



VERSO ALTIMA GROUP

GLOBAL SUPPORT SYSTEM

- Reporting Customer User Manual -

V4.01

Version control

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2.0	Lea Gagulić	17.12.2015	Second version
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1. Introduction

Verso Altima Group Global Support Portal is SAP Solution Manager (SolMan) 7.2 and it is use for managing Incidents and Service Requests. SolMan is integrate with client's IT environment so that IT departments can manage their applications and physical system components according to best practices defined in the Information Technology Infrastructure Library (ITIL). Therefore, it is adequate for Incident Management, which belongs to an IT Service Management (ITSM).

ITIL v3 terminology defines an Incident as an unplanned interruption to an IT Service or a reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet impact Service is also an Incident. For example, Failure of one disk from a mirror set. The stated ITIL objective is to restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price.

1.1. Incident Management Process

Incident Management Process consists of several steps:

1. Identifying incidents
Identifying incident in client's system.
2. Logging incidents
Creating incident in Verso Altima Group Global Support system.
3. Categorizing incidents
Defining Installed Base Component (installed database), Configuration Item (system component) and System Component (hardware or application component).
4. Prioritization of incidents
Prioritization of incidents has three components: Impact, Urgency, and Priority. System will propose Priority based on combination of Impact and Urgency values.
5. Initial diagnosis of incidents
Analysis of reported incident as to further investigate and diagnose problem in incident, and involves communication with client.
6. Escalation of incidents
System handles support response times based on SLA (Service Level Agreement) tables defined in contracts.
7. Investigation and diagnosis of incidents
Further investigation of incident and defining resolving method.
8. Resolution and recovery of incidents
After incident has been resolved by Global Support team solution is sent to the client for verification. If client thinks incident is not resolve he sends it back to Global Support team. Otherwise, it is ready for closure.
9. Closure of incidents

Final stage of incident is confirm. It is set when incident is resolved and is ready for closing. All incidents for a client, regardless of status, are visible in Verso Global Support system.

1.2. *Item Types*

Item types that can be use in Verso Altimia Group Global Support System are:

Incidents

An incident is any event which is not part of the standard operation of a service and which causes, or may cause an interruption to, or a reduction in the quality of that service.

Service Requests

A service request is a request from a user for support, delivery, information, advice or documentation, not being a failure in the IT infrastructure.

1.3. *Business Objects in User Manual*

In this Manual following business, objects will be use:

Reporting Customer – name of business partner representing customer and reporter (employee of Company) – that is you!

Message Processor – name of business partner representing processor (Verso Altimia Group employee)

Company – name of business partner representing client's organization

1.4. *Priority*

Impact - the effect an incident has on business.

Urgency - the extent to which the incident's resolution can bear delay.

Priority - how quickly the service desk should address the incident.

1.5. *Status Management*

Item lifecycle management supports several item statuses:

New – newly created items, set by Reporting Customer.

Withdrawn – items that have been cancel before any further processing, set by Reporting Customer.

Sent to Support – items that have been initially processed by Message Processor, set by Message Processor.

In Process – items currently in process by Message Processor, set by Message Processor



Author Action – items requiring additional information from Reporting Customer, set by Message Processor

Sent to SAP – item sent to SAP as external provider, set by Message Processor – applies only to SAP products

Sent to Ext. Provider – item sent to external provider, set by Message Processor

Proposed Solution – items marked as finished by Message Processor and requiring revision by Reporting Customer, set by Message Processor

Confirmed – closed items, set by Reporting Customer

Notice: Once item is in status Confirmed it cannot be change. Instead of reopening new item has to be open.

Statuses *Sent to SAP* and *Sent to Ext. Provider* are used for 3rd level support when incident has to be forwarded to provider who produced the component, whether it is software or hardware component.

1.6. Creating New Users in Support System

If there is a need to create new user as Reporting Customer for Company in Verso Altimax Group Global Support System, please send Service Request with attached document approval from Company with information about new User.

2. Support Portal – Access and Navigation

2.1. Technical Prerequisites

To work with Verso Altimia Group Global Support Portal it is necessary to enable popups for support portal link in your browser.

For access via Internet Explorer, it is necessary to add support portal link to Compatibility View via *Compatibility View settings* → *Add*.

