

10 YEARS
OF UNIVERSITY
RECOGNITION
20 YEARS OF
ACADEMIC
EXCELLENCE



REVA
UNIVERSITY

Bengaluru, India



IT HELPDESK

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www.reva.edu.in

IT HELPDESK

REVA University has implemented new tool to Manage IT related Incident, Service, Change requests. This tool will help in following.

- Improve Visibility
- Improve Productivity
- Better Service and Customer Experience
- Manage Change More Efficiently
- Analyses on repeated Incidents

The Solution has been implemented as per best practices. You can raise your IT related incidents, Service and Change Request by sending mail at support@reva.edu.in or by Login <https://helpdesk.reva.edu.in> using your REVA email ID and Password.

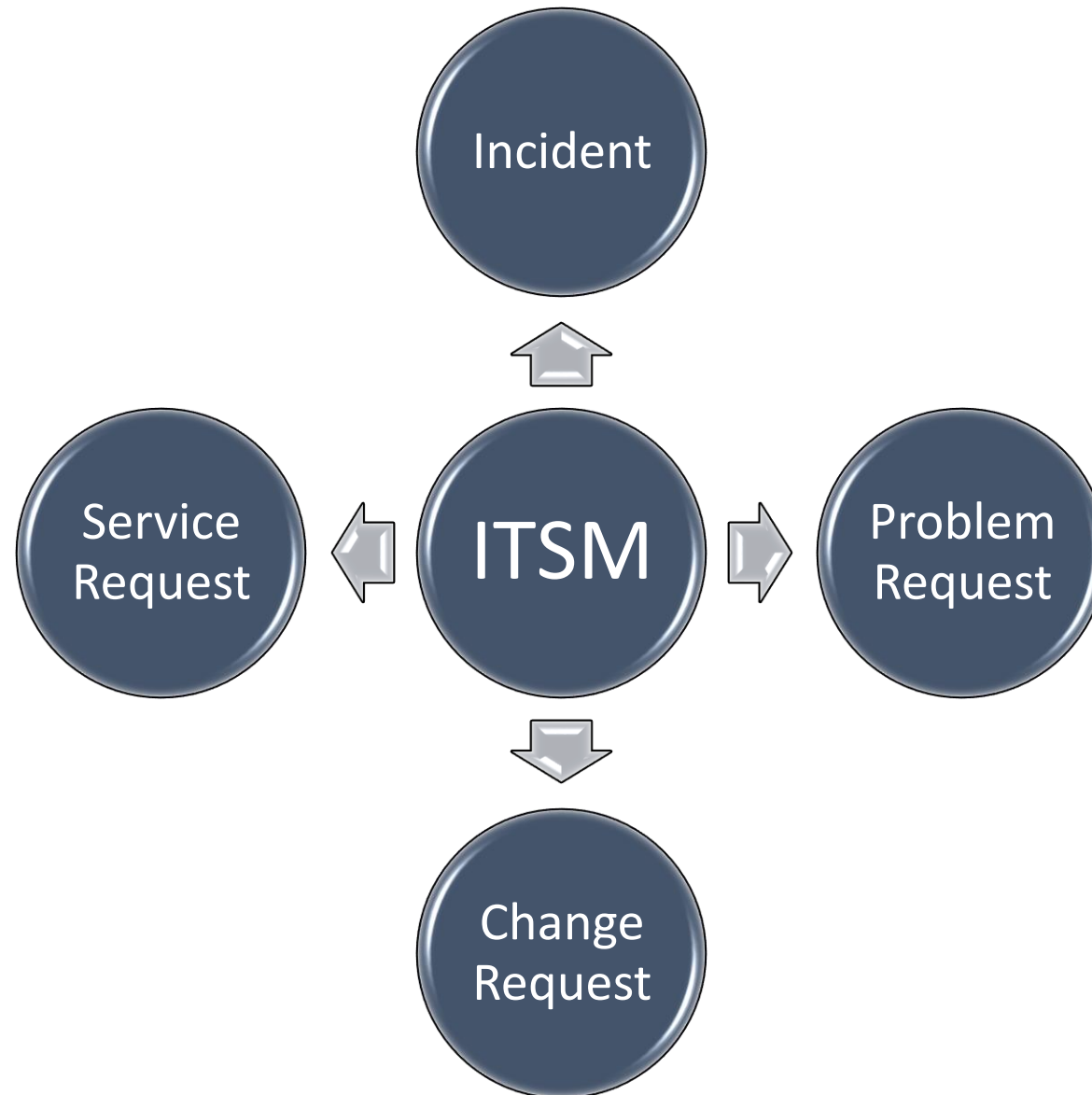
Example of Tickets in each category:

Incident Category	Service Request	Problem Request	Change Management
Printer Not Working	Relocate your Desktop	Server failures	Major Change
Email Not Working	Training to Operate	Network issues	Minor Change
Laptop is not starting	Support for Webinar /Online meeting	Telecommunications issues	Emergency Change
Internet not working	Provision to standby device (Laptop/Desktop)	Vendor Web app outages	Standard Change
Doesn't require approval	Doesn't require approval	Doesn't require Approval	Need Change Board Approval

In Change approval policies, approval definitions are used to generate approvals according to your business/institution requirements.

For any issue, ticket has to be raised in respective category, One will get the confirmation once ticket is being raised. Any further update on the ticket will also be notified in the mail. One can check the ticket status by login in the helpdesk portal <https://helpdesk.reva.edu.in>.

The team will be continuously working to bring all kinds of support at this platform.



<https://helpdesk.reva.edu.in>



**Welcome to
comprehensive
standard based IT
Service Management
portal.**

or login using ...

[Reva Univ...](#)

[Login](#)

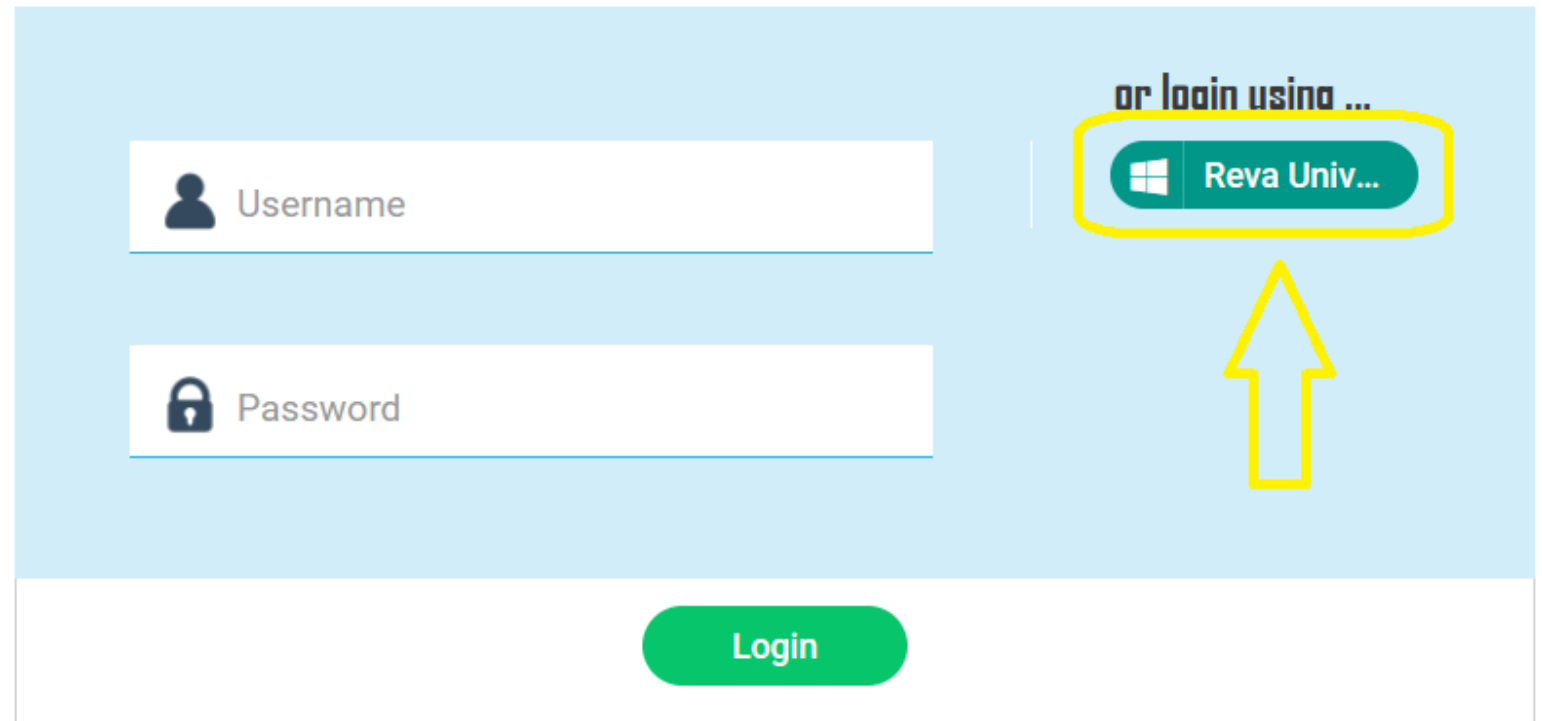
SapphireIMS 2021. All Rights Reserved.
This portal is best viewed in Chrome, Firefox, IE 9 and above with 1366x768 resolution.



