eIMC-Tickettracking

Change history

Version	Date	Author	Status	Remark
1	22.02.16	**Sunil khadanga, Gajanan Hiwarkar**	**DRAFT**	
1.1	24.02.16	**Sebastian Schmidt**		

eIMC Tickettracking

1

About

This document describes the functions in eIMC Ticket tracking.

2   Introduction

2.1   Definitions

Abbreviation	Meaning	Comment
eIMC	Electronic Incident Management Channel	
CSED	Common Service Employee Data	
ESB	Enterprise Service Bus	

3   System overview

With Ticket tracking a user has the possibility to see the status tickets which are stored in the OSD. Depending of his permissions, the user can see only tickets where he is receiver or requester or tickets of other employees. The application is embedded as IFRAME in the ATF legacy portal. Some customers have a dedicated ATF portal website, in part is opened in a separate browser window.
For the application itself it's transparent how and where it's embedded.
The application url itself is secured by FIDM. To enter the application the user has to pass a FIDM authentication first.

After passing FIDM, the application queries the user roles by the users GID from CSED.

If there are more than one SDCID in CSED assigned to the user, the user has to choose the SDCID (workplace) first, after passing FIDM and before entering the base view.

Depending of the assigned roles, one of three possible different base views is displayed.

Roughly divided a user can track only tickets where he is receiver or requester, up to track tickets which are opened from users which have the same SDCID as the logged user.

Within the base view, it's possible to lookup for tickets by several filters or by order id. The result list contains base information. Columns of the page able result list can be enabled / disabled dynamically. Besides paging within the result list, it is possible to export all result to an excel file.

4 Interfaces

Ticket tracking has interfaces the following ESB services.

4.1 FaultService

SoapActions:
- sendDocument
  - Query Tickets
  - Query Ticket Attachment

4.2 AssetService

SoapActions:
- sendRequest
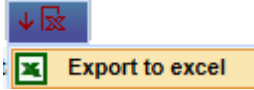 - query logged user by GID to check permissions/workplace selection
  - person search
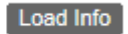
5 Feature Details

Feature	Description	Comment
General		
Localization	All labels at the GUI are localized, data only where explicitly named	1 variant per language Supported languages: English German Spanish French Portuges
Support of special characters in text fields		Unicode, UTF-8, allowed characters, supported character set, special handling for "<", ">"
Signaling of long lasting actions during processing	Explicit searching (Search button) Performing of actions (on submit)	Progress bar
Automatic reconnect	When a timeout occurs due to inactivity of the user (any of apps) this is shown by a message Automatic reconnect when confirming message	It is already realized for AJAX request, otherwise should be checked by normal submit (HTML) Timeout: 600 seconds
Errors		
Validation errors	When doing input field validation, the found errors are reported	

	At a central position on the page At each affected input field	
	Not field related error are reported at a central position	Catching of technical errors. Don't display technical errors but use understandable text (resulting in most cases in less information)
Permission application		
Permission application access	GIP_REQUESTER=TicketTracking	Independent of Portal the application itself checks permission. In case of missing permission only a message is shown, no functionality available.
Logical checks	Entries in CSED must meet the conditions	Rule: There must exist a workplace with mainOffice=true.
Selection of Workplace		
Selection of workplace (single)	If a user has only a single workplace, this workplace is used, no decision of user at GUI necessary	The selected workplace is used in communication with backend
Selection of workplace (multiple)	If a user has multiple workplaces, a decision by user at GUI is necessary. Only workplaces with SDC-ID are considered.	Customer without SDC-ID are using controller model only. No different workplaces in this case possible.
Workplace	If user has more than one workplace this workplace is shown. From workplace the workplace selection can be recalled	
	Prohibit parallel search (no search started as long current search is running)	eIMC: Search button grey during search
Ticket Tracking		
Workplace	If user has more than one workplace this workplace is shown. From workplace the workplace selection can be recalled When Workplace is called all settings on Ticket Tracking form are reset	