2.2. Access

To access support portal access link one of the links:

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

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

During official Verso Altimia Group training access links:

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

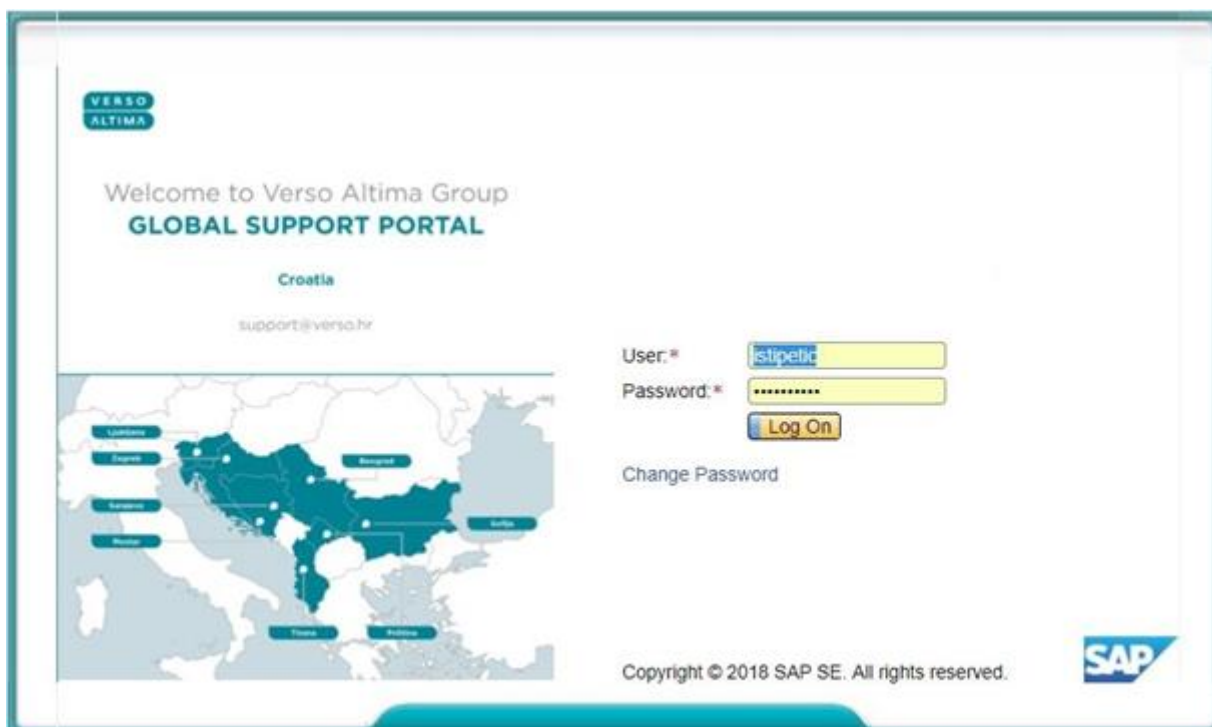
<https://test-service.verso.hr/login/>

On login page, enter user credentials:

User

Password

Press *Enter* or *Log On*.



To change password enter *User* and *Password*, and press *Change Password*. New screen will open where password can be changed:

User: *

reporter

Password: *

Log On

Change Password

2.3. Navigation

Reporting Customer's cockpit will open after login:

SAP Welcome to AltimaVerso Global Support Portal

Personalize | System News | Log Off

Saved Searches

Home

Recent Items

- 1000002108 Error in invo...
- 2000000652 Invoice inter...
- 1000002107 Missing rep...
- 1000002109 Slow syste...
- 2000000651 New report ...

Create Incident

Create Service Request

My Messages - Action Required By Me

Result List: 2 Messages Found

Message Type: Incidents

ID	Priority	Description	Posting Date	User Status	Person Responsible	Reporter	SAP Component	Transaction Type
1000002109	2	Slow system performance	17.12.2015	Author Action	Message Processor / ...	Reporting Customer / ...	COMP-APP-SAP-CC	Incident (VAR)
1000002107	4	Missing report	17.12.2015	Proposed Solution	Lea Gagulić /	Reporting Customer / ...	COMP-APP-SAP-CC	Incident (VAR)

