

# **VERSO ALTIMA GROUP**

# **GLOBALNI PODPORNI SISTEM**

- Uporabniški priročnik za prijavitelje -

V4.01



### Nadzor različic

VERZIJA	AVTOR	DATUM	OPIS
1.0	Lea Gagulić	23.06.2014	Prva različica
2.0	Lea Gagulić	17.12.2015	Druga različica
3.0	Igor Stipetić	08.01.2018.	Posodobitev in spremembe, ki so nastale ob Solman nadgradnji
4.0	Daša Žuran	29.06.2018.	Prevod dokumenta v slovenski jezik
4.01	Renata Čupić	20.03.2019.	Errata in oraginzacijske spremembe



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# 1. Uvod

Verso Altima Group Global Support je implementiran na SAP Solution Managerju (SolMan) 7.2 in se uporablja za upravljanje incidentov (Incidents) ter za Zahteve za storitve (Service request). SolMan je integriran z IT okoljem klienta, da lahko IT oddelki upravljajo aplikacije in fizične komponente sistema in v skladu s svojimi najboljšimi praksami, opredeljenimi v knjižnici Infrastrukture informacijskih tehnologij ITIL (zbirka dokumentov, ki popisujejo dobro prakso v upravljanju storitev informacijske tehnologije, ang. Information Technology Infrastructure Library). Zato je primeren za upravljanje z incidenti kot del opravljanja IT storitev (IT service management - ITSM).

ITIL v3 terminologija opredeljuje incident kot: nenačrtovano prekinitev ali zmanjšanje kakovosti IT storitve. Okvara konfiguracije (Configuration Item), ki še ni vplivala na storitev, se prav tako smatra kot incident. Primer: okvara enega zrcalnega diska. Naveden cilj ITIL je, da čim hitreje obnovi delovne operacije z najmanjšim možnim vplivom na podjetje ali uporabnika, po ugodni ceni.

# 1.1. Postopek upravljanja incidentov

Postopek upravljanja incidentov je sestavljen iz več korakov:

1. Prepoznavanje incidentov

Identifikacija incidenta v sistemu naročnika.

2. Prijavljanje incidentov

Ustvarjanje incidenta v sistemu Verso Altima Group Global Support.

3. Kategorizacija incidentov

Opredelitev nameščene osnovne komponente (nameščena baza podatkov), element za konfiguracijo (sistemska komponenta) in sistemska komponenta (strojna oprema ali aplikacijska komponenta).

- Prioritiziranje incidentov
   Prioritiziranje incidentov je sestavljeno iz treh komponent: Učinek, Nujnost, Prednost. Sistem bo predlagal prioritiziranje na podlagi kombinacije vrednosti Učinek ter Prednost.
- Začetna diagnoza incidentov Analiza prijavljenega incidenta, za namen nadaljnjega raziskovanja in diagnosticiranja incidenta, ki vključuje komunikacijo s klientom.
- Eskalacija incidentov
   Sistem obravnava odzvni čas za podporo, ki temelji na SLA (Service Level Agreement) tabelah, opredeljenih v pogodbah.
- Preiskava in diagnosticiranje incidentov Nadaljnja raziskava incidenta in opredelitev metode reševanja.
- 8. Reševanje incidenta in pošiljanje povratnih informacij
   Po tem, ko je bil incident rešen s strani ekipe Global Support, se klientu pošlje rešitev v



preverjanje. Če klient meni, da incident ni rešen, ga pošlje nazaj ekipi Global Support. V nasprotnem primeru je incident pripravljen za zaprtje.

9. Zapiranje incidenta

Zaključna faza je zaprtje incidenta, do katerega pride, če je bil incident rešen in je pripravljen na zaprtje. Vsi incidenti klienta, so vidni v Verso Global Support System, ne glede na status.