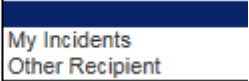|		
Ticket search (fields at GUI)	Order ID	
	If Order ID is given no other search criteria at the GUI are evaluated	
	Ticket can only be shown if covered by permission	
	Time range from / to for ticket creation date	Default setting: last two weeks
	Status, select from (condensed) values Active,Completed,Canceled	Mapping by ESB (condensed)
	Mapping of status values to search values	
	Receiver My Orders (user = receiver) Other recipient (receiver != user) defined by CostCenter, Department, Location Specific receiver by search dialog	
Result list ticket tracking		
Displayed fields	Displayed fields: Order ID Creation date (reported) Headline Requester name Requester cost center (hidden) Requester department (hidden) Receiver name (Customer) Receiver cost center (hidden) Receiver department (hidden) Status All fields in result list are configurable by user (not persistent)	Use can make hidden fields visible
	Paging through the result (first, previous, next , last navigation) Configurable count of results per page	Not persistent.
	User configurable content of displayed fields of result list	Not persistent

	Export full result list to excel All fields which can be displayed in result	Export to excel
Ticket Details	Displayed info: Order-ID Status Headline Requester Customer Site Reported Attachment History	Attachment names are not shown by default. Separate button to load attachment information Attachment: Load Info It's possible to download the attachments.
	Printable version of ticket details	
Ticket Actions	Show details	Shows details of the ticket
	Cancelation	Send a cancelation request
	Complain	
	Accept or deny a solution	If a ticket is in status resolved, the user can accept or deny the solution
	Additional infos	It's possible to attach one attachment. The file is scanned for viruses Forbidden file types: *exe;src;dll;msi;vbs;com;cmd;bat;pif;vxd;cpl* Allowed mime typed: *text/xml;application/vnd.openxmlformats-officedocument.spreadsheetml.sheet;application/vnd.openxmlformats-officedocument.wordprocessingml.document;application/vnd.openxmlformats-officedocument.presentationml.presentation;application/pdf;image/x-png;image/png;application/vnd.ms-powerpoint;application/vnd.ms-excel;application/msword;image/gif;i*

		mage/jpeg;image/jpg;image/pjpeg;image/x-tiff;image/tiff;text/html;text/plain;image/bmp;application/x-zip-compressed

6 Roles and permissions

6.1 Related CSED Roles

CSED Role	CSED Role value	Remark
GIP_REQUESTER	Tickettracking	Define if the user can open TicketTracking
GIP_REQUESTER	SELF	User can track only tickets where he is receiver or requester
GIP_REQUESTER	DEPARTMENT=	0-n entrys for Departments, where the user is permitted for. e.g. DEPARTMENT=A DEPARTMENT=B
GIP_REQUESTER	COSTCENTER=	0-n entrys for costcenters, where the user is permitted for. e.g. COSTCENTER=A COSTCENTER=B
GIP_REQUESTER	CAMPUS=	0-n entrys for campus, where the user is permitted for. e.g. CAMPUS=A CAMPUS=B
GIP_CONTROLLER	ORGANISATION=	0-n entrys for organization (OU4), where the user is permitted for. e.g. CAMPUS=A CAMPUS=B
GIP_RECEIVER	TrackingAll	User can track all tickets by filter with the same SDCID as the logged user. If TrackingAll is set, the user can deselect this menu.

The SDCID of the selected workplace is the base criteria for all queries.
Exception: If any GIP_CONTROLLER permission is set or if the user belongs to one of the 3 KDIDENT CZAG , CZVI or SOTT.

Special handling for none GIP_CONTROLLER and none KDIDENT CZAG , CZVI or SOTT:
   a. If the parameter SELF is not set and the user has no further role parameter, the access to the whole SDCID is granted.
   b. If the parameter SELF is not set and the user has more role parameters as the access to the tickets in the SDCID is This role parameter limits. But the user does not have access on its own tickets if this access is not further by the Role parameter is implicitly given
   c. If the parameter SELF set and the user has no further role parameters, the user only has the right to see their own tickets.
   d. If the parameter SELF set and the user has more Roll parameters add up the SELF and by the role parameter Defined access rights.

The difference between point a and TrackingAll is, a. is performed when a user is searching by an order id.

Note: This handling should redesigned analog to OrderTracking

7 Screens

7.1 Choosing Workplace View

If there are other none main workplaces defined, the user has to choose a workplace first. Some of further queries/checks are based on the selected workplace SDCID.

Ticket search

Please select your workplace

Workplace [GS IT IN PE&OS OS R-1 ▼] 🔍 [Next]

Please note:
- In the view showing departments, cost centers and locations, you will find the respective information for all of your workplaces, regardless of the selected workplace.
- You are currently only able to search for recipients only by their main workplace.

