IT Service Desk

Introduction

ITSD manages tickets raised in the University. Employees as well as students can raise tickets through this module. Admins can assign tickets to agents through this module.

Features:

- Manage Incidents/Service Requests

- Manage SLAs

- Service Request for University IT Services

- Self Service Portal

Dashboard

The Admin has the accessibilities to Total Tickets, Total Open Ticket, Total Closed Ticket, Total Pending Ticket. The dashboard of ITSD gives a statistical depiction of given accessibilites, along with the graphical representations of it.

23
VIEW DETAILS

19
VIEW DETAILS

4
VIEW DETAILS

9
VIEW DETAILS

Type of Service Ticket

Agent Wise Ticket

Total Ticket's State In Each Service Type

Open — New — Close

Total Ticket's Status In Each Service Type

DRAFT — PENDING — ACCEPTED — SPAM

Total Ticket In Each Day

Open — New — Close

This section contains the configuration detail related to the ITSD module.

Only the admin of ITSD can view and access it.

Service

In this field, we can define and configure the type of services to be used/availed by the university's employees/students/agents.

Admin can view the details by clicking on **eye** icon available in front of every entry.

Admin can add a new type of service by clicking on the **Add Services** button present on the top right side of the portal and fill in the required details:-

- Service Name
- Description
- Status (Active/Inactive)

> Note: Once the **Add service Type** button is clicked, changes cannot be done.

Map Agent-Service

In this field, we can map and configure the type of services available for type or agents.

Admin can view the details by clicking on **View** icon available in front of every entry.

Admin can map new agent services by clicking on the **Add Agent-Service** button present on the top right side of the portal and fill in the required details:

- Agent Name (Select from the drop-down)

- Status (Active/Inactive)

- Admin can edit/update the details by clicking on the update button available.

> Note: Once the "Map Services" button is clicked, only status can be updated.

Tickets

Tickets can be created by the following **Users**:

- Employees
- Students
- Admin (on the behalf of employee/Student)
- Agent (on the behalf of employee/Student)

As a student/employee

Create Service Ticket

Employee/Student can add a new ticket by clicking on the "Create Service Ticket" button present on the top right side of the portal and fill in the required details:-

- Service Queue (select from the drop-down)
- Details

a) View

b) Update

Users can update/edit the details by clicking on pencil icon. It consists of details like:

- Ticket Number
- User Name
- Service Queue
- People
- Ticket Status
- Decision Status
- Submit
- Sender
- Sender email
- Contacted At

c) Submit

Users can finally submit the ticket details after adding/editing by clicking on the Submit button prompting you to be sure.

> Note: Once the Submit button is clicked changes cannot be done.

As An Admin

Admin can assign to an agent for any action to be performed by clicking on the "Assign to Agent" button present in this function. They can also add comments in the same.

a) Close

Admin can close the ticket if no further action is required by clicking on the "Close ticket" button and fill in few details:-

- Remarks

- Mail to the user (Yes/No)

b) Re-open

Admin can reopen the closed ticket if further action is required prompting you to be sure.

c) Spam

Admin can send the ticket to the spam section by clicking on the "Spam" button available to fill in few details:-

- Decision Status (Spam)
- Reason

d) Send Mail

Admin can send a mail (Internally/External) to the user (Who created the ticket) as and when required by clicking on the "Send Mail" button on the top left side of the portal and fill in the required details:-

- Email ID
- Remarks

> Note: Once you submit the detail, the mail with the respective content will be forwarded to the respective email id.

All Email id should be separated by comma (,).

Admin/Agent can add a new ticket by clicking on the "Create Service Ticket" button present on the top right side of the portal and fill in the required details:-

- Service Queue (select from the drop-down)
- Details
- People (Student/Employee)
- User Name
- Sender Email

f) Assigned Ticket

Agents receive the ticket assigned by the admin in this section. Agents can click on the Ticket number to view the ticket details.

g) Send Mail

The agent can send a mail (Internally/External) to the user (Who created the ticket) as and when required by clicking on the **Send Mail** button on the top left side of the portal and fill in the required details:

- Email ID

- Remarks

> Note: Once you submit the detail, the mail with the respective content will be forwarded to the respective email id.