#### 1.2. Tipi dokumentov

Tipi dokumentov, uporabljeni v Verso Altima Group Global Support System so:

• Incidenti

Incident je vsak dogodek, ki ni del standardnega delovanja storitve in ki povzroča, ali lahko povzroči, prekinitev delovanje ali zmanjša kakovost storitve.

• Zahteva za storitve

Zahteva za storitev je zahteva uporabnika v povezavi s podporo, dostavo, informacijami, nasvetom ali dokumentacijo in ne ovira ali okvara IT strukture.

## 1.3. Poslovni subjekti v uporabniškem priročniku

V tem priročniku se bodo uporabljali naslednji poslovni objekti::

- Prijavitelj (Reporting Customer) ime poslovnega partnerja, ki zastopa klienta in prijavitelj (zaposleni) – to ste vi!
- Obdelovalec (Message Processor) ime poslovnega partnerja, ki zastopa osebo, ki obdeluje podatke (zaposleni v Verso Altima Group)
- Podjetje (Sold-to Party) naziv klientove organizacije

#### **1.4.** Prioritete

- Učinek (Impact) stopnja, s katero incident vpliva na poslovanje
- Nujnost (Urgency) stopnja, ki določa, kako dolgo je mogoče odložiti reševanje incidenta
- Prioriteta (Priority) kako hitro mora podporni center rešiti incident

#### 1.5. Upravljanja statusov

Življenjski cikel dokumenta vključuje naslednje statuse:

• Nov (New) – novo ustvarjeni dokument, ki ga pripravi prijavitelj.



- Umaknjen (Withdrawn) dokument, ki je bil preklican, pred nadaljnjo obravnavo s strani prijavitelja.
- Poslan oddelku za podporo (Sent to Support) dokument, ki je bil osnovno obdelan s strani obdelovalca, status določi obdelovalec.
- V teku (In Process) dokumenti, ki so v teku, status določi obdelovalec
- Poslano avtorju (Author Action) dokumenti, ki potrebujejo dodatne informacije s strani prijavitelja, status določi obdelovalec.
- Poslano v SAP (Sent to SAP) dokumenti poslani v SAP, kot zunanjemu izvajalcu, status določi obdelovalec – velja samo za SAP proizvode.
- Poslano zunanjemu izvajalcu (Sent to Ext. Provider) dokumenti poslani zunanjemu izvajalcu, status določi obdelovalec.
- Predlagana rešitev (Proposed Solution) dokumenti označeni kot rešeni s strani obdelovalca in zahtevajo revizijo s strani prijavitelja, status določi obdelovalec.
- Zaprt (Confirmed) zaprti dokumenti status določi obdelovalec Opomba: Ko dokument prejme status zaprt, se status ne more spremeniti. Treba je odpreti nov dokument.

Status Poslano v SAP in Poslano zunanjemu izvajalcu se uporablja za 3. nivo podpore, ko mora biti incident poslan izvajalcu, ki je izdelal komponento, ne glede na to, ali gre za programsko ali strojno opremo.

#### **1.6.** Kreiranje novih uporabnikov v sistemu za podporo

Če je treba ustvariti novega uporabnika, kot prijavitelja za podjetje v sistemu Verso Altima Group Global Support System, prosimo, pošljite Zahtevo za storitev s priloženimi avtoriziranimi dokumenti s strani podjetja, z informacijami o novem uporabniku.



# 2. Portal za podporo – dostop in navigacija

# 2.1. Tehnični predpogoji

Če želite delati s portalom Verso Altima Group Global Support, je potrebno v vašem brskalniku omogočiti pojavna okna za podporo do portalske povezave.

Za dostop preko Internet Explorerja je potrebno dodati podporo do portalske povezave v pogled kompatibilnosti (Compatibility View) preko Compatibility View settings  $\rightarrow$  Add.

