



Customer Portal Functionality

VMware Service Manager (VSM) 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 a ticket number is provided immediately.

Advanced Enhancements

VSM brings advanced functionality by allowing you to view and update your tickets as well as communicate with your assigned technician within the portal. This feature provides an updated method for ticket notifications in lieu of traditional means, such as calling or emailing the VITA Customer Care Center (VCCC).

Additionally, you can get information about major issue of impact from the customer bulletin board instead of calling the VCCC for outage updates.

Finally, VSM provides an advanced ticketing repository where you can search for all the tickets you opened within the last six months. If you need to repeat a request, you will have the ability to do so via the previous ticket number.

Logging in to the Customer Portal

- Access the customer portal at <https://sd.itsm.northropgrumman.com/VSM/ServiceManager.aspx?Lite>

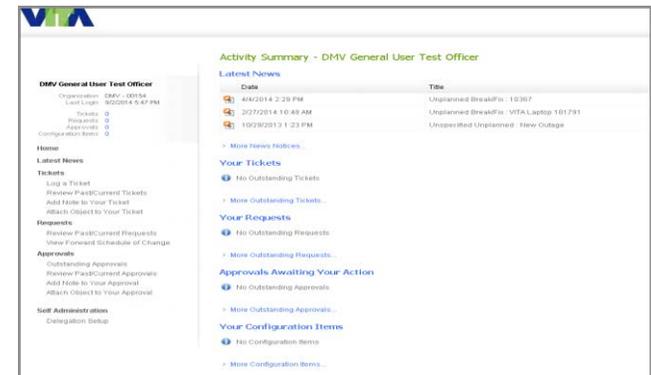


- Click “Log In” in the upper right corner and then enter your COV email address and COV password.

Note: If you do not have COV credentials, you will need to contact the VCCC at (866) 637-8482.

- Click **OK**.
- The landing page for the customer portal will display all your current tickets.

Pictured Below: VSM Customer Portal Home Page



tured Above: VSM Customer Portal Login Page

Pic



Creating an Incident

An **incident** is an unplanned interruption to an IT service. Open an incident when equipment, services, or applications are not functioning properly.

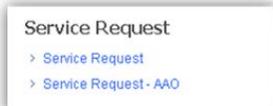


- Click **Log a Ticket** in the left navigation menu.
- Click on the **Break/Fix Incident** link under the *Incident Management* header.
- Fill in the **On the Behalf Of** (if applicable) and **Description** fields.
Note: **On Behalf Of** is used when logging a ticket for another individual. The individual will be notified that a ticket has been opened on his/her behalf.
- Attach any necessary files by clicking **Browse** then selecting the appropriate file.
- Click **Submit**.
Note: When a ticket is submitted, VSM automatically emails ticket notification to the user.

Pictured: Incident Log Form

Creating a Service Request

A **service request** is a request to install, add, move, change or remove items from an environment. It is also a request for information, advice, or guidance from a technician.



- 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** then selecting the appropriate file.
- Click **Submit**.
Note: When a ticket is submitted, VSM automatically emails ticket notification to the user.

Pictured: Service Request Log Form

Creating a Service Request - AAO

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

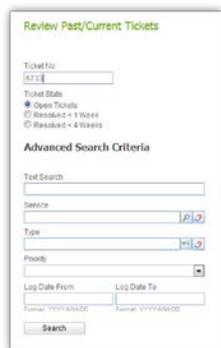
- Click **Log a Ticket** in the left navigation menu.
- Click on the **Service Request - AAO** link under the *Service Request* header.
- Fill in the **On the Behalf Of** (if applicable) and **Description** fields.
- Select the appropriate *Account Types* by clicking the corresponding check boxes.
-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

Pictured: Service Request-AAO Log Form



Searching for a Ticket

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



Pictured: Ticket Search Criteria screen

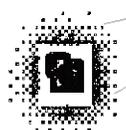
- Fill in the **Ticket No** field or search using the Ticket State or Advanced Search Criteria sections.
- Enter any additional information in the *Advanced Search Criteria* section.
- Click **Search** once all the information has been entered.
- View the ticket information from the *Ticket Summary*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

Pictured: Ticket Summary screen



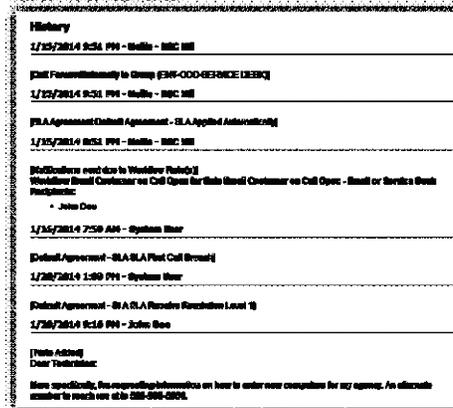
Checking the Status of a Ticket

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



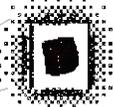
- At the *Review Past/Current Tickets* page, scroll to the *History* of the ticket.
- The *History* section details all actions and/or historical data associated with that ticket, including:
 - Updates from technicians
 - Attachments
 - Forwarding information
 - Notifications

Pictured: Ticket History screen



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**.

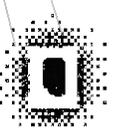


Pictured: Add Note screen



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

