

IT Services

IT Self-Service Portal

October 2018

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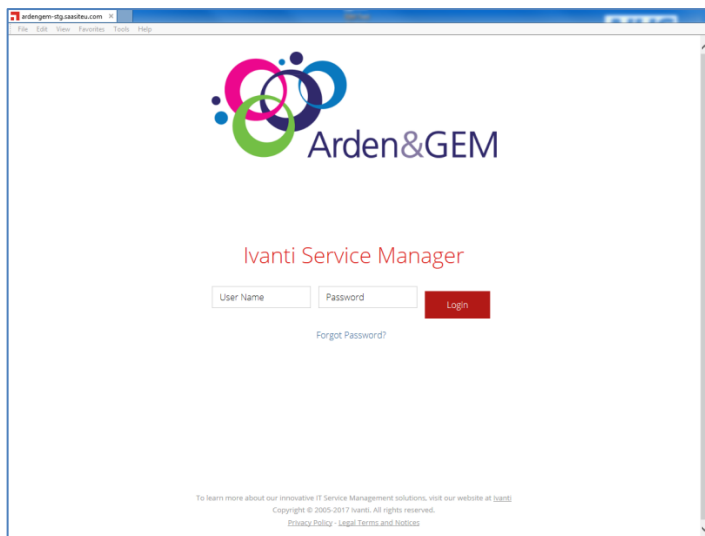
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Introduction:

Arden & GEM IT Services is due to launch its new IT incident/request logging tool (called ISM) at 7am on Thursday 11 October 2018, this will also mean that a new self-service portal becomes available at the same time. This portal will allow you, our customers to log and track your own Incidents and requests online, 24-hours a day - every day of the year.

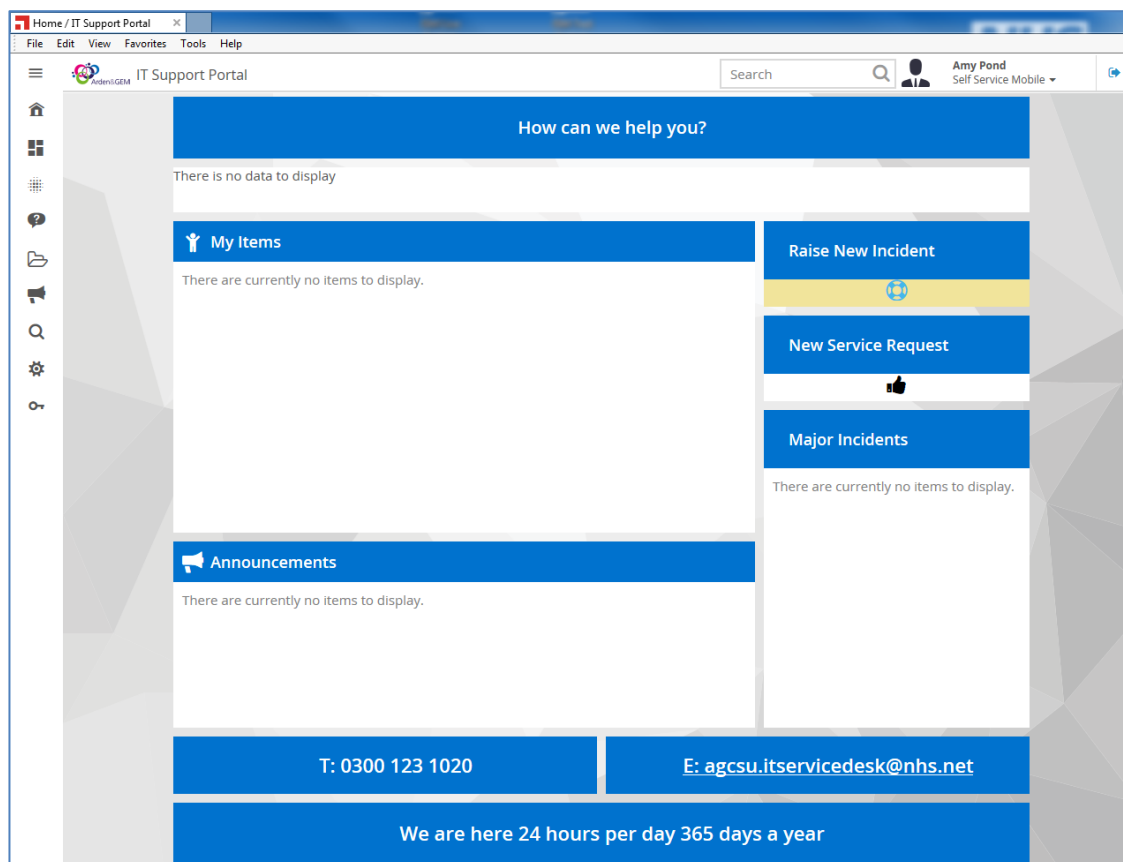
When the system goes live, all the active customers who were in our old system (and had an email address in their record) will receive an automated email from the new ISM system, this will contain the link to the new portal and instructions how to register and log into the service. If you do not receive this email by Monday 15 October 2018, check in your junk email folder in-case it was put in their by your email server and if not then contact the IT Service Desk on 0300 123 1020 who will give you the link and any information required to get you in.

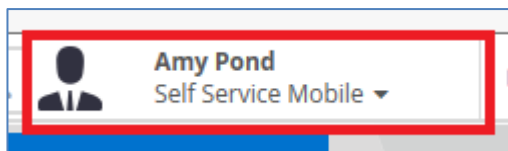
Using Internet explorer (if at home you can use any proprietary web browser such as Google, Firefox etc.), navigate to the link sent to you on your welcome email (<https://ardengem.saasiteu.com/>); this will open up the home page as seen below.



Follow the instructions provided in the welcome email (or provided to you by the IT Service Desk) and once logged in you will see the following:

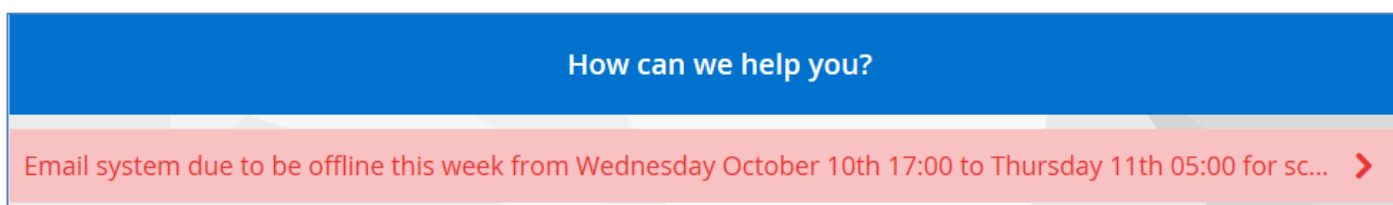
The Self-Service Interface





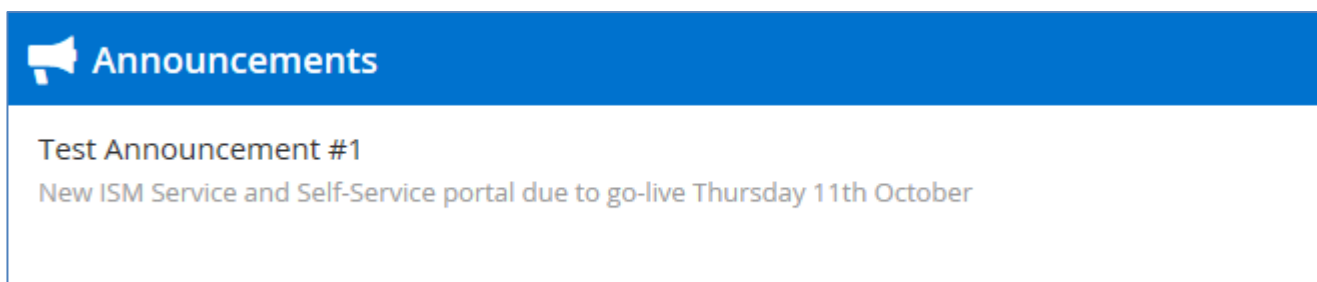
This shows who you are logged in as (if its wrong log out and call the Desk.

Alerts Panel:



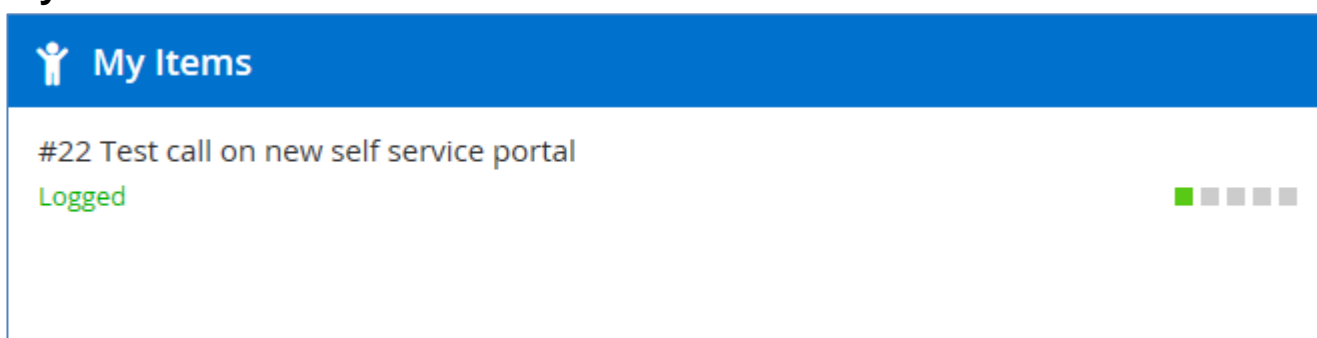
This area shows you any alerts about the IT systems that may be affecting yourself or colleagues, this will be used by the IT Services department to keep you updated with major issues.

Announcements:



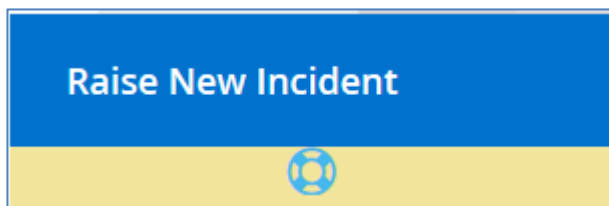
This is an area where IT can make you aware of scheduled work which will be useful for you to be aware of in advance and news of updates and changes with IT services.

My Items:



This panel shows any open Incidents (something is broken) and Service Requests (things you need installing etc.) that are currently open on the Service Desk under your name.

Raise New Incident:



This “button” is how you raise a new call about a problem you are having with you IT systems i.e. Your computer is not starting up or the printer no longer printing, anything that is not working as it should can be logged with IT using this button.

When you click on this it will open a form you need to complete so IT are aware of exactly what has gone wrong:

Incident ID: 26

Status:
Logged

Contact Phone Number
*

Customer Location
*

Organisation
*

Summary
*

Description (please provide as much information as possible)

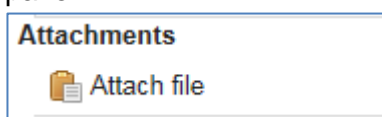
None | **B** | *I* | U | A⁺ | A⁻ | A | ab | [List Icons] | [Share Icon]

This morning I have come into work and when I open my email nothing happens.
My PC ID is CD109046L and it is a Dell laptop.
This is really important as I need to get access to my calendar and email to see what customer meetings I have today.

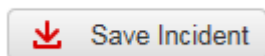
As you are logged in, the system already knows who you are but it still needs to know the phone number IT can contact you on, the location where you are having the issue, which organisation you work for and the details of what is not working. The phone number is simply a text field so just type in your phone number but the Location and Organisation fields are drop-downs, simply choose the relevant options that relate to you. As you can see in the image above the system does spell check as you type so you can correct in the same way you would in Word etc.

In the details section please be as clear as possible of the exact nature of the issue you are experiencing and where possible include the ID of your PC/Laptop, any error messages you see and when it stopped working and if anything happened recently which you think may have caused the issue to occur.

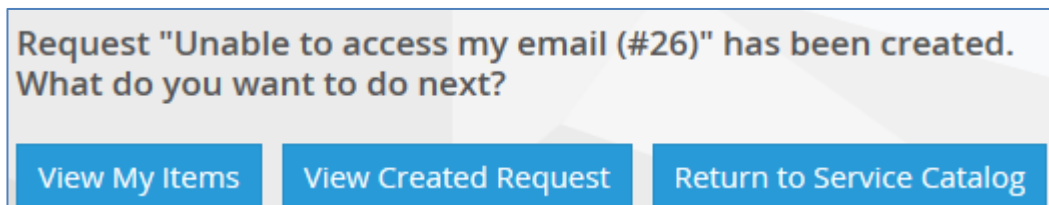
You can take screen shots then attach them to the record using the “Attach” button below the details panel:



Once all the information has been accurately entered you click on the “Save Incident” button at the bottom of the screen:

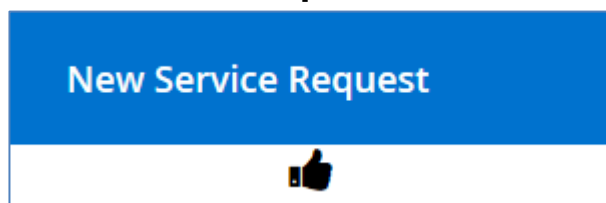


The next screen will tell you that the call has been created and assigned to IT and ask you what you want to do next:



View My Items shows you all calls open under your name, View Created record shows the call you have just raised and Return to Service Catalogue takes you to the request portal where you can request new additional hardware, software and services.

New Service Request:



This button is how you raise a request with IT to have new hardware, software and access to services etc. i.e. new account on IT systems, a new PC or Laptop, new software installed mon your device etc. etc.


Once clicked on, a window will open up which shows all the different types of request you can submit to IT, this can look a little overwhelming, you can use the search option to narrow the options down:





SERVICE CATALOG

Filter Options <

My Saved Filters ▾

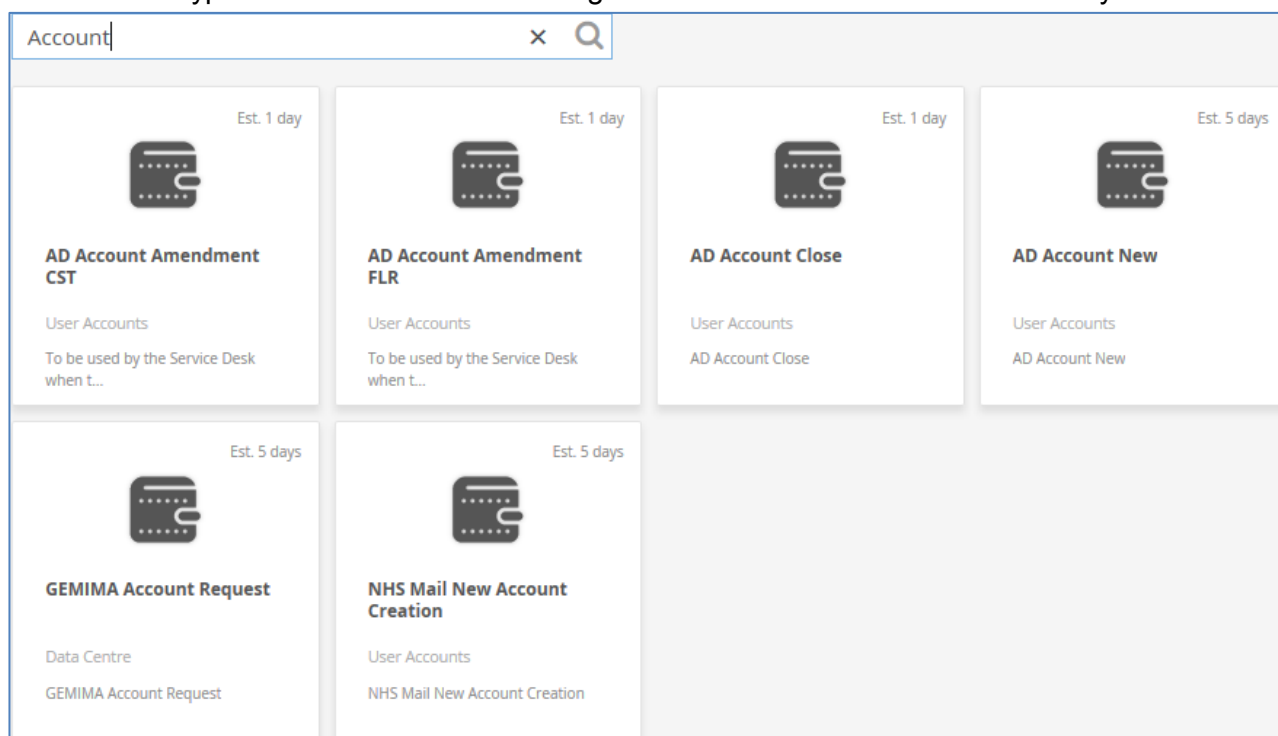
- Most popular
- General Services
- Report New Incident
- IT Training Service Request
- ITRF
- Work Packages
- Application Hosting ▾

Search 

<p>Est. 5 days</p>  <p>3rd Party Network Access</p> <p>NAT-N3 / HSCN Access & Managem 3rd Party Network Access</p>	<p>Est. 1 day</p>  <p>AD Account Amendment CST</p> <p>User Accounts To be used by the Service Desk when t...</p>
<p>Est. 5 days</p>  <p>AD Account New</p> <p>User Accounts AD Account New</p>	<p>Est. 5 days</p>  <p>Adobe Acrobat Reader Install</p> <p>Applications Adobe Acrobat Reader Install</p>

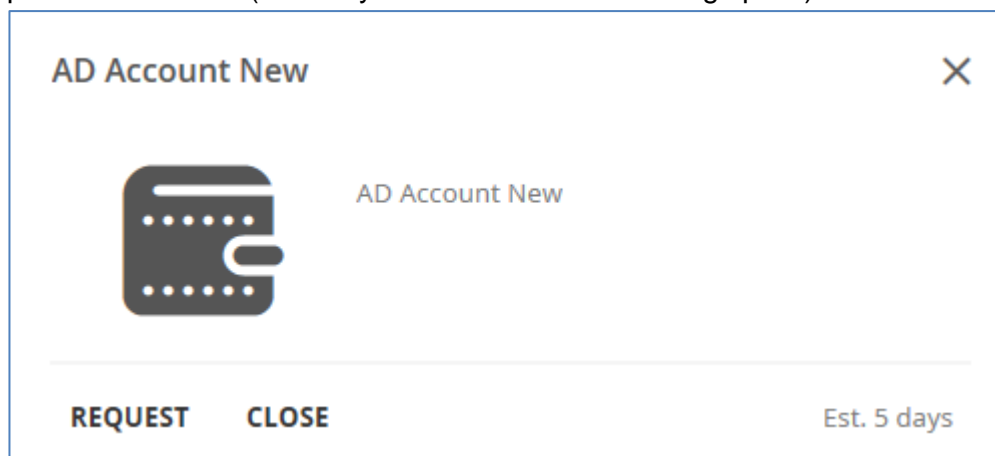
Once you have typed in the search box, you will see the entered wording has filtered the options down to just the ones relating to what you entered:

Below I have typed in “Account” as I want to get a new member of staff onto the IT systems:



You can now click on the request type you need to raise and complete the form:

In this example I will click on “AD Account New” as that one is the one I need to get the new member of staff access to the IT systems. When you click on the item it will open a box giving you the option to either proceed or cancel (in case you have chosen the wrong option):




If this is the correct request type simply click on “Request” to open a new record.

As with the Incident call you will need to add in all the required information, the data required is specific to the type of request you are raising. As we said before it will know who you are as you are logged into the system however in this example you will need to inform us of the full exact name of your new starter, their phone number, where they work and what they need access to and if they have any other requirements due to hearing or visual impairment etc.:

AD Account New

* Organisation:

* New Starter Full Name:

* Commencement of Employment: 

* Job Title:

* Contact Telephone Number:

* Line Manager:

* Department:

* New Starter Base:

Network Files & Folders:

All New starters will be given access to Email and Internet (unless otherwise specified):

Access to other systems:

Any additional IT Requirements due to Hearing/Visual Impairment, Dyslexia etc:

PC Name:

* Impact:

Urgency:

Attachments:

or drop files here

If you have any documents you feel would be required to assist us fulfil your request they can be attached using the “Upload File” button. You can then click on the “Review and Submit” button at the bottom of the screen, this gives you chance to r3eview the information you have put into the form, at this point you can either; submit the request, edit the form before submitting or cancel the request:



Once submitted IT will pick up and process as usual. At this point you can either make another request or click on the “Home” button to return to your home page:



Also on the home page you will see an area labelled as “Major Incidents” this is automatically populated when the IT Service Desk raise an incident and it is categorised as a major Incident, these are large IT issues which have a severe impact on large numbers of customers or services. Having a way to see these can save you a call to IT as you can see IT are already aware of the issue and are working to resolve it and you can see the updates on their status so your aware of what is happening.

Major Incidents

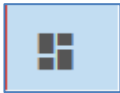
There are currently no items to display.

Icons

On the left hand side of the screen (on the home page) you will see several icons, below is a quick guide to what they do:



Home page – takes you back to your home page of the portal.



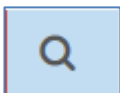
Service Catalogue – this shows you all the services you can request from IT in the portal



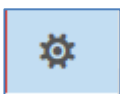
My Item – shortcut to show all calls (Incidents and Requests) open on the system under your name.



Announcements – Shortcut to all open announcements



Search – search for your Incident or Request by reference number



Settings – Allows you to set your language and see what role you have in the system.



Exits you from the system and takes you back to the login screen

Information Panels:

This gives you information about the service desk and how to contact us: It is important to note that service coverage varies by region (not all regions have service desk coverage 24/7). However the Self-Service Portal is available 24/7 / 365 days per year.

T: 0300 123 1020

E: agcsu.itservicedesk@nhs.net

We are here 24 hours per day 365 days a year