#### 2.2. Dostop

Za dostop do portala kliknite na eno od spodnjih povezav:

- <u>https://service.altima.hr/login/</u>
- <u>https://service.verso.hr/login/</u>

Za dostop do portala med uradnim Verso Altima Group usposabljanjem, kliknite na eno od spodnjih povezav:

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

Na strani za prijavo vnesite uporabniške poverilnice:

- Uporabniško ime (User)
- Geslo (Password)

Pritisnite tipko Enter ali kliknite na gumb Prijava (Log On).

tipetic
Log On
rd
SAD
1



Če želite spremeniti geslo, vnesite uporabniško ime in geslo, in kliknite na gumb Spremeni geslo (Change Password). Odprlo se bo novo okno, kjer je mogoče spremeniti geslo:

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

# 2.3. Uporaba

Po prijavi se bo odprla domača stran sistema:

								Saved Searches -		🔽 Go Advan
h n	lome	<b>;</b>								C Back
	Creat	te Incident				🗖 🗙	Create Service Request			
	Crea	ate Incident					Create Service Request			
	My M	essages - Actio	n Require	d By Me						=
	Resu	It List: 2 Messa	ges Foun	d .						
	Mes	sage Type: Incide	ents	•						
										i 🌶
		ID	Priority	Description	Posting Date	User Status	Person Responsible	Reporter	SAP Component	Transaction Typ
		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 Gagulic /	Reporting Customer /	COMP-APP-SAP-CC	Incident (VAR)
	4									
	My M Resu	lessages - Repo	rted By M	e					Maximum Number o	of Results:
	My M Resu Mes	lessages - Repo It List: 33 Mess sage Type: All	rted By M ages Four	e nd V Status Open		•			Maximum Number o	of Results:
	My M Resu Mes	iessages - Repo It List: 33 Messa sage Type: All	rted By M ages Four	e nd I♥ Status:Open		¥			Maximum Number o	of Results:
	My M Resu Mes	lessages - Repo It List: 33 Messi sage Type: All ID	rted By M ages Four Priority	e nd V Status Open	Posting Date <del>,</del>	▼ User Status	Person Responsible	Reporter	Maximum Number o	of Results:
	My M Resu Mes	It List: 33 Messi sage Type: All ID 200000651	rted By M ages Four Priority 3	e nd Status Open Description New report requirement	Posting Date = 17.12.2015	▼ User Status New	Person Responsible	Reporter Reporting Customer /	Maximum Number o	of Results:
	My M Resu Mes	It List: 33 Messi sage Type All ID 2000000651 1000002108	Priority 3 2	e ad Status Open Description New report requirement Error in invoicing	Posting Date = 17.12.2015 17.12.2015	▼ User Status New In Process	Person Responsible Message Processor /	Reporter Reporting Customer / Reporting Customer /	Maximum Number of SAP Component COMP-APP-SAP-CI	Transaction Typ Service Request Incident (VAR)
	My M Resu Mes	II List: 33 Messi sage Type All ID 2000000651 1000002108	Priority 2	e ad Status Open Description New report requirement Error in invoicing Pag	Posting Date = 17.12.2015 17.12.2015 17.12.2015 e_1 ▲Back 1	Vuer Status New In Process	Person Responsible Message Processor / 2 Z & 9 10 Forws	Reporter Reporting Customer / Reporting Customer / rd > 12	Maximum Number of SAP Component COMP-APP-SAP-CI	Transaction Typ Service Request Incident (VAR)