www.reva.edu.in



WHERE TO
CLICK.....?

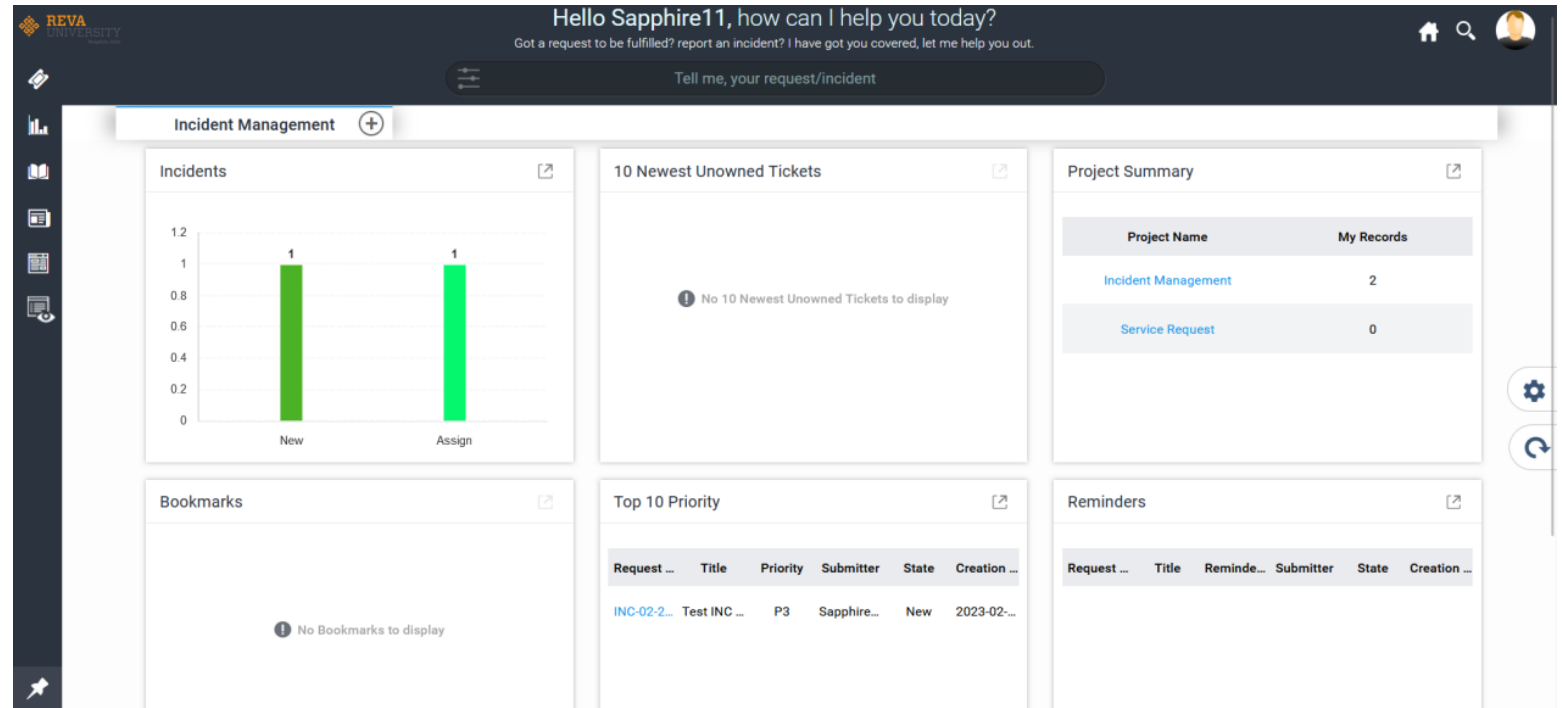


The image shows a login interface with a light blue background. On the left, there are two white input fields: the top one is labeled 'Username' with a person icon, and the bottom one is labeled 'Password' with a lock icon. To the right of these fields, there is a section titled 'or login using ...'. Below this title, there is a green button with a white Windows logo and the text 'Reva Univ...'. This button is highlighted with a yellow rounded rectangle, and a yellow arrow points upwards towards it. At the bottom center of the interface is a green 'Login' button.

Once this option is select page will redirect to Microsoft Azure, where user need to enter their AD username and password and Login.



HOME PAGE



SELECT OPTION FROM MENU

User need to hover the mouse over the 'Processes' on the Left Panel and click on it to expand as shown below screenshot.

The screenshot displays the REVA University Management dashboard. The left sidebar menu is expanded, showing the 'Processes' dropdown menu with two options: 'Incident Management' and 'Service Request'. The main dashboard area contains several widgets: '10 Newest Unowned Tickets' (showing no tickets), 'Top 10 Priority' (showing one ticket), 'Project Summary' (showing records for Incident Management and Service Request), and 'Reminders' (showing no reminders). A search bar at the top right contains the text 'Tell me, your request/incident'.

Project Name	My Records
Incident Management	2
Service Request	0

Request ...	Title	Priority	Submitter	State	Creation ...
INC-02-2...	Test INC ...	P3	Sapphire...	New	2023-02-...

Once Expanded User will able to see Two Option, Incident Management and Service Request as shown in the above screenshot.



SELECT OPTION FROM MENU

User need to hover the mouse over the 'Processes' on the Left Panel and click on it to expand as shown below screenshot.

The screenshot displays the REVA University dashboard interface. The left sidebar menu is expanded, showing the 'Processes' section with a yellow highlight. Under 'Processes', two options are visible: 'Incident Management' and 'Service Request'. The main dashboard area contains several widgets: 'Management' with a bar chart showing 1 'New' and 1 'Assign' item; '10 Newest Unowned Tickets' with a message 'No 10 Newest Unowned Tickets to display'; 'Project Summary' with a table showing records for 'Incident Management' (2) and 'Service Request' (0); 'Top 10 Priority' with a table listing request details; and 'Reminders' with an empty table. The top navigation bar includes the REVA University logo, a search bar with the placeholder 'Tell me, your request/incident', and user profile icons.

Project Name	My Records
Incident Management	2
Service Request	0

Request ...	Title	Priority	Submitter	State	Creation ...
INC-02-2...	Test INC ...	P3	Sapphire...	New	2023-02-...

Once Expanded User will able to see Two Option, Incident Management and Service Request as shown in the above screenshot.



INCIDENT MANAGEMENT

Select on Incident Management option for raising the fresh ticket or checking the old Ticket list.