7.2 Base View:

7.2.1 Variant A

Ticket search

Order-ID	[ ]	Further criteria	[Other Recipient ▼]
Status	[Active ▼]	Reported from	[2016-02-03] 🗓 to [2016-02-17] 🗓
Receiver	[ ]		[Search]

Example with change workplace option:

Ticket search

> Workplace : GS IT IN PE&OS OS R-1

Order-ID	[ ]	Organisation	[▼] 🔍
Status	[Active ▼]	Location	[▼] 🔍
Receiver	[ ]	Costcenter	[▼] 🔍
Reported from	[2016-02-03] 🗓 to [2016-02-17] 🗓	Further criteria	[▼] [Search]

7.2.2 Variant B

Org/Location/Cost center drop downs are disabled if there are no entries. Search dialog to search within the selection list.

Ticket search

Order-ID	[ ]	Organisation	[▼] 🔍
Status	[Active ▼]	Location	[▼] 🔍
Receiver	[ ]	Costcenter	[▼] 🔍
Reported from	[2016-02-03] 🗓 to [2016-02-17] 🗓	Further criteria	[▼] [Search]

7.2.3 Variant C

Ticket search

Order-ID	[ ]	Status	[Active ▼]
Search criteria:	[Organisation ▼]		[HELSINGIN KAUPUNKI [FI] ▼]
Reported from	[2016-02-03] 🗓	to	[2016-02-17] 🗓 [Search]

7.3 Search result list

eIMC Tickettracking

Actions: Info to show details.

All fault messages that match your search will be displayed by entering value of order id, status, reported, further criteria etc. via the IT Self-Service Portal

By default, the error messages are displayed with the following information:

Order id
Reported
Headline
Requester
Receiver
Status

Please note the following status

Status	Explanation
In Progress	
New	New The disorder has been reported by a user and has not yet been sent to a customer service group on.
assigned	The fault has been assigned to a customer group or an agent
waiting	The fault message is waiting for an action or to solve the problem
In Progress	The fault signal is processed by a service staff
Done	
Canceled	The fault has been canceled
Closed	The fault has been closed after the problem had been solved
Done	The fault has been resolved. When the receiver with the solution is not satisfied, he can appeal to the customer within 5 working days to open the error message again.

Move the mouse over icon

The options available to change the appearance of the search result are displayed .

Show columns:
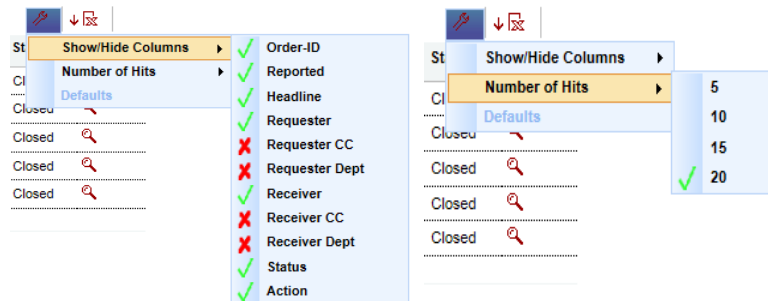
Show columns:

Order Id
Reported
Headline
Requester
Requester CC
Requester Dept
Receiver
Receiver CC
Receiver Dept
Status
Action

No of Hits:

5
10
15
20

After selecting one of the numbers, the relevant number is shown on one side.

Reset to default:
By selecting this option, you can display the search result on the Reset Defaults. Standard values means that the columns " OrderID " ," Reported " , " Headline " , " Requester " , " Receiver " , " Requester Dep " ," Status" and "Action" are displayed , and the " Requester CC "," Requester Dept"," Receiver CC"," Receiver Dept" column is not displayed .
Your settings of the search result are retained only for the current session. If the next time you log on portal in IT self-service , the search result is displayed again with the default values

Export results to excel.

eIMC Tickettracking
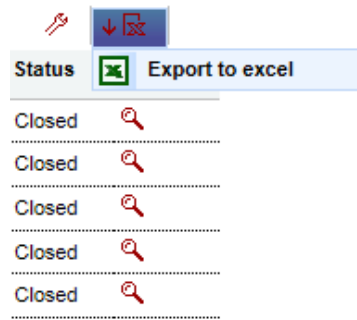
Click in the Icon [icon]
In "Export as Excel file

