

10 YEARS
OF UNIVERSITY
RECOGNITION
20 YEARS OF
ACADEMIC
EXCELLENCE



REVA
UNIVERSITY

Bengaluru, India



IT MAINTENANCE POLICY

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IT MAINTENANCE POLICY

At REVA University there is a strong technology-based operation and all the Installed technology needs ongoing maintenance and support for it to remain functional for long. As technology has become embedded in the University setting, the IT team along with the Maintenance team have a large support team to maintain the IT infrastructure. At REVA we use the helpdesk software to track requests for support and responses. A database on inventory and maintenance of hardware and software is maintained by the IT Department.

Specific maintenance items under IT include:

- periodic replacement of parts and renewal of consumable supplies
- repair or replacement of faulty components
- periodic inspection and cleaning of equipment
- updating or upgrading hardware and software, including installing new operating system versions
- adding or deleting users from a system, or modifying user rights and properties
- periodic backup of stored files on a school network of the University
- monitoring the condition and functionality of networks and equipment, including testing web site accesses and links; and
- installing and removing equipment and applications.

Other support areas denote the following activities that keep users working or help users improve the ways they work such as:

- help desks and other forms of putting a person in touch with another person to resolve a problem or provide advice
- automated information systems, such as searchable frequently-asked-question (FAQ) databases or newsletters;
- initial training and familiarization tours for equipment and software, whether automated or conducted by a human
- instructional and curriculum integration support, usually through observation and personal interaction between a faculty and a technology coordinator; and technology integration support for administrative applications, usually conducted through specialized consultants or software/systems vendors

At REVA University , the University has a tool to Manage ITIncidents, Service and Change requests. This tool helps in the 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 of ICT. Faculty can raise IT related incidents, Service and Change Request by Login <https://helpdesk.reva.edu.in> using their 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

CONTENT

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

Service Request

Service Request Fulfilment is a process to fulfil service requests of users of IT or Enterprise services. Examples of such requests to the IT department could be requests for installation of new software, change of hardware, access to a network, etc

To open a service request to ICT team, please use the following methods for the IT technician to provide a resolution

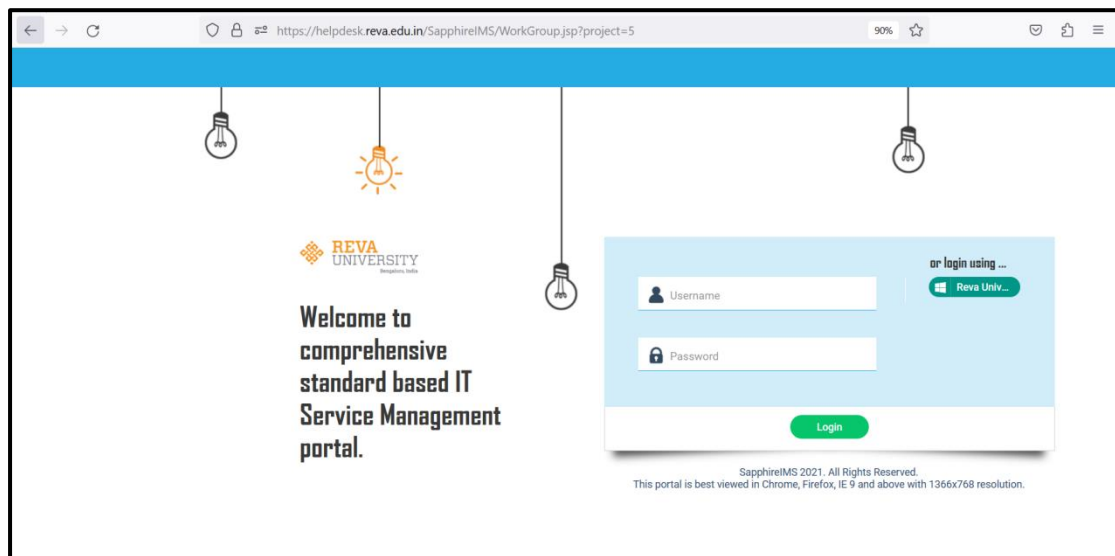
Ways to log an Service Request with ICT Team

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](#))