Maximum Number of Results: 100

My Messages - Reported By Me

Result List: 33 Messages Found

Message Type: All

Status: Open

ID	Priority	Description	Posting Date	User Status	Person Responsible	Reporter	SAP Component	Transaction Type
2000000651	3	New report requirement	17.12.2015	New		Reporting Customer / ...		Service Request
1000002108	2	Error in invoicing	17.12.2015	In Process	Message Processor / ...	Reporting Customer / ...	COMP-APP-SAP-CI	Incident (VAR)

Page 1 ◀ Back 1 2 3 4 5 6 7 8 9 10 Forward ▶ 17

Your assigned Business Partner: Reporting Customer / 10000 Zagreb (1053)

Manage Substitutes

Maximum Number of Results: 100

My Messages - Reported By My Organization

Result List: 11 Messages Found

Message Type: Incidents

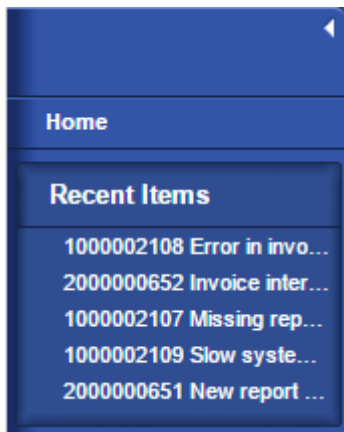
Status: Open

ID	Priority	Description	Posting Date	User Status	Person Responsible	Reporter	SAP Component	Transaction Type
1000002109	2	Slow system performance	17.12.2015	Author Action	Message Processor / ...	Reporting Customer / ...	COMP-APP-SAP-CC	Incident (VAR)
1000002108	2	Error in invoicing	17.12.2015	In Process	Message Processor / ...	Reporting Customer / ...	COMP-APP-SAP-CI	Incident (VAR)

◀ Back 1 2 3 4 5 6 Forward ▶

Maximum Number of Results: 100

On the left side, there is Quick access menu:



Quick access menu options:

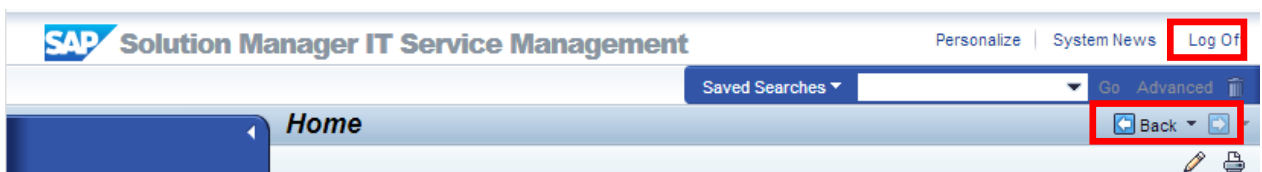
Home – access to User cockpit screen

Recent Items – shortcuts for direct opening of recently accessed items

On the right side screen elements are:

- Create Incident
Button Create Incident starts transaction for creating incident.
- Create Service Request
Button Create Service Request starts transaction for creating incident.
- My Messages – Reported By Me
List of Items reported by Customer.
- My Messages – Action Required By Me
List of Items that require action from Customer.
- My Messages – Reported By My Organization
List of Items reported by Customer's Organization.

Navigation buttons *Back* and *Forward* appear on right top of the user cockpit. *Log Off* button is in top right corner of the screen.



2.4. Viewing Incidents and Service Requests

User Cockpit consists of three lists that enable user to track his items.

First section are items marked as **Action Required By Me**, which consists of all items that require action from user. Items are listed here if they are in status: Author Action or Proposed Solution.

My Messages - Action Required By Me

Result List: 1 Message Found

Message Type:

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:

Second section are items marked as **Reported By Me**, which consists of all items that have been created by user.

My Messages - Reported By Me

Result List: 3 Messages Found

Message Type: Status:

ID	Description	Posting Date	Priority	Transacti...	Transaction Type	User Status	Person Responsible
2000000022	Create Report fot Time Management	13.06.2014	3: Medium	SMRQ	Service Request	New	
1000000119	Report X running slow	13.06.2014	2: High	ZMIV	Incident (VAR)	Author Action	Lea Gagulić / 10000 Zagreb
1000000101	System production slowdown	11.06.2014	3: Medium	ZMIV	Incident (VAR)	In Process	Lea Gagulić / 10000 Zagreb

Your assigned Business Partner: Reporting Customer / (583)

Manage Substitutes

Maximum Number of Results:

Third section are items marked as **Reported By My Organization**, which consists of all items that have been created by organizational node to which user belongs to.