	My M Resu Mes	IL List: 33 Messi sage Type All ID 2000000651 1000002108	Priority 2 ess Partne	e nd V Status Open Description New report requirement Error in invoking Pag r. Reporting Customer / 10000 Zagi	Posting Date ₹ 17.12.2015 17.12.2015 17.12.2015 e_1 <b>4</b> <u>Back</u> 1 reb (1053)	Vuer Status New In Process	Person Responsible Message Processor / 2 Z 8 9 10 Eorws	Reporter Reporting Customer / Reporting Customer / rd > 17	Maximum Number of SAP Component COMP-APP-SAP-CI Maximum Number	of Results:
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	My M Resu Mes Your Man My M Resu	ID ID ID ID ID ID ID ID ID ID ID ID ID I	Priority Priority 3 2 Priority A Priority Priority Priority Priority	e d  Status Open  Description New report requirement Error in invoking  CReporting Customer / 10000 Zagu y Organization  d  Status Open  Description	Posting Date ** 17.12.2015 17.12.2015 e.1 4Back 3 eb (1053) Posting Date	V User Status New In Process I 2 2 4 5 5	Person Responsible Message Processor / Z <u>8 9 10 Forwi</u> Person Responsible	Reporter Reporting Customer / Reporting Customer / rd > <u>17</u> Reporter	Maximum Number of SAP Component COMP-APP-SAP-CI Maximum Number of SAP Component	of Results:
	My M Resu Mes Your Man My M Resu	essages - Repo It List: 33 Messas sage Type [Al] ID 200000051 1000002108 assigned Busine assigned Busine essages - Repo It List: 11 Messas sage Type [Incid 1000002109	Priority 3 2 sss Partne ents Priority 2 Priority 2	e ad  Status {Open  Description New report requirement Eror in invoking  Pag  Reporting Customer / 10000 Zagi  y Organization ad  Status {Open  Description Slow system performance	Posting Date + 17.12.2015 17.12.2015 eb (1053) Posting Date 17.12.2015 17.12.2015	User Status New In Process I 2 3 4 5 6 User Status User Status Author Action	Person Responsible Message Processor / 2 Z 8 9 10 Eorwa Person Responsible Message Processor /	Reporter Reporting Customer / Reporting Customer / rd > 17 Reporter Reporter	Maximum Number of SAP Component COMP.APP.SAP.CI Maximum Number of SAP Component COMP.APP.SAP.CC	of Results:
	My M Resu Mes Your Man My M Resu Mes	In t List: 33 Messa sage Type All 2000000651 100002108 assigned Busine age Subsitutes essages - Repo It List: 11 Messa sage Type Incid 1000002109 1000002108	rted By M Priority 3 2 ss Partne ss Partne ents Priority 2 2	e b d  Description New report requirement Error in invoicing  y Organization b d  Description Slow system performance Error in invoicing	Posting Date + 17.12.2015 17.12.2015 eb (1053) Posting Date 17.12.2015 17.12.2015 17.12.2015	User Status In Process User Status User Status Author Action In Process	Person Responsible Message Processor / Z & 9 10 Forwar Person Responsible Message Processor / Message Processor /	Reporter Reporting Customer / Reporting Customer / rd > 17 Reporter Reporter Reporting Customer / Reporting Customer /	Maximum Number of SAP Component COMP-APP-SAP-CI Maximum Number of SAP Component COMP-APP-SAP-CC COMP-APP-SAP-CI	of Results:



#### Na levi strani je meni za hiter dostop:

Home Recent Items 1000002108 Error in invo 2000000652 Invoice inter 1000002107 Missing rep 1000002109 Slow syste 2000000651 New report	•
Recent Items 1000002108 Error in invo 2000000652 Invoice inter 1000002107 Missing rep 1000002109 Slow syste 2000000651 New report	Home
1000002108 Error in invo 2000000652 Invoice inter 1000002107 Missing rep 1000002109 Slow syste 200000651 New report	Recent Items
2000000652 Invoice inter 1000002107 Missing rep 1000002109 Slow syste 200000651 New report	1000002108 Error in invo
1000002107 Missing rep 1000002109 Slow syste 200000651 New report	200000652 Invoice inter
1000002109 Slow syste 2000000651 New report	1000002107 Missing rep
200000651 New report	1000002109 Slow syste
Loose and the second	200000651 New report

Možnosti menija za hitri dostop:

- Domača stran (Home) dostop do domače strani
- Nedavni dokumenti (Recent Items) bližnjica za neposredno odpiranje nedavnih dokumentov

Na desni strani so na voljo naslednji elementi:

- Ustvari incident (Create Incident)
   Gumb Create Incident začne transakcijo za kreiranje incidenta
- Ustvari Zahtevo za storitve (Create Service Request)
   Gumb Create Service Request začne transakcijo za kreiranje Zahteve za storitev
- Moja sporočila (My Messages) Moja sporočila (Reported By Me)
   Popis dokumentov, ki jih je prijavil klient
- Moja sporočila (My Messages) Moja sporočila (Action Required by me) Popis dokumentov, ki zahtevajo ukrepanje klienta
- Moja sporočila (My Messages) Moja sporočila (Reported By My Organization)
   Popis dokumentov, ki jih je prijavila organizacija klienta

Navigacijski gumbi "Naprej" in "Nazaj" (*Back* and *Forward*) so v zgoraj desno. Gumb "Odjava" (*Log Off*) se nahaja v zgornjem desnem kotu.





# 2.4. Pregled incidentov in zahtev za storitve

Uporabniški "Cockpit" je sestavljen iz treh različnih seznamov, ki omogočajo uporabniku, da sledi svojim dokumentom.

Prvi del se imenuje *Action Required By Me*. V njem se nahajajo dokumenti, ki zahtevajo ukrep s strani prijavitelja. Dokumenti so navedeni tu, če je njihov status: Author Action ali Proposed Solution.

My	My Messages - Action Required By Me 📃 🗙										
Re	Result List: 1 Message Found										
M	ssage Type: Alle	•									
								i /			
	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										

Drugi del se imenuje Reported By Me, in vključuje vse dokumente, ki jih je kreiral prijavitelj.

My	Messages - Reporte	d By Me							🔳 🗙	
Re	Result List: 3 Messages Found									
M	Message Type All  Status: Open and Closed									
								Ð	Ø	
	D	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	our assigned Business P anage Substitutes	artner: Reporting Customer / (583)						Maximum Number of Results:	100	

Tretji del se imenuje Reported By My Organization, in obsega vse dokumente, ki so bili ustvarjeni s strani organizacije, kateri prijavitelj pripada.

M	My Messages - Reported By My Organization 📃 🗙									
Re	tesult List: 2 Messages Found									
N	lessage Type: All	Status: Open	-							
									•	) 🧷
	D	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 /	
								Ма	ximum Number of Results:	100

Uporaba filtra je mogoča s klikom nanje in izbiro možnosti s spustnega seznama:

Тір	
Message Type:	All
	All
ID	Incidents Service Requests
Status:	

Status:	Open and Closed	Ŧ
	Open and Closed	
	Closed	
	Open	

dokumenta:



S klikom na glavo stolpca se lahko dostopa do filtra za izbran stolpec:

Priority 4	
Sort Ascending	]
Sort Descending	
(All)	1
(Custom)	$\left  \right $
2: High	
3: Medium	

Za odpiranje dokumenta kliknite na ID dokumenta:





# 3. Upravljanje z incidenti in Zahtevami za storitve

## 3.1. Kreiranje incidenta

Za kreiranje transakcije, ki ustvari incident, je potrebno uporabiti gumb Ustvari Incident (Create Incident):

Create Incident		
Create Incident		

Transakcija je čarovnik, ki vodi prijavitelja skozi 5 korakov kreiranje incidenta.

V prvem koraku je treba izpolniti Naslov in Opis (*Title* and *Description*), in določiti učinek in nujnost (*Impact* and *Urgency*).

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

Ko so vneseni vsi podatki, nadaljujte na drugi korak s klikom na gumb Naprej (Next).



V drugem koraku je potrebno izbrati možnost konfiguracije dokumenta (*Configuration Item*), ki bo samodejno izpolnil polje Instalirana baza (*Installed Base*). Za izpolnitev konfiguracije dokumenta

(Configuration Item) pritisnite F4 ali kliknite ikono 🔟 in nato kliknite Išči (Search) v pojavnem oknu za pregled vseh dostopnih vnosov. Izberite želen dokument s klikom nanj.

Create Incident			🕒 Back 🔻 🗔 🦄
X Cancel			
Image: Constraint of the section o	uchment Co	nfirmation	
Enter the object in which the incident occurs. It could be a system, an applicat "Configuration item" field.	ion or any IT obje	ct. You can search by equipment num	ber, description, or other values, in the
Reference Objects			
Installed Base Co			
	iact/Droduct	Coogle Chrome	- <b>D</b> X
Search: Ob	Ject/Product	L-Google Chrome	
solman-dev.altima.hr:8000/sap(====)/bc/bsp/s	sap/bsp_wd	_base/popup_buttered_tran	ne_cached.htm?sap-client=0018
Search Criteria			Hide Search Fields
Search for: All Objects	-		
Description Contains	<b>_</b>		
Object ID  Contains	-	• •	
	Maximu	n Number of Desuite: 100	
	maximu		
Search Clear			
Result List: 3 Search by Landscape Details Found			
			m //
Object ID Description	Object Family	System Type	Partner
71000900 COMPHW01	Landscape		Company, Croatia
71000901 COMPSW01	Landscape		Company, Croatia
71000902 COMPSAP01	Landscape		Company, Croatia

Ko je bila izbrana konfiguracija dokumenta, bo vaš zaslon izgledal tako:



Create Incident	Back 👻 💽 👻
× Cancel	
IÞ 1 2 3 4	
Enter Description Select Select Add Attachme Reference Categorization Object	nt Confirmation
Previous     Next     Confirm and Send	
Enter the object in which the incident occurs. It could be a system, an application or "Configuration item" field.	any $\Pi$ object. You can search by equipment number, description, or other values, in the
Reference Objects	
Installed Base Co 3328 COMPSW01	
Configuration Item:* 71000901	

Po končanem vnosu vseh elementov, nadaljujte na 3. korak s klikom na gumb Naprej (Next).

V tretjem koraku je potrebno izbrati Komponento Sistema (System Component). Za izbiro Komponente

Sistema pritisnite F4 ali kliknite na ikono 🔟 in iz hierarhičnega seznama izberite želeno komponento s klikom nanjo.

Create Incident	🖸 Back 🔻 💟 👻			
X Cancel				
I 2 3 4  Enter Description Select Reference Select Add Attachment Object Categorization	Confirmation			
Previous Next Confirm and Send 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 category Suptame 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				
System Component:*				
🤓 Search for SAP Component - 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			
▼ 🗎 COMP	COMPANY SYSTEM COMPONENTS			
▼ COMP-APP	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			

Ko je izbrana komponenta sistema, bo vaš zaslon izgledal tako:



Create Incident	lack 💌 💽 👻
× Cancel	
I▶ 1 2 3 4 5 - I	
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.	ith the further
System Component	
System Component:* COMP-APP-AI-DI	

Po končanem vnosu vseh elementov nadaljujte na 4. korak s klikom na gumb Naprej (Next).

V četrtem koraku je možno dodajati priloge. Kliknite na ikono priloge (Attachment) in odprlo se vam bo novo pogovorno okno. Kliknite na Izberi datoteko (Choose File) v pojavnem oknu in izberite datoteke, ki jih želite priložiti. Vnesite ime in opis in kliknite na gumb Priloži (Attach) za izvršitev prilaganja datoteke.

Create Incident	•
X Cancel	
Image: Previous     Image: Previous <td< td=""><td></td></td<>	
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 resolu create a link with the "URL" button.	ition,
Attachment C Attachment URL With Template   Advanced	2
📨 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	



Po končanem prilaganju datotek v 4. koraku bo vaš zaslon izgledal tako:

Create Incident			🔄 Back 👻 🛄 👻
X Cancel			
l • 1 2 3	4 5		
Enter Description Select Reference Select A Object Categorization	dd Attachment Confirmation		
Previous     Next     Confirm and Send			
Upload any attachment file (MS Office files, graphics, etc.) which will create a link with the "URL" button.	help the $\Pi$ support to identify and understand $\boldsymbol{y}$	your incident. To give a reference which might	be relevant for the resolution,
▼ Attachment C Attachment VIRL With Terr	nplate Advanced		🔟 🗐 🧷
Actions Name	Туре	Created By	Created On
Properties 🗊 Production slowdown log	Simple Text	CUSTOMER	11.06.2014 16:18

Po končanem vnosu vseh elementov, nadaljujte na 5. korak s klikom na gumb Naprej (Next).

5. korak pokaže predogled vnesenega incidenta. Če so potrebni kakšni popravki se na predhodni korak vrnete s klikom na gumb Predhodni (Previous). Če pa je incident pripravljen za pošiljanje oddelku za podporo, kliknite na gumb Potrdi in Pošlji (Confirm and Send).



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

Po potrditvi se vam bo pokazalo povratno sporočilo s številko incidenta:





# 3.2. Kreiranje zahteve za storitev

Za začetek kreiranja transakcije za Zahtevo za storitev, je potrebno uporabiti gumb Kreiraj Zahtevo za Storitev (Create Service Request):

Create Service Request	
Create Service Request	

Transakcija je čarovnik, ki vodi prijavitelja skozi tri korake kreiranja Zahteve za storitev.

V prvem koraku je potrebno izbrati eno od kategorij Zahtev za storitev (Top Service Requests), ali klikniti na gumb Naprej (*Next*) za nadaljevanje na naslednji korak.

Create Service Request
X Cancel
I▶1 2 3I
Select Category Enter Service Confirmation Request Data
Previous Next Confirm and Send
Password reset
IT Equipment Move



V drugem koraku je potreno izpolniti opis (Description) in Podrobni Opis (Detailed Description).

Create Service Request	🖸 Back 🗅	- 🖸
X Cancel		
Image: Confirment of the service request Data     Confirmation       Image: Confirment of the service request Data     Confirment of the service request Data		
▼ Service Request Data		
General Data		
Description:* Create Report for Time Management		
▼ Detailed Description	Z	5
Create Report for Time Management. Include information about business area time consumption.		

Po končanem vnosu vseh elementov nadaljujte na 3. korak s klikom na gumb Naprej (Next).

Tretji korak pokaže predogled Zahteve za storitev. Če so potrebni kakšni popravki se na predhodni korak vrnete s klikom na gumb Predhodni (*Previous*). Če pa je Zahteva za storitev pripravljena za pošiljanje oddelku za podporo, kliknite na gumb Potrdi in Pošlji (*Confirm and Send*).

Create Service Request	🖸 Back 🔻 🗋 🖿
X Cancel	
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 z incidenti in Zahtevami za storitve

Zaslon za pregled dokumentov izgleda tako:

Incident (VAR): 1000000120, Error while posting	🖾 Back 🔻 💽
Save and Reply 📝 Edit 🏠 New 🛛 💥 Cancel 🛛 Confirm 🗍 Withdraw	
Summary	Text Log Categorization Attachments
Ceneral Data D: 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 7100001 COMPSW01

Sprememba obstoječega dokumenta se ureja s klikom na gumb Uredi (Edit).

Če je bil dokument kreiran pomotoma, in ima še vedno status nov, se ga lahko prekliče, s klikom na gumb Prekliči (*Withdraw*).

Če je dokument zaključil svoj življenjski cikel, ga lahko zaprete, s klikom na gumb Potrdi (Confirm).

Incident (VA	AR): 10000001	20, Erroi	r while po	osting	
Save and Reply	Edit   PNew	🛛 🗙 Cancel	Confirm	Withdraw	ļ

Za dodajanje prilog kliknite na zavihek Priloge (Attachments):

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



Za pošiljanje sporočila Obdelovalcu, kliknite gumb Shrani in Odgovori (Save and Reply):

Incident (V/	AR): 100	000012	0, Error	while	posting	
Save and Reply	Edit	<b>New</b>	🗙 Cancel	Confirm	Withdraw	

Prikazalo se bo pojavno okno. Vnesite sporočilo in kliknite na gumb Pošlji Odgovor (Send Reply).

20 Send Reply - Google Chrome		×
😵 bttps://test-service.altima.hr/sap(===)/bc/bsp/sap/bs	p_wd_ba	ase/pc
I'm attaching additional document.		
		- 11
Ser	nd Reply	Cancel

#### 3.4. Funkcija zamenjave

Lahko se določite kot zamenjava za sodelavce ali pa, kot svojo zamenjavo določite kolege. Možnost za upravljanje zamenjav se nahaja v delu, kjer so prikazana vaša sporočila (Rep*orted by Me* screen section of Home page) – gumb upravljaj zamenjave (*Manage Substitutes*).

Ta možnost omogoča prijavitelju, da si ogleda vse in upravlja z dokumenti, ki so dodeljeni sodelavcem, kot bi bili dodeljeni prijavitelju. Dejanja, ki jih naredi zamenjava, bodo zavedena kot aktivnosti s strani zamenjave in ne kot dejanja prijavitelja.

Му	Messages - Repor	rted By Me							🖃 ×
Res	sult List: 3 Messag	jes Found							
Me	ssage Type: All	Status: Open and Closed	-						
									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		
	1000000119	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 Busines nage Substitutes	s Partner: Reporting Customer / (583)						Maximum Number of Results:	100



Po kliku na gumb Upravljaj Zamenjave (*Manage Substitutes*) se prikaže pojavno okno, kjer lahko izberete zamenjave. S klikom na gumb Dodaj (Add) izberete želeno možnost.

5407	Substitution - Google Chrome 🚽 🗖 🗙	
ß	test-service.altima.hr/sap(====)/bc/bsp/sap/bsp_wd_base/popup_buffere	ed
	Save Close	Î
	Business Partners Who Substitute for Me     Add       No result found	
	▼ Business Partners for Whom I Substitute	•

Po vnosu zmenjave in določitvi trajanja zamenjave, kliknite na gumb Shrani (Save).

🖙 Substitution - Google Chrome 🗕 🗖 🗙							
🗋 test-service.altin	na.hr/sap	(====)/bc/bsp/sap/bsp_wd_base/popup	_buffered_fra	me_cache	ed.hti		
🔚 Save   🗙 Close							
Business Partne	rs Who Sul	ostitute for Me 🏾 🗳 Add		11	Ð		
Action Busin	ess Partner	Business Partner Name	Valid From	Valid To			
120	đ	Customer Technical Operations / D-	23.06.2014 😰	30.06.2014	67		
▼ Business Partne	rs for Who	m I Substitute 🛛 🖓 Add			⊼		
Action Busin	ess Partner	Business Partner Name	Valid From	Valid To			
121	đ	Customer Partner / D-	23.06.2014 😰	30.06.2014	67		
				•			

Tako bodo vsi dokumenti za zamenjavo vidni v Moja sporočila (*My Messages – Reported By Me* section), z opombo, da ste zamenjava:

essage Type: All Status: Open and Closed								
							e .	
D	Description	Posting Date	Priority	Transa	Transaction Type	User Status	Person Responsible	
200000029	Get new router	18.06.2014	3: Medium	SMRQ	Service Request	New		
100000141	Network downtime	18.06.2014	1: Very High	ZMIV	Incident (VAR)	Confirmed	Lea Gagulić / 10000 Zagr	
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 Zagr	
100000120	Error while posting	16.06.2014	2: High	ZMIV	Incident (VAR)	New		
		46	ack 1 2 Forv	vard <b>b</b>				