All Email id should be separated by comma (,).

h) Close

An agent can close the ticket if no further action is required by clicking on the "Close ticket" button and fill in following details:-

- Remarks
- Mail to the user (Yes/No)

The agent can reopen the closed ticket if further action is required prompting you to be sure.

j) Response to Applicant

In this section, all the responses ever made on this ticket are reflected according to the role/assignment i.e.

- **As an Agent:** responses of only assigned/created tickets will be visible.
- **As an Admin:** all the responses on the ticket will be visible either created by user/agent/admin or assigned to the agent.

k) Ticket- Acceptance Status

This section helps the **admin** to view all status of each ticket at a glance at any time.

The status consists of:

- User ID
- Ticket Number
- Any Comment
- Assign to agent
- How agent accepted the ticket
- Remarks
- Assigned to

l) Spam

When any ticket is marked as spam by the admin, it automatically shows status as **spam**.

Admin can any time shift this ticket back to the ticket section to perform actions like Assign an agent, close, etc by clicking on the "Back to the ticket" button.

m) Logins

There will be 3 types of logins and dashboard:

- *ITSD_Admin*

- **Employee**

ITSD_Admin

Through this role, admin can configure the setting, create/manage/perform an action on tickets, assign it to agents, and track the responses made on the ticket.

Steps to be followed

1: Login as ITSD admin to view the ITSD dashboard.

2: Click on the setting section to first configure the ITSD-related details.

3: To understand the procedure to configure settings go to the **Settings** section.

4: To understand how to perform action click on the **As An Admin**.

ITSD Agent

Create/act on tickets, track the responses made on the ticket.

Steps to be followed

1: Login as an ITSD agent to act on a ticket.

2: To understand the procedure of how to act a ticket go to the **Assigned-Ticket**.

Employee

Employees can create a ticket by following below mentioned steps:

1: Login as an Employee to add a ticket.

