smartsheet.com/b/form/40b662858ece454b21e6db30894c0>
- Knowledge Article :ESP ESTS RTS-LTS Incident template Management Process article are available on Employee Community link below :
 - https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Web76de360c40_4c44_8b0c_bd141013ad19/page/ESP%20ESTS%20RTS-LTS%20Incident%20Template%20Process%20&%20Governance%20Policy

Incident Management

O365 Issues

- Cisco IT is undertaking a phased approach to company-wide migration to Office 365, with email and calendaring in the cloud.
- Employee Services Technical Support team is expected to provide FAQ based support, troubleshoot/resolve problems and escalate cases when unable to resolve issue via FAQ.
- Email and Calendaring Migration to O365 is expected to be over by June 2019 for all the Cisco User.
- User base and Location: Global.
- Support Coverage : 24*5 (Minimal Support Weekends)
- Support Groups: TechSupport-Remote-T1 (Tier1 Frontline), TechSupport-Remote-T2-PC, TechSupport-Remote-T2-Messaging, TechSupport-Local-LTSC-[Theater]-[Location]
- ESP Assignment Groups: TechSupport-Remote-T1 (Frontline-Tier 1), TechSupport-Remote-T2-PC, TechSupport-Remote-T2-Messaging, EndUserComputing-Mac, EndUserComputing-Windows, Email&Calendaring-XCH, Local Technical Support Assignment Groups
 - Projected/Estimated weekly case volume : 70 (approx) cases per week.

Knowledge Article	URL
ICX O365 Site	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=45ce7afd-f11d-42da-98b0-f6c5c1aad98a
OnTrack- Migration Status Check	http://ontrack.cisco.com/
Office 365 Known Issues	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W3dbddedf7287_4aaf_bcd4_a8ba8e0beeb8/page/Office%20365%20Known%20Issues
Office 365 FAQs	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W3dbddedf7287_4aaf_bcd4_a8ba8e0beeb8/page/Office%20365%20FAQs%20%26%20Glossary
Microsoft Outlook Video Training	https://support.office.com/en-us/article/outlook-for-windows-video-training-8a5b816d-9052-4190-a5eb-494512343cca?ui=en-US&rs=en-US&ad=US & https://support.office.com/en-US/office-training-center/Outlook-tips

Incident Management

Schedule Support

- Schedule Support tool is used by end users to schedule appointments for any critical issue w.r.t. New Hire Setup, Core Collaboration, End User Computing, Email and Calendaring, **Engineering**, Home and Remote Access, Mobile Mail Setup etc.
- Support would be ONLY in English.
- Majority of issues needs to be resolved as FCR
- Work functionality: Leads will have access to schedule the request raised by the user and align agents.
- Client-Facing Link: <http://schedulesupport.cisco.com/> or https://bespoke.bookingbug.com/cisco/new_booking.html
- Admin Interface: <https://cisco.bookingbug.com/login>
- Internal TS Schedule Support Community: <https://apps.na.collabserv.com/communities/service/html/communityoverview?communityUuid=92759151-a40c-4a6b-8755-ee140a4914fc>
- Volumes: 500 to 600 cases per quarter.
- Support Group: Tech Support-Remote-CVO-t2 , Tech Support-Remote-T2-PC, Tech Support-Remote-T1-Mobility Tech Support-Remote-T1, Tech Support-Remote-T2-EngApps
- Important Note : No scheduled support for Laptop issues.

Knowledge Article	URL
ESTS Scheduled Support available on Employee Community link below	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=92759151-a40c-4a6b-8755-ee140a4914fc

Incident Management

Help and Support Solutions

Help & Support Solutions	Fran is the Dept lead for all service offerings Reid Howard is Life cycle lead
Acquisitions Technical Help Desk	Each Acquisition is supported uniquely and Cisco Acquisitions Lead sends support communication to Tech Support team as well as update the support info at ESTS Acquisitions community at https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=76cb904f-4039-4b27-aba0-724b99db58a8 Any ESP case that qualifies should use "Acquisitions Technical Help Desk" service offering and the case be routed to AG Name: TechSupport-Remote-T2-Acquisitions.
Cisco Enterprise Print System (CEPS)	CEFS printing issue – open a case according to Service Offering , remote t1 Queue – CEFS-App team CEFS printing issue – open a case according to SO via Remote-T1 and assign to CEFS-App team KA - http://helpzone.cisco.com/t5/Printing/CEPS-Print-Client-Support-Information/ta-p/2852
Event Support	Not in scope as its LTS related
Escalation Desk	Used by escalation team members - TechSupport-C-Remote-T3-Escalations
Fax	Integrated to Print System - http://helpzone.cisco.com/t5/Printing/GPS-Printer-Ricoh-Fax/ta-p/16954
Local Infrastructure Support	LTS
Print/Scan/Copy	http://helpzone.cisco.com/t5/Printing/GPS-Printer-Ricoh-Printing/ta-p/16922
Technical Help Desk	Used by RTS + GSTS team – only used when you cannot find service offering when you get a call .e.g. Home Mail not part of Service Offering. Notify the Lead that it is not available – in the Service Portfolio . Agent will resolve the ticket and send an email to Lifecycle leads to add the service offering Important :Agents needs to put a * in terms of searching keywords e.g. like Redhat not found we can chose the related Service Offering

Incident Management

Cisco Password Management

- Cisco Password Manager is an enterprise solution for managing passwords and other types of credentials. All Cisco employees, including contractors and vendors with access to Cisco systems are responsible for taking appropriate steps in selecting and securing their passwords through Cisco Password Manager.
- Tools Required: Password Generator, Password Sync Tool.
- **Support Groups** : TechSupport-Remote-T1 (Tier1 Frontline), IAM-CPR, TechSupport-Remote-T2-Accounts, Directory Services

Knowledge Article	URL
Password management-internal	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Password-Management-Internal/ta-p/2483
Password management tool	https://pwreset.cisco.com/
Password sync tool	https://pwreset.cisco.com/sync
Knowledge Article for Password Management Community Link	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=2fe2dc16-c2ac-4a17-a037-0650fbe4ecbe
Password Management FAQs	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0d8cd20b8595_4c3b_9301_afa270f98e7c/page/Password%
CPR tool	CPR tool - https://cdca.cloudapps.cisco.com/cdca/lookup.do

Incident Management

OnRamp Tool for Access Request

- OnRamp is an enterprise request and approval workflow service, which allows internal users to request access to resources such as: business applications.
- It is designed to simplify the account request and administration process at Cisco.
- It provides a central access point to request and perform administration functions for various types of account requests across multiple platforms, tools, hosts, databases etc.
- Functionality : Request an Account or Resource, Approve and Account Request, Provisioning, Terminating accounts.
- **Support Groups** : Tier 1 - TechSupport-Remote-T1, Tier 2 - TechSupport-Remote-T2-OnRamp-Administration, Tier 3 – EMAN-Glbl

Knowledge Article	URL
OnRamp-How to clone account	http://helpzone.cisco.com/t5/Security-Identity-Management/OnRamp-How-to-clone-accounts/ta-p/2882
OnRamp-Overview of resource owners	http://helpzone.cisco.com/t5/Security-Identity-Management/OnRamp-Overview-for-resource-owners/ta-p/2347
OnRamp approval queueapproval requestis not received	http://helpzone.cisco.com/t5/Security-Identity-Management/OnRamp-After-receiving-an-approval-a-request-I-do-not-see/ta-p/2880
How to add and remove anapprover name	http://helpzone.cisco.com/t5/Security-Identity-Management/OnRamp-How-to-add-or-remove-an-approver-name/ta-p/2881
OnRamp Documentation	https://wiki.cisco.com/display/ONRAMPDOC/OnRamp+Documentation
OnRamp tool Link	https://onramp.cisco.com
Client Services-Onramp	https://eman.cisco.com/SERVICE/OnRamp/index.pcgi

Incident Management

Directory Services – Internal AD

- The Active Directory (AD) service catalogs information about all the objects on a network, including people, computers and printers, and distributes that information throughout the network.
- Security is integrated with Active Directory through logon authentication and access control.
- Support Groups : Tier 1: TechSupport-Remote-T1; Tier 2: TechSupport-Remote-T2-Accounts; Tier 3: Directory Service

Knowledge Article	URL
Directory Services - Internal (AD)	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Directory-Services-Internal-AD/ta-p/2524
Directory Services - Internal (AD) account management	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-Account-Management-ADAM-Support-Information/ta-p/2399
Account management and search functions for user,group and computer objects	https://ds-web.cisco.com/OPDATA/ActiveDirectory/adam/index.pmcgi



Incident Management

PingID Desktop App (PingID Digital Login/Swipe/MFA)

- This application is a Multi Factor Authentication Tool and facilitate Single Sign-On for the Cisco applications.
- PingID currently allows 5 types of authentication ways: Mobile Device, E-mail (mandatory as Cisco e-mail), SMS, Voice Call Desktop Applications.
- Support Groups : TechSupport-Remote-T1 (Tier1 – Level 1), Security Services (Tier2 – Level 2)
- Tool Link : <https://swipe.cisco.com>

