VITA Customer Care Center
(866) 637-8482 vccc@vita.virginia.gov

IT INFRASTRUCTURE PARTNERSHIP

Customer Portal Functionality

VMware Service Manager provides the functionality of opening a ticket when *you* need it, without having to wait on a ticket number. As soon as a ticket is logged, the request is recorded and provides and immediate ticket number.

The VSM Customer Portal allows anyone to open, review and update tickets from a variety of contact methods:

- The Customer Portal Web Ticket Logging form
- E-mailing the VITA Customer Care Center (VCCC)
- Calling the VCCC Service Desk

Advanced enhancements allow you to update your ticket and communicate with your assigned technician from the portal.

- Calling the VCCC Service Desk
- E-mail your technician
- Update your ticket

The Customer Bulletin Board provides information about major issues of impact, instead of having to call the VCCC for updates on outages.

Logging into the Customer Portal

- Access the Customer Portal at **https://sd.itsm.northropgrumman.com/ VSM/ServiceManager.aspx?Lite**

- Login with your COV credentials.
  Note: If you do not have COV credentials, you will need to contact the VCCC to setup your first-time login credentials.

- Click **OK**.

- The landing page for the Customer Portal will display all current tickets.

- For instructions on searching for a specific ticket, see page 3 of this guide.
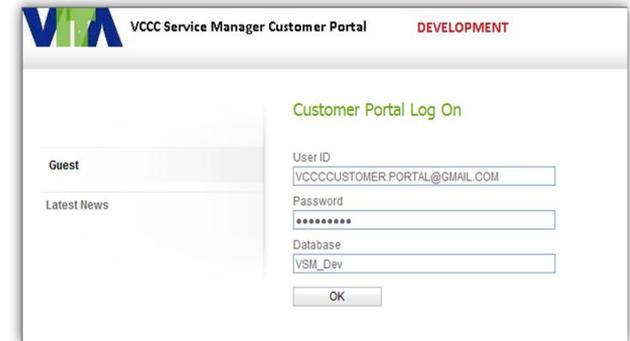
Pictured: VSM Customer Portal Login Page

Pictured: VSM Customer Portal Home Page
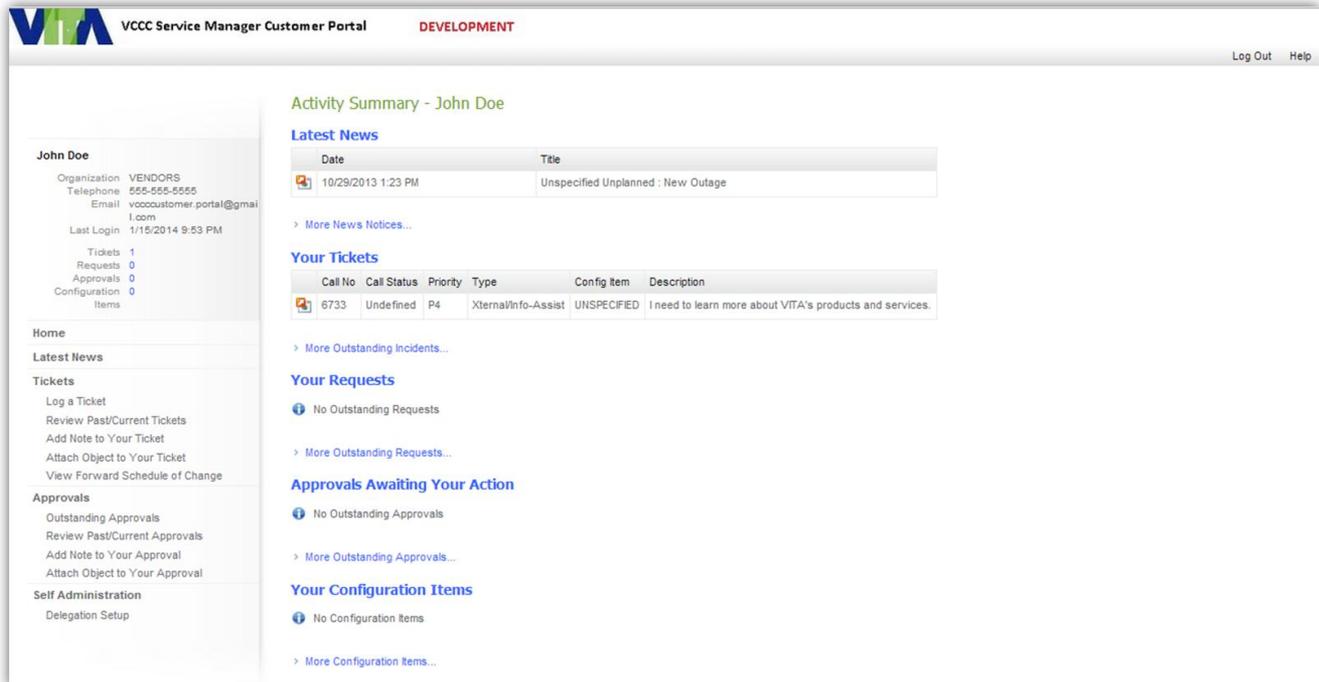
Creating an Incident

*An **Incident** is used when something is broken and needs to be fixed.*

Incident Management
> Break/Fix Incident

- Click **Log a Ticket** in the left navigation menu.
- Click on the **Break/Fix Incident** link under the *Incident Management* header.
- Fill in the **On the Behalf Of** (if applicable) and **Description** fields.
  Note: **On Behalf Of** is used when you're logging a ticket for someone else. That person will be notified that you've opened a ticket for him or her.
- Attach any necessary files by clicking **Browse…**, and then select the appropriate file.
- Click **Submit**.
  Note: Once submitted, VSM will automatically email you the notification of the ticket.

Pictured: Incident Log Form
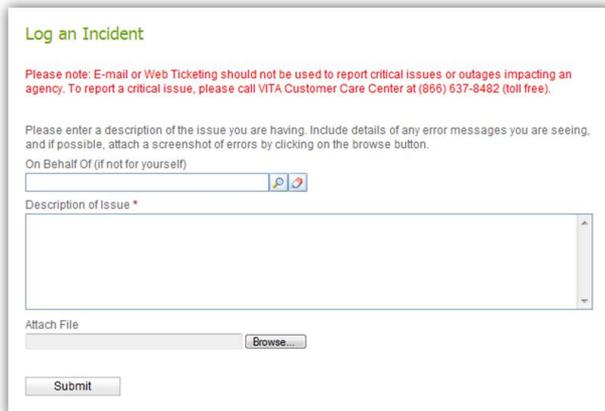
Log an Incident

Please note: E-mail or Web Ticketing should not be used to report critical issues or outages impacting an agency. To report a critical issue, please call VITA Customer Care Center at (866) 637-8482 (toll free).

Please enter a description of the issue you are having. Include details of any error messages you are seeing, and if possible, attach a screenshot of errors by clicking on the browse button.

On Behalf Of (if not for yourself)

Description of Issue *

Attach File
Browse…

Submit

Creating a Service Request

*A **Service Request** is used when you need to install, add, move, change or remove something from your work space's environment. This can also be used for requesting information, advice or guidance from a technician.*

Service Request
> Service Request
> Service Request - AAO

- Click **Log a Ticket** in the left navigation menu.
- Click on the **Service Request** link under the *Service Request* header.
- Fill in the **On the Behalf Of** (if applicable) and **Description** fields.
- Attach any necessary files by clicking **Browse…**, and then select the appropriate file.
- Click **Submit**.
  Note: Once submitted, VSM will automatically email you the notification of the ticket.

Pictured: Service Request Log Form
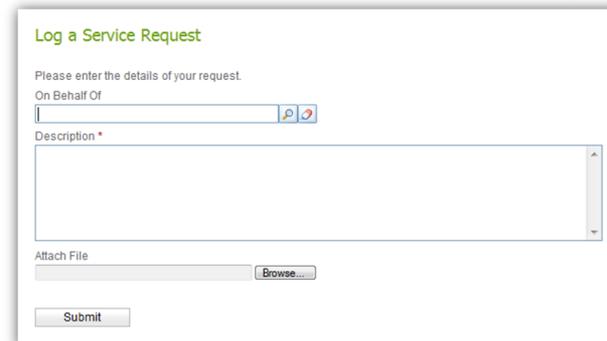
Log a Service Request

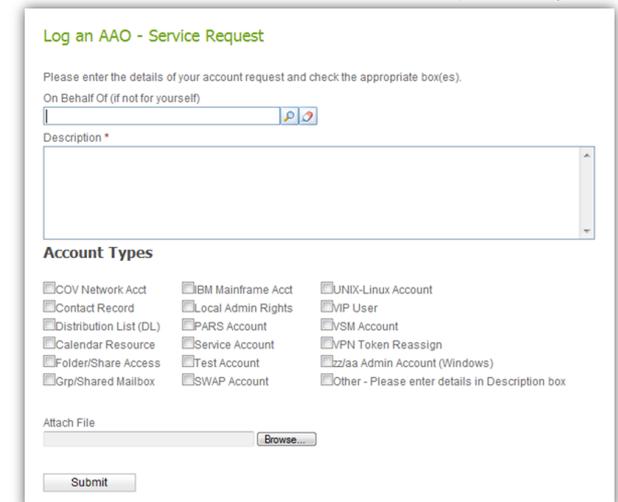Please enter the details of your request.
On Behalf Of

Description *

Attach File
Browse…

Submit

Creating a Service Request - AAO

*A **Service Request - AAO** is used when access is needed to an account, COV resource, or resource account. If approval is required, these requests may be suspended until proper approval is received.*

- Click **Log a Ticket** in the left navigation menu.
- Click on the **Service Request - AAO** link under the *Service Request* header.
- Fill in the **On the Behalf Of** (if applicable) and **Description** fields.
- Select the appropriate *Account Types* by clicking the corresponding check boxes.
- Attach any necessary files by clicking **Browse…**, and then select the appropriate file.
- Click **Submit**.
  Note: Once submitted, VSM will automatically email you the notification of the ticket.

Pictured: Service Request-AAO Log Form

Log an AAO - Service Request

Please enter the details of your account request and check the appropriate box(es).
On Behalf Of (if not for yourself)

Description *

Account Types

- COV Network Acct
- Contact Record
- Distribution List (DL)
- Calendar Resource
- Folder/Share Access
- Grp/Shared Mailbox
- IBM Mainframe Acct
- Local Admin Rights
- PARS Account
- Service Account
- Test Account
- SWAP Account
- UNIX-Linux Account
- VIP User
- VSM Account
- VPN Token Reassign
- zz/aa Admin Account (Windows)
- Other - Please enter details in Description box

Attach File
Browse…

Submit

Searching for a Ticket

- Click **Review Past/Current Tickets** in the left navigation menu.
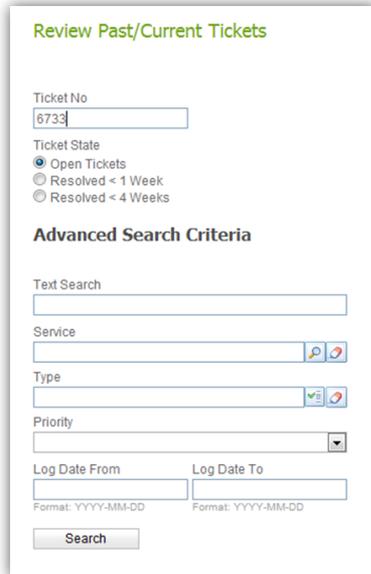
Review Past/Current Tickets

Ticket No
6733

Ticket State
- ○ Open Tickets
- ○ Resolved < 1 Week
- ○ Resolved < 4 Weeks

Advanced Search Criteria

Text Search

Service

Type

Priority

Log Date From   Log Date To

Format: YYYY-MM-DD   Format: YYYY-MM-DD

Search

Pictured: Ticket Search Criteria screen

- Fill in the **Ticket No** field and select the appropriate *Ticket State*.
- Enter any additional information in the *Advanced Search Criteria* section.
- Click **Search** once all the information has been entered.
- View the ticket information from the *Ticket Summary* screen.

Pictured: Ticket Summary screen

Ticket Summary

Tickets For John Doe

Back

|	Call No	Call Status	Config Item	Priority	Type	Description
	6733	Undefined	UNSPECIFIED	P4	XternalInfo-Assist	I need to learn more about VITA's products and services.

Checking the Status of a Ticket

- After Searching for a Ticket, click the **Ticket Details** icon.

Call No
6733

- At the *Review Past/Current Tickets* page, scroll to the *History* of the Ticket.
- The *History* section will detail all actions or historical data associated with that Ticket, including:
  - Updates from technicians
  - Attachments
  - Forwarding information
  - Notifications

Pictured: Ticket History screen
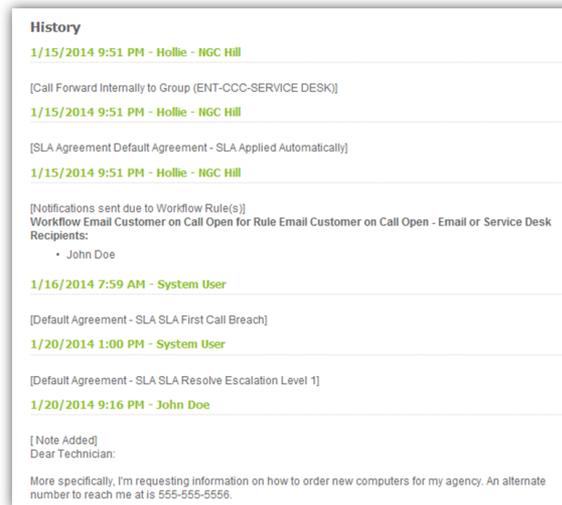
History

1/15/2014 9:51 PM - Hollie - NGC Hill

[Call Forward Internally to Group (ENT-CCC-SERVICE DESK)]
1/15/2014 9:51 PM - Hollie - NGC Hill

[SLA Agreement Default Agreement - SLA Applied Automatically]
1/15/2014 9:51 PM - Hollie - NGC Hill

[Notifications sent due to Workflow Rule(s)]
Workflow Email Customer on Call Open for Rule Email Customer on Call Open - Email or Service Desk Recipients:
  - John Doe

1/16/2014 7:59 AM - System User

[Default Agreement - SLA SLA First Call Breach]
1/20/2014 1:00 PM - System User

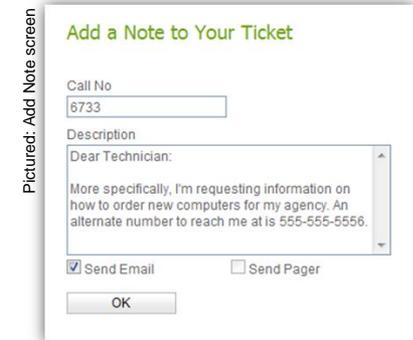[Default Agreement - SLA SLA Resolve Escalation Level 1]
1/20/2014 9:16 PM - John Doe

[Note Added]
Dear Technician:

More specifically, I'm requesting information on how to order new computers for my agency. An alternate number to reach me at is 555-555-5556.

Updating a Ticket – Add Note

- Search for the ticket you want to update.
- Click the **Add Note** icon.

- Type the information that you want to appear in the ticket and ensure that *Send Email* is checked.
- Click **OK.**

Pictured: Add Note screen

Add a Note to Your Ticket
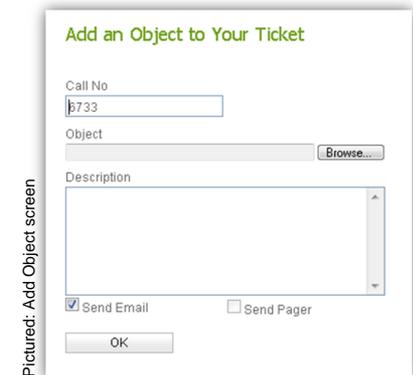
Call No
6733

Description
Dear Technician:

More specifically, I'm requesting information on how to order new computers for my agency. An alternate number to reach me at is 555-555-5556.

☑ Send Email   ☐ Send Pager

OK

Updating a Ticket – Add Object

- Search for the ticket you want to update.
- Click the **Add Object** icon.
- Click **Browse** to locate the file you wish to upload.
- Click **OK**.

Pictured: Add Object screen

Add an Object to Your Ticket

Call No
6733

Object   Browse...

Description

☑ Send Email   ☐ Send Pager

OK