2: To understand the procedure of how to create a ticket and else can be done by an employee go to the "[As An Employee]
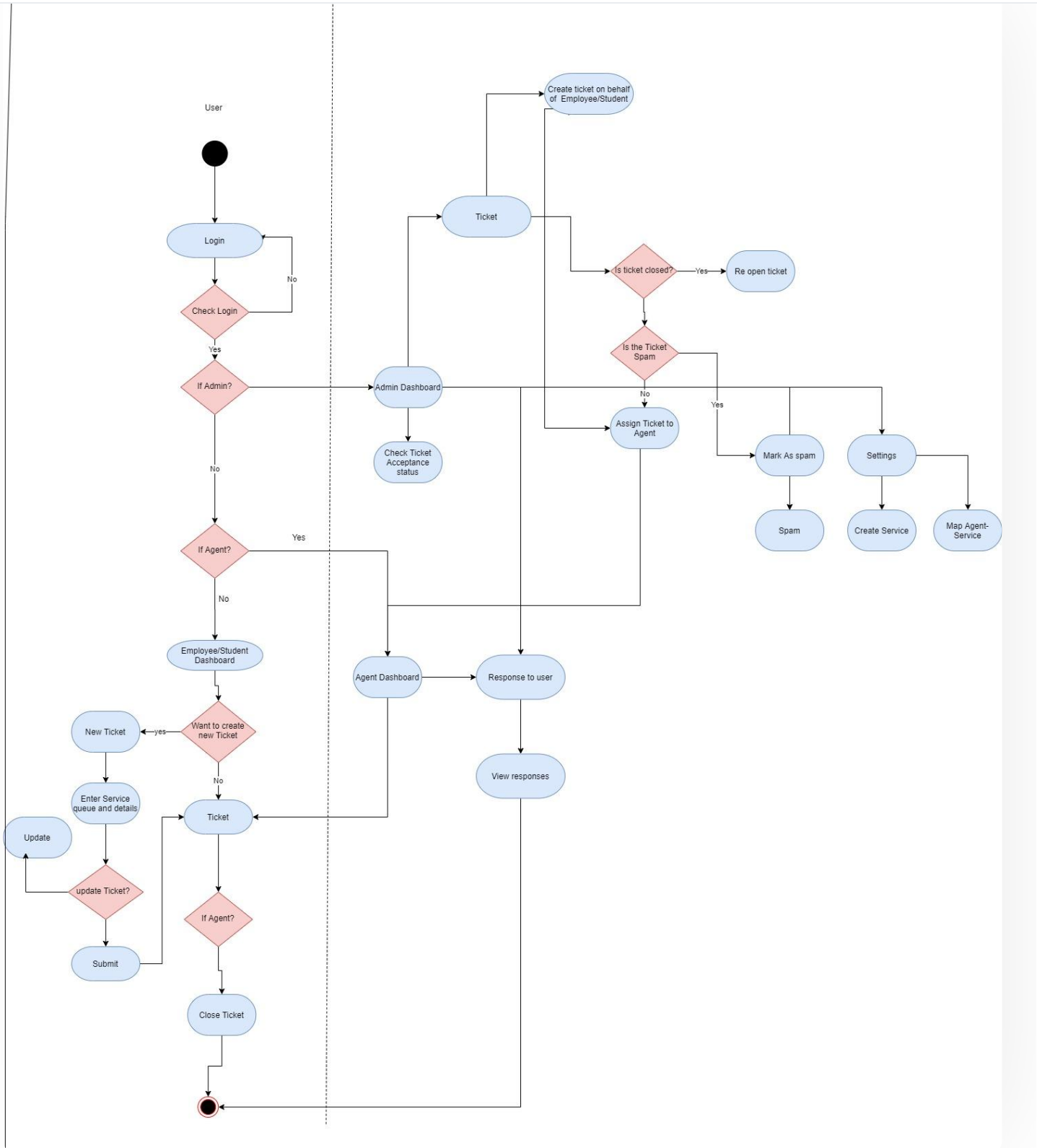
Annexure

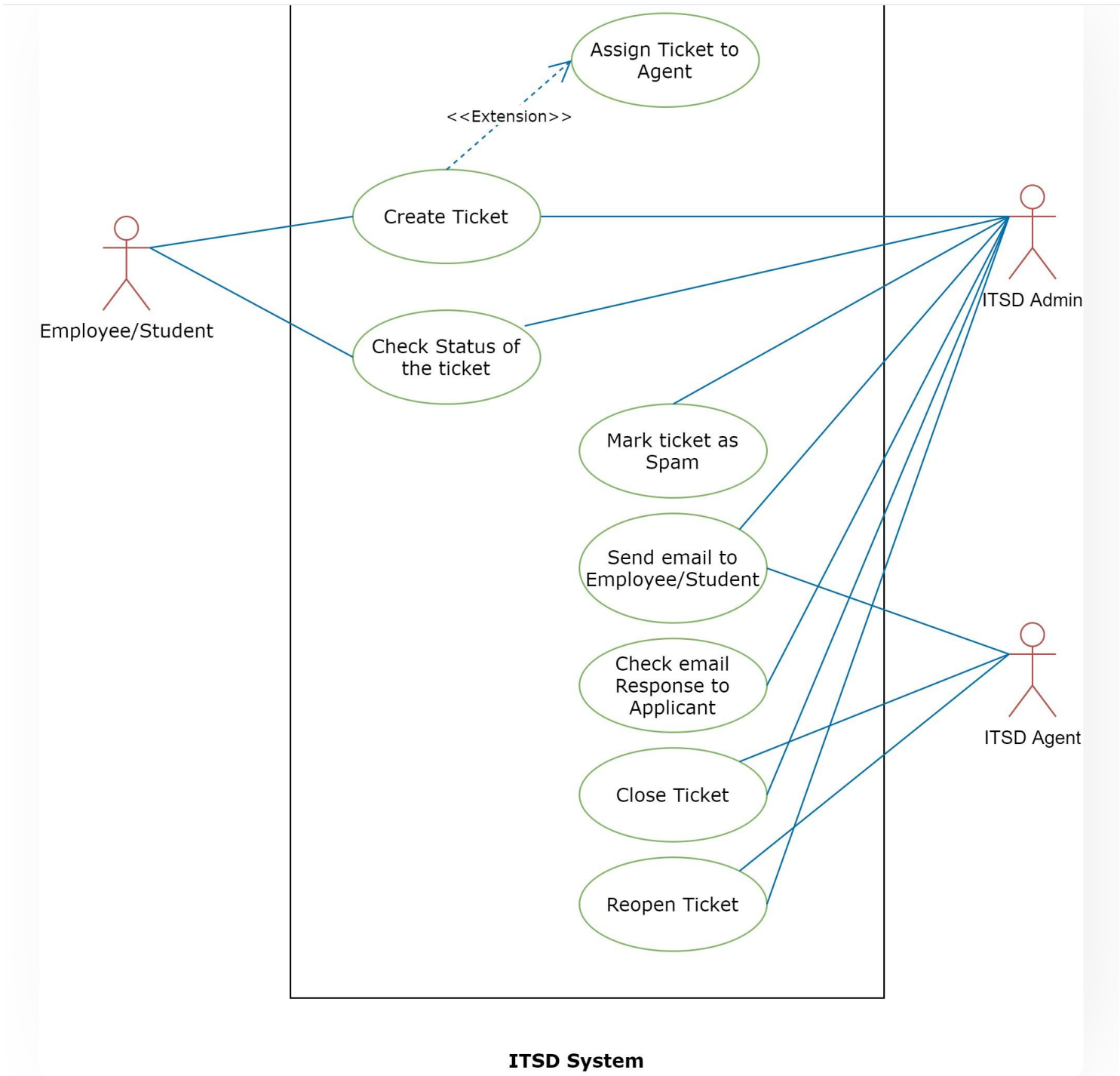| Role Name	Description
itsd_admin	Through this role, admin can configure the setting, create/manage/perform the action on tickets, assign it to agents, and track the responses made on the ticket.
itsd_agent	create/perform the action on tickets,track the responses made on the ticket.

Workflow Diagrams

Activity Diagram (AD)

Use Case Diagram (UCD)

ITSD System

🖨 Module Training Video ↗

✏ Edit this page

Samarth

INTRO

Getting Started

Module Breakup and Prerequisites

ACADEMICS

Academics

Alumni Portal

Evaluation & Grading

Evaluation & Grading (for evaluator)

Hostel Management

Programme Management System

Student Feedback Management

Training and Placement

ACCOUNTS & FINANCE

Bill Tracking System

Budget & Accounts

Endowment

Payroll Management System

Research Project & Management System

ADMISSIONS

CU Admission Userguide

CUCET Administrative Portal - CUSB

CUCET User Guide for Registration 2021

DU Admission - PG

DU Admission - UG

DU Admission Backend

University Profile - Organizational Unit & Organigram

User Administration

DATA MANAGEMENT

Content Federation System System

Minutes Resolutions Archive Retrieval System

University Web Portal - Technical Document

EMPLOYEE SERVICES

Career Advancement Scheme

Employee Management - Admin

Employee Management - Non Teaching

Employee Management - Teaching

Knowledge

Leave Management System

ToT Management

GOVERNANCE

Affiliation Management

Estate Management System

File Management & Tracking System

Inventory Management System

IT Service Desk

Legal Case Management System

Residence Alloaction (E-housing)

RTI Management System

RECRUITMENT

Recruitment Management (Candidate Portal) - Non-Teaching

Recruitment Management (Candidate Portal) - Teaching

Samarth

Screening Process of Teaching Recruitment- University of Delhi

Recruitment Management System (Teaching) - Admin Portal

UNIVERSITY FACILITY

Core Communication System

Essential Services

Grievance Management

Health Management System

Security Management System

Sports Management System

Transport Management System