Knowledge Article	URL
Log In Using Desktop App OTP	https://wiki.cisco.com/display/GSIAM/How+to+Log+In+Using+Desktop+App+OTP
PingID Desktop App	https://wiki.cisco.com/display/GSIAM/Desktop+App
Registering PingID Desktop App as a Primary Authentication Device	https://wiki.cisco.com/display/GSIAM/How+to+register+PingID+Desktop+App+as+a+Primary+Authentication+Device
Registering PingID Desktop App as Backup Authentication Device	https://wiki.cisco.com/display/GSIAM/How+to+register+PingID+Desktop+App+as+Backup+Authentication+Device
Changing PIN Of PingID Desktop App	https://wiki.cisco.com/display/GSIAM/How+to+change+PIN+Of+PingID+Desktop+App
Pairing Additional Environments to Your Desktop App Instance	https://wiki.cisco.com/display/GSIAM/How+to+Pair+Additional+Environments+to+Your+Desktop+App+Instance
What if I forgot PIN of PingID Desktop App	https://wiki.cisco.com/display/GSIAM/What+if+I+forgot+PIN+of+PingID+Desktop+App

Incident Management

Access Key (Yubikey)



Access_Key
(Yubikey) ESTS training

- Access Key(Yubikey) is a replacement to existing Admin tokens:
 - It is a multi-protocol security key, providing strong two-factor authentication
 - Seamless touch-to-sign
 - All-in-one configurable security key
 - With a simple touch, it protects access to computers, networks and online services
 - It is easier and safer than other authentication apps - no need to utilize smart phones or retype passcodes
 - It Works with Windows, Linux and Mac OS
- **Support Groups** : TechSupport-Remote-T1 (Tier1 Frontline), Directory Services.
- User Base: All Cisco Admins, 2000+ Admins
- Support coverage required: 24x5 (minimal support on weekends)
- Projected/Estimated weekly case volume: 15 – 20

Knowledge Article	URL
Case Handling Document	https://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Security-Services-Access-Key-Yubikey/ta-p/19268/
Requesting the Access Key	https://app.smartsheet.com/b/form/17b37633dc4a41e691b0ce6d44bfec56
Activating the access key	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W80b51708eb7b_4ba1_9f1a_d77ccdccb126/page/Access%20Key%20Activation
FAQS	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W80b51708eb7b_4ba1_9f1a_d77ccdccb126/page/Access%20Key%20Home%20Page



Incident Management

Home/Remote Access Software & Accounts

- VPN creates a secure, encrypted connection, which acts like a tunnel between your computer and a server operated by the VPN service. It helps users to access Cisco internal sites and applications from home network or any other public network. The Cisco AnyConnect Secure Mobility Client is the next generation of the Cisco SSL VPN Client. AnyConnect is now the standard VPN client for all new installations. Legacy VPN solutions are no longer allowed to connect to the Cisco network.
- 2 ways to connect VPN: Cisco AnyConnect Secure Mobility Client & Cisco Virtual Office (CVO). 3rd was Cisco Systems VPN Client which is currently decommissioned
- Remote Access “Token” Methods or Tools : MobilePass, SoftToken, GEM SoftToken and DES Card
- Support Groups :** TechSupport-Remote-T1 (Tier1 Frontline), TechSupport-Remote-T2-PC, Tech Support t2CBO, End User Computing- Windows, End user Computing – MaC , Tech Support Remote T2Accounts, Home & emote Access-SME.

Knowledge Article	URL
MobilePass Download Link	http://estore.cisco.com/RequestCenter/servicecatalog/servicecatalog.do?route=category&path=32-124
External rekey Link	http://rekey.cisco.com
Mac - Support Information	http://helpzone.cisco.com/t5/Network-Home-Remote-Access/AnyConnect-VPN-Mac-Support-Information/ta-p/3212
Mac - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-AnyConnect-VPN-Mac/ta-p/2519
Windows - Support Information	http://helpzone.cisco.com/t5/Network-Home-Remote-Access/AnyConnect-VPN-Windows-Support-Information/ta-p/3203
Windows - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-AnyConnect-VPN-Windows/ta-p/2520
Cisco Umbrella Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Tech-Support-Documents-Cisco-Umbrella/ta-p/3265
AnyConnect FAQs	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wadedadedb802_4c25_b220_97754521da15/page/AnyConnect%20Support%20and%20FAQ
Home and Remote Access Community	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUid=e7d1cccb-20d3-4e54-8f3d-e00d94a5a9f4

End User Computing

Adobe Desktop Application Issue

Adobe Desktop Application is a set of applications and services from [Adobe Systems](#) that gives subscribers access to a collection of software used for [graphic design](#), [video editing](#), [web development](#), [photography](#), along with a set of mobile applications and also some optional [cloud services](#).

Below is a list of known issues for Adobe Desktop Application:

- Solutions for the Adobe Federated ID Portal.
- **Software Purchasing and Compliance - Software Agreements**
- **Adobe Apps for Windows - Special licensed applications are not opening Issues.**
- **Support Groups**
 - Tier 1: TechSupport-Remote-T1
 - Tier 2: TechSupport-Remote-T2-PC (if the issue is with the software installed on the machine)
 - Tier 2: estore-support (if the issue is with downloading the package from eStore tool or the eStore tool itself has issues while downloading)
 - Tier 3: EndUserComputing-Windows
 - Tier 3: EndUserComputing-Mac
 - Tier 3: EndUserComputing-SoftwareDownload

Knowlegde Article	URL Link
Federated ID Portal known issues	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0035068
Special Licensed applications not working	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0034591
Software Purchasing and Compliance	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0034603
Software Purchasing and Compliance - Chargeback FAQ	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0034604

End User Computing

Cisco Anti Malware protection (AMP) for Endpoints

Cisco AMP for Endpoint (AMP4E) is a lightweight, cloud based anti-malware product.

It runs on multiple platforms: Windows, Mac, Android, Linux

- Hash based detections
- File fetch (ThreatGrid)
- Retrospective Security
- Can run alongside McAfee

Article Link	URL
Cisco AMP Deployment at Cisco	https://apps.na.collabserv.com/wikis/home/wiki/Wd6e509e5a3ee_4b03_9927_3d234e618feb/page/Cisco%20AMP%20for%20Endpoints%20Deployment%20at%20Cisco
Cisco AMP for Endpoints on Mac EC (client facing)	https://apps.na.collabserv.com/wikis/home/wiki/Wd6e509e5a3ee_4b03_9927_3d234e618feb/page/Cisco%20AMP%20for%20Endpoints%20on%20Mac
Cisco AMP for Endpoints on Windows EC (client facing)	https://apps.na.collabserv.com/wikis/home/wiki/Wd6e509e5a3ee_4b03_9927_3d234e618feb/page/Cisco%20AMP%20for%20Endpoints%20on%20Windows
Laptops, Desktops & Software EC	https://apps.na.collabserv.com/wikis/home/wiki/Wfd5ea941863a_41f1_97de_7f2e428e7fab/page/Cisco%20AMP%20for%20Endpoints
Laptops Desktops and Software Discussion EC page	https://knowledge.cisco.com/KB0033588
Cisco Public Site on AMP for Endpoints	https://www.cisco.com/c/en/us/products/security/amp-for-endpoints/index.html
Cisco Public Site on AMP for Endpoints – Troubleshooting Tech Notes	https://www.cisco.com/c/en/us/support/security/fireamp-endpoints/products-tech-notes-list.html

End User Computing

Cisco Enterprise Linux DevSuite

- You have to have an Engineering Unix Account to use CEL (DevSuite or WorkStation).
- If you do not have an Engineering Unix Account and you are not part of Engineering, you can request.

Knowledge Article	URL
1. Support Information	https://cisco.service-now.com/sp?id=kb_article&sys_id=d50bd76bdb6b9f48a89e96f8db961951
2. Technical Support Document	https://cisco.service-now.com/sp?id=kb_article&sys_id=01c69727dbe79f48a89e96f8db9619c8

End User Computing

Cisco IT Linux Platforms (CILP)

- Cisco IT Linux Platforms (CILP) is a Cisco IT Service Offering providing a productive and secure Linux platform according to Cisco policy which is comprised of Trusted and Managed Operating Systems. These products are primarily used by Cisco Engineering.
- **Assignment Group:** EndUserComputing-Linux

Knowledge Article	URL
Case Handling	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Cisco-IT-Linux-Platforms-CILP/tap/14798
FAQS	https://cisco.service-now.com/sp?id=kb_article&sys_id=31ade3a7dbe3df48a89e96f8db96198f

End User Computing

Cygnus Password Corral

- Password Corral is a freeware password manager. The software runs only on the Windows platform. The application is available from eStore
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-Windows

Knowledge Article	URL
Case Standards	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Standards-Cygnus-Password-Corral/ta-p/3058

End User Computing

X1 Search

- X1 revolutionizes the way you retrieve emails, attachments, files and SharePoint data with an award winning interface; specifically architected to retrieve results in the way a business professional remembers information
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-Windows

Knowledge Article	URL
eStore download link	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/554

End User Computing

Web Browser / Web Browser Plugin

- Clearing browser cache is a good first step in troubleshooting issues encountered while using browsers.
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-Windows
- **Types of Browsers:** Internet Explorer 10, Firefox, Safari, Chrome
- Best used for MAC user– Safari & Firefox Mozilla and Windows – IE10 & Mozilla Firefox

Knowledge Article	URL
Clear Cache	http://helpzone.cisco.com/t5/Technical-Support-Miscellaneous/Web-Browsers-Clear-browser-cache/ta-p/2587

End User Computing

VMware Fusion / MAC Fusion

- **VMware Fusion** allows Mac users to run Windows in a virtual machine on their Mac. This allows access to tools and programs that do not support the Mac directly.
- **Known Issues:**
 - Fusion VM Connectivity/Network Issues
 - Fusion VM is Frozen or Hangs
 - Fusion VM using too much disk space; shrink VM
 - Fusion using all or too much available memory:
- **Assignment Groups:** TechSupport-Remote-T1, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, TechSupport-Local AGs