The screenshot displays the REVA University Incident Management dashboard. At the top, there is a search bar with the placeholder text "Tell me, your request/incident" and a user profile icon. Below the search bar, a navigation menu includes an "Incident Management" option with a plus sign, which is highlighted by a yellow box. The main content area shows "2 Incident(s) in My Queue" with a "Select Filter" dropdown. Two incident cards are visible:

- INC-02-23-00056**: Test INC tkt. Current Status: New. Submitted By: Sapphire11. Last Updated: 2 Days & 1 Hours ago. Submitted Time: 2 Days & 1 Hours ago. Severity: P3. Supported by: Ingram Amar. A "Cancel" button is present.
- INC-02-23-00055**: AD Management - Replication issue. Current Status: Assign. Submitted By: Sapphire11. Last Updated: 2 Days & 2 Hours ago. Submitted Time: 2 Days & 2 Hours ago. Severity: --. Supported by: Ingram Amar.



NEW INCIDENT

Click on Plus (+) icon for raising the fresh Ticket, as highlighted in the screenshot.

Provide all the details as per the below screenshot and Submit the ticket.

The screenshot shows the 'Enter New Incident Details' form in the REVA University portal. The form is titled 'Enter New Incident Details' and includes the following fields:

- Incident Title***: A text input field with the placeholder 'Enter Title Here'.
- Incident Description***: A large text area for entering the incident details.
- Incident Categorization**: A section containing six dropdown menus:
 - Service***: - choose -
 - Category***: - choose -
 - Sub-Category**: - choose -
 - Urgency**: - choose -
 - Impact**: - choose -
 - Priority**: - choose -
- Submitter Info**: A section containing three dropdown menus:
 - Source***: Web
 - Location**: Default
 - Department**: Default
- Attachments**: A section for adding files to the incident.

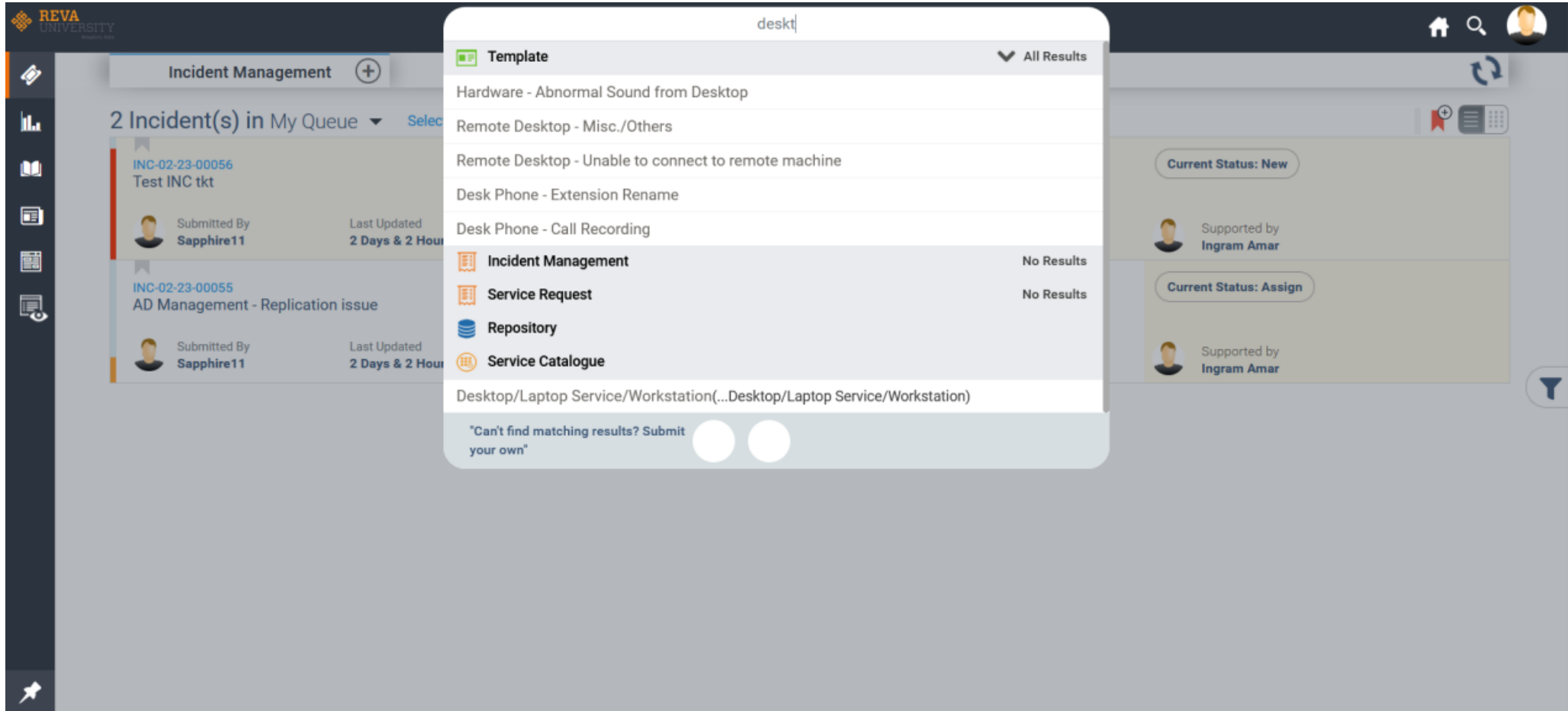
At the bottom right of the form, there are two buttons: 'Cancel' and 'Submit'.



TERMINOLOGY

S. No.	Field Name	Description
1	Title	Need to mention the title of the ticket, like regarding which issue this ticket has been raised in brief
2	Description	Type the brief description of the issue faced. You can click on the down arrow to expand the edit menu bar. Apart from changing the formatting.
3	Service, Category	Select the 'Service', 'Category' and 'Sub-Category' based on the nature of the request, incident or problem you want to submit. This is used to classify the record and also assign it to the right service desk engineer or group to take action.
	Subcategory	
4	Impact, Urgency,	Select the 'Urgency', 'Impact' from the drop-down list boxes based on how the record should be prioritized.
5	Location	Select the Location of the submitter. The location of the submitter is taken by default.
6	Department	Select the Department of the submitter. The Department of the submitter is taken by default.
7	Attachments	'Attach' helps you attach any additional supporting documents that might be of help to the service desk engineers.

ALTERNATIVELY, REQUESTER CAN USE SMART SEARCH QUICK TEMPLATE TO SUBMIT AN INCIDENT AFTER LOGGING INTO THE PORTAL USER CAN TYPE THE ISSUE INTO THE SMART SEARCH BOX. BASED ON KEYWORDS IT RECOGNIZES AND LOOKS FOR MATCHING SUGGESTIONS ACROSS TEMPLATES. USER CAN SELECT RESPECTIVE OPTION AS SHOWN BELOW.



ONCE SELECTED IT WILL REDIRECT THE BELOW PAGE WITH ALREADY UPDATED SERVICE, CATEGORY & SUB-CATEGORY, WHERE USER NEED TO UPDATE URGENCY, IMPACT AND DESCRIPTION IF REQUIRED.

The screenshot shows a web interface for reporting an incident. At the top left is the REVA UNIVERSITY logo. A search bar contains the text "Tell me, your request/incident". On the right are icons for home, search, and a user profile. The main content area is titled "Enter New Incident Details" and contains the following sections:

- Incident Title***: A text input field containing "Hardware - Abnormal Sound from Desktop".
- Incident Description***: A text area containing "Hardware - Abnormal Sound from Desktop".
- Incident Categorization**: A section with a minus sign icon, containing three columns of dropdown menus:
 - Service ***: Desktop/laptop/Workstation/Thinclient
 - Category ***: Hardware
 - Sub-Category**: Abnormal Sound from Desktop
 - Urgency**: -- choose --
 - Impact**: -- choose --
 - Priority**: -- choose --
- Submitter Info**: A section with a plus sign icon, containing an "Attachments" link with a paperclip icon.

At the bottom right, there are two buttons: "Cancel" and "Submit".