The search results are exported as an Excel file with the following columns

Headline
Categorization
Reported (UTC)
Receiver
Receiver CC
Receiver Dept
Requester
Requester CC
Requester Dept
Solved
Priority
Customer Description

To export an Excel file, it does not matter whether the individual columns are visible when viewed in the portal or not

Select Action:
7.3.1

Icon	Actions	Explanation
[magnifier icon]	ticket information	Displays details about the ticket message (see Section

		7.4 "Details Ticket Information ").
☺	feedback form	Allows you to a give feedback information related to tickets (see Section 7.5 "Feedback Result In Information ").
🗑	cancelation form	You can cancel a ticket. In this case, you must specify the reason for the cancellation (see "Cancellation of Ticket Information "7.6).
📝	additional information	Allows you to provide message i.e. add extra information (see Section 7.7 " A Ticket to Attach Additional Information ")

7.4 Details Ticket Information

Click in the line with the fault to which you wish to view ticket details. The row is highlighted in bold.
Move the cursor over the icon, and select "ticket information" from or
Click when the "Action" column appears.
The detailed view of the fault message (of tickets) is displayed
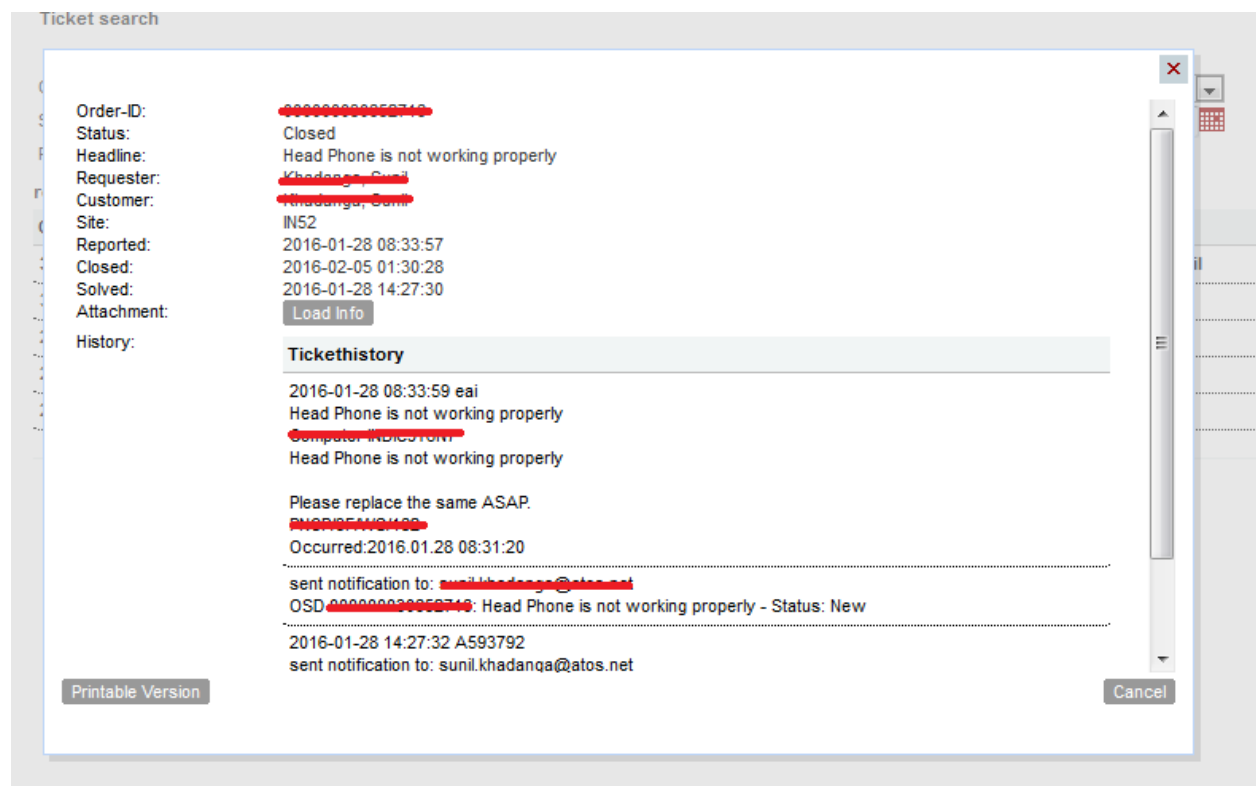
Click "Load Info "to verify whether an attachment to fault exists.
If an attachment already exists, the file name is displayed. You can also click on the filename to open the file in a new window, e.g.
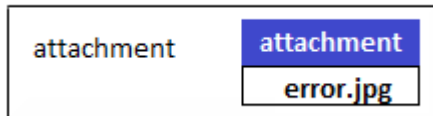
Close the window
The search result is displayed again

7.5 Feedback Result Information

If you (in progress) Ticket wants to add an active feedback, you can specify the reason for the feedback.

Click in the line with the fault to which they want to add a feedback.
The row is highlighted in bold.
Move the cursor over the icon, and select "send feedback"
The view for adding a feedback form appears:

A message will appear to confirm that your feedback information to the ticket management system was sent.

Clicking "Cancel", the search result is displayed again without
The feedback information was sent.

7.6 Cancellation of Ticket

If necessary, you can cancel a ticket. In this case, you must specify the reason for the cancellation.

Click in the row with the error message that they want to cancel. The row is highlighted in bold.
Move the cursor over the icon, and select "send cancellation", or
Click when the "Action" column appears.
The view of the cancellation of a ticket is displayed

Enter under "Reason for cancellation" text.

Click on "Send cancellation".
A message will appear to confirm that your cancellations of the ticket management system were sent.

Clicking "Cancel", the search result is displayed again without
Has been canceled, the ticket

7.7   A Ticket to Attach Additional Information

You can an active (in progress) Ticket additional information attach in the form of a descriptive text and in the form of attached files.
Active (in process) Tickets have one of the following status: "New"
"Assigned"," waiting" or" In Progress
You cannot have additional information to attach to completed tickets with the status
"Cancel ", "Closed " or "Completed ".

Click in the line with the fault to which you want to add additional information.
The row is highlighted in bold.
Move the cursor over the icon, and select "add additional information" from or click when the "Action" column appears.
The view for entering additional information is displayed

Enter in "Additional Information" Text

If required, click on "Browse" to add a file as an attachment.

Click "Information inquiry ".
A message will appear to confirm that your additional information has been sent to the ticket management system.

Clicking "Cancel", the search result is displayed again without
The Ticket additional information has been added.

8   Others

Ticket search:
If a user search for tickets where he is requestor or receiver, or of tickets of an selected person, this query are based on the email address, not on the GID.

OSD Ticket archiving:
Closed OSD tickets will archived after 90 days. It's no possible to track archived tickets in ticket tracking.

AZB Mails:
Out of AZB, may others, users receive an email with a link to an order-Id. If the user klick on the link, he well be redirected to the application and a search for the order id is performed.
If the user has more than one workplaces, he has to choose a workplace first.

Base view exception:
If the user belongs to one of the KDIDENT CZAG,CZVI,SOTT the base view variant C is displayed.

SQL Injection protection:
During lookup by order-Id or in the receiver person search dialog are validations implemented, to protect from SQL injections into ESB requests.

Cross site scripting protection:
Before sending, all HTML tags are removed from the cancelation, complain or additional info text. In the order details HTML, which is provided by ESB service, such content removed based on a HTML whitelist.

User handling mistakes:
-   Lookup by an wrong ID
-   Using wrong application, e.g. track an Order in Ticket tracking
-   Seems that for users may sometimes it's not clear, that all filters are playing no role when the user lookup by order id. We saw cases that a user couldn't find an order by id, and tried to change filters, which had of course no effect.

Query by order id post permission check:
While query an order by id, the final permission check is performed within the application

Many cost center or campus permissions:
There are users which have CSED permissions for > 1000 cost centers. Just to consider if JavaScript frameworks are used in the future the realize drop down selection lists. It didn't lead to problems in eIMC.

ESB AssetService/Person by GID bug:
Query a person by GID can lead to more than one hit. Reason:
There are two fields in CSED, GID and Siemens GID, and the ESB service is using both as criteria. There were single cases, where a GID A in KDIDENT A was setup as Siemens GID A in another dataset with KDINDT B and GID B. A query for GID A will lead here to two results.

Future requirement to consider CSED ARE roles:
Open feature wish/to be discussed to consider ARE permission within the application. At the moment neither the ESB server nor OrderBook contain this information.

9   ESB Request/response examples

FaultService_QueryAttachment.xml

Query my tickets:

```xml
<FaultMessage version="1.1">
  <Header>
    <messageType>STATUS</messageType>
    <CRMName>***</CRMName>
  </Header>
  <Request>
    <calldata>
      <status>New</status>
      <time>
        <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <email>max.musterman@atos.net</email>
      <additionalAttribute name="SDC_IDENT">ATOS</additionalAttribute>
    </customerdata>
  </Request>
</FaultMessage>
```

Query tickets where user is requester:

```xml
<FaultMessage version="1.1">
  <Header>
    <messageType>STATUS</messageType>
    <CRMName>***</CRMName>
  </Header>
  <Request>
    <calldata>
      <status>New</status>
      <time>
        <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <requester>
        <email> max.musterman@atos.net</email>
      </requester>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <additionalAttribute name="SDC_IDENT">ATOS</additionalAttribute>
    </customerdata>
  </Request>
</FaultMessage>
```

Query tickets for while SDCID (if user has TrackingAll permission):

```xml
<FaultMessage version="1.1">
  <Header>
```

```xml
      <messageType>STATUS</messageType>
      <CRMName>***</CRMName>
   </Header>
   <Request>
    <calldata>
      <status>New</status>
      <time>
         <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <additionalAttribute name="SDC_IDENT">ATOS</additionalAttribute>
    </customerdata>
   </Request>
</FaultMessage>
```

Query tickets for a costcenter:
```xml
<FaultMessage version="1.1">
   <Header>
      <messageType>STATUS</messageType>
      <CRMName>***</CRMName>
   </Header>
   <Request>
    <calldata>
      <status>New</status>
      <time>
         <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <costcenter>F6D1M</costcenter>
      <additionalAttribute name="SDC_IDENT">GSX00LSA00</additionalAttribute>
    </customerdata>
   </Request>
</FaultMessage>
```

Query tickets for an organisation (if user has GIP_CONTROLLER permission)
```xml
<FaultMessage version="1.1">
   <Header>
      <messageType>STATUS</messageType>
      <CRMName>***</CRMName>
   </Header>
   <Request>
    <calldata>
      <status>New</status>
      <time>
         <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <organisation>CARL ZEISS [AR] @AR19*</organisation>
    </customerdata>
   </Request>
</FaultMessage>
```

Query tickets where user is receiver: (if user as GIB_CONTROLLER permissions or in KDIDENT CZAG , CZVI or SOTT)
```xml
<FaultMessage version="1.1">
   <Header>
      <messageType>STATUS</messageType>
      <CRMName>***</CRMName>
   </Header>
   <Request>
    <calldata>
      <status>New</status>
      <time>
         <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
```

```xml
    <customerdata>
      <email>max.musterman@atos.net</email>
      <additionalAttribute name="SDC_IDENT">RBVCZF_CZAG</additionalAttribute>
    </customerdata>
  </Request>
</FaultMessage>
```

Query tickets where user is requestor: (if user as GIB_CONTROLLER permissions or in KDIDENT CZAG , CZVI or SOTT)

```xml
<FaultMessage version="1.1">
  <Header>
    <messageType>STATUS</messageType>
    <CRMName>***</CRMName>
  </Header>
  <Request>
    <calldata>
      <status>New</status>
      <time>
        <reported>2016-02-10T01:00:01Z</reported>
      </time>
      <requester>
        <email>max.musterman@atos.net</email>
      </requester>
      <additionalAttribute name="toDate_Arrival">2016-02-24T23:59:59</additionalAttribute>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata/>
  </Request>
</FaultMessage>
```

Query ticket by oder id

```xml
<FaultMessage version="1.1">
  <Header>
    <messageType>STATUS</messageType>
    <CRMName>***</CRMName>
  </Header>
  <Request>
    <calldata>
      <masterID>000000000011111</masterID>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata>
      <additionalAttribute name="SDC_IDENT">ATOS</additionalAttribute>
    </customerdata>
  </Request>
</FaultMessage>
```

Query ticket by order id (if user as GIB_CONTROLLER permissions or in KDIDENT CZAG , CZVI or SOTT)

```xml
<FaultMessage version="1.1">
  <Header>
    <messageType>STATUS</messageType>
    <CRMName>***</CRMName>
  </Header>
  <Request>
    <calldata>
      <masterID>000000000011111</masterID>
      <withAttachmentInfo>true</withAttachmentInfo>
    </calldata>
    <customerdata/>
  </Request>
</FaultMessage>
```