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-VMware-Fusion/ta-p/2492
VMWare Setup	https://cisco.service-now.com/sp?id=kb_article&sys_id=5f359521db6e57c05425fe8b0c96191c

End User Computing

Virus Infected Laptop

- Virus Infected Laptop Issues provides instructions for scanning, cleaning, and reporting on possible virus alerts called in by clients or from auto-generated cases from InfoSec
- **Assignment Groups:** TechSupport-Remote-T1, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, TechSupport-Local AGs

Knowledge Article	URL
Mac virus alert	http://helpzone.cisco.com/t5/Technical-Support-Documents/Virus-Remediation-Process-Single-User-CSIRT-Initiated/ta-p/14714
Mac Virus Alert - Virus Alert Issues	http://helpzone.cisco.com/t5/Laptops-Desktops/Mac-Notebook-Virus-alert-issues/ta-p/3296

End User Computing

Tectia SSH Client

- Tectia SSH Client is an enterprise-class solution for securing system administration, file transfer and application tunneling and connectivity in heterogeneous enterprise networks.
- Tectia SSH Client provides strong, FIPS 140-2 certified encryption for rapid deployment and flexible authentication to address the critical security requirements.
- **Assignment Groups:** TechSupport-Remote-T1, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, TechSupport-Local AGs

Knowledge Article	URL
eStore	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/546

End User Computing

MindJet MindManager

- Mindjet MindManager is a commercial software which provide advanced functionality for brainstorming and planning. MindManager software is provided by IT via eStore.
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, EndUserComputing-Windows, TechSupport-Local AGs

Knowledge Article	URL
Case Standards	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Standards-Mindjet-MindManager/ta-p/3078

End User Computing

Microsoft Office Suite

- Microsoft Office is a suite of productivity applications used for creating documents, spreadsheets, and presentations, etc on PCs. MS Office includes the following products:
 - Access
 - Excel
 - InfoPath (Designer & Filler)
 - OneNote
 - Outlook
 - PowerPoint
 - Publisher
 - Word
 - MS Project
 - Visio
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, EndUserComputing-Windows, TechSupport-Local AGs

Knowledge Article	URL
Training and Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Microsoft-Office-Training-and-support-information/ta-p/3277
Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Microsoft-Office-Support-Information/ta-p/3224
Cisco Deployment of Microsoft Office 2016	http://helpzone.cisco.com/t5/System-Setup-Protection/Microsoft-Office-Cisco-deployment-of-Microsoft-Office-2016/ta-p/2586

End User Computing

McAfee Endpoint Security

- **McAfee Endpoint Security**, or **anti-virus software** (abbreviated to **AV software**), also known as **anti-malware**, is a computer program used to prevent, detect, and remove malware.
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-SoftwareDownload, EndUserComputing-Mac, EndUserComputing-Windows, TechSupport-Local AGs

Knowledge Article	URL
EC Document	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0034897
Case Standards	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Standards-McAfee-Endpoint-Security/ta-p/3055

End User Computing

Additional PC request – Loaner Laptop or Desktop

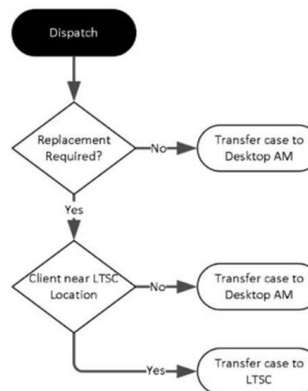
- Request an additional laptop or desktop if your current role requires you to have more than one laptop or desktop. Mac global support at Cisco allows all Mac users to obtain full Mac support for Mac hardware, OS X, and Cisco applications for Mac.

Knowledge Article	URL
eStore Additional PC Request	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/869

End User Computing

Lost or Stolen Laptop/Desktop

- Lost or Stolen Laptop/Desktop Issues are intended for Local Technical Support and Remote Technical Support techs and provides the procedure to follow if a client contacts our teams to report a lost or stolen laptop.
- Support Groups**
 - Tier 1: TechSupport-Remote-T1
 - Tier 2: TechSupport-remote-T2-PC (if the machine is not encrypted, the incident is routed here)
 - Tier 3: Desktop AM US (United States region)
 - Tier 3: Desktop AM CANADA (Canada Region)
 - Tier 3: Desktop AM EUEM ASSETMANAGEMENT (EMEAR Region)
 - Tier 3: Desktop AM AP ASSETMANAGEMENT (APJC Region)
 - Tier 3: Desktop AM LATAM ASSETMANAGEMENT (LATAM Region)



Knowledge Article	URL
Lost or Stolen Laptop Desktop	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W27825fbfb4f0_4b63_a336_8afbc01707fe/page/Report%20Lost%20or%20Stolen%20Laptop%20as%20a%20Service

End User Computing

Microsoft Bit locker - Windows

- **Microsoft BitLocker** provides enhanced protection against data theft or exposure on computers, removable drives that are lost or stolen, and more secure data deletion when BitLocker-protected computers are decommissioned as it is much more difficult to recover deleted data.
-
- BitLocker has replaced Credant Mobile Guardian Shield as part of the Cisco Lenovo PC image for PC refresh/new hires and reimaged Lenovo PCs.
- **Assignment Groups:** TechSupport-Remote-T1, TechSupport-Remote-T2-PC, EndUserComputing-Mac, EndUserComputing-Windows.

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Microsoft-BitLocker/ta-p/2416
Information, Support and FAQs	http://helpzone.cisco.com/t5/System-Setup-Protection/Microsoft-BitLocker-Information-FAQs-Support/ta-p/2414

End User Computing

Mac FileVault

- **FileVault** is Apple's full disk encryption solution. It is built in to OS X 10.8.x or higher. FileVault is the standard encryption method to be used at Cisco.
- Assignment Groups: TechSupport-Remote-T1, EndUserComputing-Mac, TechSupport-Local AGs (if required for walk in cases)

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Apple-FileVault-Mac/ta-p/2498
Recovery Key Retrieval	http://helpzone.cisco.com/t5/Technical-Support-Documents/Apple-FileVault-Mac-Recovery-Key-retrieval/ta-p/2495
Apple Filevault - Recovery Key retrieval link	https://jssi-web-005-p.cisco.com:8443/mdm/

End User Computing

Laptop Setup and Data Migration

- Data Migration Assistant is a tool used during PC refresh to migrate business data and settings between your old and new computers to make your new computer productive.
- **Support FAQs / Issues:**
 - [Information and support for Data Migration Assistant](#)
 - [e-mail archives \(.pst files\) did not migrate](#)
 - [The migration did not complete successfully on both computers](#)
 - [The two computers will not establish a connection](#)
 - [According to the migration completion dialog, some files did not migrate successfully](#)

Knowledge Article	URL
Data Migration Assistant - Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Data-Migration-Assistant-Support-Information/ta-p/3197
Data Migration Assistant - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Data-Migration-Assistant/ta-p/3196
CUSA Windows - Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Cisco-Unified-Setup-Assistant-CUSA-for-Windows-Support/ta-p/17327
CUSA Mac - Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Cisco-Unified-Setup-Assistant-CUSA-for-Mac-Support-Information/ta-p/17303
CUSA Windows-Case Handling	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Cisco-Unified-Setup-Assistant-CUSA-Windows/ta-p/17406
CUSA Mac - Case Handling	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Cisco-Unified-Setup-Assistant-CUSA-Mac/ta-p/3246
Computer Setup	https://cisco.service-now.com/sp?id=kb_article&sys_id=56ca8252dbfed780a89e96f8db96192c

End User Computing

Laptops and Desktops

- It offers support information for Cisco assets (laptops/desktops) provided to employees.

- Top Ten Laptop and Desktop Issues:**

- [Information on Cisco laptop and desktop computers](#)
 - [Replacement battery for laptop](#)
 - [Reimage Operating System](#)
 - [Finger Print Reader on a laptop](#)
 - [Transfer data from PC to PC, PC to Mac, or Mac to PC](#)
 - [Improve PC performance](#)
 - [Locate laptop serial number](#)
 - [Hot swap process FAQs](#)
 - [Lenovo X1 Carbon will not power on without AC adaptor](#)
 - [Swap out laptop hard drive \(hot swap\)](#)

Knowledge Article	URL
Support Information	http://helpzone.cisco.com/t5/Laptops-Desktops/Laptops-and-Desktops-Support-Information/ta-p/2610
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Laptops-and-Desktops/ta-p/3044
Supported Laptops	https://cisco.service-now.com/sp?id=kb_article&sys_id=24a0057edb55af083e0d5678dc961918
Policies and eligibility	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wd6e509e5a3ee_4b03_9927_3d234e618feb/page/Policies%20%20Eligibility%20Computer%20Policies%20%20Eligibility
Trusted Devices - Community	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=e44e7913-17d2-4f4f-9a52-75806a4e586b
Trusted Devices - FAQs	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W5b7eed83b1d0_4603_b6c9_3ef969e963c7/page/Trusted%20Device%20Frequently%20Asked%20Questions%20(FAQ)

End User Computing

Email and Calendaring - Apple Calendar & Apple Mail

- For Apple Calendar or Mail issues, Frontline team are supposed to do the basic trouble shooting, post that they are supposed to align the case to the AppleCare support.
- AppleCare Enterprise Support provides Cisco employees with priority Apple OS/software and next business day onsite Mac warranty repair. Use the region selectors below to see which AppleCare options are available in your country.
- AppleCare will help with any Apple related software issues. This includes OS performance issues, Mac to Mac refreshes, PC to Mac refreshes, OS upgrades, **Apple Mail and Calendar**, wireless issues, power problems, display issues, and kernel panics.
- Apple mail and calendar are not in scope for Tier 1 team.
- Assignment Group: EndUserComputing-Mac

Knowledge Article	URL
Support Information & Technical Support Document	https://cisco.service-now.com/sp?id=kb_article&sys_id=0b53aefddbbaa13045425fe8b0c9619a0

End User Computing

Email and Calendaring - Email Security Appliance

- **Cisco IronPort Email Security Plug-in: IronPort** is Cisco's Anti-Spam and Anti-phishing email plugin solution for Outlook. Allows clients to mark suspicious emails as spam, phishing or virus.
- Phishing scams are attempts to acquire information such as usernames, passwords, and credit card details (and sometimes, indirectly, money) by masquerading as a trustworthy entity in an e-mail.
- In Oct-2013, InfoSec began running a long-term education campaign which sends test phishing e-mails to a large populations of Cisco employees.

Knowledge Article	URL
Cisco Ironport download link	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/792
Report Phishing, spam or unwanted emails	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Email-Security-How-do-I-report-phishing-spam-or-other-unwanted-e/ta-p/2530
Support Information	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Outlook-Email-amp-Calendar-Support-Information/ta-p/2448

End User Computing

Email and Calendaring - Exchange Lifecycle Management

- Clients may request permission to send e-mails as another user, or as a mailing list.
- **Send-As User** requests are submitted via the [My Email & Calendaring Dashboard](#), and require the approval of the **user for whom e-mail will be sent**.
- **Send-As Mailer** requests are provisioned by the mailer owner.
- Cisco IT maintains a list of approved SafeSender addresses for all users in the company.
- SafeSender lists maintained by Outlook for Mac, Apple Mail and other unsupported clients such as Thunderbird are local only. These are not automatically processed on your mailbox and are only processed when the client is open and as such are not recommended.

Knowledge Article	URL
Send-As permissions request	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Microsoft-Outlook-Send-As-Permissions/ta-p/2490
Team Calendar creation	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Outlook-Calendar-Team-Calendar-creation-guide/ta-p/4387
Safe senders list	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Safe%20Senders

End User Computing

Email and Calendaring - Mailer

- Mailer is an Service Management Program (SMP) managed application which provides self-service group mailing list management for Cisco Internal and, to a lesser extent, Cisco External.
- You can use the [mailer tool](#) to create/modify/delete a mailing list or subscribe/unsubscribe from a mailing list.
- **Assignment Groups:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-Messaging
 - Email&Calendaring-Mailer-L2
 - Email&Calendaring-Mailer-L3

Knowledge Article	URL
Mailing list management	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Mailer-Mailing-list-management/ta-p/2942
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Mailer/ta-p/2491
Support Information	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Oulook-Email-amp-Calendar-Support-Information/ta-p/2448

End User Computing

Email and Calendaring - Mailguard

- Mailguard is a Mailer list access control and filtering service provided by the Enterprise Messaging team. It was developed primarily to help you protect your Mailer list from mailstorms/unwanted email, but also has several other features that can make your life easier.
- Mailguard is an access control and filtering service, helping you manage your Cisco mailer. It allows you to control who can send email to your Cisco Mailer list and provide automated replies to senders if needed.
- **When to use Mailguard**
 - Your list has a large number of members (>500)
 - People send off-topic or otherwise unwanted email to your list
 - Your list is used for announcements in which no reply is expected or warranted
 - Your list suffers from reply-all "unsubscribe me" mail storms
 - People send too many large emails (messages with many attachments, lots of large images, etc) that fill up member inboxes
 - You need an automatic reply returned to senders who address your list
 - You only want to allow certain senders to send email to your list

Knowledge Article	URL
Mailguard tool installation link	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/752
Technical Support Documents	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Mailguard
Support Information	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Outlook-Email-amp-Calendar-Support-Information/ta-p/2448

End User Computing

Email and Calendaring - Microsoft Outlook **Calendar** - Mac & Windows

- Microsoft Outlook Calendar is the global calendaring system used by Cisco. It runs on the Exchange backend.
- **Assignment Groups:**
- **Mac**
 - TechSupport-Remote-T1 (default AG)
 - APCJI-Exec-Support
 - EndUserComputing-Mac
 - Email&Calendaring-XCH
- **Windows AGs**
 - TechSupport-Remote-T1 (default AG)
 - APCJI-Exec-Support
 - TechSupport-Remote-T2-Messaging
 - TechSupport-Remote-T2-PC
 - EndUserComputing-Windows
 - Email&Calendaring-XCH

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Microsoft-Outlook-Calendar/ta-p/2487
FAQs Mac	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Outlook%202016%20Mac
Support Information	http://helpzone.cisco.com/t5/Email-Calendar-Office-Suites/Outlook-Email-and-Calendar-Support-Information/ta-p/2448
FAQs Windows	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Outlook%202016%20Windows

End User Computing

Email and Calendaring - Microsoft Outlook **Email** - Mac and Windows

- Outlook 2016 is the e-mail client used by most Cisco users. All Cisco clients use Exchange 2013 as their e-mail server.
- **Assignment Groups:**
- **Mac**
 - TechSupport-Remote-T1 (default AG)
 - EndUserComputing-Mac
 - Email&Calendaring-XCH
- **Windows**
 - TechSupport-Remote-T1 (default AG)
 - APCJI-Exec-Support
 - TechSupport-Remote-T2-Messaging
 - TechSupport-Remote-T2-PC
 - EndUserComputing-Windows
 - Email&Calendaring-XCH

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Microsoft-Outlook-Email/ta-p/2489
FAQs Mac	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Outlook%202016%20Mac
Support Information	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W0e98eb7d8e03_4814_abb5_5694ca81c561/page/Outlook%202016%20Windows
FAQs Windows	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Outlook-Email-and-Calendar-Support-Information/ta-p/2448

End User Computing

Email and Calendaring - Newsgroups

- Newsgroups are a collection of discussions, articles and files, arranged into hierarchical containers.
- You can read both Cisco newsgroups (which are accessible only to Cisco employees) and public newsgroups (which are stored on the systems of an outside provider).
- There is no security. As long as the person is within Cisco's intranet they can post to or read from our newsgroups.
- To request a new Cisco newsgroup and/or mail-to-news gateway for a Cisco Mailer list contact the GBS EE Tech Support or order via [Estore](#)
- There are mailer lists that have a bi-directional link with a newsgroup, Unidirectional links can also be set up.

Knowledge Article	URL
Support Information	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Outlook-Email-amp-Calendar-Support-Information/ta-p/2448

Incident Management

Government Trust & Technology Services / Government Security Services

- **Government Trust & Technology Services (GTTS)** provides secure, segregated services to business partners within Cisco that have distinct security requirements due to U.S. Government-related compliance or specialized data handling needs.
- There are two distinct missions:
 - Government (e.g., U.S. Government data)
 - Trust (Cisco restricted use cases with highly sensitive data)
- There are approximately 800 GOV-US employees within Cisco.
- **GTTS Request Tool** (used by GOV-US employees to open cases/requests for GTTS) - <https://gsg-ciscotools.cisco.com/gsort/home.htm>
- **ESTS Frontline (T1)** is only responsible for providing GOV-US employees with basic support for Cisco enterprise application issues and/or device hardware issues, without using remote viewing/control. Frontline should NEVER, under any circumstances, remote in to devices used by GOV-US flagged employees.
- **ESTS T2-PC** is only responsible for providing GOV-US employees with level 2 support for Cisco enterprise application issues and/or device hardware issues for Windows PCs. **Note:** Remote viewing/control can be used **ONLY** by analysts who are US Citizenship validated (CitVal).
- Assignment Group: **TechnicalSupport-Remote-T2-PC (ONLY T2-PC analysts who are US Citizenship-Validated** may remote in to devices for GOV-US flagged employees. : **Mike Williams & Donna Hoffman)**

Knowledge Article	URL
Support Information	http://helpzone.cisco.com/t5/Technical-Support-Miscellaneous/Government-Trust-and-Technology-Services-GTTS-and-Government/ta-p/15326
Case Handling	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Government-Trust-and-Technology-Services-GTTS/ta-p/3190

End User Computing

eStore Apps - *estore.cisco.com*

- **Desktop Software Download** covers all aspects for downloading desktop related software from [eStore](#), the single source for IT services and applications.
- **eStub** is used in eStore for installing desktop software. It is a locally run Windows executable file used for eStore desktop installation.
- The eStub client, together with the eStub front-end webserver, provides a mechanism for the **Cisco Workplace Portal (CWP)** to utilize a deployment infrastructure to transport desktop apps to a local device.
- Software may be cheaper from retail stores, but these versions do not include vendor support or a perpetual license (free upgrade). By using Cisco software, you're getting support from our team if something fails and the ability to upgrade to a new version if one comes out. Due to the nature of Cisco's license agreement with Microsoft, it is recommended to install the application versions provided by Cisco IT.
- Clearing browser cache is a good first step in resolving issues when ordering, downloading, installing, or launching new software from eStore.
- **Assignment Groups:**
 - TechSupport-Remote-T1 (ESTS Level 1)
 - TechSupport-Remote-T2-PC (ESTS Level 2)
 - TechSupport-Local<location> (Tier 2/3)
 - EndUserComputing-SoftwareProvisioning (Tier 3)
 - EndUserComputing-Windows (Tier 3)
 - EndUserComputing-Mac (Tier 3)
 - estore-support (Tier 2/3)