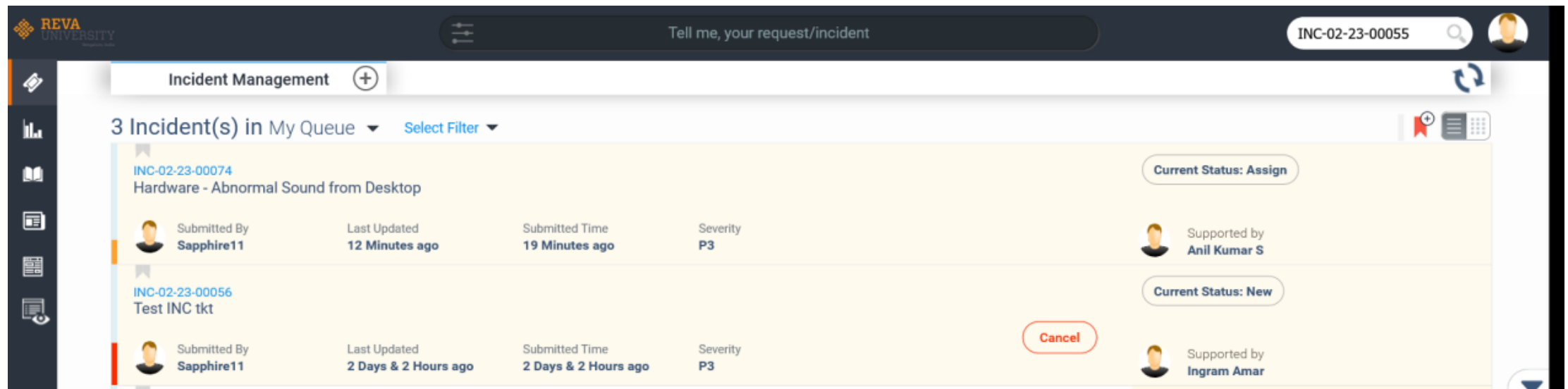
SERVICE DESK RECORDS LISTING, TICKET DETAILS AND SEARCHING TICKETS USING TICKET ID:
ONCE TICKET IS SUBMITTED TICKET IT WILL BE VISIBLE AS SHOWN BELOW.

The screenshot displays a service desk interface for REVA UNIVERSITY. At the top, there is a search bar with the placeholder text "Tell me, your request/incident". Below this, the "Incident Management" section is active, showing "3 Incident(s) in My Queue". A yellow box highlights the first incident card, which is for ticket ID "INC-02-23-00074" with the title "Hardware - Abnormal Sound from Desktop". This card shows it was submitted by "Sapphire11" 11 minutes ago, with a severity of "P3" and a current status of "Assign", supported by "Anil Kumar S". The second incident card, "INC-02-23-00056" titled "Test INC tkt", shows it was submitted by "Sapphire11" 2 days and 2 hours ago, with a severity of "P3" and a current status of "New", supported by "Ingram Amar". A red "Cancel" button is visible next to this card. The third incident card, "INC-02-23-00055" titled "AD Management - Replication issue", shows it was submitted by "Sapphire11" 2 days and 2 hours ago, with a severity of "--" and a current status of "Assign", supported by "Ingram Amar". The interface includes a sidebar with navigation icons and a top navigation bar with a home icon, search icon, and user profile icon.

Ticket ID	Title	Submitted By	Last Updated	Submitted Time	Severity	Current Status	Supported by
INC-02-23-00074	Hardware - Abnormal Sound from Desktop	Sapphire11	3 Minutes ago	11 Minutes ago	P3	Assign	Anil Kumar S
INC-02-23-00056	Test INC tkt	Sapphire11	2 Days & 2 Hours ago	2 Days & 2 Hours ago	P3	New	Ingram Amar
INC-02-23-00055	AD Management - Replication issue	Sapphire11	2 Days & 2 Hours ago	2 Days & 2 Hours ago	--	Assign	Ingram Amar

IN TICKET LISTING PAGE, WE WILL BE ABLE VIEW DETAILS LIKE TICKET ID, TITLE OF TICKET, SUBMITTED BY (REQUESTER/USER), SUBMITTED TIME, LAST UPDATED, SEVERITY, CURRENT STATUS & SUPPORT BY (OWNER/TECHNICIAN) DETAILS.

IF USER WANTS TO SEARCH FOR ANY TICKET, THEY CAN ENTER THE TICKET ID IN THE SEARCH OPTION BY CLICKING ON THE MAGNIFIER ICON AVAILABLE ON THE TOP RIGHT CORNER AND MENTION THE TICKET ID AND CLICK ON ENTER AS SHOWN IN THE BELOW SCREENSHOT.



The screenshot displays the REVA University Incident Management dashboard. At the top, there is a search bar with the placeholder text "Tell me, your request/incident" and a search icon. To the right of the search bar, the current ticket ID "INC-02-23-00055" is displayed next to a user profile icon. Below the search bar, the "Incident Management" section is active, showing "3 Incident(s) in My Queue" with a "Select Filter" dropdown. The queue contains two tickets:

Ticket ID	Title	Submitted By	Last Updated	Submitted Time	Severity	Current Status	Supported by
INC-02-23-00074	Hardware - Abnormal Sound from Desktop	Sapphire11	12 Minutes ago	19 Minutes ago	P3	Assign	Anil Kumar S
INC-02-23-00056	Test INC tkt	Sapphire11	2 Days & 2 Hours ago	2 Days & 2 Hours ago	P3	New	Ingram Amar

A "Cancel" button is visible at the bottom right of the ticket list. The interface also includes a sidebar with navigation icons and a top navigation bar with the REVA University logo.



STATUS: WAITING FOR INFORMATION:
THEN REQUESTER WILL GET OPTION ENABLED AS 'INFORMATION PROVIDED' AS NEXT POSSIBLE STATE.

CLICK ON TICKET ID ON WHICH YOU NEED TO TAKE ACTION ON, WHICH WILL EXPAND THE TICKET AS SHOWN BELOW.

The screenshot displays the REVA University Incident Management interface. At the top, there is a search bar with the text "Tell me, your request/incident" and a user profile icon. Below this, the "Incident Management" section shows "3 Incident(s) in My Queue" with a "Select Filter" dropdown. The main content area features a ticket card for "INC-02-23-00074 Hardware - Abnormal Sound from Desktop". The ticket's current status is "Waiting for information", and a blue "Information Provided" button is visible. The ticket details include: Submitted By: Sapphire11, Last Updated: 0 Minutes ago, Submitted Time: 29 Minutes ago, Severity: P3, and Supported by: Anil Kumar S. Below the ticket card, there are action buttons: "View INC-02-23-00074 Details", "Add a comment", and "Edit INC-02-23-00074 Details". The expanded details section shows the following information:

Incident Categorization		
Service	Category	Sub-Category
Desktop/laptop/Workstation/Thinclient	Hardware	Abnormal Sound from Desktop
Urgency	Impact	Priority
Medium	Low	P3

Submitter Info		
Source	Location	Department
Web	Default	Default

Owner: Anil Kumar S

At the bottom right of the expanded view, there is a "Close" button.



USER NEED TO CLICK ON VIEW ENCLOSURE OPTION AS SHOWN BELOW. WHICH WILL SHOW THE COMMENTS MENTIONED BY THE TECHNICIAN.

The screenshot displays a service ticket interface for incident **INC-02-23-00074**, titled "Hardware - Abnormal Sound from Desktop". The current status is "Waiting for information".

Key details include:

- Submitted By: Sapphire11
- Last Updated: 0 Minutes ago
- Submitted Time: 29 Minutes ago
- Severity: P3
- Information Provided: (button)
- Supported by: Anil Kumar S

The action bar contains several options: "View INC-02-23-00074 Histo...", "View INC-02-23-00074 Details", "View Enclosures" (highlighted with a yellow box), and "Email Support Staff". A "Hide Actions" button is also present.

Below the action bar, there are three comment sections, each starting with "Administrator added Enclosures":

- Waiting for information_Enclosure**: Administrator added Enclosures on 2023-02-22 18:24. Share details are not sufficient, Kindly explain the issue in Details.
- Work In Progress_Enclosure**: Administrator added Enclosures on 2023-02-22 18:23. -
- Assign_Enclosure**: Administrator added Enclosures on 2023-02-22 18:02. -



USER NEED TO CLICK ON 'INFORMATION PROVIDED' OPTION AND ENTER THE REQUESTED DETAILS REQUESTED BY TECHNICIAN IN COMMENTS BOX AND CLICK ON CONFIRM AS SHOWN BELOW.