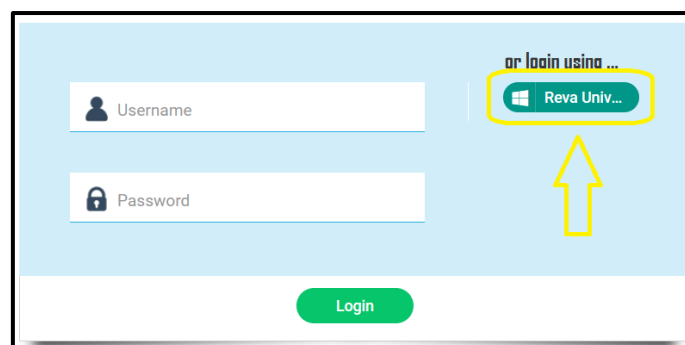
Please note: At the time of raising a service request, provide us the clear description of the problem being faced with the exaction location and contact details for the ICT team to fasten the ticket. A ticket will be created automatically and the submitter can track the ticket till the resolution

Please find the steps to raise a service 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.

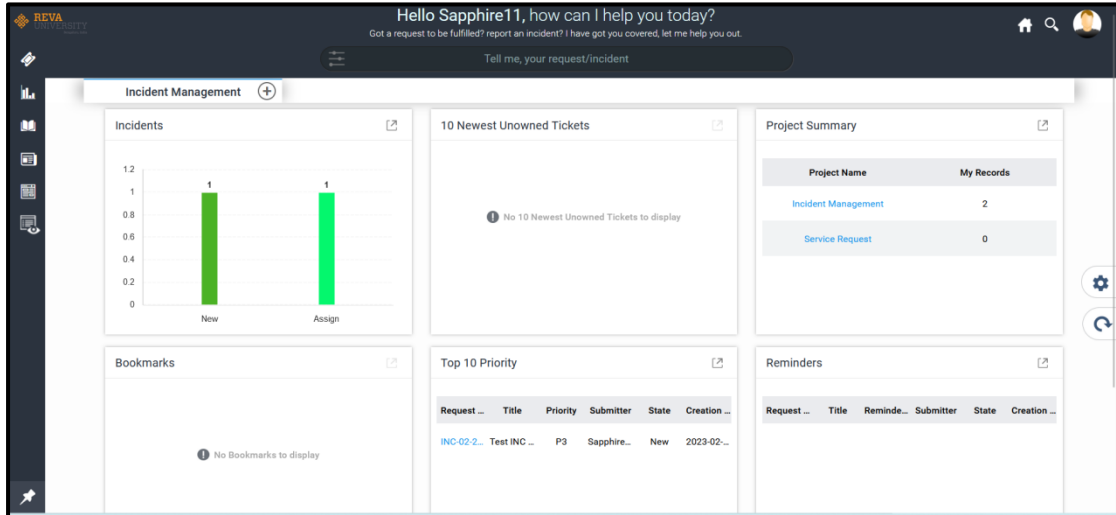


STEP 2: Once the above Screen is appeared, Users need to click on Reva University Option as Shown Below Screenshot.

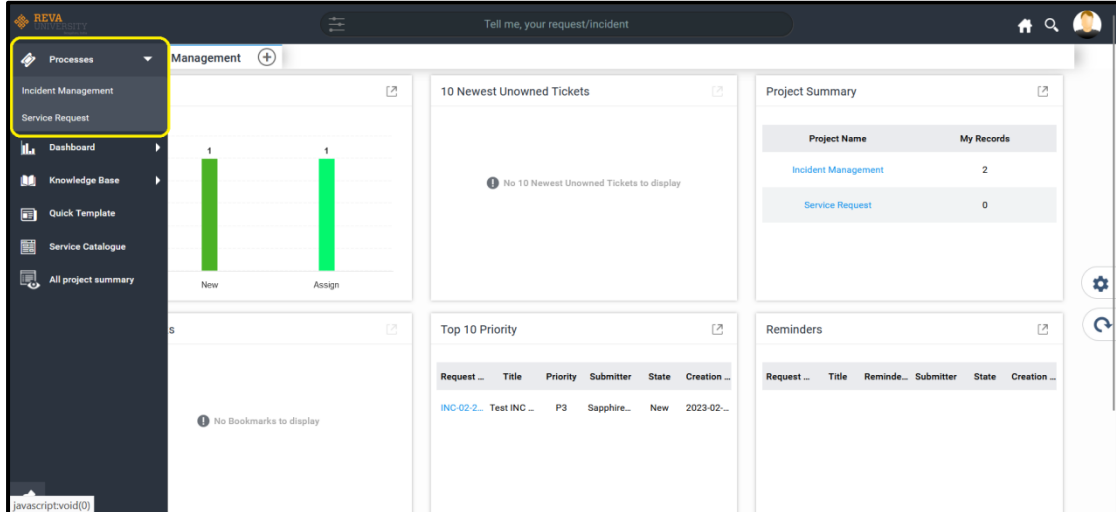


Once this option is select page will redirect to Microsoft Azure, where user need to enter their AD username and password and Login.

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

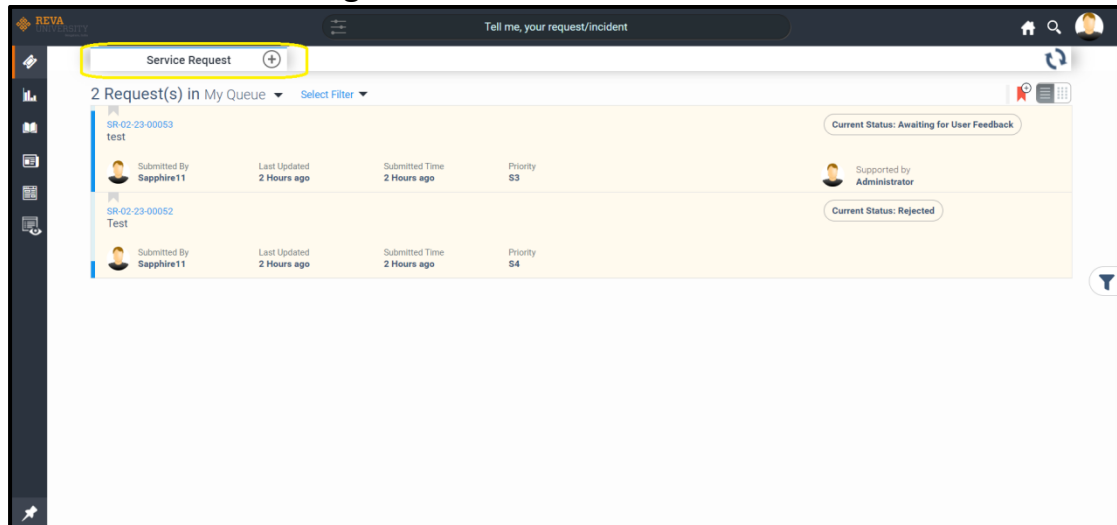


STEP 3: User need to hover the mouse over the 'Processes' on the Left Panel and click on it to expand as shown below screenshot.



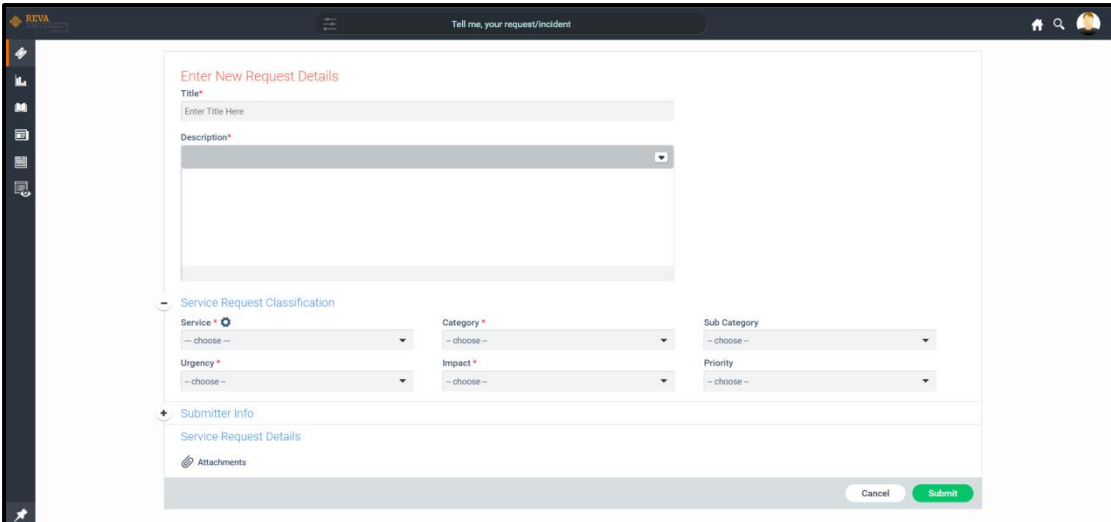
Once Expanded User will able to see Two Option, Incident Management and Service Request as shown in the above screenshot.

STEP 4: User Need to Select on Service request 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.



Enter New Request Details

Title*
Enter Title Here

Description*

Service Request Classification

Service *
-- choose --

Category *
-- choose --

Sub Category
-- choose --

Urgency *
-- choose --

Impact *
-- choose --

Priority
-- choose --

Submitter Info

Service Request Details

Attachments

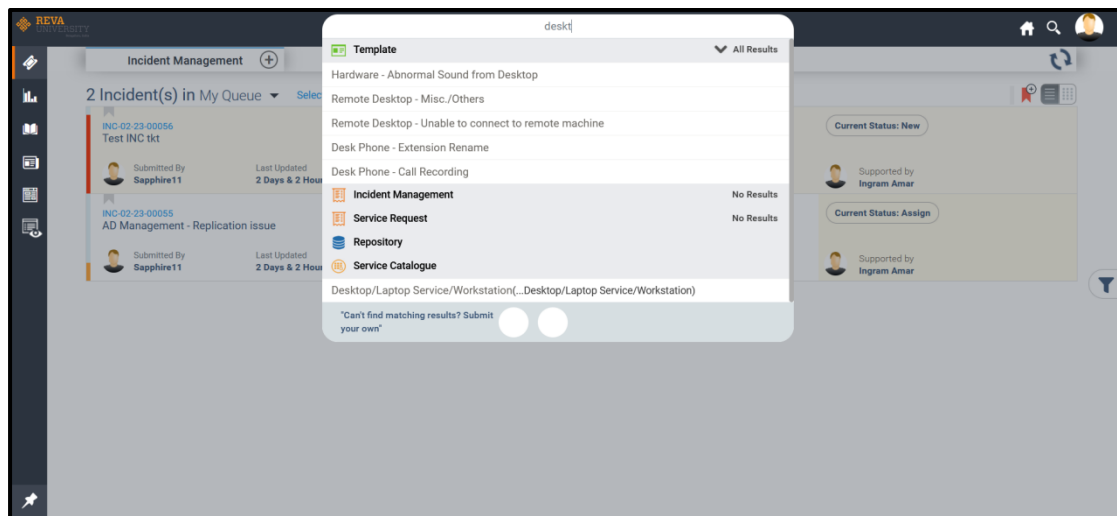
Cancel Submit

Please refer the description for field name for understanding

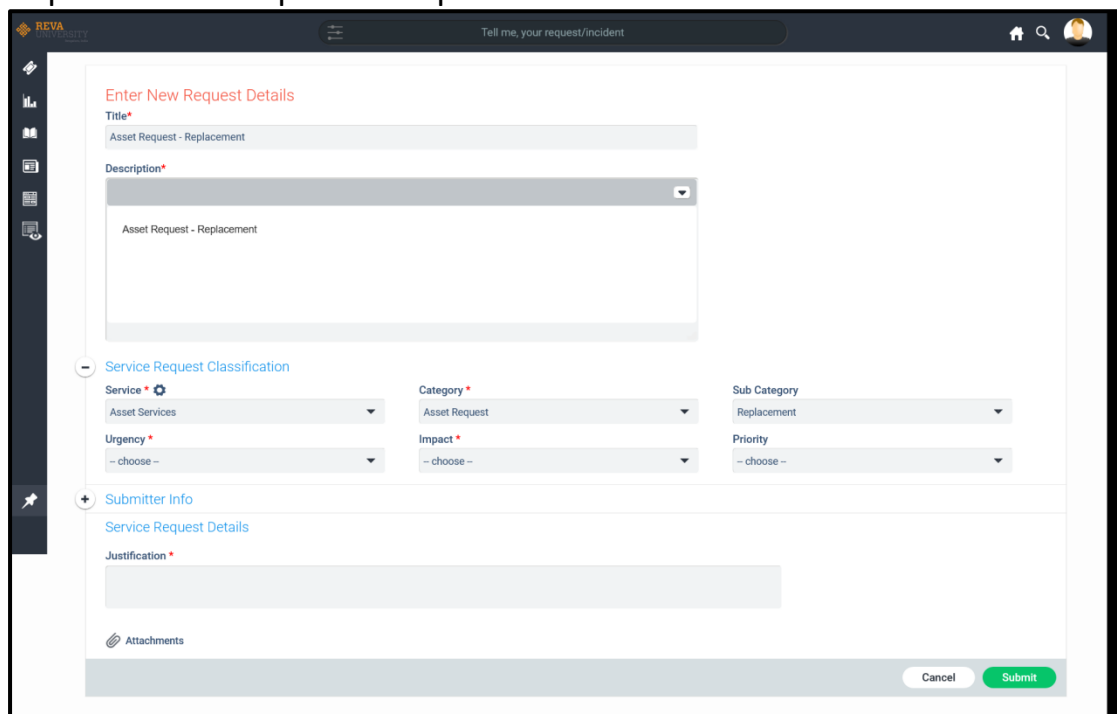
Serial No	Field Name	Description
1	Title	Need to mention the title of the ticket, like regarding which issue this ticket has been raised in brief
2	Description	Type the brief description of the issue faced. You can click on the down arrow to expand the edit menu bar. Apart from changing the formatting.
3	Service, Category	Select the ' Service ', ' Category ' and ' Sub-Category ' based on the nature of the request 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 a service request