Knowledge Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Desktop-Software-Download-eStore/ta-p/2568
Support Information	http://helpzone.cisco.com/t5/Laptops-Desktops/Desktop-Software-Download-eStore-Support-Information/ta-p/2591

End User Computing

CSIRT - Business Intelligence, Security Monitoring, Virus Infected Devices

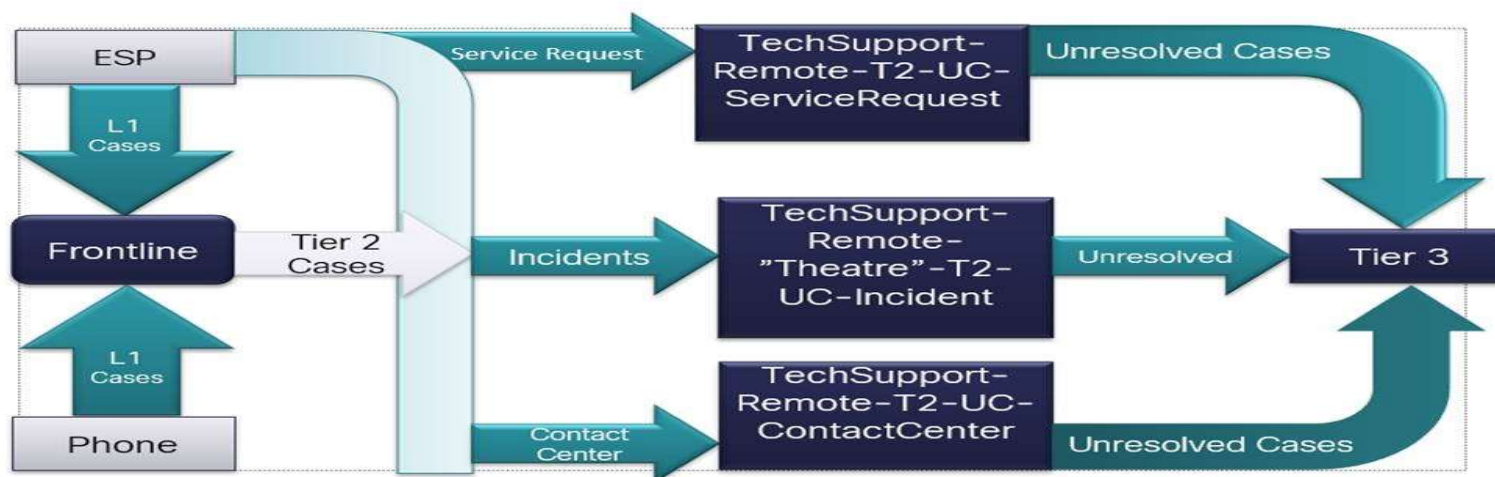
- Web Security Appliance Issues :
 - URL the client is trying to reach
 - What type of return message did the client receive?
 - Blocked Page return page
 - DNS Failure/Site cannot be loaded return page
 - No page response back
- ISE Quarantine is a security policy management and control platform. It automates and simplifies access control and security compliance for wired, wireless, and VPN connectivity.
- Cisco's Information Security team has determined a system associated with your userID has been compromised by malware. In order to protect Cisco and your own personal information, you must have your computer system remediated. As Per Cisco policy, your operating system must be reinstalled (re-imaged).
- Support Group - InfoSec-CSIRT, TechSupport-Remote-T2-PC (default AG), TechSupport-Remote-T1.

Knowledge Article	URL
Virus Remediation Process	http://helpzone.cisco.com/t5/Technical-Support-Documents/Virus-Remediation-Process-Single-User-CSIRT-Initiated/ta-p/14714
ISE Quarantine	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-ISE-Quarantine/ta-p/3264
WSA	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Standards-Web-Security-Appliance-WSA/ta-p/2357

Collaboration Platform and Voice Services

IP Phone & Features

GBS UC Support Structure



Products & Services



Knowledge Article	URL
Voice essentials and ip phones community	ipphone.cisco.com
Cisco Collab home page	https://mycollab.cisco.com/

Collaboration Platform and Voice Services

IP Phone & Features

- **Cisco Unified IP Video Phones** provide users with telephony solutions and support advanced, reliable IP and video phone communications with endpoints in any location.
- **Placing Orders for IP Phones and headsets : iProcurement**
- **AGs & Routing:**
 - TechSupport-Remote-T1-UC
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-UC-ContactCenter
 - TechSupport-Remote-T2-UC-ServiceRequest
 - TechSupport-Remote-<theater>-T2-UC-Incident
 - TechSupport-Local AGs

8865 Standard Model (except China)	8865NR (Non-Radio) Standard Model for China (No Bluetooth & WiFi)	8821 Wireless IP Phone	8831 Conference Phone (Non-Personal Device)	8841 POE2e & wall mounted (Non-Personal Device)
Quick Start Guide	Quick Start Guide	Quick Start Guide	Quick Start Guide	Quick Start Guide
				

Collaboration Platform and Voice Services

IP Phone & Features

Voice Mail : Cisco Unity Connection is an integrated IP-based solution that combines traditional voice mail functionality with a Web browser, allowing access and management of voice messages from any Cisco Unified IP Video Phone and PC. Additionally, Unity Connection offers extensive personalization options and a broad range of productivity enhancing features that can increase the efficiency and effectiveness in how you do business.

- Includes [Phone Number](#), [IP Phone Provisioning](#), [Extension Mobility](#), [Single Number Reach](#), & [Jabber Voice Voicemail](#) is an optional service and is not automatically provisioned for new hires (except for VP's and above)
- Accounts are auto-provisioned for all Cisco employee new hire's, once location information has been updated in [Directory](#)
- Vendor, contractor, and temporary new hire accounts are automatically provisioned once their manager has approved the accounts in [eStore - My Approvals](#)
- Voicemail if not used for 60 days will get deactivated.

Cisco Extension Mobility (EM) allows you to turn a Cisco Unified IP Video Phone (in any Cisco office worldwide) into your assigned telephone extension, so that you can receive calls, check and respond to voicemails, and access other phone services.

- SNR – Single Number Reach
- Employees working within Cisco Connected Workspace will have an [IP Phone](#) with [Extension Mobility](#) enabled, provided at their desk.
- **AGs & Routing:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-UC-ServiceRequest
 - TechSupport-Remote-T2-UC-ContactCenterTechSupport-Remote-<theater>-T2-UC-Incident
 - Collab-DO-UC
 - TechSupport-Local-Ags
 - BC-CCAT

IP Phone & Features

Knowledge Article	URL
Support Information	http://helpzone.cisco.com/t5/Not-Supported-by-Employee/Audio-Visual-Conference-Rooms-Support-Information/ta-p/15679
Technical Support Documents	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wbe8064e41d62_490c_982d_0a3e7256ad01/page/Audio%20Visual%20Conference%20Rooms%20-%20How%20to%20Open%20a%20Case

Knowledge Article	URL
IP Phones - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-IP-Phones/ta-p/2422
Extension Mobility (EM) - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Extension-Mobility-EM/ta-p/2424
Voice mail - Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Voice-mail/ta-p/242
Voice mail - Support Information	http://helpzone.cisco.com/t5/IP-Phones-Video/Voice-mail-Support-Information/ta-p/2517
IP Phones - Support Information	http://helpzone.cisco.com/t5/IP-Phones-Video/IP-Phones-Support-Information/ta-p/3219
Unified Communication	phone.cisco.com
Voice mail web tool	voicemail.cisco.com
Voice essentials and IP Phones community	iphone.cisco.com
IP Phones supported models	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W310704eff0f4_43ba_a6d1_3170420172ae/page/Cisco%20IT%20Approved%20IP%20Phone%20Models
Single Number Reach	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W310704eff0f4_43ba_a6d1_3170420172ae/page/Single%20Number%20Reach%20(SNR)
Ordering IP Phone	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W310704eff0f4_43ba_a6d1_3170420172ae/page/Placing%20Orders%20for%20Additional%20Devices%20and%20Accessories
Voice mail Rightsizing	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W7d6250dae827_4b5c_aa0c_7a136923c6fe
IP Phone Rightsizing	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=d4ed8d42-bffd-455f-840f-f21e19d37df8

Incident Management - Workforce Service

ELearn - Cisco Online Testing (COLT)

- COLT (Cisco On-Line Testing) is an internally developed assessment engine that is available to any Cisco training or learning organization. It is offered at no cost as part of the Cisco University central architecture.
- The administrative Website is hosted inside the firewall, but tests are delivered from outside the firewall, allowing non-employees to take assessments. Entitlement levels prevent non-employees from accessing sensitive information.

COLT randomly selects items (question) from a question pool, providing different versions of an assessment every time a learner launches a new attempt. This allows multiple re-tries when this is desired.