The screenshot displays a service ticket interface for incident INC-02-23-00074, titled "Hardware - Abnormal Sound from Desktop". The current status is "Waiting for information". The ticket was submitted by Sapphire11, last updated 0 minutes ago, and has a severity of P3. It is supported by Anil Kumar S. The interface includes a navigation bar with options to view history, details, enclosures, and email support staff. A yellow box highlights the "Information Provided" button. Below this, a dialog box titled "Information Provided" is open, featuring a "Comment" section with a text input area and a dropdown arrow. At the bottom of the dialog, there are "Cancel" and "Confirm" buttons.



CONTENT

- ❖ INCIDENT MANAGEMENT
- ❖ WAYS TO LOG A INCIDENT
- ❖ HOW TO RAISE AN INCIDENT IN THE PORTAL
- ❖ LISTING & SEARCHING INCIDENTS
- ❖ USER FEEDBACK
- ❖ EMAIL NOTIFICATION

Incident Management:

Incident Management is the process of dealing with all incidents. Incidents are unplanned occurrences which can disrupt a service or degrade the quality of a service. In the context of IT services, these can include service failures (application not working, hardware or connectivity failures etc.) which are reported by users.

In the context of an Enterprise, an incident record is most commonly used to report a breakdown. For example, it could be a record to report non-working of an Internet, Wi-Fi, Desktop Laptop etc.

To report an incident to ICT team, please use the following methods for the IT technician to provide a resolution

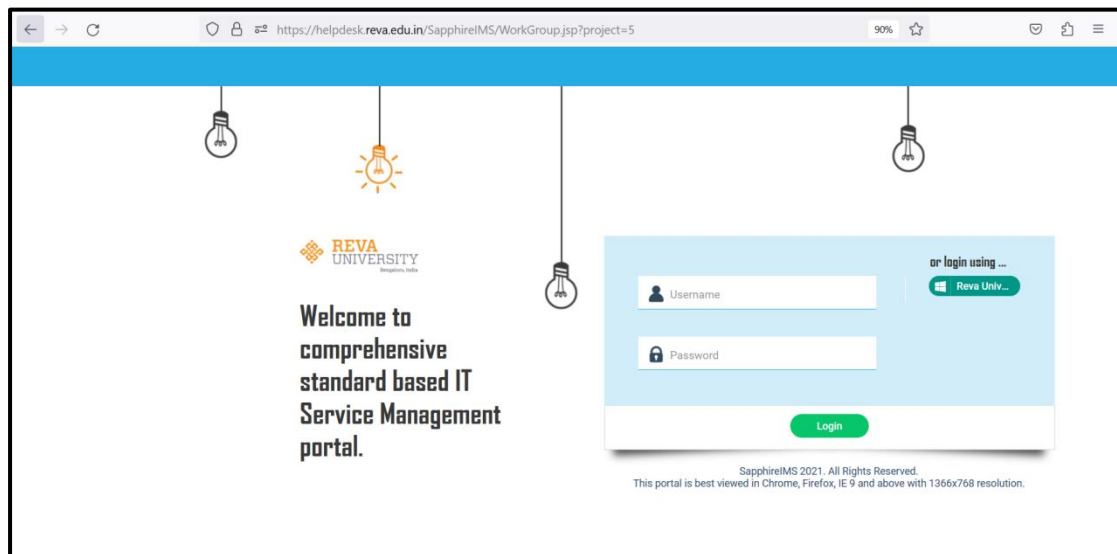
Ways to log an Incident with ICT Team

1. User can raise a ticket in ticketing tool by sending a mail to ICT.helpdesk@reva.edu.in email id which will get converted into ticket in the portal
2. By logging a ticket in the ticketing portal ([REVA University](#))

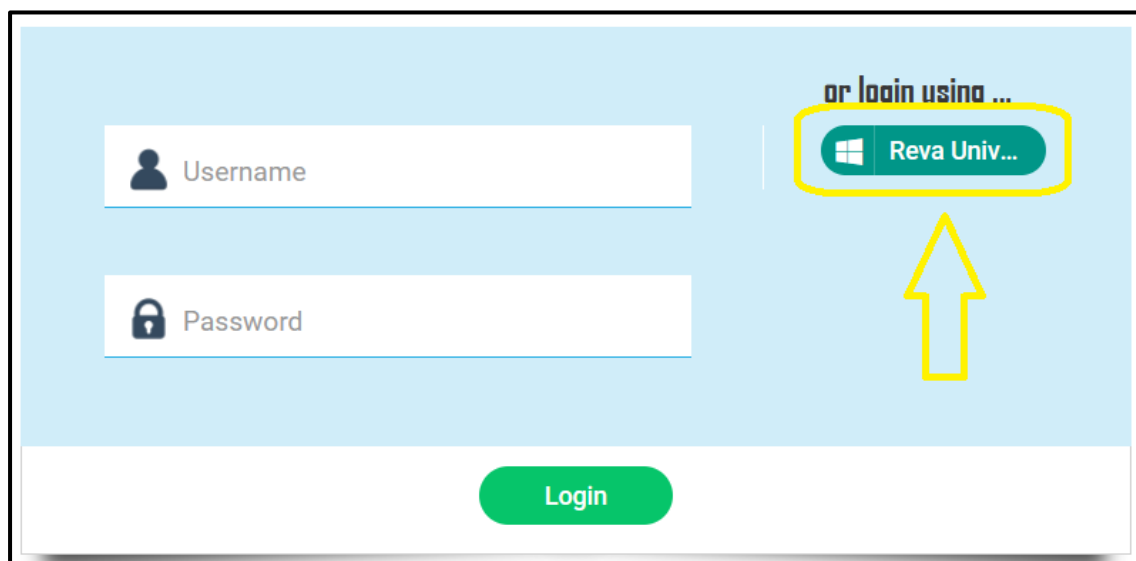
Please note: At the time of raising an incident request, provide us the clear description of the problem being faced with the exaction location and contact details for the ICT team to fasten the ticket. A ticket will be created automatically and the submitter can track the ticket till the resolution

Please find the steps to raise an incident request using the ticketing portal

STEP 1: Users need to login into the portal via the URL <https://helpdesk.reva.edu.in/> as shown in screenshot below.

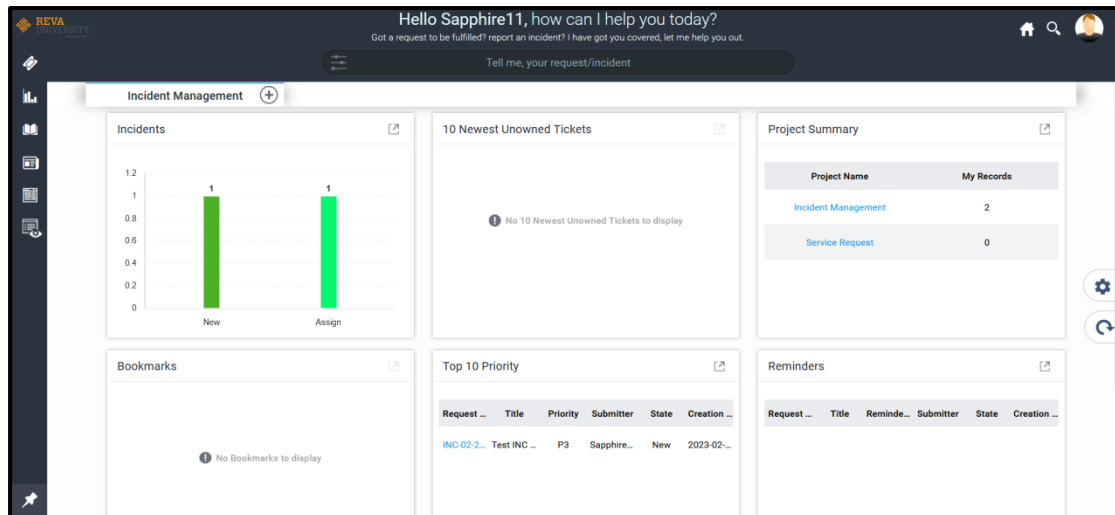


STEP 2: Once the above Screen is appeared, Users need to click on Reva University Option as Shown Below Screenshot.

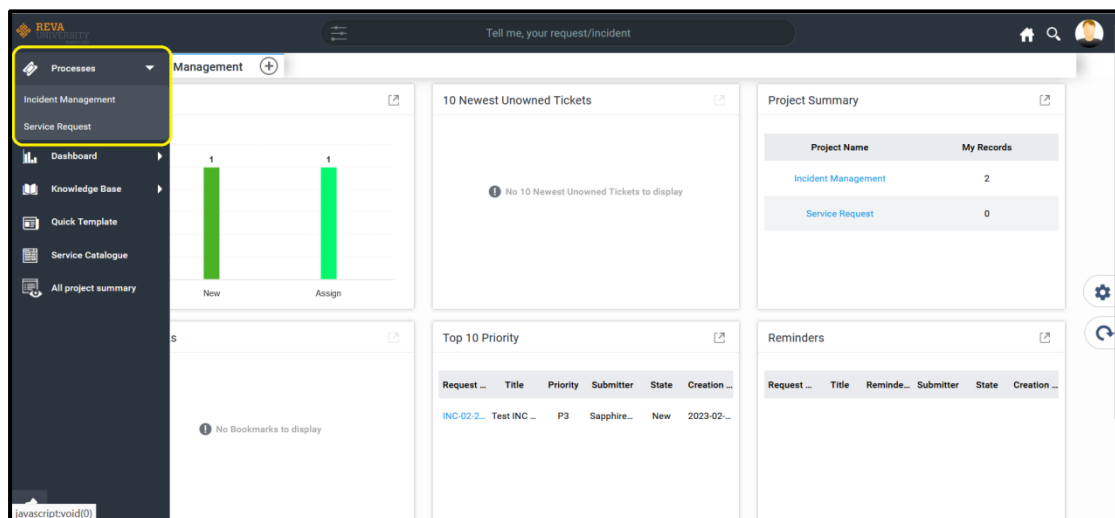


Once this option is select page will redirect to Microsoft Azure, where user need to enter their AD username and password and Login.

Once user Logged in, the Land page will be as shown below.

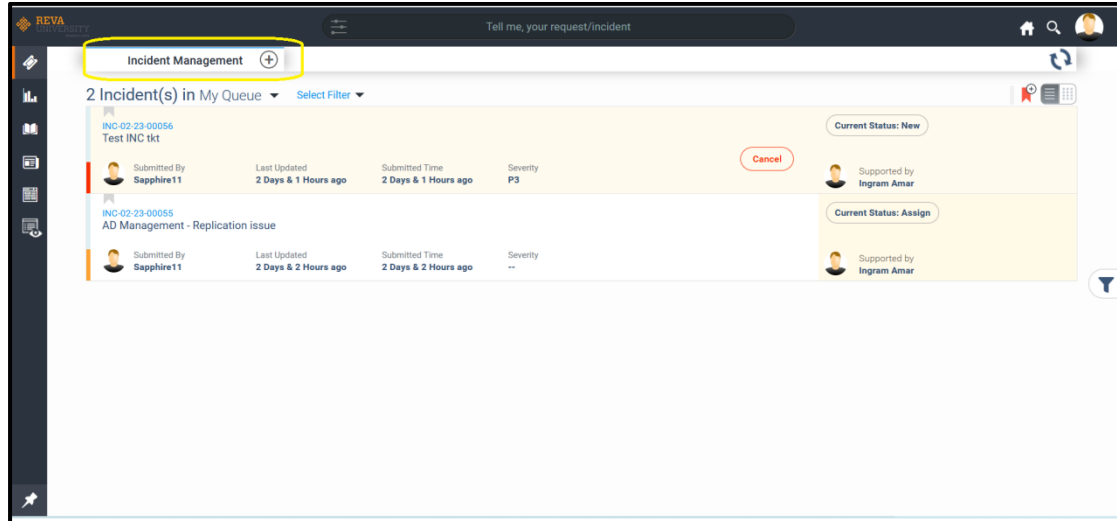


STEP 3: User need to hover the mouse over the 'Processes' on the Left Panel and click on it to expand as shown below screenshot.



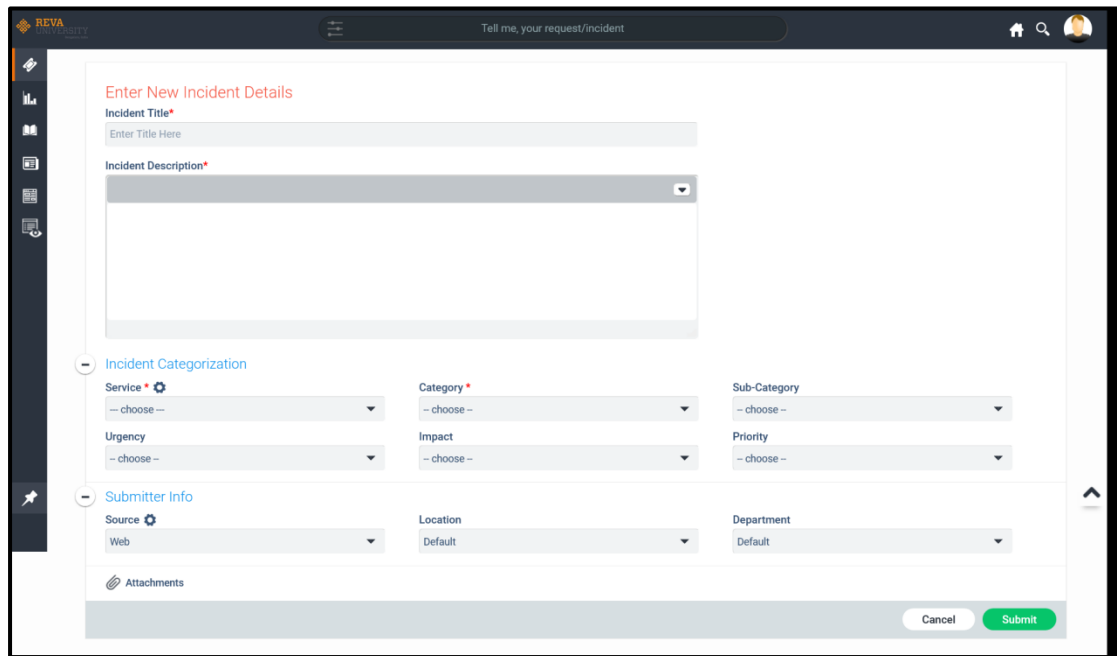
Once Expanded User will be able to see Two Option, Incident Management and Service Request as shown in the above screenshot.

STEP 4: User Need to Select on Incident Management option for raising the fresh ticket or checking the old Ticket list.



STEP 5: User Need to click on Plus (+) icon for raising the fresh Ticket, as highlighted in the above screenshot.

Provide all the details as per the below screenshot and Submit the ticket.

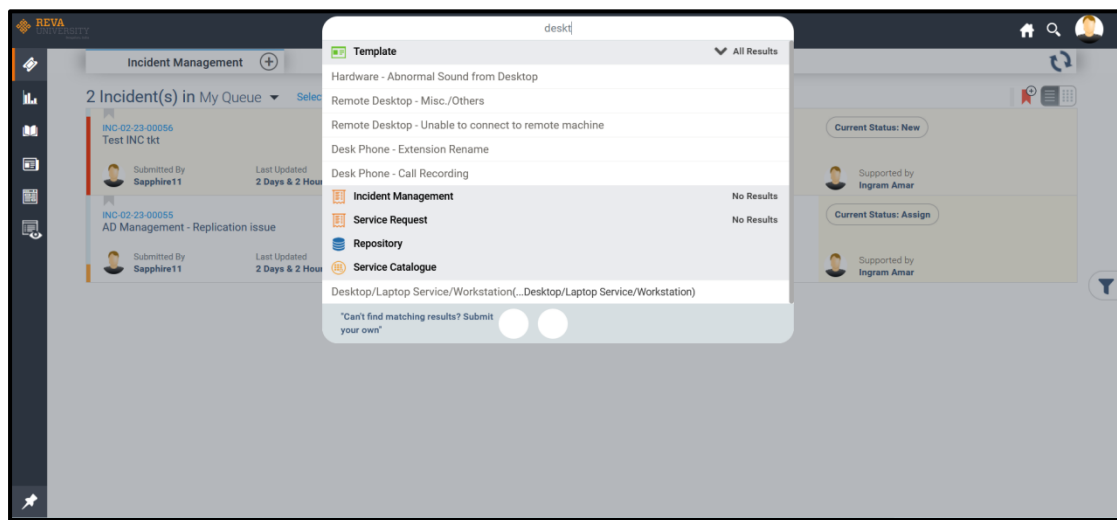


Please refer the description for field name for understanding

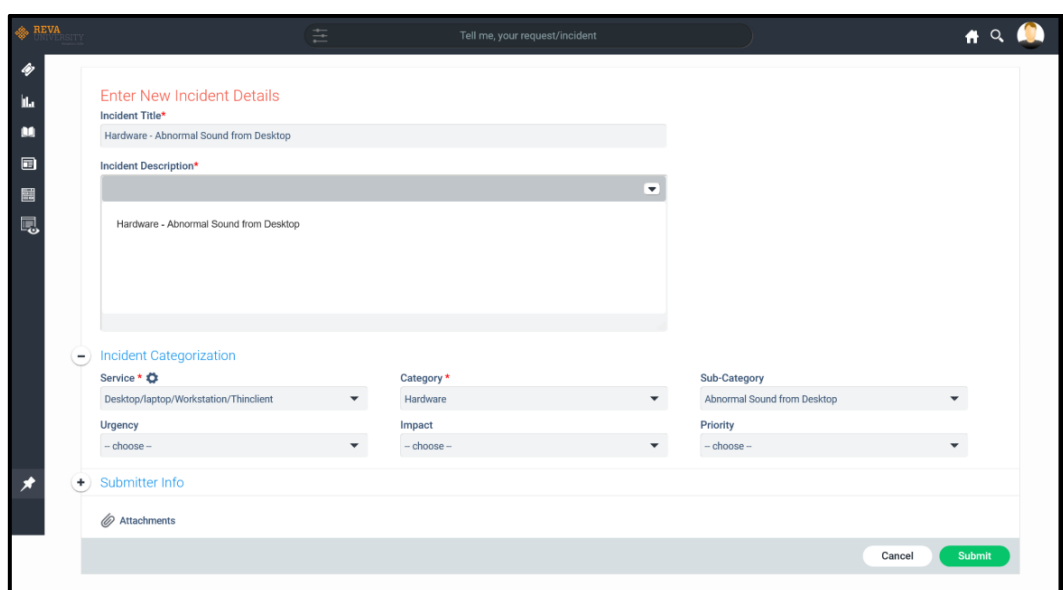
Serial No	Field Name	Description
1	Title	Need to mention the title of the ticket, like regarding which issue this ticket has been raised in brief
2	Description	Type the brief description of the issue faced. You can click on the down arrow to expand the edit menu bar. Apart from changing the formatting.
3	Service, Category	Select the ' Service ', ' Category ' and ' Sub-Category ' based on the nature of the request, incident or problem you want to submit. This is used to classify the record and also assign it to the right service desk engineer or group to take action.
	Sub Category	
4	Impact, Urgency,	Select the ' Urgency ', ' Impact ' from the drop down list boxes based on how the record should be prioritized.
5	Location	Select the Location of the submitter. The location of the submitter is taken by default.
6	Department	Select the Department of the submitter. The Department of the submitter is taken by default.
7	Attachments	' Attach ' helps you attach any additional supporting documents that might be of help to the service desk engineers.

Alternatively, requester can use Smart Search Quick Template to submit an incident

After logging into the portal user can type the issue into the Smart Search box. Based on keywords it recognizes and looks for matching suggestions across Templates. User can select respective option as shown below.

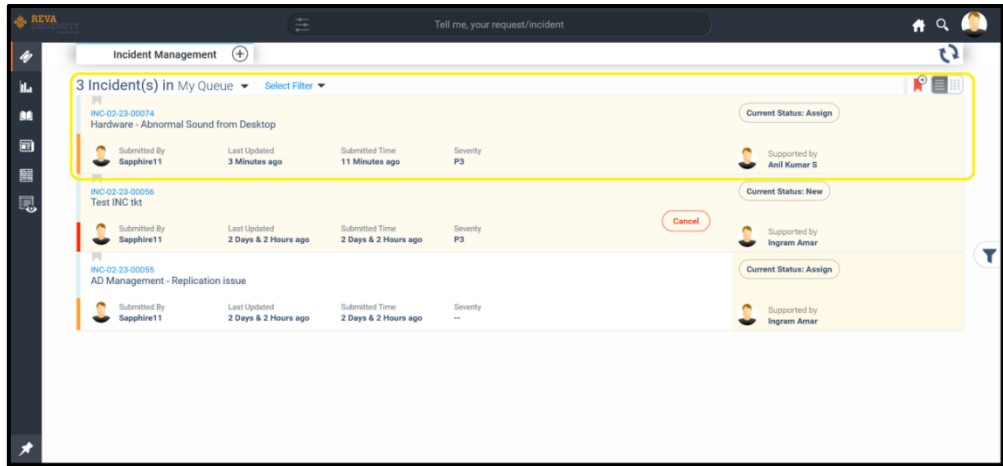


Once selected it will redirect the below page with already updated Service, Category & Sub-Category, where user need to update Urgency, Impact and description if required.




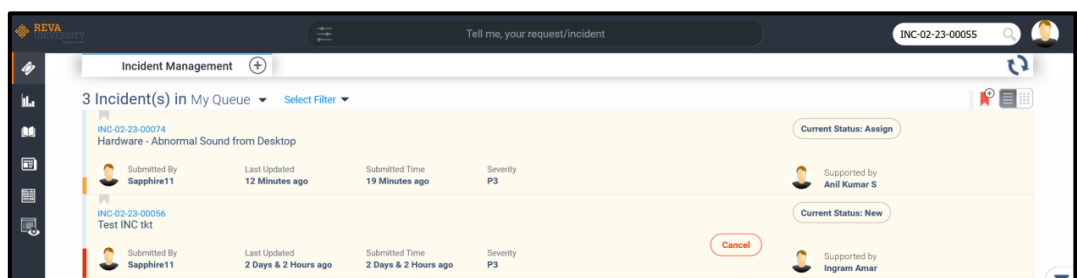
Service Desk Records Listing, Ticket Details and Searching tickets using ticket Id:

Once Ticket is Submitted ticket it will be visible as shown below.



In ticket Listing page, we will be able view details like Ticket Id, Title of ticket, submitted by (Requester/User), Submitted Time, Last Updated, Severity, Current Status & Support by (Owner/ Technician) Details.

If User wants to Search for any ticket, they can enter the Ticket ID in the search option by clicking on the Magnifier icon  available on the top right corner and mention the ticket ID and click on enter as shown in the below screenshot.

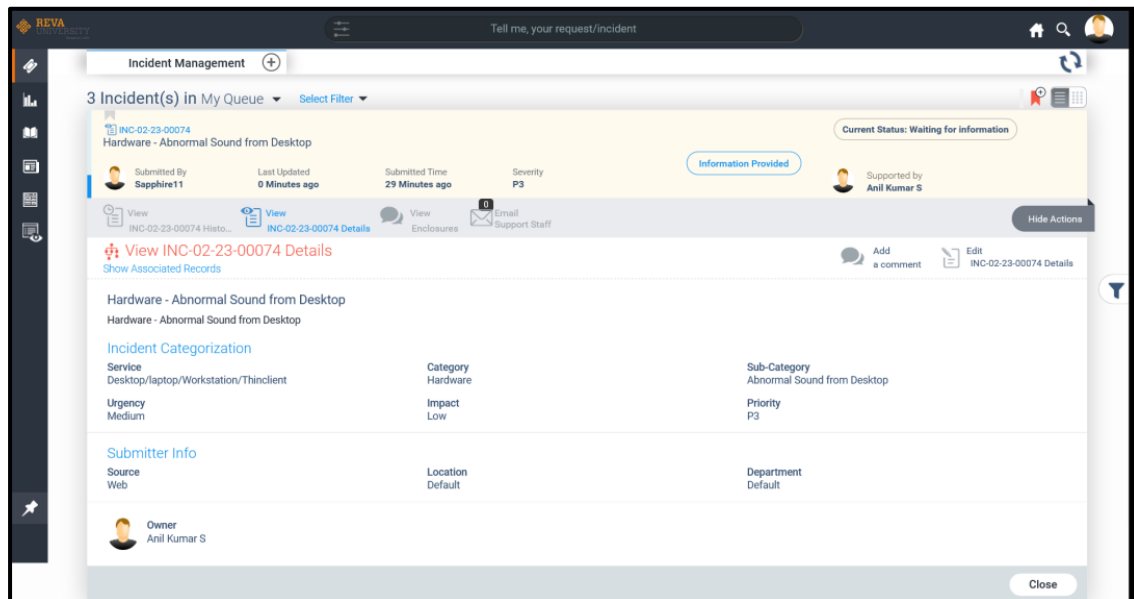


Changing Ticket State and Checking the Comments:

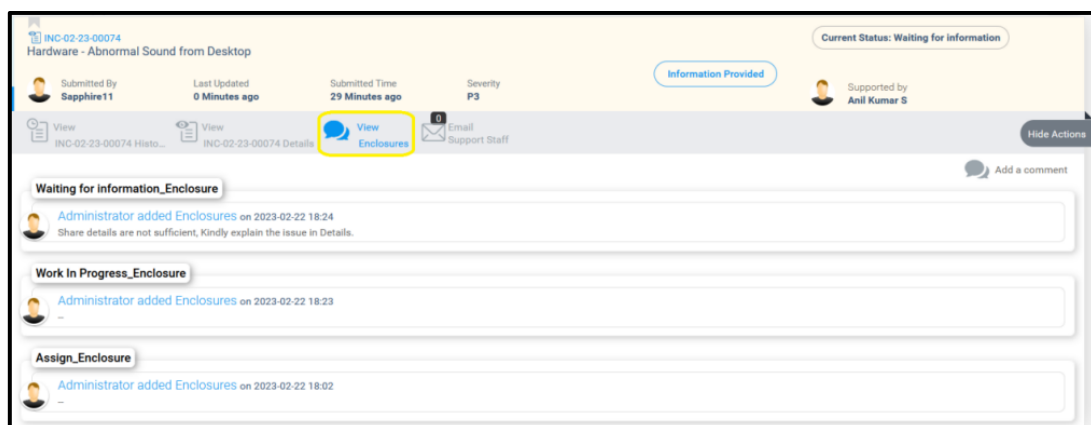
In few cases User may need to respond to a ticket while technician will wait for user response. Like If details provided by the user is not sufficient then Technician will move the ticket to Waiting for Information

then Submitter/Requester need to update the details on the ticket, in order to do that User will need to change the state of the ticket. If the ticket is in Waiting for Information, then Requester will get option enabled as 'Information provided' as next possible state.

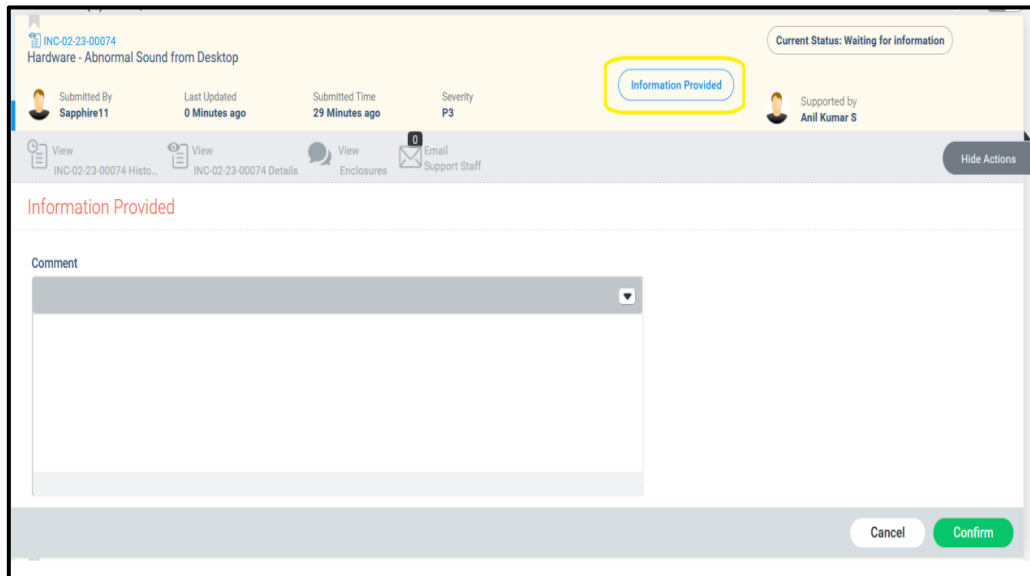
Click on ticket id on which you need to take action on, which will expand the ticket as shown below.



User need to Click on View Enclosure option as shown below. Which will show the comments mentioned by the technician.



User need to click on 'Information provided' option and enter the requested details requested by technician in Comments box and click on confirm as shown below.



Once the solution is provided the ticket moves to resolved status a requester can **reopen** the ticket if the problem still persist. Once the ticket is **closed**, the requester can't reopen the ticket

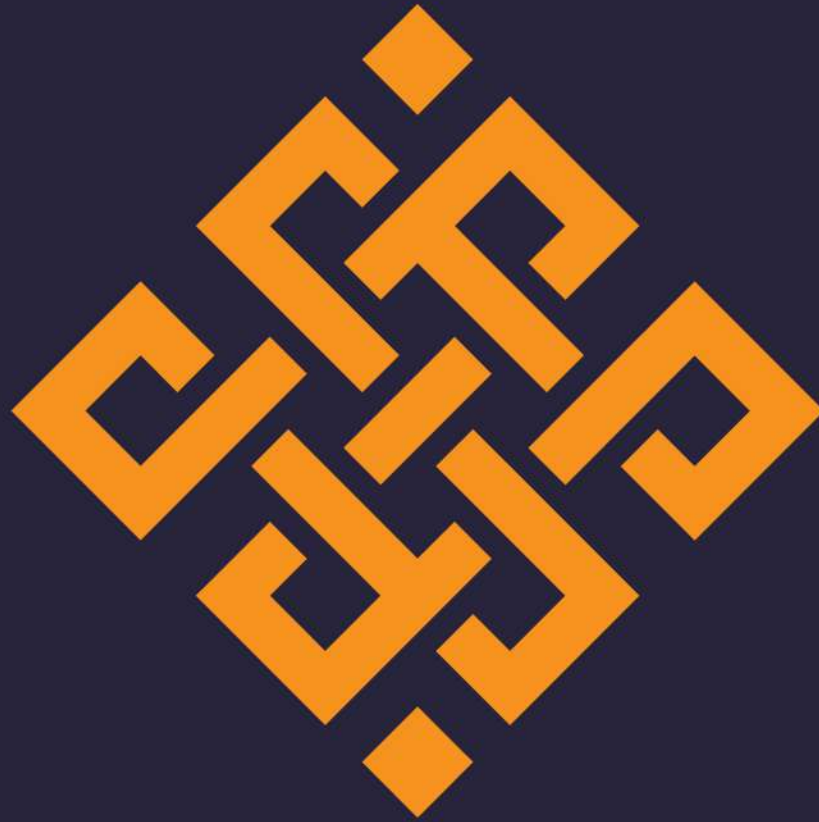
Email Notification:

Requester will receive email notification for the below status.

1. Ticket is Raised (New state).
2. Ticket is Assigned to a Technician.
3. Technician requesting any additional information (Waiting for Information)
4. Ticket is Resolved.
5. User Feedback on the service Provided by Team.
6. Ticket is Reopened.

All Mail notification sent by the portal, User can reply on the same mail notification received for that respective ticket which will get captured in the Ticket.

Note: While replying on the mail notification received user should not change the subject line, if changed mail will not get captured in the ticketing tool.



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