My Messages - Reported By My Organization

Result List: 2 Messages Found

Message Type: Status:

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 /
1000000101	System production slowdown	11.06.2014	3: Medium	ZMIV	Incident (VAR)	In Process	Lea Gagulić / 10000 Zagreb	Reporting Customer /

Maximum Number of Results:

It is possible to use filters by clicking on them and selecting from dropdown menu:

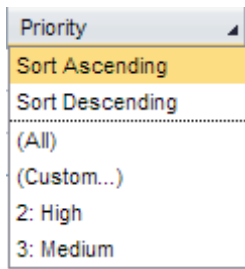
Message type:

Message Type:

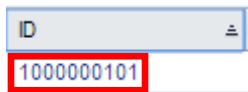
Status:

Status:

By clicking on any of headers on table columns, it is possible to access filter for selected column:




To open any of the items click on item ID number:



3. Incident management and Service Request management

3.1. Creating Incidents

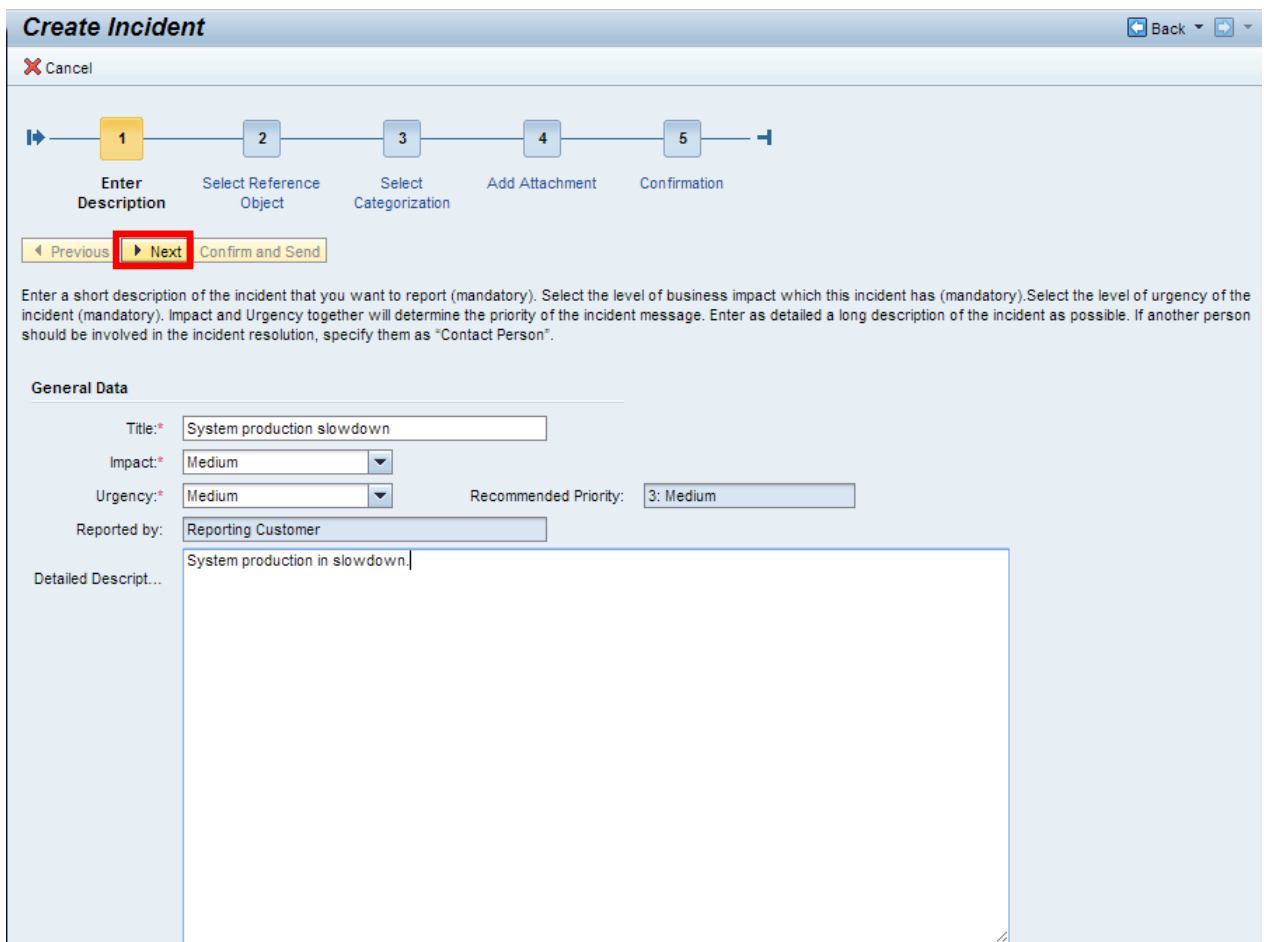
To start transaction for creating incident item use 'Create Incident' button:



A screenshot of a web interface showing a button labeled "Create Incident". The button is highlighted with a red rectangular border. Above the button is a large, empty rectangular text input area. The entire form is enclosed in a light blue border.


Transaction is Wizard that guides Customer through 5 incident creation steps.

In step 1 you it is necessary to fill *Title* and *Description*, and select *Impact* and *Urgency*.



A screenshot of the "Create Incident" wizard interface. At the top, there's a title bar "Create Incident" with a "Back" button. Below it is a progress bar with five steps: 1. Enter Description (highlighted in yellow), 2. Select Reference Object, 3. Select Categorization, 4. Add Attachment, and 5. Confirmation. Below the progress bar are navigation buttons: "Previous", "Next" (highlighted in red), and "Confirm and Send". A text box contains instructions: "Enter a short description 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 incident (mandatory). Impact 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 should be involved in the incident resolution, specify them as 'Contact Person'." Below this is a section titled "General Data" with fields for "Title:" (containing "System production slowdown"), "Impact:" (dropdown menu showing "Medium"), "Urgency:" (dropdown menu showing "Medium"), and "Reported by:" (containing "Reporting Customer"). To the right of the "Urgency" field is a "Recommended Priority:" field showing "3: Medium". At the bottom is a large text area labeled "Detailed Descript..." containing the text "System production in slowdown."

When all elements are entered go to step 2 by pressing *Next*.

In step 2 it is necessary to select *Configuration Item* which will automatically fill *Installed Base*. To fill Configuration Item press F4 or icon  and the press Search on pop-up screen to view all available Configuration Items. Select necessary item by clicking on it.

Create Incident Back

Cancel


1 Enter Description 2 **Select Reference Object** 3 Select Categorization 4 Add Attachment 5 Confirmation

Previous Next Confirm and Send

Enter the object in which the incident occurs. It could be a system, an application or any IT object. You can search by equipment number, description, or other values, in the "Configuration item" field.

Reference Objects

Installed Base Co...

Configuration Item* 

Search: Object/Product - Google Chrome

solman-dev.altima.hr:8000/sap(===)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame_cached.htm?sap-client=0018

Search Criteria Hide Search Fields

Search for:

Description contains + -

Object ID contains + -

Maximum Number of Results:

Search Clear

Result List: 3 Search by Landscape Details Found

Object ID	Description	Object Family	System Type	Partner
71000900	COMPHW01	Landscape...		Company, Croatia
71000901	COMPSW01	Landscape...		Company, Croatia
71000902	COMPSAP01	Landscape...		Company, Croatia

After the Configuration Item has been selected screen appears like this:

Create Incident Back

Cancel


1 Enter Description → 2 **Select Reference Object** → 3 Select Categorization → 4 Add Attachment → 5 Confirmation →

Previous **Next** Confirm and Send


Enter the object in which the incident occurs. It could be a system, an application or any IT object. You can search by equipment number, description, or other values, in the "Configuration item" field.

Reference Objects

Installed Base Co... 3328 COMPSW01

Configuration Item:* 71000901  COMPSW01

When all elements are entered, go to step 3 by pressing *Next*.

In step 3 it is necessary to select *System Component*. To fill System Component press F4 or icon  and select necessary Component from hierarchy by clicking on it.

Create Incident Back


Cancel

1 Enter Description → 2 Select Reference Object → 3 **Select Categorization** → 4 Add Attachment → 5 Confirmation →

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 with the further levels. If you want to report an SAP application incident, use the SAP component categorization as well.