- **Assignment Groups:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-Learning (default AG)
 - COLT-Glbl-App
 - GSE_Workforce_EmpLearning

Article	URL
Support Information	http://helpzone.cisco.com/t5/Career-Development-Training/Cisco-On-Line-Testing-COLT-Support-Information/ta-p/2854
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Cisco-On-Line-Testing-COLT/ta-p/3052

Incident Management - Workforce Service

ELearn - Learning & Development Site

- The new Learning & Development site (learn.cisco.com) serves as the front end to Cisco's Education Management System (EMS) providing clients with an intuitive and easy to navigate experience for managing their learning.
- **Assignment Groups:**
 - TechSupport-Remote-T2-Learning (default AG)
 - TechSupport-Remote-T1
 - ELEARN-Gibi-EMS-APP
 - ELEARN-Learning&DevelopmentCommunity-APP
 - GSE_Workforce_EmpLearning
 - ELEARN-L&D-SysReco-LRE

Article	URL
Support Information	http://helpzone.cisco.com/t5/Career-Development-Training/Learning-amp-Development-Support-Information/ta-p/3226
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Learning-amp-Development/ta-p/3050
Learning tool	https://learn.cisco.com/

Incident Management - Workforce Service

ELearn - Learning Content Management Services (LCMS)

- The Learning Content Management Services (LCMS) includes content lifecycle management, content review workflow, basic content mining, content tagging, and release services with the LCMS Content Manager and LCMS Content Tagger applications.

Registering your learning content with LCMS using the LCMS Content Tagger enables end-user search for both learners and content providers. Learners can locate learning content based on the applied metadata, and content providers can reuse or repurpose learning objects authored elsewhere at Cisco.

- **AGs & Routings:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-Learning
 - ELEARN-Gibi-CMS-APP
 - GSE_Workforce_EmpLearning

Article	URL
Support Information	http://helpzone.cisco.com/t5/Career-Development-Training/Learning-Content-Management-Services-LCMS-Support-Information/ta-p/2682
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Learning-Content-Management-Services/ta-p/3076

Incident Management - Workforce Service

ELearn - Nomination Management Portal

- The **Nomination Management Portal** provides a process to enable greater efficiency and accuracy in managing employee nominations for specific learner programs.
- The portal is used primarily by learner programs Program Managers (PMs), HR Managers, and HR Partners (who can nominate for learner programs).
- **AGs & Routings:**
 - TechSupport-Remote-T1
 - GSE_Workforce_EmpLearning
 - ELEARN-NOM-DEV

Article	URL
Support Information	http://helpzone.cisco.com/t5/Career-Development-Training/Nomination-Management-Portal-Support-Information/ta-p/3194
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Nomination-Management-Portal/ta-p/3193

Incident Management - Workforce Service

ELearn - TAC Learning Solution

- The **TAC Learning Solution** provides a one-stop shop for learning for TAC engineers within the Learning & Development site (learn.cisco.com). It provides role-based access to learning programs and courses, as well as gamification features.
- **AGs & Routings:**
 - TechSupport-Remote-T1
 - GSE_Workforce_EmpLearning
 - ELEARN-NOM-DEV

Article	URL
Support Information	http://helpzone.cisco.com/t5/Career-Development-Training/TAC-Learning-Solution-Support-Information/ta-p/3237
Technical Support Document	http://helpzone.cisco.com/t5/Career-Development-Training/TAC-Learning-Solution-Support-Information/ta-p/3237

Incident Management

iPass WiFi Service

- The **iPass** service provides Cisco employees with global WiFi access at several million broadband hotspots as well as in-flight WiFi connectivity on U.S. domestic flights.
- **iPass Open Mobile** is the remote access software client that contains a directory of supported (and generally not free) hotspot locations for connecting to the Internet.
- **AGs & Routings:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T1-Mobility
 - MOBILITY-AMER-OPS
 - TechSupport-Remote-T2-Mobility
 - MOBILITY-TIER3

Knowledge Article	URL
Support Link	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-iPass/ta-p/3073

Incident Management – Finance - Procure To Pay

iProcurement

- Oracle iProcurement is Cisco's global standard for the procurement of goods and services. This self-service tool automates the submission and approval of purchase requisitions, facilitates generation of purchase orders, and speeds the supplier payment cycle.
- **User Base:** All Cisco employees
- **AGs & Routings:**
 - TechSupport-Remote-T1
 - DCT-Oracle Superusers
 - TechSupport-Remote-T2-Finance
 - GSE-CVC-FIN-P2R-ERP

Article	URL
Support Information	http://helpzone.cisco.com/t5/Technical-Support-Miscellaneous/iProcurement-Support-Information/ta-p/3288
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents/iProcurement/ta-p/3062
iProcurement tool	https://wwwin-cfnprd.cisco.com/OA_HTML/OA.jsp?page=/oracle/apps/fnd/framework/navigate/webui/HomePG&homePage=Y&OAPB=FWK_HOMEPAGE_BRAND&transactionid=1807517699&oapc=2&oas=BNJ8e0x7SOC0DDRD_IE5Gw

Incident Management - Finance

Concur Travel and Expense

- Concur is a new Travel Concur combines Travel booking and Expense reporting as one solution, via desktop or mobile devices. It replaces Cisco Travel Network (CTN), iExpenses and MyExpenses.
- The tool will be rolled out in a phased approach and will reach global availability by Nov-2018. For roll out details, see: [Concur Travel & Expense Roll Out Plan](#).& Expense solution powered by SAP that will combine Cisco Travel Network (CTN) and iExpense.
- Only Russia is using iexpense which will be transition to Concur by end of November 2018.
- Assignment Groups:
 - **Concur Expense**: ExpenseReports-AMERICAS, APJC.
 - **Concur Travel**: Concur - General

Article	URL
Support information	http://helpzone.cisco.com/t5/Travel-Expense/Concur-Travel-and-Expense-Support-Information/ta-p/19304
Case Handling	http://helpzone.cisco.com/t5/Technical-Support-Documents/Case-Handling-Concur-Expense/ta-p/19433#Support_Info

Incident Management

Global Shipping Application (GSA) - Global

- The GSA helps to create /manage the shipping process for non-production items from a Cisco site to another Cisco Site, to 3rd Party businesses, and Contract Manufacturing Partners.
- The GSA has been created to replace the Automated Shipping Tool (AST). The GSA application is used to create and manage the shipping process for all non-production items.

Article	URL
Support Information	http://helpzone.cisco.com/t5/Employee-Services/Global-Shipping-Application-GSA-Global/ta-p/3667
	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wdd839f548ff8_4249_865e_b010e140a9d9/page/GSA%20Reference%20Page%20
	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W04bf9d72a2c2_47c8_9835_dac8fc355a45/page/GAE%20March%202016%20-%20Global%20Shipping%20Application%20

Incident Management

CrashPlan

- CrashPlan is the new desktop backup solution for Windows and Mac at Cisco which replaces Connected Backup disaster recovery solution.
- Backup data is retained for 30 days following the existing policy and continues to enforce the same file exclusion policy, designed to offer maximum protection while minimizing the amount of non-critical information.
- **Who Uses It?**: All Cisco employees (Contract & Regular)
- **Assignment Groups:**
 - TechSupport-Remote-T1 (default AG)
 - TechSupport-Remote-T2-PC
 - Backup-DIG

Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-CrashPlan-PROe/ta-p/3205
Support Information	http://helpzone.cisco.com/t5/System-Setup-Protection/Support-Information-CrashPlan/ta-p/3213
CrashPlan web tool	https://crashplan.cisco.com:4285/
CrashPlan Community	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=1425b255-e44f-4865-bb35-333dde5b52c6

Incident Management

Corporate Network

- Cisco Corporate Network Services provides Cisco technology infrastructure that enables network connectivity for internal clients. The Corporate Network Service offering includes:
 - Core Network Services : Core Network Services is a collection of foundational offerings ranging from DNS to capacity monitoring.
 - Wireless: Cisco's corporate wireless service is a global solution that provides Cisco staff with a ubiquitous and secure wireless connection to the Cisco corporate network – **Blizzard**
 - Internet Only Network (ION): Provides Cisco guests instant access to via Cisco's infrastructure to the public internet securely. Tool Link: <https://internet.cisco.com:8443/sponsorportal/>
 - Corporate Remote Office: Provides solutions for approved Cisco offices to connect to the Corporate Network.
 - FrostBite: <https://apps.na.collabserv.com/manage/account/public/federatedIdentity/execute> for Partner sites which have Wifi
- **Who Uses It?:** All of Cisco
- Assigned Group:
 - GS-CS-AMER-NET
 - GS-CS-AP-NET
 - GS-CS-EUEM-NET
 - GS-CS-GLOBAL-NET
 - NETWORK-OPS-BRANCH
 - NETWORK-OPS-PREMISE

Article	URL
Corporate Network	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Corporate-Network-Access-Topic/5710

Incident Management

WPR Building Matrix Tool

- This tool is provided by Local Technical Support Services and is used to display information about Cisco buildings and specific support information. The Building Matrix is used by Employee Services Technical Support to help determine proper hardware and software support processing for clients experiencing hardware issues. LTS Infrastructure Support is a service the Local Technical Support team provides our partners in GIS Network, GIS Telepresence, and GIS Audio Visual Conference Rooms teams with simple Hands and Eyes requests.