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.

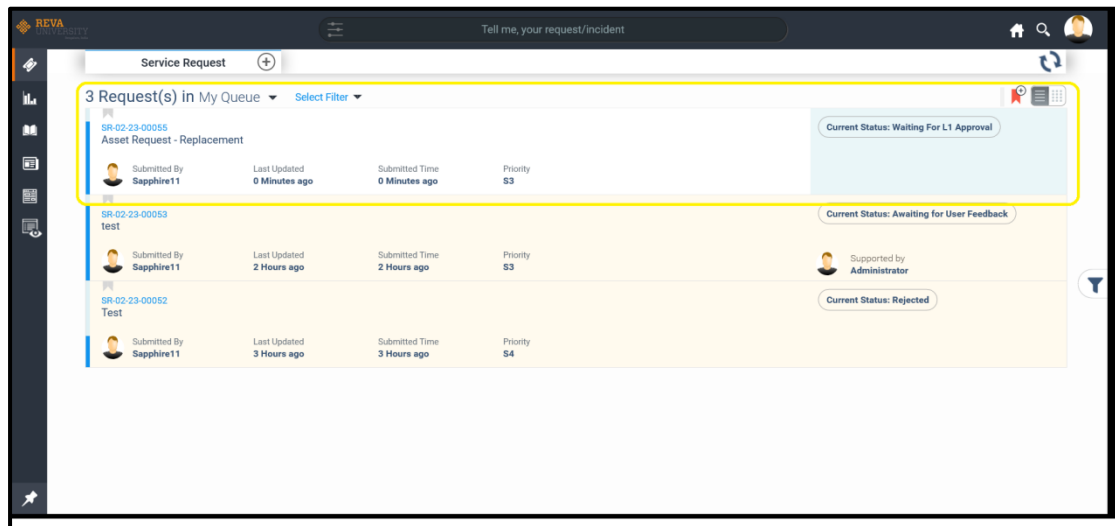


Once selected it will redirect the below page with already updated Service, Category & Sub-Category, where user need to update Urgency, Impact and description if required.




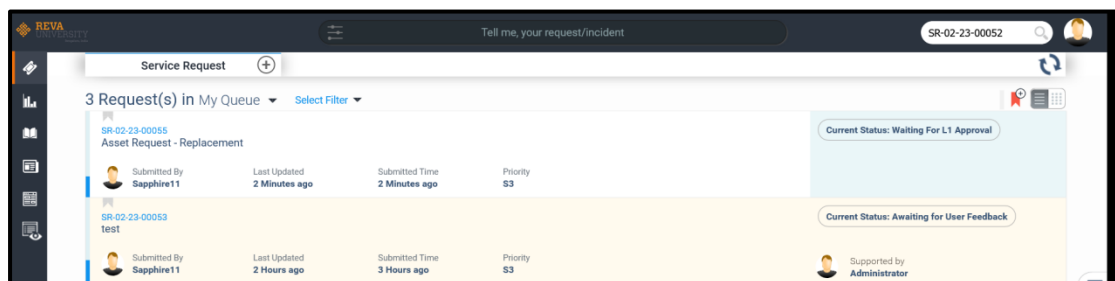
Service Desk Records Listing, Ticket Details and Searching tickets using ticket Id:

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.