System Component

System Component:* 

Search for SAP Component - Google Chrome

solman-dev.altima.hr:8000/sap(===)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame_cached.htm?sap-client=0018

SAP Application Components

Component ID	Component Text
COMP	COMPANY SYSTEM COMPONENTS
COMP-APP	COMPANY APPLICATION COMPONENTS
COMP-APP-AI	COMPANY ALTIMA APPLICATION COMPONENTS
COMP-APP-AI-DI	COMPANY ALDI
COMP-APP-AI-PI	COMPANY AI.PI
COMP-APP-AI-RDS	COMPANY AI.RADIUS
COMP-APP-SAP	COMPANY SAP APPLICATION COMPONENTS
COMP-INFR	COMPANY INFRASTRUCTURE COMPONENTS

After System Component has been selected screen appears like this:

Create Incident Back

Cancel

1 Enter Description 2 Select Reference Object 3 **Select Categorization** 4 Add Attachment 5 Confirmation

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 with the further levels. If you want to report an SAP application incident, use the SAP component categorization as well.

System Component

System Component:*

When all elements are entered, go to step 4 by pressing *Next*.

In step 4 it is possible to add attachments. Press Attachment icon to open new dialogue. Press Choose File in pop-up screen and select file to attach. Enter Name and Description and press *Attach* to attach file to Incident.

Create Incident Back

Cancel

1 Enter Description 2 Select Reference Object 3 Select Categorization 4 **Add Attachment** 5 Confirmation

Previous **Next** Confirm and Send

Upload any attachment file (MS Office files, graphics, etc.) which will help the IT support to identify and understand your incident. To give a reference which might be relevant for the resolution, create a link with the "URL" button.

Attachment **Attachment** URL With Template Advanced

No result found

Attachment - Google Chrome

[solman-dev.altima.hr:8000/sap\(==\)/bc/bsp/sap/bsp_wd_base/popup_buffered_frame_cached.htm?sap-client=0018](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:

Attach as Link: ☐

Upload Document From Local Hard Disk

Name:

Description:

Upload Document From Local Hard Disk: **Choose File** Production s...own log.txt

Attach Cancel

After attaching file screen in step 4 appears like this:

Create Incident

Back

Cancel

1

2

3

4

5

Enter Description

Select Reference Object

Select Categorization

Add Attachment

Confirmation

Previous
Next
Confirm and Send

Upload any attachment file (MS Office files, graphics, etc.) which will help the IT support to identify and understand your incident. To give a reference which might be relevant for the resolution, create a link with the "URL" button.

Attachment

Attachment

URL

With Template

Advanced

Actions	Name	Type	Created By	Created On
Properties	Production slowdown log	Simple Text	CUSTOMER	11.06.2014 16:18

When all elements are entered go to step 5 by pressing *Next*.

Step 5 gives preview of entered Incident.

If it is necessary to do some corrections press *Previous* to go to one of previous steps. If incident is ready to be sent to *Support* press *Confirm and Send*.

Create Incident

Cancel

Check all the data that you have entered before you send the message to the IT Support. You can go back and correct data if necessary, with the "Previous" button.

General Data	Attachments
<p>Title: <input type="text" value="System production slowdown"/></p> <p>Impact: <input type="text" value="Medium"/></p> <p>Urgency: <input type="text" value="Medium"/></p> <p>Priority: <input type="text" value="3: Medium"/></p>	<p>1 Document attached</p>

Text

Description
11.06.2014 16:14:37 Reporting Customer /
System production in slowdown.

Related Partner

Reporter:

Reference Objects

IBase Component:

Configuration Item: COMPSW01
COMPSW01

System Component

Component:

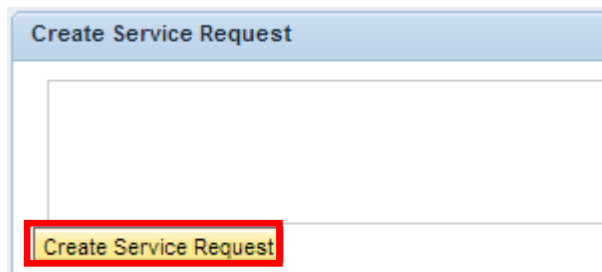
After confirmation system returns message with incident number:

Home

Transaction 1000000101 saved

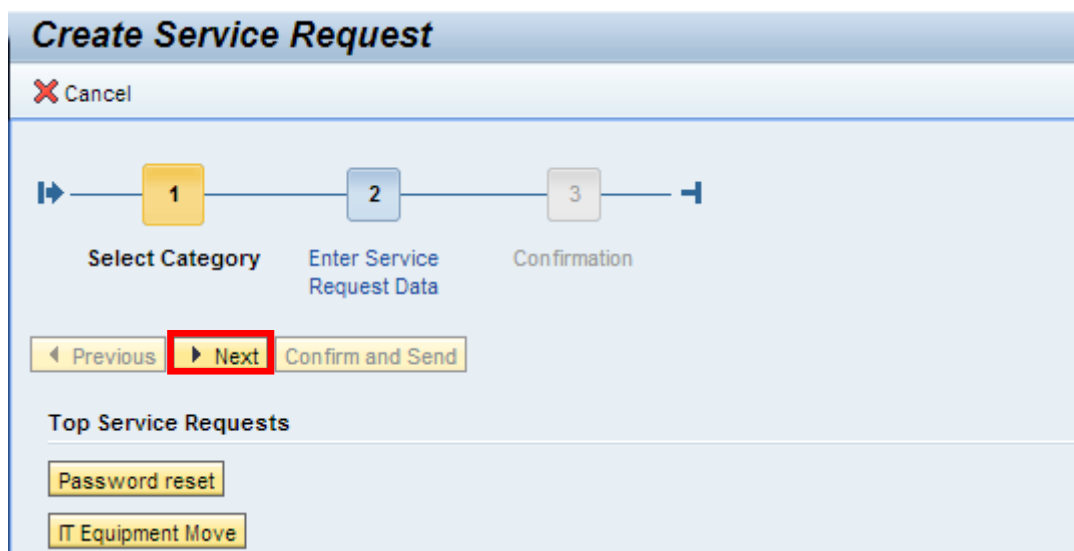
3.2. Creating Service Requests

To start transaction for creating service request item use 'Create Service Request' button:



Transaction is Wizard that guides Customer through 3 service request creation steps.

In step 1 you it is necessary to select one of Top Service Requests, or to select *Next* to go to next step.



In step 2 enter Description and Detailed Description.

The screenshot shows the 'Create Service Request' window with a progress bar at the top indicating three steps: 1. Select Category, 2. Enter Service Request Data (highlighted in yellow), and 3. Confirmation. Below the progress bar are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Confirm and Send'. The main content area has two sections: 'Service Request Data' and 'Detailed Description'. Under 'Service Request Data', the 'General Data' section contains a 'Description:*' field with the text 'Create Report for Time Management'. Under 'Detailed Description', there is a text area containing the text: 'Create Report for Time Management. Include information about business area time consumption.'

When all elements are entered, go to step 3 by pressing *Next*.

Step 3 gives preview of service request. If it is necessary to do some corrections press *Previous* to go to one of previous steps. If service request is ready to be sent to *Support* press *Confirm and Send*.

The screenshot shows the 'Create Service Request' window with the progress bar now highlighting Step 3: Confirmation in yellow. The 'Next' button is no longer highlighted, and the 'Confirm and Send' button is now highlighted with a red box. The main content area has a 'Summary' section. Under 'Summary', the 'General Data' section shows the 'Description:' field with the text 'Create Report for Time Management'. Below this, there is a 'Description' section containing the text: '13.06.2014 14:34:29 Reporting Customer / Create Report for Time Management. Include information about business area time consumption.'

3.3. Managing Incidents and Service Requests

Item preview screen is:

Incident (VAR): 1000000120, Error while posting

Save and Reply | **Edit** | New | Cancel | Confirm | Withdraw

Summary

General Data

ID: 1000000120
Description: Error while posting

Related Partners

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

Text Log | Categorization | Attachments

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.

Reference Objects | SAP Notes

Installed Base	Description	Component	Component	Product ID	Description
1	SOL_MAN_DATA_REP	3328	COMPSW01	71000901	COMPSW01

To change existing item press *Edit* button.

If item was opened by mistake, and it is still in status *New*, it can be withdrawn by pressing *Withdraw* button.

If item is ready to be confirmed press *Confirm* button.