Article	URL
WPR	https://gtrc-tools.cisco.com/building_matrix/

Incident Management

Cisco TV

- Cisco TV delivers news, communications and training via Live Broadcast, Video on Demand (VoD), Hybrid Events (in-person and virtual) and Telepresence to Cisco employees, partners, and customers.
- **Who Uses It?**: All of Cisco, globally. The size of the audience may vary from 50 to 14,000, depending on the broadcast.
- **AGs & Routing:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-RMS
 - esp-RMS-Tier3

Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Cisco-TV/ta-p/2588

Incident Management

Video On Demand

- REV Video on Demand is a video sharing solution. It provides a flexible, easy-to-use platform for uploading, managing, sharing and viewing video and audio content.
- The VoD Platform readily integrates with other collaboration technologies to allow video to be shared across many different platforms.
- **Who Uses It?**: All of Cisco, globally.
- **AGs & Routing:**
 - TechSupport-Remote-T1
 - TechSupport-Remote-RMS
 - esp-RMS-Tier3

Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Video-On-Demand/ta-p/3257
General Information	http://helpzone.cisco.com/t5/Collaboration-Video/Video-on-Demand-General-Information/ta-p/3258

Incident Management - Engineering

Engineering Access Lifecycle Management (EALM)

- **Engineering Access Lifecycle Management (EALM)** will manage account provisioning for Engineering clients or those requesting an engineering account.
- **Engineering Access Lifecycle Management (EALM)** was developed by Engineering IT Security to streamline the Engineering Unix Account provisioning process and provide end-to-end application and Infosec audit compliance for account provisioning.
- The application will manage account provisioning for Engineering clients or those requesting an engineering account.
- EALM will track approvals, handle re-certifications and provide a portal not only for the standard Engineering Unix Account but Cisco Research and Development Centre (China) accounts as well.
- **User Base** : Engineering clients requesting a Engineering Unix Account – including CRDC.
- **Assignment Groups**
 - TechSupport-Remote-T2-Accounts (default AG)
 - TechSupport-Remote-T2-EngApps
 - HTO-TIER2
 - ENG-Security

Article	URL
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-EALM/ta-p/3270
Wiki page/FAQs	https://wiki.cisco.com/display/EHSSEC/EALM++Engineering+Access+Lifecycle+Management
EALM tool link	https://eup.cisco.com/identity

Incident Management - Engineering

Engineering Hardware Farms (LSF / Compile)

- Engineering Hardware Farms (LSF / Compile) requests for Install Hardware, Install Server, Decommission, Re-image and Ask a Question.
- Once the order is submitted through **eStore**, this request will be created in the [Enterprise Service Platform \(ESP\)](#) where it will be assigned and manually fulfilled.
- EHS has formed a Service Management Team (SMT) to provide better service and support for the Load Sharing Facility (LSF) hardware compute farm in engineering.
- LSF is a distributed load sharing and batch queuing software that manages, monitors and analyzes the resources and workloads on a network of heterogeneous computers, with a high level of fault tolerance capability.
- **Assignment Groups**
 - TechSupport-Remote-T2-Accounts (default AG)
 - TechSupport-Remote-T2-EngApps

Article	URL
eStore link to raise a request for LSF	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/2040
FAQs page/Support page	https://engit.cisco.com/storage-and-compute/hardware-compute-farm-hosting

Incident Management - Engineering

Engineering RealVNC Enterprise

- **RealVNC Enterprise** is a remote graphical user interface for Linux based hosts. It replaces Virtual Network Computing server on CEL Engineering Data Center Hosts.
- Engineering RealVNC Enterprise is a remote graphical user interface for Linux based hosts and replaces VNC server on CEL Engineering hosts.
- **User Base**: Engineering Linux data center servers/users **ONLY**
- **Assignment Groups**:
 - TechSupport-Remote-T2-EngApps (default AG)
 - HTO-TIER2
 - HTO-Hosting

Article	URL
Support Information	http://helpzone.cisco.com/t5/Engineering-Services/RealVNC-Enterprise-Support-Information/ta-p/3125
Technical Support Document	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Engineering-RealVNC-Enterprise/ta-p/3113
RealVNC Enterprise Community	https://apps.na.collabserv.com/communities/service/html/communitystart?communityUuid=e90e9a1c-4bb2-4fd9-848c-0f95007fa862

Incident Management - Engineering

Aurora Development Service (ADS)

- Aurora Development Service (ADS) provides an engineering development platform based on the latest Unified Computing System (UCS), virtualization and cloud architecture.
- User need to place the request through eStore for access to the ADS server.
- Once submitted, this request will be created in the [Enterprise Service Platform \(ESP\)](#) where it will be assigned and manually fulfilled. For updates on your request, please check your [Open Orders](#) or [Completed Orders](#) section of My Things.
- **Assignment Groups:**
 - TechSupport-Remote-T2-EngApps (default AG)

Article	URL
Support Information	http://helpzone.cisco.com/t5/Engineering-Services/Aurora-Development-Service-ADS-Support-Information/ta-p/4409
Access Request	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/1553

Incident Management - Engineering

Lab Security Management

- Request new lab registration, Lab registration updates, cube to lab patching, consulting for lab access Issues, conference and demos.
- Once your request has been received, the InfoSec team lead will contact you to learn more about the service you require.
- **Assignment Groups:**
 - TechSupport-Remote-T2-EngApps (default AG)

Article	URL
Lab Security Management	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/911

Request Management

New Employee Preparation Guide for Hiring Managers Process

New Employee Preparation Guide for Hiring Managers:

This slide is all about new employee preparation guide for hiring managers.

The Hiring Manager need to complete the Following Before the New Hire's Start Date

1. Order a Laptop/Desktop
2. Assign a Location
3. Setup Voice Essentials
4. Order an IP Phone
5. Order a CVO Router
6. Additional Requests & Accounts
7. Prepare to Welcome Your New Hire to Cisco
8. Order Email (Red Badge ONLY)
9. Order Access to Employee Communities (Red Badge ONLY)

The Hiring Manager need to Complete the Following on the New Hire's First Day

1. Set Passwords
2. Setup Laptop/Desktop
3. Setup Remote Access (VPN)
4. Badging & Building Access
5. Complete I9 (US Only)
6. New Employee Roadmap & New Employee Orientation
7. Further Information & Resources (Optional)

Request Management

Password Management Request for New Hires

- **Password Management :**
 - Internal - The product handles user's password reset and sync related issues on AD, DSX, Windows PC and Outlook, Unix, Cisco TAC/NIS, CCO and Applications (non-CEC).
 - **External** – Tool used by Cisco customers to manage their password for Cisco.com access. The product handles user's Security questions and answers related issues.
 - **Who Uses It?:** All Employees, Vendors and Contractors of Cisco.
- **AGs & Routing**
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-Accounts
 - TechSupport-Remote-T2-CPR
 - Directory Services
- The **Active Directory (AD)** service catalogs information about all the objects on a network, including people, computers and printers, and distributes that information throughout the network. Security is integrated with Active Directory through logon authentication and access control.
- **Who Uses It?:** All of Cisco (theaters, functional teams, vendors, acquisitions, customers)
- **AGs & Routings**
 - Tier 1: TechSupport-Remote-T1
 - Tier 2: TechSupport-Remote-T2-Accounts
 - Tier 3: Directory Services

Request Management

OnRamp Request for New Hires

- Cloning of accounts on **OnRamp** allows you to copy accounts from one person to another.
- **Active Directory Account Management (ADAM):**

Knowledge Article	URL
Onboard New Hires	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W777d7ec4657d_43ad_84b7_811bac05aaea/page/New%20Employee%20Preparation%20Guide%20for%20Hiring%20Managers
New Hires Voice Essentials & IP Phones	https://cisco.service-now.com/kb_view.do?sysparm_article=KB0016076
	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W310704eff0f4_43ba_a6d1_3170420172ae/page/New%20Hire
Password Reset	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Password-Management-Internal/ta-p/2483
Onramp Clone Accounts	http://helpzone.cisco.com/t5/Security-Identity-Management/OnRamp-How-to-clone-accounts/ta-p/2882
Physical transfer of Assets	http://helpzone.cisco.com/t5/Global-Relocation-Immigration/New-Laptop-for-Employee-Relocating-to-Another-Country-Global/ta-p/25
Leaving Cisco	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W4e448aed9990_4e86_a9db_b6dad8282500/page/Leaving%20Cisco%20-%20Frequently%20asked%20Questions%20around%20Mobile,%20Laptops%20and%20Email
Active Directory (AD) - I am a New Hire; and I cannot log in to my computer	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-AD-I-am-a-New-Hire-and-I-cannot-log-in-to-my/ta-p/2888
	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-Account-Management-ADAM-Support-Information/ta-p/2399
	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Document-Directory-Services-Internal-AD/ta-p/2524

Request Management

Request for Software/Driver installation

- **Desktop Software or Driver Download** covers all aspects for downloading desktop related software from [eStore](#), the single source for IT services and applications.
- **eStub** is used in eStore for installing desktop software. It is a locally run Windows executable file used for eStore desktop installation.

Knowledge Article	URL
Desktop Software Requests	■ http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Desktop-Software-Download-eStore/ta-p/2568
Laptops, Desktops and Software	■ https://cisco.service-now.com/kb_view.do?sysparm_article=KB0033588

Request Management

Asset Management

- It provides information for asset management related requests/issues. The Asset Management Team is responsible for the following:
 - Asset policies
 - Refresh eligibility
 - Refresh requests
 - Early refresh requests
 - New hire requests
 - PC/Mac accessory requests
 - Asset order status
 - Returning equipment
 - Lease information
 - Additional/surplus asset requests
 - Asset transfers
 - Lost/stolen asset requests
- **Assignment Groups:**
 - TechSupport-Remote-T1 (default AG)
 - APCJI-Exec-Support
 - TechSupport-Remote-T2-PC
 - EndUserComputing-Mac
 - EndUserComputing-Windows
 - Desktop AM <geo> ASSETMANAGEMENT

Knowledge Article	URL
Request new/refresh assets	http://helpzone.cisco.com/t5/Laptops-Desktops/Asset-Management-Support-Information/ta-p/2392
Asset Management Case Standards	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Asset-Management/ta-p/3253

Request Management

Requesting new Hardware like Laptop for Starters

- All new hire asset orders are placed via [eStore](#). In some regions, such as the U.S., HR coordinators place the orders for new hires rather than their Manager.
- Link: https://cisco.service-now.com/sp?id=kb_article&sys_id=24a0057edb55af083e0d5678dc961918

				
	Lenovo T480	Lenovo X1 Carbon 6 th Gen	Lenovo P52s	Surface Pro
Order computer	Order this computer	Order this computer	Order this computer	Order this computer
Computer availability	Computer availability	Computer availability	Computer availability	USA only

Knowledge Article	URL
Request new/refresh assets	http://helpzone.cisco.com/t5/Laptops-Desktops/Asset-Management-Support-Information/ta-p/2392
Asset Management Case Standards	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Asset-Management/ta-p/3253

Request Management

Mobile Device management (iPhones, iPads, Android)

- Smartphones enable clients to receive e-mail and calendaring information in real-time on their mobile devices.
- **Who Uses It?:** All eligible employees
- **AGs & Routings**
 - TechSupport-Remote-T1-Mobility
 - TechSupport-Remote-T1
 - TechSupport-Remote-T2-Mobility
 - MOBILITY-TIER3

Knowledge Article	URL
Support Documents	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Mobile-Service-Smartphones/ta-p/2646

Request Management

Shared Drive access

- Shared Drive access request: It involves requesting access on behalf of users, for Shared Drives access, to owners or deputies
- Creating a shared Box folder with your colleagues, customers and partners is a great way to work together and stay up to date with the latest versions of all your files without having to send email attachments back and forth. When you invite someone as a collaborator, they'll be able to access all files and folders contained in that shared folder. You can also adjust permissions levels for individual collaborators as well.
- Cisco has stopped creation of Shared Drive, as they encourage usage of box account.

Knowledge Article	URL
Shared Drive/Box	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wc705492ea1cc_4b04_b6f3_efcbff194e5b/page/How%20do%20I%20create%20a%20shared%20folder%20to%20collaborate%20with%20other%20people

Request Management

Cisco Virtual Office (CVO)

- **Cisco Virtual Office (CVO)** is a Cisco hardware VPN solution. Clients use a Cisco router to establish a VPN connection to the Cisco Intranet over their self-managed broadband connection.
- Orders for CVO (Cisco Virtual Office) can be raised via eStore. This can be completed by the user requiring the CVO and can also be ordered on their behalf using the following link:
<http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/385>
- The Home Office service offers secure, reliable and seamless wired and wireless (WLAN) data connectivity through the Cisco Virtual Office (CVO) router. Includes support for voice and video services.
- **User Base:** All of Cisco, globally. CVO is primarily used by full-time telecommuters, but anyone can request it.
- **AGs & Routing:**
 - TechSupport-Remote-T1
 - Techsupport-Remote-T2-CVO
 - cvo-L2
 - cvo-L3
 - Home&RemoteAccess_SME

Knowledge Article	URL
Support Links	http://helpzone.cisco.com/t5/Technical-Support-Documents/Technical-Support-Documents-Cisco-Virtual-Office-CVO/ta-p/2494
	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/Wadedadedb802_4c25_b220_97754521da15/page/Home%20Office%20(CVO)%20FAQs

Request Management

Create a Conference in Cisco

- To request a Conference Room/Meeting Set-Up you will need to create a case. Conference room/Meeting Set-Up includes (but is not limited to) the following requests:
 - Conference room or meeting set-up, tables arranged, cluster-style seating, U-shaped layout
 - Power strips, power cables, stands
 - Flipchart boards, notepads, pens
- The [Buildings, Conference Rooms and Floorplans Page](#) provides access to building information (phone numbers, addresses, floorplans, etc.) and conference room information (phone numbers, floorplans, capacity, resources, projector availability, etc.).

Knowledge Article	URL
Conference Room/Meeting Set-up - US, Canada, & India	http://helpzone.cisco.com/t5/Facility-Management/Conference-Room-Meeting-Set-up-US-Canada-and-India/ta-p/3710
	http://helpzone.cisco.com/t5/Facility-Management/Buildings-Conference-Rooms-and-Floorplans-Page-Global/ta-p/3774
	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W3913763d9375_4c42_826a_63429e6741d8/page/Simple%20Video%20Room,%20Conference%20Room%20Names%20In%20Outlook
Building Matrix Tool	http://wwwin.cisco.com/c/cec/employee/buildings.html?buildingID=465

Request Management

Local Admin Rights - Special Accounts (ADM. Web,.net, .gem)

- AD administrator accounts are for elevated administrative access to resources controlled by AD. These accounts are highly restricted and should not be requested by anyone without a business need. Accounts are generally restricted to IT personnel only.
- To raise such requests we need to go to AD Account Management.
- ADAM Link : <https://ds-web.cisco.com/redir.cgi?url=/OPDATA/ActiveDirectory/adam/index.pmcgi>
- **AGs & Routing:**
 - TechSupport-Remote-T2-Accounts
 - Directory Services

Knowledge Article	URL
Support Document	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-AD-How-to-obtain-an-AD-Admin-account/ta-p/2968

Request Management

Creation of Email & accounts for starters. - Generic account access request.

- For automated processes, generic accounts are used instead of individual employee accounts. Generic accounts should not be used for performing day-to-day operations.
 - Each generic account must have a minimum of two owners.
 - A new generic account must follow all lifecycles (dev > stage > prod). For this reason, you must first request a **.gen** account for **dev.cisco.com**, followed by **stage.cisco.com** and then **cisco.com**.
 - A standard generic account created in Active Directory (AD) will have the suffix **.gen** added to the end of the name. For example, a generic account called **john_doe** will be created in AD as **john_doe.gen**.
- To create a standard generic account: Go to AD Account Managment, [ADAM](#).
- **AGs & Routing:**
 - TechSupport-Remote-T2-Accounts
 - Directory Services

Knowledge Article	URL
Support Links	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-AD-How-to-create-a-generic-account/ta-p/2973
	http://helpzone.cisco.com/t5/Email-Calendaring-Office-Suites/Email-Account-Provisioning-Contingent-new-hire-red-badge-e-mail/ta-p/18568

Request Management

Request to Upload picture in Cisco directory

- Request to update your photo as published in CEC.
- Once submitted via eStore, this request will be created in the [Enterprise Service Platform \(ESP\)](#) where it will be assigned and manually fulfilled. For all updates on your request, please check your [Open Orders](#) or [Completed Orders](#) section of My Things within eStore.
- For detailed information, see the following FAQs: People Directory FAQs
 - This information is located under Edit My Profile on Directory
 - If they have selected to show their photo but it is not displaying:
 - Have them clear their cache.
 - Close and reopen the browser.
 - If the photo still does not display, assign the case to
- **AGs & Routing:**
 - PEOPLE-DIRECTORY-SUPPORT

Knowledge Article	URL
Support Link	http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/1802

Request Management

Change display name / email address

■ Username policy

- Usernames for employees are assigned via an automatic process when the employee is hired. Usernames are unique.
- Once a username has been assigned to an employee, a username change is **not** permitted.
- The Access Team will perform a username change only in the following situations:
 - Legal name change, including, but not necessarily limited to, marriage or divorce.
 - In the event of a username that is based on a misspelling of the client's full name.
 - Truncation is not considered misspelling.
 - The username is automatically created with the first available name.
 - If truncated, then most probably the non-truncated version is not available.
 - In the event that a username means something vulgar or offensive in some language.
 - For truly excessive, business-impacting problems with spam e-mail, where other anti-spam measures have been tried and failed.
 - The username may then be changed as a last resort.

■ **AGs & Routing:**

- TechSupport-Remote-T2-Accounts
- Directory Services

Knowledge Article	URL
Support Link	http://helpzone.cisco.com/t5/Technical-Support-Miscellaneous/Username-Change-Request-username-user-ID-change/ta-p/2377

Request Management

To request access to Non-Owner data (Left User's Mailbox)

- Access to another employee's data, such as e-mail, or files on their Cisco-managed workstation, may only be obtained with a valid business justification; for example, access may be requested by a manager, wishing to obtain data from an employee who has taken an unexpected leave of absence, in order to continue their work.
- AGs & Routing:**
 - TechSupport-Remote-T2-PC- if access to PC only
 - Email&Calendaring-XCH

Knowledge Article	URL
Support Link	http://helpzone.cisco.com/t5/Security-Identity-Management/Active-Directory-AD-How-to-request-access-to-data-accounts-for/ta-p/2695

Request Management

Cisco Paid Carrier Plan

- Employees in Cisco supporting critical customers, partners or internal infrastructure, they might be eligible for a Cisco Paid Voice and Mail Plan. This will allow the user to configure Cisco email, calendar and contacts plus AnyConnect VPN on selected mobile devices.
- Link: <http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/2116>
- **AGs & Routings**
 - TechSupport-Remote-T1-Mobility
 - MOBILITY-AMER-OPS (For America)
 - MOBILITY-EUEM-OPS
 - MOBILITY-APAC-OPS

Knowledge Article	URL
Support Link	https://apps.na.collabserv.com/wikis/home?lang=en-us#!/wiki/W4e448aed9990_4e86_a9db_b6dad8282500/page/Cisco%20Paid%20Plans



Thank You