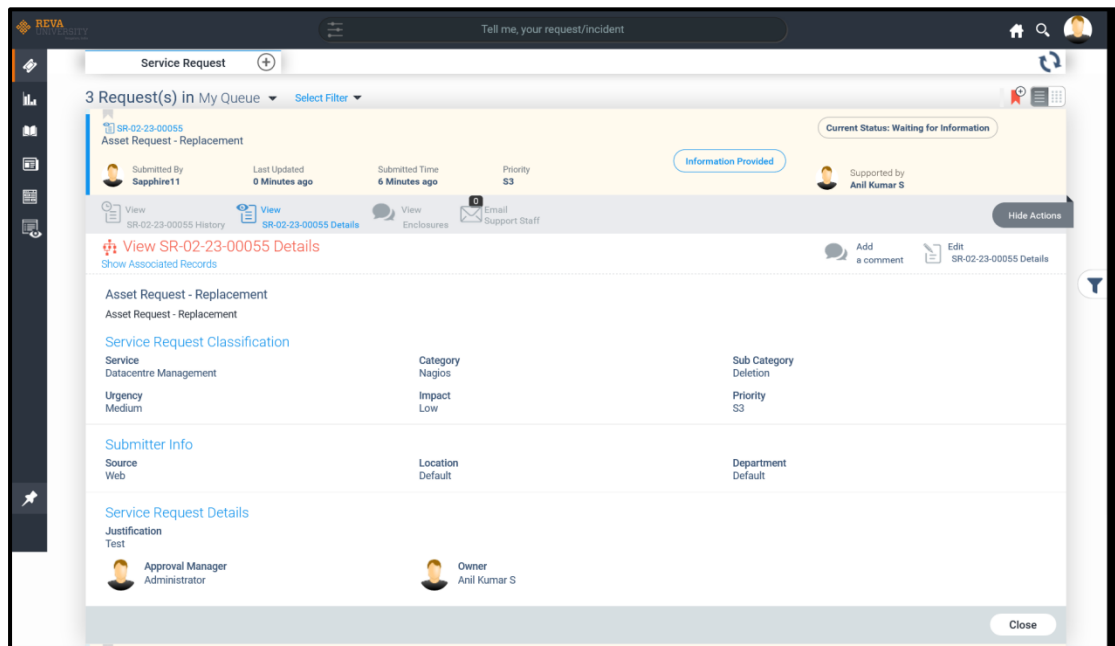


Changing Ticket State and Checking the Comments:

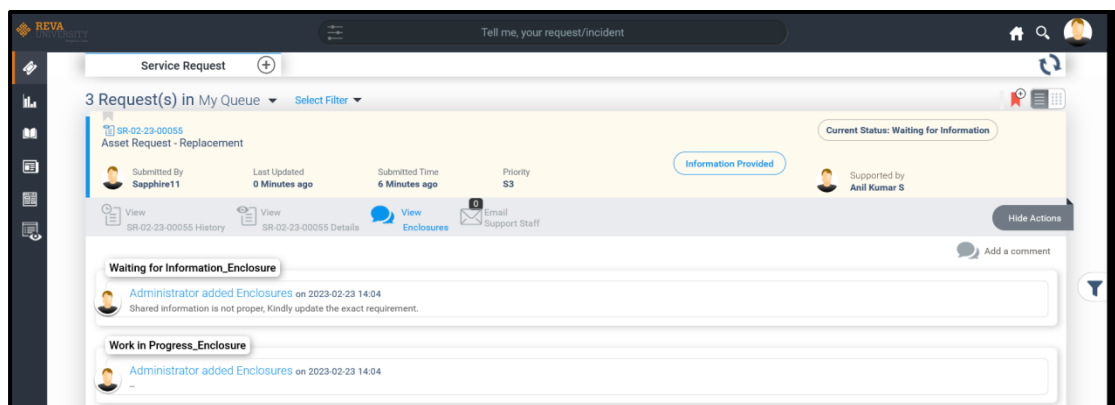
In few cases User may need to respond to a ticket while technician will wait for user response. Like If details provided by the user is not sufficient then Technician will move the ticket to Waiting for Information

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.

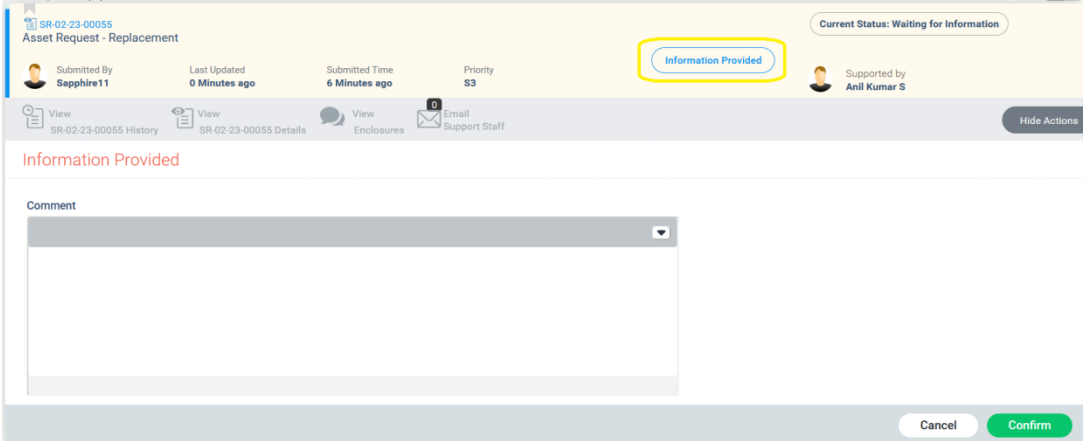
Click on ticket id on which you need to take action on, which will expand the ticket as shown below.



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.



The screenshot shows a support ticket interface for 'SR-02-23-00055 Asset Request - Replacement'. The current status is 'Waiting for Information'. A yellow box highlights the 'Information Provided' button. Below this, there is a 'Comment' section with a text input area and a dropdown menu. At the bottom right, there are 'Cancel' and 'Confirm' buttons.

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

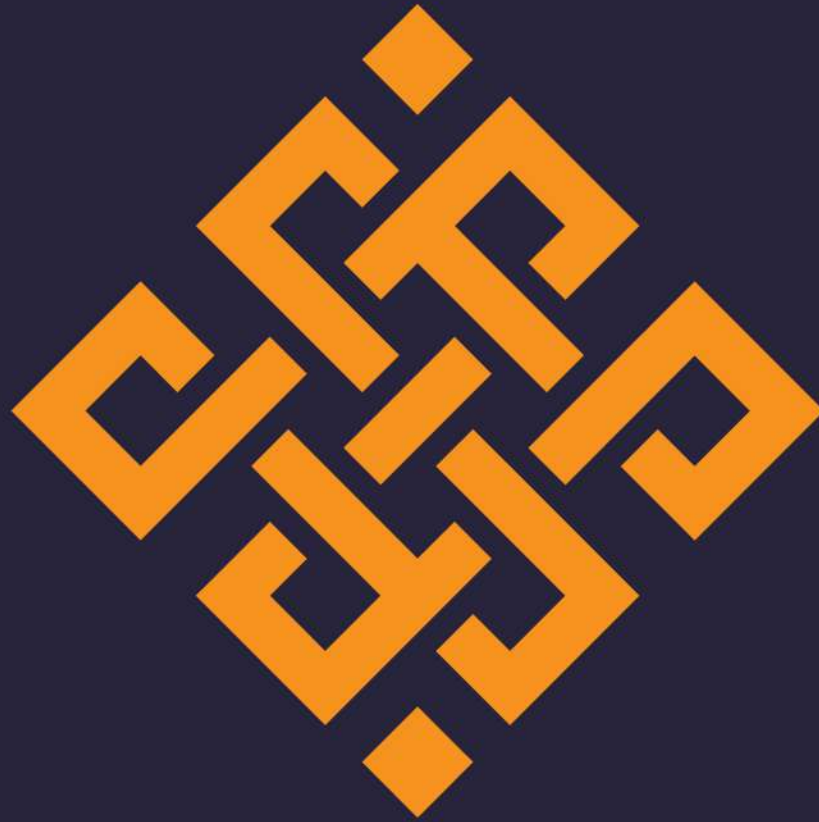
Email Notification:

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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