

VERSO ALTIMA GROUP

GLOBALNI SUSTAV ZA PODRŠKU

- Priručnik za klijenta koji podnosi zahtjev -

V4.01



Pregled verzija

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1. Uvod

Verso Altima Group globalni portal za podršku implementiran je na SAP Solution Manager-u (SolMan) 7.2 i koristi se za upravljanje incidentima (Incidents) i zahtjevima za usluge (Service Requests). SolMan je integriran je s IT okruženjem klijenata kako bi IT odjeli mogli upravljati svojim aplikacijama i fizičkim komponentama sustava, a u skladu sa svojim najboljim praksama definiranima u skladu s ITIL standardom (biblioteci infrastrukture informacijskih tehnologija, eng. Information Technology Infrastructure Library). Zbog toga je prikladan za upravljanje incidentima kao dio upravljanja IT uslugama (IT Service Management – ITSM).

Incident je u okviru terminologije ITIL v3 definiran kao: Neplanirani prekid IT usluge ili smanjenje kvalitete IT usluge. Kvar stavke konfiguracije (Configuration Item) koji još nije utjecao na uslugu također se smatra incidentom. Na primjer, kvar jednog zalihosnog diska. Navedeni cilj ITIL-a jest što brže uspostaviti normalni tijek rada uz što manje posljedica za poslovanje ili korisnika, a po pristupačnoj cijeni.

1.1. Proces upravljanja incidentima

Proces upravljanja incidentima sastoji se od nekoliko koraka:

- Utvrđivanje incidenata Utvrđivanje incidenta u klijentovom sustavu.
- Prijavljivanje incidenata Kreiranje incidenta u Verso Altima Group globalnom sustavu za podršku.
- Kategoriziranje incidenata Definiranje komponente instalirane baze podataka, konfiguracijske stavke (komponente sustava) i komponente sustava (komponenta hardvera ili aplikacije).
- Prioritetizacija incidenata
 Prioritetizacija incidenata sastoji se od tri komponente: utjecaja, žurnosti, prioriteta. Sustav će predložiti prioritet na temelju kombinacije vrijednosti utjecaja i žurnosti.
- Inicijalna dijagnoza incidenata Analiza prijavljenog incidenta radi daljnjeg istraživanja i dijagnosticiranja incidenta koja uključuje komunikaciju s klijentom.
- Eskalacija incidenata
 Sustav određuje rokove za pružanja odgovora i podrške na temelju SLA parametara definiranih u ugovoru.
- Istraživanje i dijagnoza incidenata Daljnje istraživanje incidenta i definiranje metode rješavanja.
- Rješavanje incidenata i slanje povratnih informacija
 Nakon što tim za podršku riješi incident, rješenje se šalje klijentu na provjeru. Ako incident nije riješen, ponovno se šalje timu za podršku. U suprotnom ga se može zatvoriti.
- 9. Zatvaranje incidenata



Završna faza incidenta je zatvaranje. Do nje dolazi ako je incident riješen i spreman za zatvaranje. Svi incidenti koji se odnose na klijenta, bez obzira na status, vidljivi su u Verso Altima Group globalnom sustavu za podršku.

1.2. Tipovi dokumenata

Tipovi dokumenata u Verso Altima Group globalnom sustavu za podršku:

Incident

Incident je svaki događaj koji nije dio uobičajenog operativnog moda usluge i koji uzrokuje ili može uzrokovati prekid ili smanjenje kvalitete te usluge.

Zahtjev za uslugu

Zahtjev za uslugu je zahtjev korisnika u vezi s podrškom, isporukom, informacijama, savjetom ili dokumentacijom, a ne opstrukcija ili kvar IT infrastrukture.

1.3. Poslovni subjekti u priručniku za korisnike

U ovom su dokumentu navedeni sljedeći poslovni subjekti:

Reporter (Reporting Customer) – ime poslovnog partnera koji zastupa klijenta i izvjestitelj (zaposlenik društva) – to ste vi!

Procesor (Message Processor) – ime poslovnog partnera koji zastupa osobu koja obrađuje poruke (zaposlenik Verso Altima Grupe).

Društvo (Sold-to Party) – naziv klijentove organizacije.

1.4. Prioritet

Utjecaj (Impact) - mjera u kojoj incident utječe na poslovanje

Žurnost (Urgency) – mjera u kojoj je moguće odgoditi rješavanje incidenta

Prioritet (Priority) - koliko brzo uslužni centar može riješiti incident

1.5. Upravljanje statusom

Životni tijek dokumenta uključuje nekoliko statusa:

- New (Novi) novo-kreirani dokument, postavlja Reporter.
- Withdrawn (Povučen) dokument otkazan prije daljnje obrade, postavlja Reporter.
- Sent to Support (Poslano odjelu za podršku) dokument koji je inicijalno obradio Procesor, postavlja Procesor ili Reporter pri odbijanju statusa *Predloženo rješenje*.



- In Process (U tijeku) dokument koji trenutno obrađuje Procesor, postavlja Procesor.
- Author Action (Poslano autoru) dokument zahtijeva dodatne informacije od Reportera, postavlja Procesor.
- Sent to SAP (Poslano u SAP) dokument poslan SAP-u kao vanjskom pružatelju usluga, postavlja Procesor primjenjuje se samo na SAP proizvode.
- Sent to Ext. Provider (Poslano vanjskom pružatelju usluge) dokument poslan vanjskom pružatelju usluge, postavlja Procesor.
- Proposed Solution (Predloženo rješenje) dokument označen kao završen od strane Procesora, a kojeg mora revidirati Reporter, postavlja Procesor.
- Confirmed (Zatvoren) zatvoren dokument, postavlja Reporter.
 Napomena: nakon što dokument poprimi status da je Zatvoren više ga se ne može mijenjati.
 Umjesto ponovnog otvaranja dokumenta potrebno je kreirati novi dokument, koji se može referirati na stari.
- Statusi *Poslano u SAP* i *Poslano vanjskom pružatelju usluge* koriste se za 3. razinu podrške kad incident treba proslijediti pružatelju usluge koji je proizveo komponentu bez obzira na to radi li se o softveru ili hardveru.

1.6. Kreiranje novih korisnika u sustavu za podršku

Ako postoji potreba za kreiranjem novog Reportera u Verso Altima Group globalnom sustavu za podršku, pošaljite zahtjev za uslugu s podacima o novom korisniku, uz priloženo odobrenje tvrtke.



2. Portal za podršku – Pristup i korištenje

2.1. Tehnički preduvjeti

Za rad s Verso Altima Group globalnim portalom za podršku potrebno je omogućiti skočne prozore (pop-ups) za poveznicu (link) na portal u vašem pregledniku.

Za pristup pomoću Internet Explorera potrebno je dodati poveznicu na portal u pogledu kompatibilnosti (Compatibility View) pomoću postavki "Compatibility View Settings → Add".

2.2. Pristup

Poveznice za pristup portalu za podršku:

https://service.altima.hr/login/

https://service.verso.hr/login/

Poveznice za pristup testnoj instanci:

https://test-service.altima.hr/login/

https://test-service.verso.hr/login/

Unesite korisničke podatke na stranici za prijavu:

User (Korisničko ime)

Password (Lozinka)

Pritisnite tipku Enter ili gumb "Log On" (Prijava).

VERSO	
Welcome to Verso Altima Group	
GLOBAL SUPPORT PORTAL	
Croatia	
support/jiverso.hr	
	User.*
La the start of the	Password:*
	Log On
	Change Password
1 1 2 2 2 2 2	
Marine Marine	SAD
	Copyright © 2018 SAP SE. All rights reserved.



Za promjenu lozinke unesite korisničko ime i lozinku, te pritisnite gumb *Change Password* (Promijeni lozinku). Otvorit će se novi prozor u kojem možete promijeniti lozinku:

User: *	customer
Password: *	•••••
	Log On
Change Password	

2.3. Korištenje

Nakon prijave pojavit će se kokpit za Reportera:

🎷 Welcome to	o Altima/V	Verso G	lopal	Support Portal					Personalize	System News	
								Saved Searches *		🔽 Go Adv	
	Home									C Bac	k 🕶
											0
e	Create Inc	cident				X	Create Service Request			6	-
entitiems											
00002108 Error in invo 00000652 Invoice inter											
0002107 Missing rep	Create Inc	ncident					Create Service Request				
0002109 Slow syste	My Messa	ages - Action	Require	d By Me						6	
	Result Lis	st: 2 Messag	es Foun	d							
	Message	Type Incider	nts	•							
	Message	- Type								_	ß
	ID		Priority	Description	Posting Date	User Status	Person Responsible	Reporter	SAP Component	Transaction T	VDP
	100	00002109	2	Slow system performance	17.12.2015	Author Action	Message Processor /	Reporting Customer /	COMP-APP-SAP-CC	Incident (VAR))
	100	00002107	4	Missing report	17.12.2015	Proposed Solution	Lea Gagulic /	Reporting Customer /	COMP-APP-SAP-CC	Incident (VAR))
											Þ
									Maximum Number (of Results:	100
	My Messa	ages - Report	ted By M	e						C	
	My Messa Result Lis Message	ages - Report st: 33 Messa type: All	ed By M ges Fou	e nd I♥ Status:Open		¥				[
	My Message	ages - Report st: 33 Messag type: All	ges Fou	e nd Status Open	Destine Data	▼	Dura Duranita	Barrata			
	My Message	ages - Report st: 33 Messay Type: All	ed By M ges Fou Priority 3	e and v Status Open Description New report requirement	Posting Date - 17 12 2015	Vuer Status	Person Responsible	Reporter	SAP Component	Transaction Tr	ype
	My Message Result Lis Message ID 200 100	ages - Report st: 33 Messa Type: All 00000651 00002108	priority 2	e Description New report requirement Error in involta	Posting Date = 17.12.2015 17.12.2015	V User Status New In Process	Person Responsible	Reporter Reporting Customer / Reporting Customer /	SAP Component	Transaction T Service Reque Incident (VAR)	/ ype est
	My Message	ages - Report st: 33 Messa Type: All 000000651 000002108	Priority 2	e nd Status Open Description New report requirement Error in invoicing	Posting Date ∓ 17.12.2015 17.12.2015	Ver Status New In Process	Person Responsible Message Processor /	Reporter Reporting Customer / Reporting Customer /	SAP Component COMP-APP-SAP-CI	Transaction Tr Service Reque Incident (VAR)	ype est
	My Message	nges - Report st: 33 Messa Type All 00000651 00002108	Priority 2	e nd Status Open Description New report requirement Error in invoicing Page	Posting Date - 17.12.2015 17.12.2015 17.12.2015 <u>e1 ≰Back 1</u>	Vuser Status New In Process 2 <u>3 4 5 6</u>	Person Responsible Message Processor / Z 8 9 10 Forwa	Reporter Reporting Customer / Reporting Customer / rd > <u>17</u>	SAP Component COMP-APP-SAP-CI	Transaction Ty Service Reque Incident (VAR)	ype est
	My Messar Result Lis Message 10 200 100 4 Your assis Manage S	iges - Report st: 33 Messa : Type All 20000651 20002108 igned Busines Substitutes	Priority 3 2 ss Partne	e d Status Open Description New report requirement Error in invoicing Page r: Reporting Customer / 10000 Zagr	Posting Date = 17.12.2015 17.12.2015 e_1 < Back 1 eb (1053)	Ver Status New In Process	Person Responsible Message Processor / Z <u>§ 9 10 Forwr</u>	Reporter Reporting Customer I Reporting Customer I rd 12	SAP Component COMP-APP-SAP-CI Maximum Number of	Transaction T: Service Reque Incident (VAR)	ype est
	My Message Result Lis Message 10 200 4 Your assi Manage S	Iges - Report st: 33 Message Type All 00000651 00002108 igned Busines Substitutes Igges - Report	Priority 3 2 as Partne	e d d Status Open Description New report requirement Error in invoicing r. Reporting Customer / 10000 Zagr y Organization	Posting Date = 17.12.2015 17.12.2015 e_1 < <u>Back 1</u> eb (1053)	Ver Status New In Process	Person Responsible Message Processor / Z 8 9 10 Forwar	Reporter Reporting Customer / Reporting Customer / rd ▶ 17	SAP Component COMP-APP-SAP-CI Maximum Number of	Transaction T Service Reque Incident (VAR)	ype est
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	My Messay Result Lis Message 10 100 100 4 Your ask Manage S My Messay Result Lis Message	ages - Report st: 33 Messag o Type All 20000651 200002108 Substitutes substitutes st: 11 Messag st Type Incider	Priority 3 2 ss Partne ted By M ges Fou	e and status Open Description New report requirement Error in invoicing Page r: Reporting Customer / 10000 Zagr y Organization nd Status Open Description	Posting Date = 17.12.2015 17.12.2015 17.12.2015 eb (1053) Posting Date	User Status User Status User Status User Status User Status	Person Responsible Message Processor / Z <u>8</u> <u>9</u> <u>10</u> Forws Person Responsible	Reporter Reporting Customer / Reporting Customer / rd > 17 Reporter	SAP Component COMP-APP-SAP-CI Maximum Number o	(ii) A Transaction T: Control of Results: Contro of Results: Control of Results:	ype est 100
	My Messae Result Lis Message 10 100 100 4 Your assis Manage S My Messae Result Lis Message 10 100	ages - Report st: 33 Messay Type All 200000651 20002108 signed Busines Substitutes signer Augustation signer	Priority 3 2 3 3 3 3 3 3 5 9 7 1 3 5 9 7 1 3 5 9 7 1 3 5 9 7 1 3 5 7 1 3 5 7 1 3 5 7 1 2 1 5 7 1 1 3 1 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	e d d Status Open Description New report requirement Error in invoicing r. Reporting Customer / 10000 Zagr y Organization nd Status Open Slow system performance	Posting Date ≠ 17.12.2015 17.12.2015 e1 4Back 1 eb (1053) Posting Date 17.12.2015	User Status New In Process 2 3 4 5 9 User Status User Status Author Action	Person Responsible Message Processor / Z 8 9 10 Forws Person Responsible Message Processor /	Reporter Reporting Customer / Reporting Customer / rd ▶ 17 Reporter Reporter Customer /	SAP Component COMP-APP-SAP-CI Maximum Number of SAP Component COMP-APP-SAP-CC	Transaction Ty Service Reque Incident (VAR) of Results:	ype est 100
	My Messae Result Lis Message 10 100 100 4 Your assig Manage S My Messae Result Lis Message	ages - Report st: 33 Messag o Type All 200000651 200002108 300002108 300002108 ages - Report st: 11 Messag o Type [Incider 200002109 20002109	Priority 2 ss Partne ss Partne Priority 2 Priority 2 2	e hd Status Open Description New report requirement Error in invoicing y Organization nd Status Open Description Slow system performance Error in invoicing	Posting Date + 17.12.2015 17.12.2015 e.1	User Status User Status User Status	Person Responsible Message Processor / Person Responsible Message Processor / Message Processor /	Reporter Reporting Customer / Reporting Customer / III ► 17 Reporter Reporting Customer / Reporting Customer /	SAP Component COMP-APP-SAP-CI Maximum Number of SAP Component COMP-APP-SAP-CC COMP-APP-SAP-CI	Transaction Ty Service Reques Incident (VAR) of Results: Transaction Ty Incident (VAR) Incident (VAR) Incident (VAR)	ype est 100



S lijeve strane nalazi se izbornik za brzi pristup:



Opcije izbornika za brzi pristup:

- Home (Početna stranica) pristup kokpitu
- Recent Items (Skorašnji dokumenti) prečaci za izravno otvaranje najnovijih stavki

S desne strane zaslona nalaze se gumbi:

- Create Incident (Kreiraj incident)
 Gumb Create Incident pokreće transakciju za kreiranje incidenta.
- Create Service Request (Kreiraj zahtjev za uslugu)
 Gumb Create Service Request pokreće transakciju za kreiranje zahtjeva za uslugu.
- My Messages Reported By Me (Moje poruke Poruke koje sam prijavio)
 Popis dokumenata koje je prijavio klijent.
- My Messages Action Required By Me (Moje poruke Akcije zahtijevane od mene)
 Popis dokumenata koji traže akciju od strane klijenta.
- My Messages Reported By My Organization (Moje poruke Poruke koje je prijavila moja organizacija)
 Popis dokumenata koje je prijavila klijentova organizacija.
- Tipke *Back* (Natrag) i *Forward* (Naprijed) pojavljuju se u gornjem desnom kutu zaslona korisnika. Tipka *Log Off* (Odjava) nalazi se u gornjem desnom kutu zaslona.

SAP Solution Manager IT Service Management		Personalize System News Log Of
	Saved Searches -	🐱 Go Advanced 🗊
Home		🖸 Back 🔻 🖸
		0



2.4. Pregled incidenata i zahtjeva za uslugu

Kokpit se sastoji od tri dijela koji korisniku omogućuju praćenje statusa svojih dokumenata.

Prvi dio nosi naziv **Action Required By Me** (Akcije zahtijevane od mene), a sadrži dokumente koje zahtijevaju akciju od Reportera. Dokumenti su na ovoj listi ukoliko su u *Author Action* ili *Proposed*

Solution.

My	Ny Messages - Action Required By Me 📃 💈											
Re	Result List: 1 Message Found											
M	essage Type: Alle	•										
								Ð	Ø			
	ID	Description	Posting Date	Priority	Transaction Type	Transaction Type	User Status	Person Responsible				
	1000000119	Report X running slow	13.06.2014	2: High	ZMIV	Incident (VAR)	Author Action	Lea Gagulić / 10000 Zagreb				
	Maximum Number of Results: 100							100				

Drugi dio nosi naziv **Reported By Me** (Poruke koje sam prijavio), a sadrži dokumente koje je kreirao Reporter.

My	Messages - Report	ed By Me							— ×	
Res	Result List: 3 Messages Found									
Me	Message Type All V Status Open and Closed V									
								Ē	Ø	
	ID	Description	Posting Date	Priority	Transacti	Transaction Type	User Status	Person Responsible		
	200000022	Create Report fot Time Management	13.06.2014	3: Medium	SMRQ	Service Request	New			
	100000119	Report X running slow	13.06.2014	2: High	ZMIV	Incident (VAR)	Author Action	Lea Gagulić / 10000 Zagreb		
	100000101	System production slowdown	11.06.2014	3: Medium	ZMIV	Incident (VAR)	In Process	Lea Gagulić / 10000 Zagreb		
Yo Ma	ur assigned Business nage Substitutes	Partner: Reporting Customer / (583)						Maximum Number of Results:	100	

Treći dio nosi naziv **Reported By My Organization** (Poruke koje je prijavila moja organizacija), a sadrži dokumente koje je kreirala organizacija kojoj Reporter pripada.

My	y Messages - Reported By My Organization 📃 🗧									
Re	esult List: 2 Messages Found									
M	lessage Type All V Status Open V									
									0	Ø
	ID	Description	Posting Date	Priority	Transa	Transaction Type	User Status	Person Responsible	Reporter	
	1000000119	Report X running slow	13.06.2014	2: High	ZMIV	Incident (VAR)	Author Action	Lea Gagulić / 10000 Zagreb	Reporting Customer /	
	100000101	System production slowdown	11.06.2014	3: Medium	ZMIV	Incident (VAR)	In Process	Lea Gagulić / 10000 Zagreb	Reporting Customer /	
								N	1aximum Number of Results:	100

Uporaba filtara moguća je klikom na njih i odabirom opcija iz padajućeg izbornika:

• Tip dokumenta:

Message Type	All								
	All								
	Incidents								
ID	Service Requests								
Status:									
Status: Open a	Status: Open and Closed								





Klikom na bilo koje zaglavlje stupca u tablici moguće je odabrati filtar za odabrani stupac:

Priority 🔺
Sort Ascending
Sort Descending
(All)
(Custom)
2: High
3: Medium

Za otvaranje dokumenta, kliknite na ID dokumenta:





3. Upravljanje incidentima i zahtjevima za uslugu

3.1. Kreiranje incidenata

Za pokretanje transakcije za kreiranje incidenta koristi se 'Create Incident' gumb:

Create Incident		
Create Incident		

Transakcija vodi Reportera kroz pet koraka za kreiranje incidenta.

U prvom koraku potrebno je popuniti *Title* (naslov) i *Description* (opis), te odabrati *Impact* (utjecaj) i *Urgency* (žurnost).

Create Incide	ent 🖸 Back 👻 🖸 👻
🗙 Cancel	
► I Enter Description	2 3 4 5 H Select Reference Select Add Attachment Confirmation Object Categorization
Previous Nex	Confirm and Send
Enter a short descriptio incident (mandatory). In should be involved in th General Data	n of the incident that you want to report (mandatory). Select the level of business impact which this incident has (mandatory). Select the level of urgency of the npact and Urgency together will determine the priority of the incident message. Enter as detailed a long description of the incident as possible. If another person is incident resolution, specify them as "Contact Person".
There	
Title:*	
Impact:*	
Urgency:*	Medium Recommended Priority: 3: Medium
Reported by:	Reporting Customer
Detailed Descript	System production in slowdown.

Nakon unosa podataka nad drugi korak prelazi se pritiskom na gumb Next (sljedeći).



U drugom je koraku potrebno odabrati *Configuration Item* (konfiguracijska stavka) koja će automatski ispuniti opciju *Installed Base* (instalirana baza). Za popunjavanje konfiguracijske stavke potrebno je

pritisnuti gumb F4 ili ikonu 🔟, a zatim u skočnom prozoru pritisnite *Search* (Pretraživanje) za pregled svih dostupnih unosa. Klikom odaberite potrebnu stavku.

Create Incident		🔄 Back 🔻 💽 🤘		
X Cancel				
1 2 3 Enter Description Select Select Select Add A Reference Object	4 5			
Previous Next Confirm and Send Enter the object in which the incident occurs. It could be a system, an appl "Configuration item" field.	ication or any IT object. You can search by equipment numt	per, description, or other values, in the		
Reference Objects				
Installed Base Co				
Configuration Item:*				
🖙 Search: (Object/Product - Google Chrome	- 🗆 🗙		
solman-dev.altima.hr:8000/sap(====)/bc/bs	o/sap/bsp wd base/popup buffered fran	ne_cached.htm?sap-client=0018		
Search Criteria Search for: All Objects	•	Hide Search Fields		
Description Contains	•			
Object ID contains	•••			
Maximum Number of Results: 100 Search Clear Result List: 3 Search by Landscape Details Found				
		III 🧷		
Object ID Description	Object Family System Type	Partner		
71000900 COMPHW01	Landscape	Company, Croatia		
71000901 COMPSW01	Landscape	Company, Croatia		
71000902 COMPSAP01	Landscape	Company, Croatia		



Nakon odabira konfiguracijske stavke zaslon izgleda ovako:

Create Incide	nt						🖸 Back 👻 💟 👻
🗙 Cancel							
l • 1	2	3	4	5	4		
Enter Description	Select Reference Object	Select Categorization	Add Attachment	Confirmation			
Previous Nex	t Confirm and Send						
Enter the object in whic "Configuration item" fiel	ch the incident occurs. I d.	It could be a system,	an application or any f	T object. You can se	arch by equipment numbe	er, description, or other va	alues, in the
Reference Objects							
Installed Base Co	3328		COMPSW01				
Configuration Item:*	71000901	Ð	COMPSW01				

Nakon unosa svih podataka na treći korak prelazi se pritiskom na gumb Next (sljedeći).

U trećem je koraku potrebno odabrati System Component (komponentu sustava). Za popunjavanje

komponente sustava potrebno je pritisnuti gumb F4 ili ikonu 🔟, te klikom odabrati potrebnu komponentu s popisa.

Create Incident	🖸 Back 🔻 💽 👻
X Cancel	
1 2 3 4 Enter Description Select Reference Object Categorization	5
Classify the incident more specifically, in our predefined categorization. The category levels. If you want to report an SAP application incident, use the SAP component categor System Component	els are hierarchical, so you start in category 1, and you can categorize it more precisely with the further rization as well.
System Component:*	
Search for SAP Compo	onent - Google Chrome – 🗖 🗙
solman-dev.altima.hr:8000/sap(====)/bc/bsp/sap/bsp_w	vd_base/popup_buffered_frame_cached.htm?sap-client=0018
SAP Application Components	
Component ID	Component Text
	COMPANY SYSTEM COMPONENTS
	COMPANY APPLICATION COMPONENTS
	COMPANY ALTIMA APPLICATION COMPONENTS
🖻 COMP-APP-AI-DI	COMPANY ALDI
COMP-APP-AI-PI	COMPANY ALPI
COMP-APP-AI-RDS	COMPANY ALRADIUS
COMP-APP-SAP	COMPANY SAP APPLICATION COMPONENTS
▶ 🗀 COMP-INFR	COMPANY INFRASTRUCTURE COMPONENTS



Nakon odabira komponente sustava zaslon izgleda ovako:

Create Incident	Back 🔻 🖸 👻
X Cancel	
Enter Description Select Reference Select Add Attachment Confirmation Object Categorization	
Previous Next Confirm and Send	
Classify the incident more specifically, in our predefined categorization. The category levels are hierarchical, so you start in category 1, and you can categorize it more precisely w levels. If you want to report an SAP application incident, use the SAP component categorization as well.	rith the further
System Component	
System Component.* COMP-APP-AI-DI	

Nakon unosa svih podataka na četvrti korak prelazi se pritiskom na gumb Next (sljedeći).

U četvrtom koraku moguće je dodati privitke. Klikom na gumb *Attachment* (privitak) otvara se novi dijaloga. Potrebno je kliknuti na *Choose File* (Odaberi datoteku) na skočnom ekranu i odabrati datoteku koju je potrebno priložiti. Nakon unosa u polja *Name* (naziv) i *Description* (opis) potrebno je pritisnuti gumb *Attach* (Priloži) kako bi se izvršili prilaganje datoteke.

Create Incident	- 1			
X Cancel				
Cancel Cancel Categorization Categorization Categorization Confirmation Confirm				
✓ Attachment Yultachment	>			
📨 Attachment - Google Chrome 🗕 🗖 🗙				
🗅 solman-dev.altima.hr:8000/sap(====)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame_cached.htm?sap-client=0018				
To attach a document, select the document using the value help. If you upload a document from your local hard disk, you can enter a name for the document. If you choose to enter a name, this name is displayed in the attachment list. If you do not enter a name, the file name is displayed.				
Search Document				
Document from Content Management:				
Upload Document From Local Hard Disk				
Name: Production slowdown log				
Description: Production slowdown log				
Upload Document From Local Hard Disk: Choose File Production sown log.txt				
Attach Cancel				



Nakon prilaganja datoteke u četvrtom koraku, zaslon izgleda ovako:

Create Incident			🔄 Back 👻 💽 👻
× Cancel			
I I Z Select Reference Select A Object Categorization	dd Attachment Confirmation		
	help the IT support to identify and understand y	your incident. To give a reference which might	be relevant for the resolution,
▼ Attachment	nplate Advanced		🔟 🗐 🧪
Actions Name	Туре	Created By	Created On
Properties 🗊 Production slowdown log	Simple Text	CUSTOMER	11.06.2014 16:18

Nakon unosa svih podataka na peti korak prelazi se pritiskom na gumb Next (sljedeći).

Peti korak daje pregled unesenog incidenta.

Ako su potrebne određene izmjene, klikom na *Previous* (Prethodni) moguće je vratiti se na jedan od prethodnih koraka. Ako je incident spreman za slanje odjelu za podršku isto se čini klikom na gumb *Confirm and Send* (Potvrdi i pošalji).



Create Incide	ent			
🗙 Cancel				
Enter Description	2 3 n Select Reference Select Object Categorization	4 Add Attachment	5 Confirmation	4
Check all the data that General Data	you have entered before you send the mes	sage to the IT Support.	. You can go back an	nd correct data if necessary, with the "Previous" button. Attachments
				1
The:	System production slowdown			1 Document attached
Impact:	Medium 👻			
Urgency:	Medium 👻			
Priority:	3: Medium			
Text				
Description 11.06.2014 16:14: System production i	37 Reporting Customer / n slowdown.			
Related Partner				
Reporter:	Reporting Customer]
Reference Objects				
Base Component:	3328			
Configuration Item:	71000901	COMPSW01		
		COMPSW01		
System Component	nt			
Component:	COMP-APP-AI-DI			

Nakon potvrđivanja sustav vraća poruku s brojem incidenta:

Home
Transaction 1000000101 saved



3.2. Kreiranje zahtjeva za uslugu

Za pokretanje transakcije za kreiranje zahtjeva za uslugu koristi se 'Create Service Request' gumb:

Create Service Request	
Create Service Request	

Transakcija vodi Reportera kroz tri koraka za kreiranje zahtjeva za uslugu.

U prvom koraku potrebno je odabrati jednu od kategorija zahtjeva za uslugu (Top Service Requests) ili kliknuti na gumb Next (sljedeći) za prelazak na drugi korak.

Create Service Request
X Cancel
l⇒ 2 3 −l
Select Category Enter Service Confirmation Request Data
Previous Next Confirm and Send Top Service Requests
Password reset



U drugom koraku potrebno je popuniti *Description* (opis) i *Detailed Description* (detaljni opis).

Create Service Request	🖸 Back 🔻 🗋
X Cancel	
Image: Select Category 2 3 Image: Select Category Select Category Enter Service Request Data Confirmation Image: Previous Next Confirm and Send	
▼ Service Request Data	
General Data	
Description:* Create Report for Time Management	
▼ Detailed Description	⊠
Create Report for Time Management. Include information about business area time consumption.	

Nakon unosa svih podataka na treći korak prelazi se pritiskom na gumb Next (sljedeći).

Treći korak daje pregled zahtjeva za uslugu. Ako su potrebne određene izmjene, klikom na *Previous* (Prethodni) moguće je vratiti se na jedan od prethodnih koraka. Ako je zahtjev za uslugu spreman za slanje odjelu za podršku isto se čini klikom na gumb *Confirm and Send* (Potvrdi i pošalji).

Create Service Request	🖸 Back 👻 🗔 👻
XCancel	
Image: Select Category Enter Service Request Data Confirmation	
Previous Next Confirm and Send Summary	
General Data	
Description: Create Report for Time Management	
Description 13.06.2014 14:34:29 Reporting Customer /	
Create Report for Time Management. Include information about business area time consumption.	



3.3. Upravljanje incidentima i zahtjevima za uslugu

Zaslon za pregled dokumenta izgleda ovako:

Incident (VAR): 1000000120, Error while posting	🖸 Back 🔻 🖸 👻
Save and Reply 📝 Edit 🏠 New 🛛 💥 Cancel 🛛 Confirm 🗍 Withdraw	/ 🖨
Summary	Text Log Categorization Attachments
General Data ID: 1000000120 Description: Error while posting Related Partners	Text Log Maximum Lines: 30 Text Type: All ent Description 16.06.2014 00:46:49 Reporting Customer / While posting in transaction Y transaction crashes with error.
Reported by: Reporting Customer Contact Person: Support Team: L1_ALDI Message Processor:	
Processing Data Impact: High Urgency: High Priority: 2: High Status: New	
Reference Objects Installed Base Component: 3328 COMPSW01 Configuration Item: 71000901 COMPSW01 Reference Objects SAP Notes	
Installed Base Description Component 1 SOL_MAN_DATA_REP 3328	Component Product ID Description COMPSW01 71000901 COMPSW01

Promjena postojećeg dokumenta pokreće se klikom na gumb Edit (uredi).

Ako je dokument kreiran greškom, a još uvijek je u statusu *New*, moguće ga je otkazati klikom na gumb *Withdraw*.

Ako je dokument došao do kraja svog životnog ciklusa zatvoriti se može klikom na gumb Confirm.

Incident (VA	AR): 1000000	120, Erroi	while po	osting	
Save and Reply	Edit PNew	Cancel	Confirm	Withdraw	

Za dodavanje privitka potrebno je kliknuti na karticu Attachments (privitci).

Text Log Categorization	Attachments	
Attachment CURL With	Template Advance	E E E E E E E E E E E E E E E E E E E
i No result found		



Za slanje odgovora Procesoru potrebno je kliknuti na gumb Save and Reply (spremi i odgovori):

Incident (VA	R): 1000000120, Error while posting	
Save and Reply	[]≧Edit] [] New X Cancel Confirm Withdraw	

Otvara se skočni prozor u koji je potrebno unijeti poruku i kliknuti na gumb *Send Reply* (Pošalji odgovor).



3.4. Funkcija zamjenika

Možete je da se Reporter imenuje kao zamjenik za kolegu, ili da imenuje kolegu svojim zamjenikom. Opcija upravljanja zamjenama nalazi se u dijelu kokpita s nazivom *Reported By Me* (poruke koje sam prijavio) – gumb *Manage Substitutes* (upravljanje zamjenama).

Ova opcija Reporteru omogućava da vidi i upravlja svim dokumentima dodijeljenim kolegi te da ih obrađuje kao da su dodijeljene njemu. Radnje poduzete u svojstvu zamjenika bit će zabilježene kao da ih je odradio Reporter koji njima upravlja, a ne Reporter kojeg se zamjenjuje.

My	Messages - Reporte	d By Me							🖻 ×
Re	sult List: 3 Messages	Found							
Me	essage Type: All	Status: Open and Closed	-						
								0	Ø
	ID	Description	Posting Date	Priority	Transacti	Transaction Type	User Status	Person Responsible	
	200000022	Create Report fot Time Management	13.06.2014	3: Medium	SMRQ	Service Request	New		
	100000119	Report X running slow	13.06.2014	2: High	ZMIV	Incident (VAR)	Author Action	Lea Gagulić / 10000 Zagreb	
	100000101	System production slowdown	11.06.2014	3: Medium	ZMIV	Incident (VAR)	In Process	Lea Gagulić / 10000 Zagreb	
Ye Ma	our assigned Business P anage Substitutes	Partner: Reporting Customer / (583)						Maximum Number of Results:	100

Pritiskom na gumb *Manage Substitutes* (upravljanje zamjenama) otvara se skočni prozor na kojem se odabire jedna od mogućnosti zamjene. Klikom na gumb Add (dodaj) odabire se željena opcija.



54 9 7	Substitution - Google Chrome 🚽 🗖 🗙	
D	test-service.altima.hr/sap(====)/bc/bsp/sap/bsp_wd_base/popup_buffere	ed
	Save Close	Î
	Business Partners Who Substitute for Me Add	
	▼ Business Partners for Whom I Substitute Add	
	i No result found	-

Nakon unosa zamjenika i razdoblja zamjene promjene se spremaju klikom na gumb Save (Spremi).

500°			Substitution - Google Chrome		- 🗆 ×
🗋 te	st-service	e.altima.hr/sap	o(====)/bc/bsp/sap/bsp_wd_base/popup	_buffered_fra	ame_cached.hti
B	Save 🗙	Close			
	' Business	Partners Who Su	bstitute for Me 🛛 🖓 Add		
	Action	Business Partner	Business Partner Name	Valid From	Valid To
	11 🖌	23.06.2014 🔄	30.06.2014 😰		
•	Business	Partners for Who	m I Substitute 🗳 Add		
	Action	Business Partner	Business Partner Name	Valid From	Valid To
	11 🖌	121 🗇	Customer Partner / D-	23.06.2014 😰	30.06.2014 🔄

Svi dokumenti koji se odnose na zamijenjenog kolegu bit će prikazane u dijelu *My Messages – Reported By Me* (Moje poruke – Poruke koje sam prijavio) uz napomenu da je Reporter zamjenik:

age Type: All	▼ Status: Ope	en and Closed 💌					
							e /
ID	Description	Posting Date	Priority	Transa	Transaction Type	User Status	Person Responsible
200000029	Get new router	18.06.2014	3: Medium	SMRQ	Service Request	New	
1000000141	Network downtime	18.06.2014	1: Very High	ZMIV	Incident (VAR)	Confirmed	Lea Gagulić / 10000 Zagre
200000026	Report XYZ request	17.06.2014	3: Medium	SMRQ	Service Request	Withdrawn	
100000132	Database unresponsive	17.06.2014	1: Very High	ZMIV	Incident (VAR)	New	
100000128	Slowdown in Report	17.06.2014	2: High	ZMIV	Incident (VAR)	Confirmed	Lea Gagulić / 10000 Zagre
100000120	Error while posting	16.06.2014	2: High	ZMIV	Incident (VAR)	New	
		4 E	lack 1 <u>2</u> Forv	vard 🕨			