Incident (VAR): 1000000120, Error while posting

Save and Reply | Edit | New | Cancel | **Confirm** | **Withdraw**

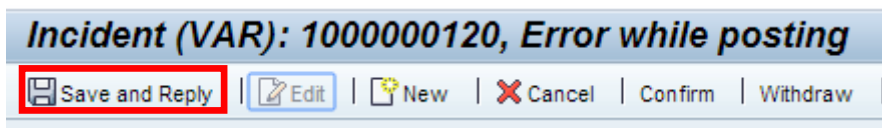
If it is necessary to add attachment press tab *Attachments*:

Text Log | Categorization | **Attachments**

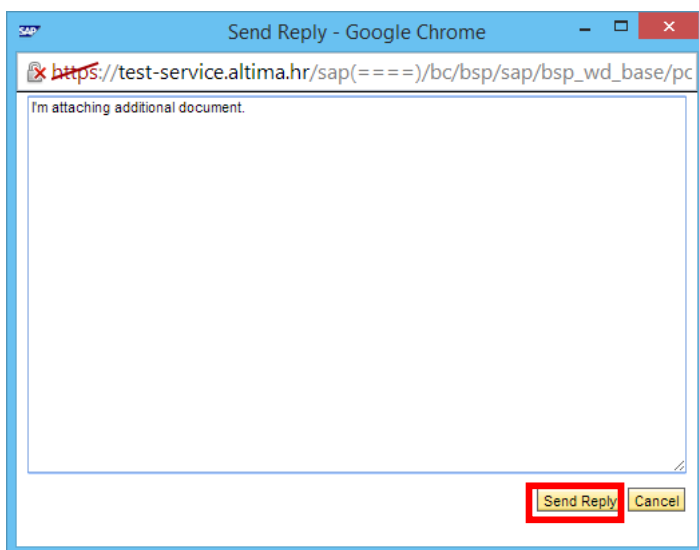
Attachment | URL | With Template | Advanced

No result found

To send response to Message Processor press *Save and Reply*:



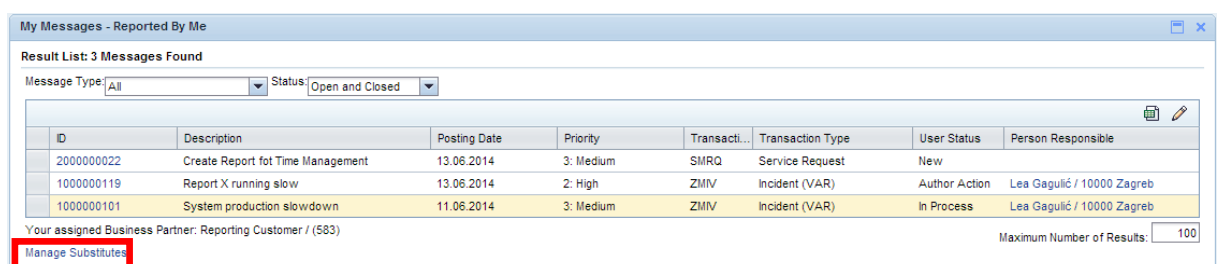
Popup screen will appear. Enter message and press Send Reply button.



3.4. Working as a Substitute

It is possible to assign yourself as a Substitute for colleagues or to assign colleagues as your Substitute. Option for managing substitutions is on *Reported by Me* screen section of Home page – button *Manage Substitutes*.

This option allows Reporting Customer to see and manage all items assigned to colleague and process them as if they are assigned to Reporting Customer. Actions managed as a substitute will be logged as the user who is managing them, and not the user who is being substituted.



After pressing *Manage Substitutes* button popup screen will open where substitution option can be selected. Press Add on desired option.

After entering substitutes and substitution periods press *Save*.

Now all items for substituted colleague will be listed in *My Messages – Reported By Me* section, with note that you are a substitute:

My Messages - Reported By Me

Result List: 9 Messages Found

Message Type: Status:

ID	Description	Posting Date	Priority	Transa...	Transaction Type	User Status	Person Responsible
2000000029	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 Zagreb
2000000026	Report XYZ request	17.06.2014	3: Medium	SMRQ	Service Request	Withdrawn	
1000000132	Database unresponsive	17.06.2014	1: Very High	ZMIV	Incident (VAR)	New	
1000000128	Slowdown in Report	17.06.2014	2: High	ZMIV	Incident (VAR)	Confirmed	Lea Gagulić / 10000 Zagreb
1000000120	Error while posting	16.06.2014	2: High	ZMIV	Incident (VAR)	New	

◀ Back 1 2 Forward ▶

Your assigned Business Partner: Reporting Customer / (583)

You are substituting Customer Partner / D- (121).

Maximum Number of Results: