

Quick Guide



iTAC.PAC - customer portal

Change index

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1 General

This chapter will provide a brief introduction to the so called iTAC.PAC and further down guide you in using it.

1.1 Purpose

For tracking and controlling customer requests regarding possible incidents and software functionality of the iTAC.MES.Suite by the iTAC Enterprise Support, a ticket system is in use called the iTAC.PAC.

Inside this ticket system all requests are tracked, documented and historicized. All communication on one specific ticket thread is tracked and continuously stored. All steps performed to get the ticket and its subsequent request closed are noted down and tracked so that at any time the steps can be investigated by both sides, iTAC and customer.

In parallel the iTAC.PAC provides the opportunity to place consulting requests to be provided by the iTAC Software AG.

The following quick reference guide shall provide an overview of the base function of the ticket system and enable users to introduce their claims and suggestions and - furthermore - understand the subsequent iTAC process flow.

1.2 Need to know

Some fundamental philosophy details to be aware of when using the iTAC.PAC.

1.3 Why using a ticket system?

As said in chapter 1.1 already, the main scope is to keep track on any request issued and be able to keep the over view on all involved parties side. Same as you are tracking your production based on the iTAC.MES.Suite, the Enterprise support tracks the customer care request by the system this document is referring to.

1.3.1 Understanding of the “two statuses” philosophy

One of the main concepts of the iTAC.PAC is the way the status of a ticket is issued. It might not be obvious on the first thought, but the system makes use of two different statuses, the internal one and the external one.

Obviously, the external one is assigned to you as customer, whereas the internal one is assigned to iTAC and its staff.

The major reason for splitting the status of a ticket into two different portions is due to the fact that the internal status of iTAC, further named as just status, is used for the internal process flow of the ticket according to the organizational structure. Where this is not so much in your customer's interest, you are probably more focused on getting the ticket topic terminated and subsequently more pointed to done or not done so far. To accomplish the different views on a ticket, the two different statuses are used, which you should take into consideration for a better understanding.

1.3.2 Understanding the meaning of “REFERENCE”

The second conceptual part of the system is related to the so called REFERENCE. As for any commercial company in the world there's a need to track the monetary matter of all doing which is performed during the business day. Therefore a ticket needs to have a commercial, means a budgetary foundation in some way. The REFERENCE now is used to build up that kind of assignment or link between the ticket itself and a budget though. May not to understand wrong, a budget assignment not necessarily leads up in an invoice being send. A budget in the understanding of this context can be an existing contract, a virtual internal budget a task free of charge, a common agreement and may others.

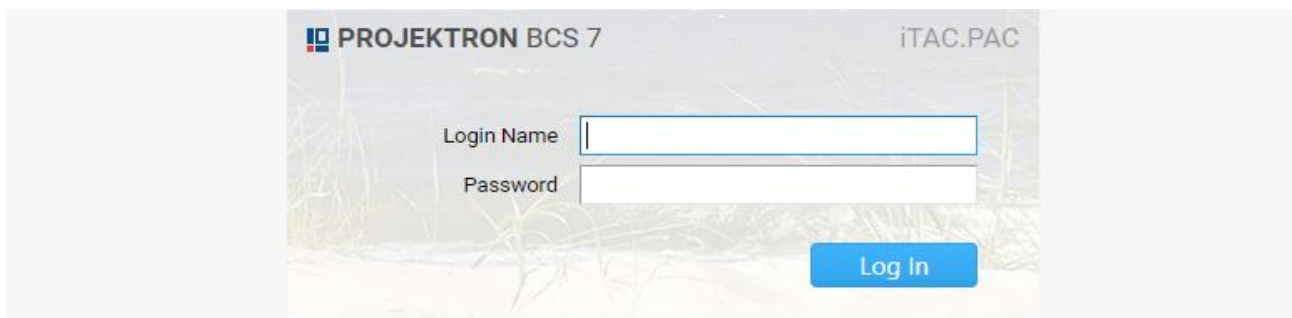
1.3.3 Processing procedure

Please check chapter 4.7 for a graphical presentation of the process flow regarding a ticket.

1.4 Accessing the ticket system

To get access to the iTAC.PAC go to the following link (URL):

<https://support.itac.de/bcs>

The image shows a screenshot of a web login page. At the top left, it says 'PROJEKTRON BCS 7' and at the top right, 'iTAC.PAC'. Below this, there are two input fields: 'Login Name' and 'Password'. A blue 'Log In' button is positioned below the password field. The background of the page is a light, abstract pattern.

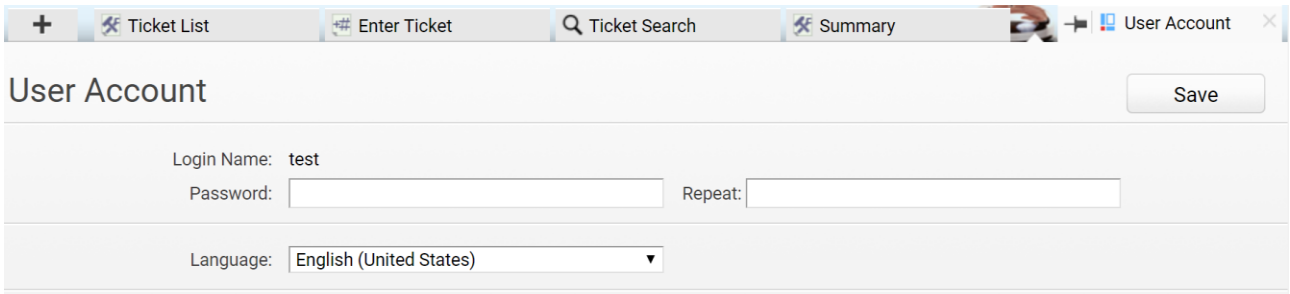
Please accept that permission can be granted only to persons which are member of the customer side “First Level Support” division or team and listed in the related customer support contract.

Once the page was loaded in your preferred browser you need to provide your access credentials in the appropriate fields of the login page, as shown in the graphics below.

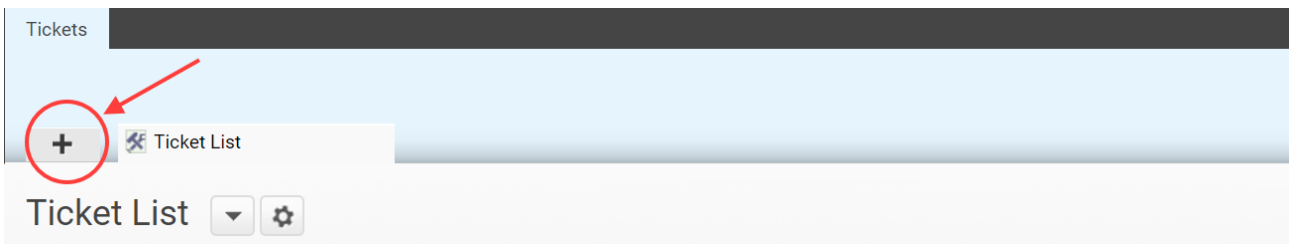
After successful log-in, a view as shown in chapter 3.1 will appear, otherwise a failure message is shown.

1.5 User account settings

Once logged in successfully, you can maintain your account to change your password and adjust your preferred language.



This tab provides options to change your account password and select the language you want to use for working with the iTAC.PAC. By default, this register won't be shown. To access this interface, please select it from the + sign as shown in the picture below.



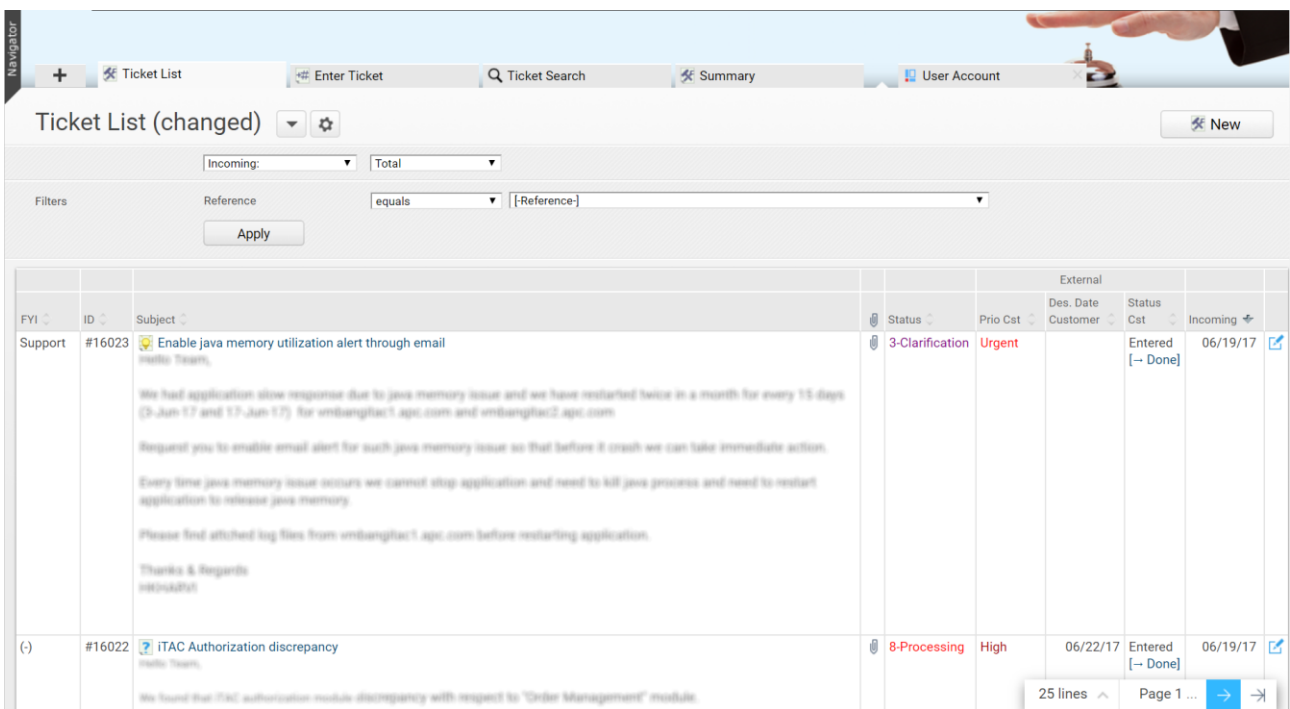
2 Manage your tickets

This chapter will describe the different parts of the iTAC.PAC that are accessible by the user and how to use them. These includes the following parts:

- Chapter 2.1 - Check your ticket list
- Chapter 2.2 - Searching for tickets
- Chapter 2.3 - Statistical summary view

2.1 Ticket list – all your tickets at a glance


The register of ‘Ticket list’ will show all your tickets ever created in table view including the most relevant information.



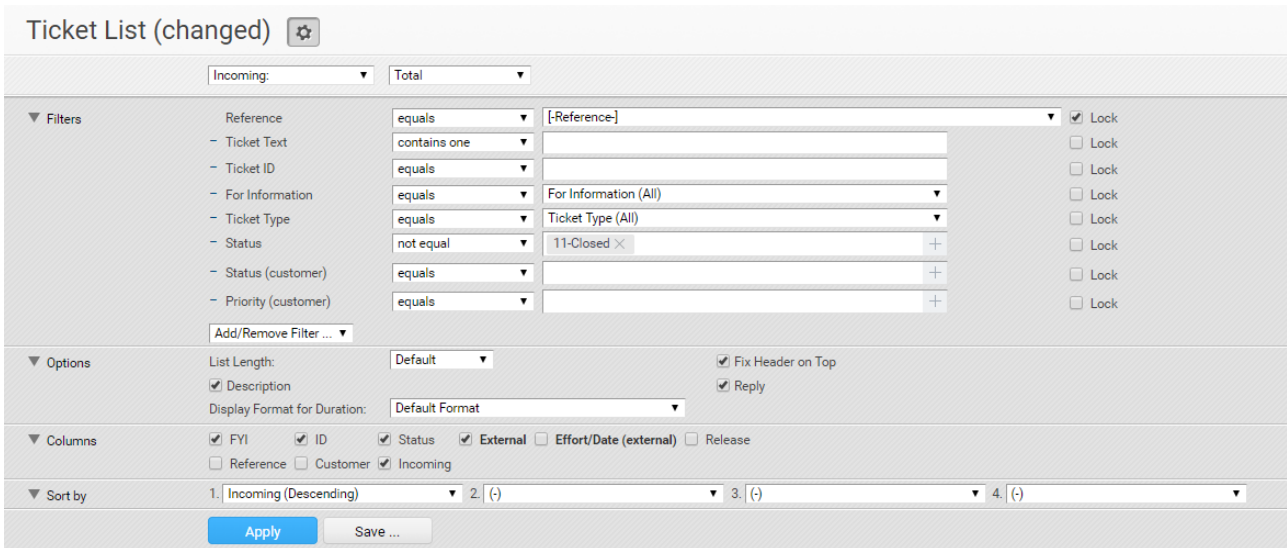
The interface header provides certain selection options based on the different timestamps a ticket can have.

This part of the interface will be described in detail in a later chapter of the current document, so let's have a look on the filter section first.

2.1.1 Ticket list properties and settings

By selecting the button  you have certain options to adjust the way this list is presented. You can just apply the settings to the current view, or additionally store it under its own name for later reuse.

The storage is bound to your account and therefore will survive a logoff.



First property that can be adjusted due to your needs is the **FILTERS**. It will give you a powerful tool to limit the tickets shown in the list by several selective cases.

The **Reference** will limit the list entries to such assigned to a specific task. As said again later the current document, the reference could be understood as the budget behind the ticket. This doesn't necessarily need to be a monetary budget but can be a contract or internal, may virtual budget too.

The **Ticket Text** is a literally search option based on the text entered in one of the sections of the ticket you are searching for. The **Ticket ID** can be used to limit the list to a range of tickets based on their number, where **For Information** can be used to specify the current party in charge. By selecting a **Ticket Type** the list will be filtered accordingly and the **Status** will do similar according to the ticket state.

The **Status (Customer)** option allow customer to select appropriate status for the ticket and **Priority (Customer)** allows to select desired ticket priority due to the importance. These two are very useful and important options available for customers.

Each of your selections can be pinned by selecting the **Lock** option. All these options are linked together on a "logical and" basis.

The property **Options** can be used to adjust the amount of lines to be shown on one page and specify if the table header should be pinned in case of scrolling through the list. The additional check boxes **Description** and **Reply** are impacting the additional information shown in the cells of the subject column. **Display Format for Duration** will display the date/time in selected format for the column responsible for duration information, for example Effort/Date column in **Columns** section.

The **Columns** option can be used to obscure unwanted columns, where the following list describes the content of the different selections.

- FYI - Shows who is in charge of the ticket, iTAC or customer
- ID - Ticket#
- Status - Current internal ticket status
- External - Customer related ticket properties (details in chapter 2.1.2)
- Effort/Date - Effort spent so far and deadline schedule
- Release - iTAC release number case provided
- Reference - Task on which the ticket relies
- On behalf of - Ticket inducer
- Incoming - Date of ticket release

The property **Sort by** enables you to specify the way the tickets are sorted due to the column content. The sorting can be adjusted on 4 different levels, where beginning with sorting 1. All others are subsequent to each other.

2.1.2 Customer related ticket properties

The iTAC.PAC is using two different statuses for a ticket which, in general, are independent from each other with the only exception that there is an impact from the **Status Cst** to the **Status**.

FYI	ID	Subject	Status	Prio Cst	Des. Date Customer	Status Cst	Incoming
Support	#16023	Enable java memory utilization alert through email Hello Team, We had application slow response due to java memory issue and we have restarted twice in a month for every 15 days (3-Jun-17 and 17-Jun-17) for embangtac1.apc.com and embangtac2.apc.com Request you to enable email alert for such java memory issue so that before it crash we can take immediate action. Every time java memory issue occurs we cannot stop application and need to kill java process and need to restart application to release java memory. Please find attached log files from embangtac1.apc.com before restarting application. Thanks & Regards reza@itac	3-Clarification	Urgent		Entered [- Done]	06/19/17
(-)	#16022	iTAC Authorization discrepancy Hello Team, We found the iTAC authorization module discrepancy with respect to "Order Management" module.	8-Processing	High	06/22/17	Entered [- Done]	06/19/17

2.1.2.1 Status

This column indicates the current status of a ticket based on the iTAC understanding. Subsequently it is set and used by iTAC staff while processing the ticket and enables iTAC to keep the appropriate workflow. As a customer, this is just an information you can refer to, but there's no direct way to change this property according to your understanding. In chapter 4.5 you can find a detailed definition for each of the possibilities regarding this property.

2.1.2.2 Status Cst (external ticket state)

This is the ticket status which you, as a customer, can set and change according to your needs and understanding. To control the next steps a ticket is expected to go through, you can use the following statuses as described below.

Entered

This is the main status to be used and applies to a newly created ticket as the default value. The ticket status as described in chapter 2.1.2.1 will be set to value 1 and thereby appear on iTAC side as a new service request so that it will be discovered and inserted into the iTAC internal workflow.

Estimate Effort

Once the ticket was processed by iTAC up to a specific point, it may turn out that the root cause of an announced issue is not in responsibility of iTAC, but caused by third party failure. At this point iTAC may provide an opportunity to get the root cause fixed or deeper investigated, but a commercial

decision has to be taken into account. By this state of the ticket options, you can request an estimation of the efforts to be expected and get a quotation though.

Quotation Confirmed

Once the quotation was provided by iTAC, this option will let iTAC know the proposal is okay for you and the work flow regarding the ticket can be continued. Please keep in mind that selecting this option will lead to an invoice finally.

Done

Once a ticket was processed and the pending work flow reaches the end, iTAC will set the status of the ticket to 10-Approval (check chapter 4.5 for details). By that, you are requested to evaluate the result and in case it matches your expectations terminate the ticket by setting it to the value though. This is the already mentioned point where there is an interaction between iTAC status and customer status as selecting this will cause the iTAC status to change to 11-Closed. At this point you won't be able to communicate based on this ticket anymore. In case the issue or request reappears, you will have to create a new ticket, but you can set a reference to the current ticket then and by that link the new ticket with the closed one.

Rejected


As a counterpart to the above described **Done** status, selecting this option will cause the iTAC status to be reset to status 8-Processing (check chapter 4.5 for details). By that the ticket will be turned back into the iTAC work flow as before. This is the second case where there is an interaction between iTAC and customer status.

2.1.3 Selecting a ticket in view mode

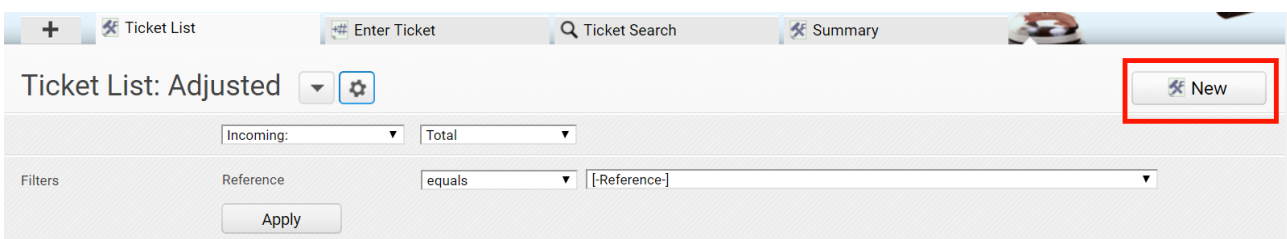
FYI	ID	Subject	Status	Prio Cst	Des. Date Customer	Status Cst	Incoming
Support	#16023	Enable java memory utilization alert through email Hello Team, We had application slow response due to java memory issue and we have restarted twice in a month for every 15 days (9-Jun-17 and 17-Jun-17) for vmbangtac1.apc.com and vmbangtac2.apc.com	3-Clarification	Urgent		Entered [→ Done]	06/19/17

You can open a ticket from the list directly by selecting the headline of the subject. After that, the ticket will be opened in view mode as described in chapter 3.2.

2.1.4 Editing a ticket

By selecting the button  the ticket will be opened in edit mode directly. Please refer to chapter 3.3 once the edit mode was selected.

2.1.5 Function NEW



The screenshot shows the 'Ticket List: Adjusted' interface. At the top right, there is a 'New' button with a plus icon, which is highlighted with a red rectangular box. Below the header, there are filter options for 'Incoming' and 'Total', and a search filter for 'Reference' with a dropdown menu set to 'equals' and a text input field containing '[Reference-]'. An 'Apply' button is located below the filters.

By clicking the **New** button a new one can be created directly from the list. It will lead to the same user interface as described in chapter 3.1.

2.2 Ticket search – how to find your ticket(s)

The register tab Ticket Search provides a powerful tool to retrieve tickets based on selectors covering almost all possible aspects of a ticket. The interface is grouped into different sections representing the different matters of a ticket, where there is:

The **REFERENCE** which finally is a representative of the task the ticket is assigned to, finally leading up in budget that is relevant for the ticket you are looking for.

The **DATE RANGE** providing options to use one of the different timestamps of a ticket for your search.

The **CONTENT** section lets you search the ticket text literally where this divides up in the major text areas of a ticket to provide more search granularity. As shown in the screenshot, you can search inside the ticket text itself, inside the tickets subject, the description section and finally in the reply section.

The **PROPERTIES** that a ticket can have. This includes the ticket#, here named as Ticket ID. Multiple ticket types can be opted in or explicit opted out. Same for the statuses where multiple of them can be opted in or out and at last the FYI information which, as said before, represents the current ticket responsible.

The **CONTEXT** section gives the option to select tickets according to their incoming date based on several comparison parameters.

Finally the **EXTERNAL** section lets you filter the list of tickets according to their Meta data.

Find detailed description about the possible filter topics based on the above mentioned sections below here.

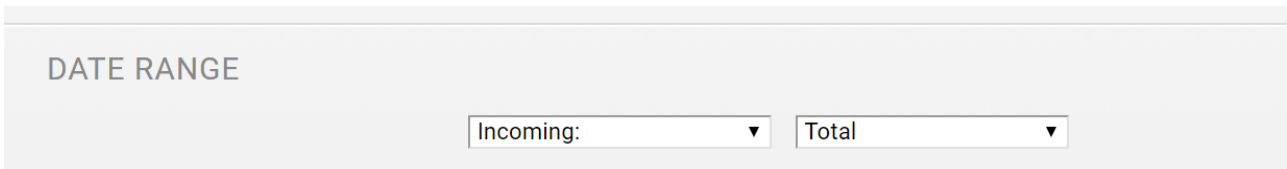
2.2.1 The section **REFERENCE**



The screenshot shows the 'Ticket Search' interface. At the top, there is a 'Ticket Search' header with a blue 'Search' button and a 'Reset' button. Below this, the 'REFERENCE' section is visible, featuring a dropdown menu with the placeholder text '[-Reference-]' and a downward-pointing arrow.

By this one, the ticket list can be filtered according to the tasks which is assigned to the ticket. A task in iTAC.PAC represents a budget you can say. Tasks are created according to PO positions or as internal or external budget representor without PO behind it or as a reference to contracts like a support contract.

2.2.2 The section **DATE RANGE**



Provides the option to select a specific even which is related to the tickets you are searching for and subsequently takes into account the date you selected by the date picker object.

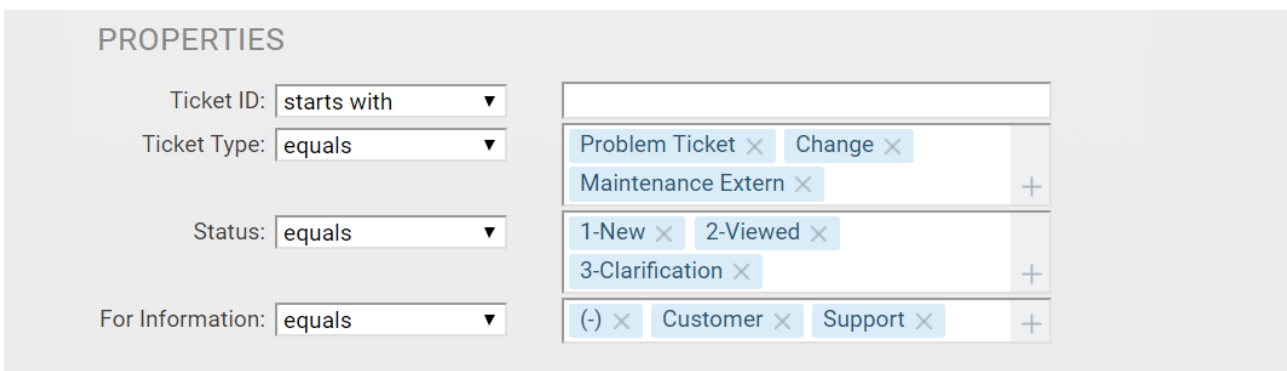
2.2.3 The section **CONTENT**



As said before, here you can specify expected content literally for the major text fields a ticket consists of. For each of the major text fields there's a specific search entry in the section.

- Ticket Text - Will search in the original text provided when creating the ticket.
- Subject - Searches the ticket subject only.
- Description - Used to search in the description property, usually used to provide a more technical description to the development team hence most used by iTAC.
- Reply - Searches through the attached replies of the ticket, it will not take into account who was the author of the reply.

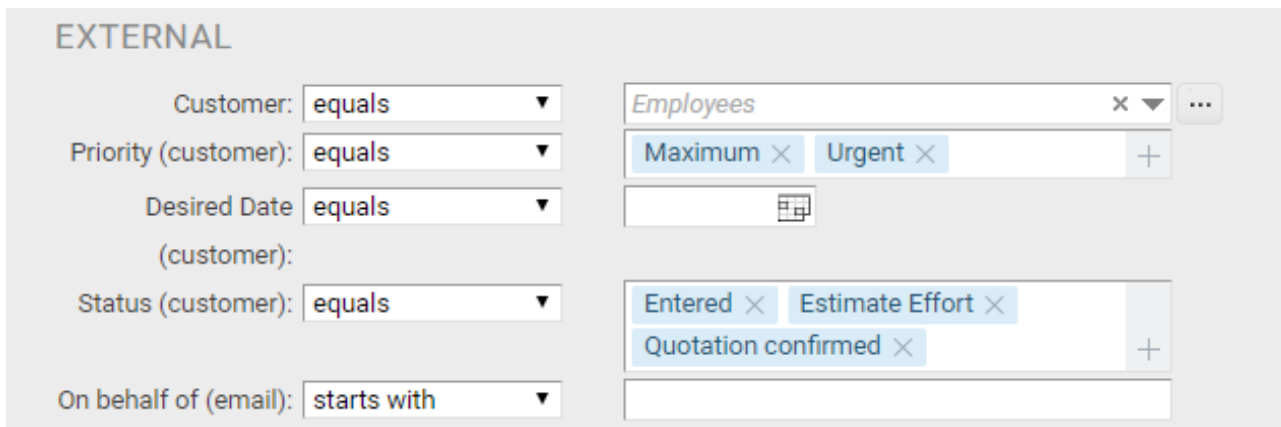
2.2.4 The section **PROPERTIES**



This section is more related to the properties a ticket can consist of. Here we have the options as below:

- Ticket ID - As simply to imagine, the number of a ticket which it gets by the system when introduced.
- Ticket Type - The type of a ticket, classified by iTAC employees according to the business process, may not so interesting for customers.
- Status - The current status of the ticket as adjusted by iTAC employees.
- For Information - Mainly specifying the recipient of an information provided in the ticket.

2.2.5 The section EXTERNAL

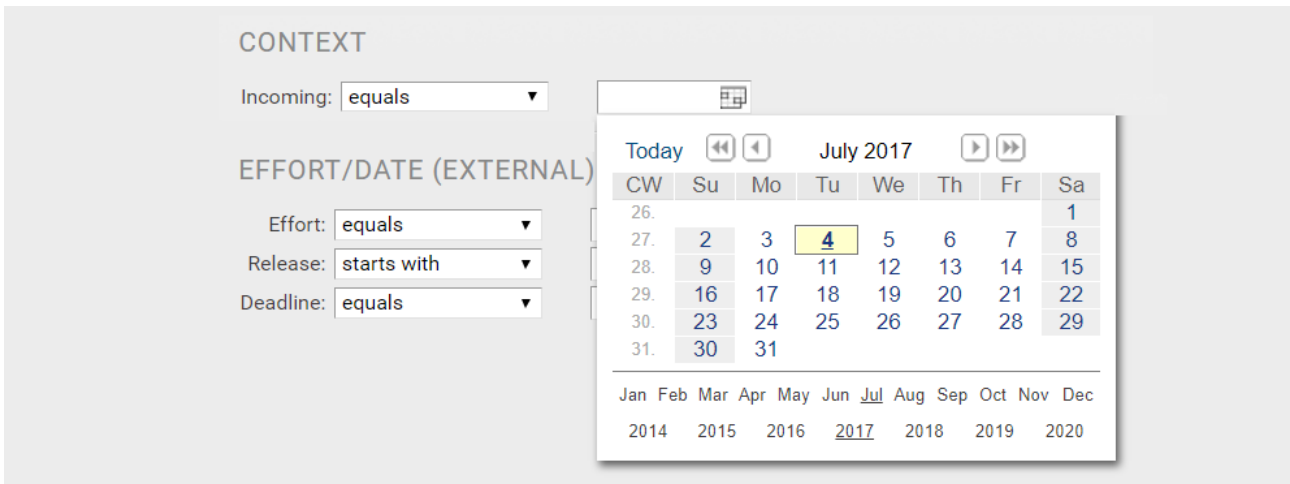


This section is representing the additional ticket properties as provided by the ticket creator.

It consists of the following Meta data and despite the current responsible named under “on behalf of” is a counterpart of the ticket properties as set by iTAC (see previous chapters):

- On behalf of - Information about who’s in charge of the ticket.
- Priority (customer) - your desired ticket priority due to the importance (see previous chapters for the definition of the selectable entries)
- Desired Date (customer) - The current status of the ticket as adjusted by iTAC employees.
- Status (customer) - Statuses as selectable by the customer.
 - Entered - Starting state after ticket was introduced.
 - Estimate Effort - Request to estimate the effort of a task to be done.
 - Quotation confirmed - Confirm the value of a requested and provided quotation.
 - Done - Finalize a ticket and mark it as completed.
 - Rejected - Reject the status proposal that was set by an iTAC employee; ticket not done yes from your standpoint.

2.2.6 The section **CONTEXT**



A simple date filter based on the creation date of the tickets.

2.2.7 The Section **EFFORT/DATE (EXTERNAL)**



Can be used to filter the ticket list by the effort to be spend according to the iTAC.MES.Suite release and/or the due date of the task.

2.2.8 The **SEARCH** button

Pressing this button will execute the database search according to the provided settings. Please consider that all filter setting will be processed as an 'and' selector, so the more details are specified, the more granular the search will be and subsequently may not provide the expected result. Widen your search criteria in case of.

2.2.9 The **CANCEL** button

This button will reset the complete search mask to its default fashion.

2.3 Summary of existing tickets

Summary (changed) ▼ ⚙️

Incoming: ▼ Total ▼

Status ↕	Number ↕
12-not Answered	1
11-Closed	279
10-Approval	87
9-Hotfix	3
8-Processing	3
4-Agreement	1
3-Clarification	2
2-Viewed	1
Σ	377

A statistical overview of the tickets owned by you. It can be limited by a specific date range.

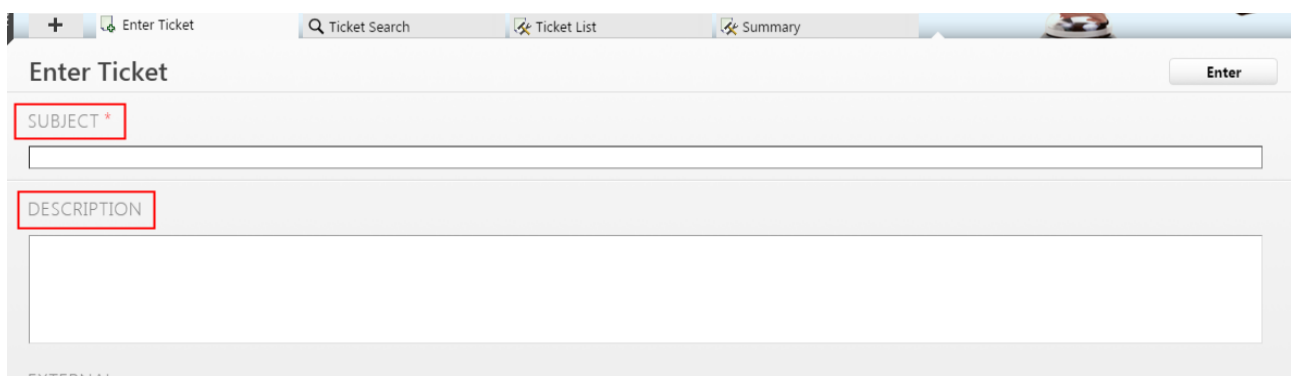
3 The Ticket itself

This chapter will take into account the handling of one ticket starting with the description about how to create it and furthermore how to handle a ticket once it was released.

Included is the provision of additional information which can't be added during ticket creation phase and additionally includes the communication thread upon the ticket between iTAC and the customer.

Please refer to chapter 4 and following to understand the detailed content which needs to be provided. Please understand that the efficiency of the ticket processing is highly depending on the information provided at this point. May certain details are quite familiar to you and you may believe it's the same for your communication counterpart, but the iTAC support team is communicating with multiple customers and people every day and providing support for a multiple systems with different scopes of operation. Things obvious for you may are not for others, so keep this in mind when entering the details of your request.

3.1 Creating a new ticket

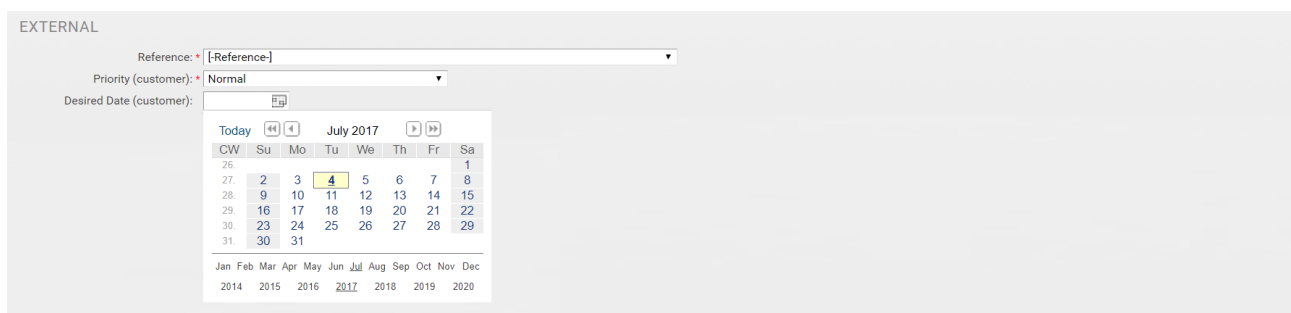


To create a new ticket, move to the tab named Enter Ticket.

In the input field below of **SUBJECT** the headline of the new ticket needs to be inserted. This is a mandatory information and will appear as first in the list of tickets to be processed by the support team. Therefore this line should be expressive and give a very first idea of what's behind the ticket you are going to release.

In the second step describe in detail as good as possible the matter of your request. As to imagined, use the input field **DESCRIPTION** for that. To minimize the talk back quantity and have a most efficient ticket processing speed, please refer to chapter 0 and following to get a good understanding of the content for this information section.

Next information to be provided is in section **EXTERNAL**.



The **reference** describes the content in which the ticket will be handled, respectively which task is assigned to the ticket. This information is mandatory and has to be provided as it will define the budget internally and externally case your ticket matter will be billable. Currently the only task you can select as reference here as the once having a support contract in the background. Due to that the naming convention follows the rule as shown below.

Support-type_customer_facility-location

The system currently knows about two different support types. First type available is called the HS task. The abbreviation stands for HotlineSupport.

Second is the DBHS where this stands for DataBaseHotlineSupport. Check the fashion of a task as shown in the examples below.

HS_iTAC_Montabaur
DBHS_SomeCompany_MoonCity

The **Priority** tab is used to define the urgency of the ticket and subsequently is processing performance. Please respect the following list of definitions to adjust your tickets priority correctly. In case the priority is not specified, 'normal' will be used. Check chapter 4.4 for more a detailed status description.

- Maximum** - production stop
- Urgent** - production heavily impacted
- High** - production impacted, but not stopped
- Normal** - production may or may not impacted but can operate regular
- Low** - low daily business impact

If required or meaningful, you can specify a **desired date** of ticket processing, but it's not mandatory due to the priority definition. Most sense to use this specification for software updates or other to be scheduled tasks.

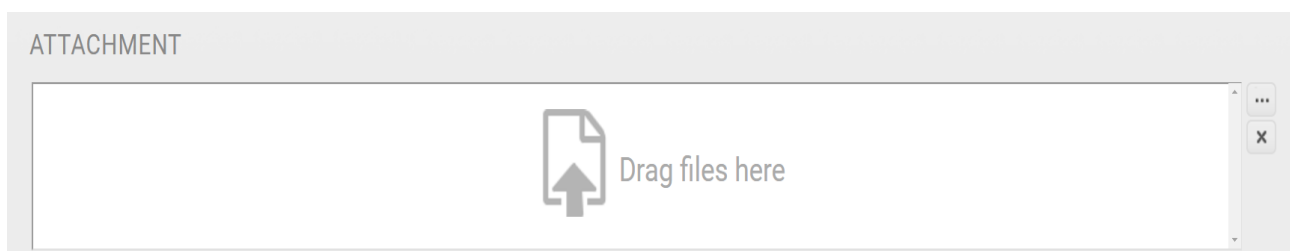
In the release section of the screen you need to specify the precise release number which is deployed currently on the system you are pointing to, so test system or productive system or integration system whatsoever.

The release provision needs to follow the iTAC numbering convention as shown below


iTAC module ear [Major-Release].[Minor-Release].[Service-Pack]-[Patch-level]
e.g. mes.suite-ear-8.00.02-1
e.g. imsclients-ear-8.00.02-1

Please understand that the different modules are numbered independent from each other regarding the minor indicator and/or the patch level.

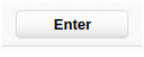
Finally there is an option to provide one **ATTACHMENT** in the almost last section.



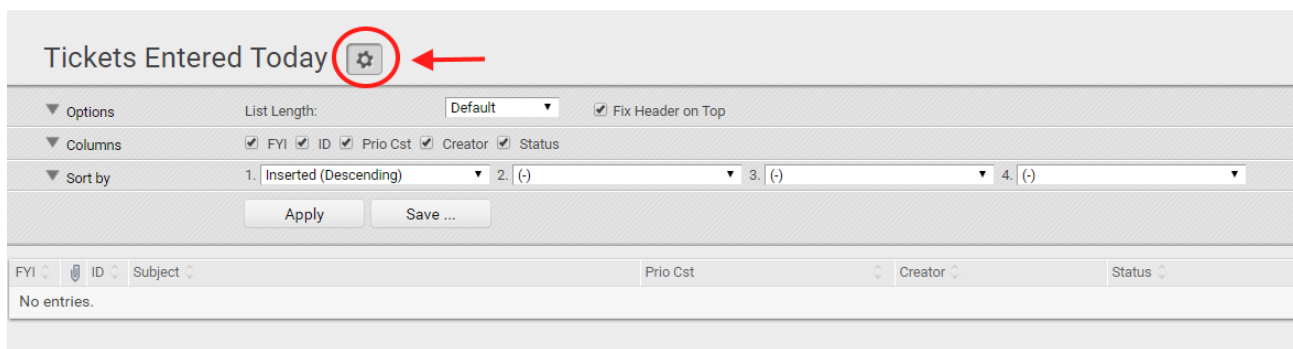
The **attachment** section which, as said, can be used to attach files to the ticket. Mainly this is used to provide PDF documents or screenshots to more precisely specify the current situation or illustrate the requirement of the task as graphics are sometimes more expressive. Furthermore log files can be attached here, which should be done using compressed files mainly.


By selecting the button [...]  a file selector will be opened, where you can browse through your file system and specify the files to be attached.

Please recognize the maximum file size of 10MB. You can upload up to 4 files at a time. Case files larger than the maximum needs to be provided, please refer to chapter 4.6 for more details.

After that, you are done and you can release the ticket by using the button 

Additionally the ticket creation dialogue shows an overview of all tickets created during the day so far. It might be useful to check whether the ticket you are going to create is already introduced, may by one of your colleagues.



By using the button  you have certain options to adjust the way this list is presented. You can just apply the settings to the current view, or additionally store it under its own name for later reuse. The storage is bound to your account and therefore will survive a logoff.

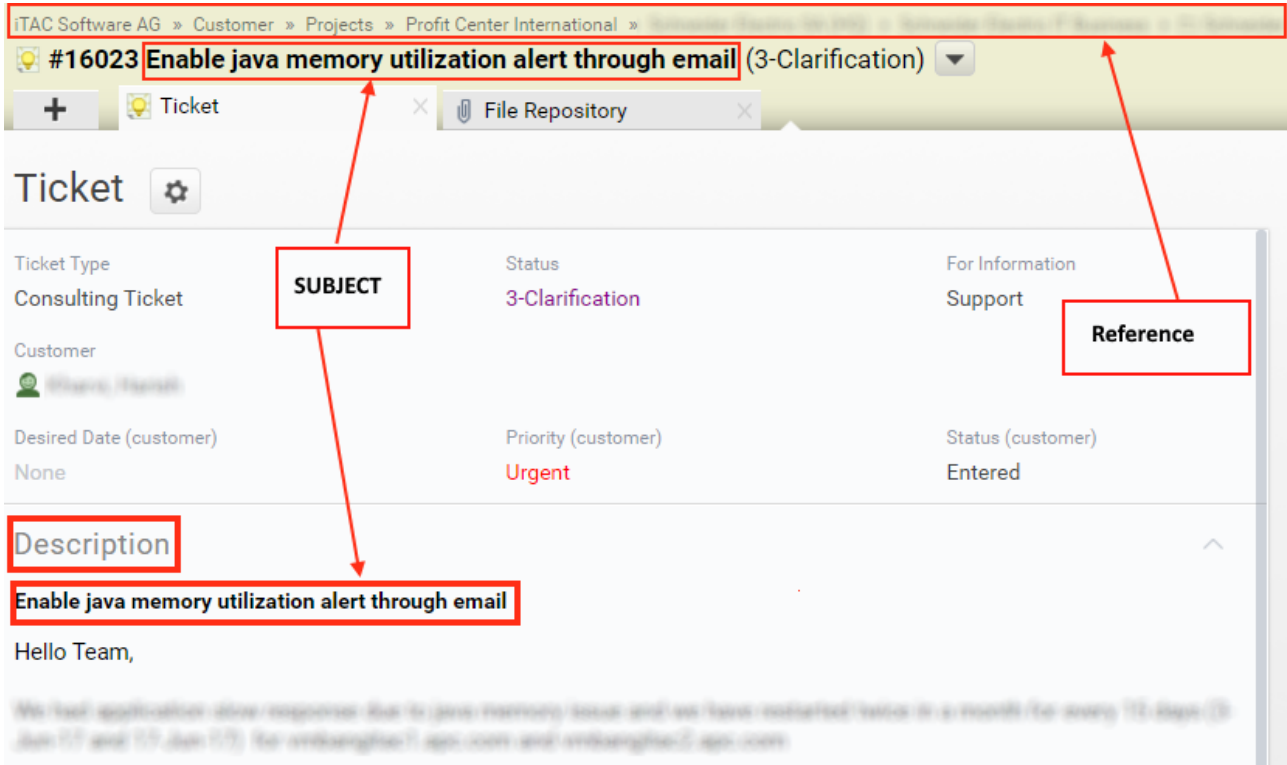
The property **Options** can be used to adjust the amount of lines to be shown on one page. **Columns** can be used to obscure unwanted columns, where the following list describes the content of the different selections.

- FYI - Shows who is in charge of the ticket, iTAC or customer.
- ID - Ticket#.
- Prio Cst - The priority that was specified when entering the ticket.
- Creator - Ticket inducer.
- Status - Current ticket status.

The property **Sort by** enables you to specify the way the tickets are sorted due to the column content. The sorting can be adjusted on 4 different levels, where beginning with sorting 1. All the others are subsequent to each other.

3.2 Maintaining an existing ticket

After a new ticket was created, you can maintain and edit it more detailed inside here. This view furthermore is used to communicate based upon the ticket and its scope between iTAC and the customer.



The header section of the ticket shows the **Reference** of it. This is shown too in the **Context** section of the ticket and will be described later the document. As said before in the description for ticket creation, this has an impact on the budget that's underlying the ticket.


The **Subject** of the ticket is described just below the reference of the ticket and inside description section with bold letters as marked in the image above.

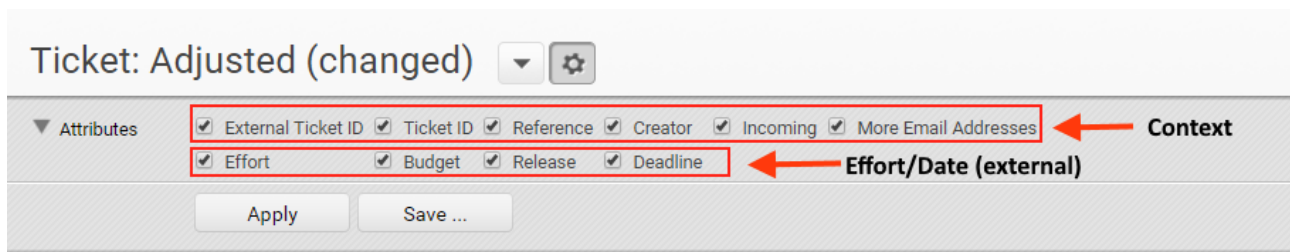
The **Description** section contains information regarding the subject and the detailed topic of the ticket with all information required for the processor to understand your request, so that the ticket can be processed according to your expectations.

Both, the **Subject** as well as the **Description** was provided during the creation of the current ticket and can't be changed once the ticket is released.

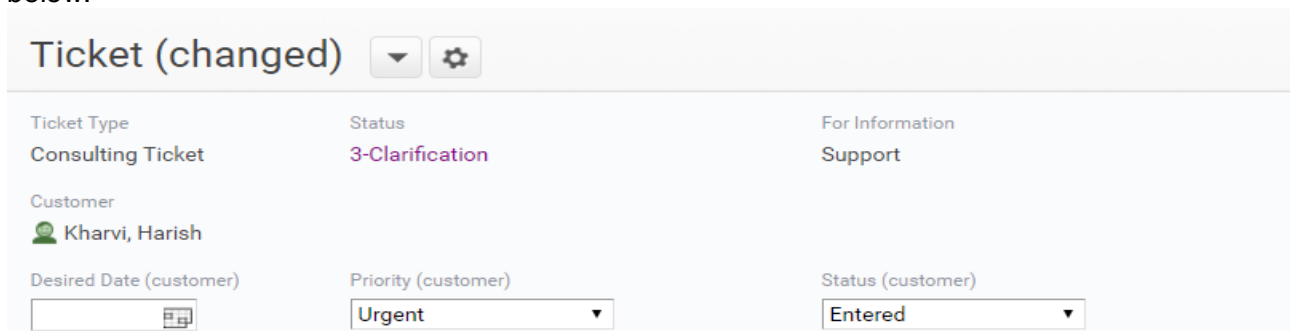
A corresponding symbol shows the type of a ticket. Find below a list of symbols and the ticket type behind.

- : Support ticket
- : Problem ticket (Bug)
- : External maintenance request
- : Consulting request

User can adjust the attribute by selecting the  button, as per the selection of attribute values view on the ticket will change. As shown in the image attributes are divided in to two sections namely Context and Effort/Date (external).



Just below the ticket section the ticket and customer related information as shown in the image below.



Ticket type: This identifies the service type which is requested by the ticket. It may will be adjusted by the iTAC support team according to the understanding of the ticket processor. Find below the list of possible ticket types along with the subsequent meaning.

- Support ticket: Issues with your iTAC.MES.Suite, however.
- Consulting ticket: Request of consulting support.
- Maintenance external: Software installation or update request for your productive or test system.
- Problem ticket: The ticket was forwarded to the development team due to a fix required.

Status: The current processing status of the ticket. Check the list of possible ticket statuses in chapter 4.5

For Information: Mainly specifying the recipient of an information provided in the ticket.

Customer: Creator of the ticket.



Desired Date (Customer): The desired date of processing.

Priority (Customer): Priority of the ticket. More information is available in section 3.1 for different priority level.

Status (Customer): Selected status for the ticket.

The section **Context** shows additional details of the ticket which have been added automatically by the iTAC.PAC.

Context

External Ticket ID:
Ticket ID: #16023
Reference:  HS Handwritten: Bergabung (P) India (118)
Creator:  Handwritten: Handwritten
Incoming: Mon 06/19/17
Other Parties Involved:
More Email Addresses:

- External Ticket-ID:** Can be used to specify a reference to your own internal tracking system.
- Ticket-ID:** The unique ticket number which is generated in the background by the ticket system when a new ticket was released by the creator. This is the major information you will need to provide when appealing to the iTAC support or one of its members. Please keep this number ready to provide in case of calling in.
- Reference:** Again the task the ticket is based upon is shown here.
- Creator:** Name of the ticket creator.
- Incoming:** Date of ticket release.
- Other Parties Involved:** User can add other persons to see the ticket. In case ticket is modified, added person will receive an email regarding the ticket change.
- More Email Addresses:** E-mail addresses of persons you want to additionally assign, don't forget to press the [+] sign right hand of the input field for final assignment.

Next section, named **EFFORT/DATE**, will show details regarding the iTAC release number to which the ticket is referring, the desired date of processing and the efforts booked so far. Unless these details are not provided during ticket creating, the related info fields will be empty.

Effort/Date (external)

Effort: 00:00h
Budget:
Release:
Deadline: -

The final section **COMMENTS/CHANGES** is the representation of the complete ticket history including all communication between the involved parties and all kind of ticket changes regarding its Meta data.

Comments / Changes [dropdown] [gear icon]

2 Weeks since the last comment to the customer (Wed 06/21/17)

Team	Wed 06/21/17 11:05 changed by Team	Status: 1-New → 8-Processing
2 Days	Mon 06/19/17 12:37 added by [user]	ITAC Authorization - Delta Training.jpg
	Directory: .Files	
	Mon 06/19/17 12:37 added by [user]	ITAC Authorization - Training Instance.jpg
	Directory: .Files	
	Mon 06/19/17 12:37 Created by [user]	
	Ticket Type: Support Ticket	
	Priority (customer): High	
	Description: [text]	

By using the button shown in the header, there are certain options to impact the way the list is presented. Your individual configuration can be stored under your own naming and subsequently can be reused in later sessions. The storage of your configuration is stored under your personal account, hence will be available as long as not deleted on purpose.

Comments / Changes (changed) [dropdown] [gear icon]

Options Display Changes

Columns Additional Information

Apply Save ...

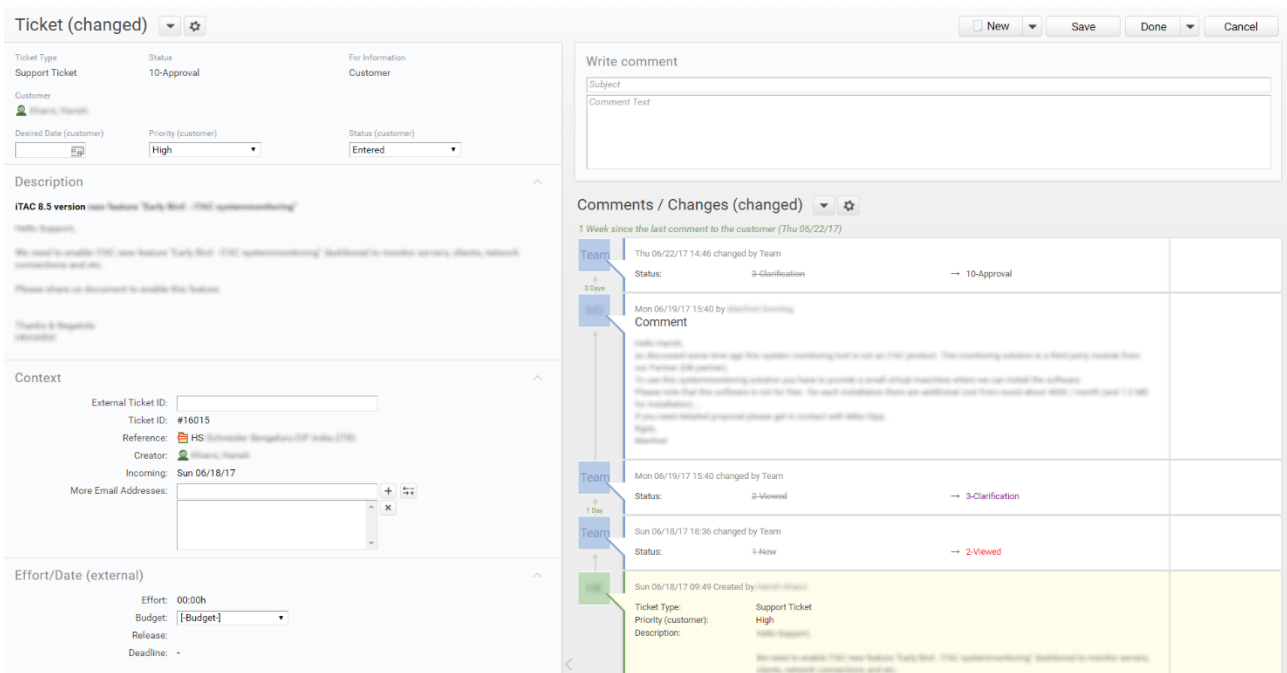
2 Weeks since the last comment to the customer (Wed 06/21/17)

Team	Wed 06/21/17 11:05 changed by Team	Status: 1-New → 8-Processing	
2 Days	Mon 06/19/17 12:37 added by [user]	ITAC Authorization - Delta Training.jpg	Attachment ITAC Author...raining.jpg
	Directory: .Files		
	Mon 06/19/17 12:55 added by [user]	Primary Log fiels.7z	Attachment Primary Log fiels.7z
	Directory: .Files		

The property **Columns** can be used to obscure unwanted column, Additional Information will show the additional column with attachments to the comments.

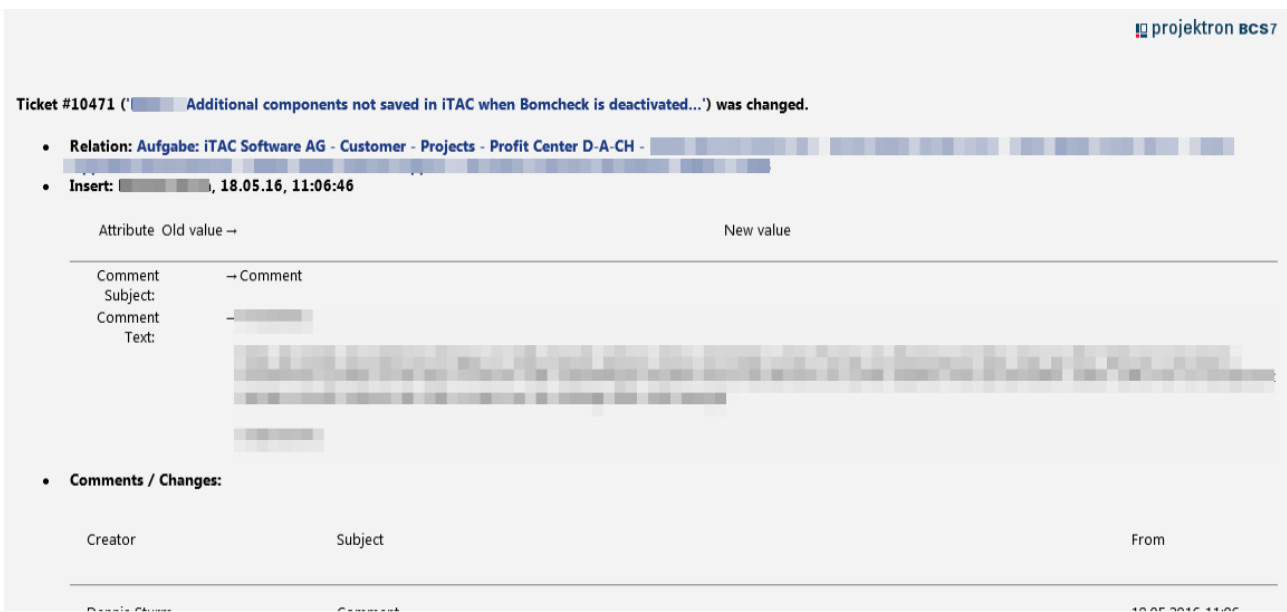
3.3 Ticket in edit mode

If a ticket shall be changed or edited the processing mode need to be invoked, which can be targeted by pressing the button EDIT at the top of the ticket page.



All input fields which are editable to you are now changed to white color, non-editable information will stay in grayed out. For the meaning of each, please refer to the previous chapter.

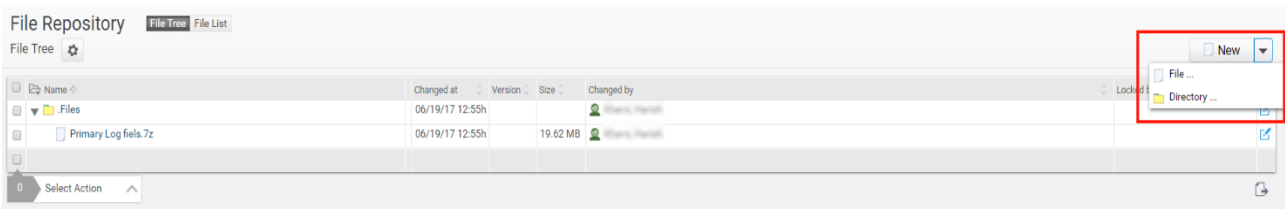
As soon as any of the information was changed or a new comment was released by confirming the changes or the ticket was saved, all participants named in the ticket will be addressed subsequently.



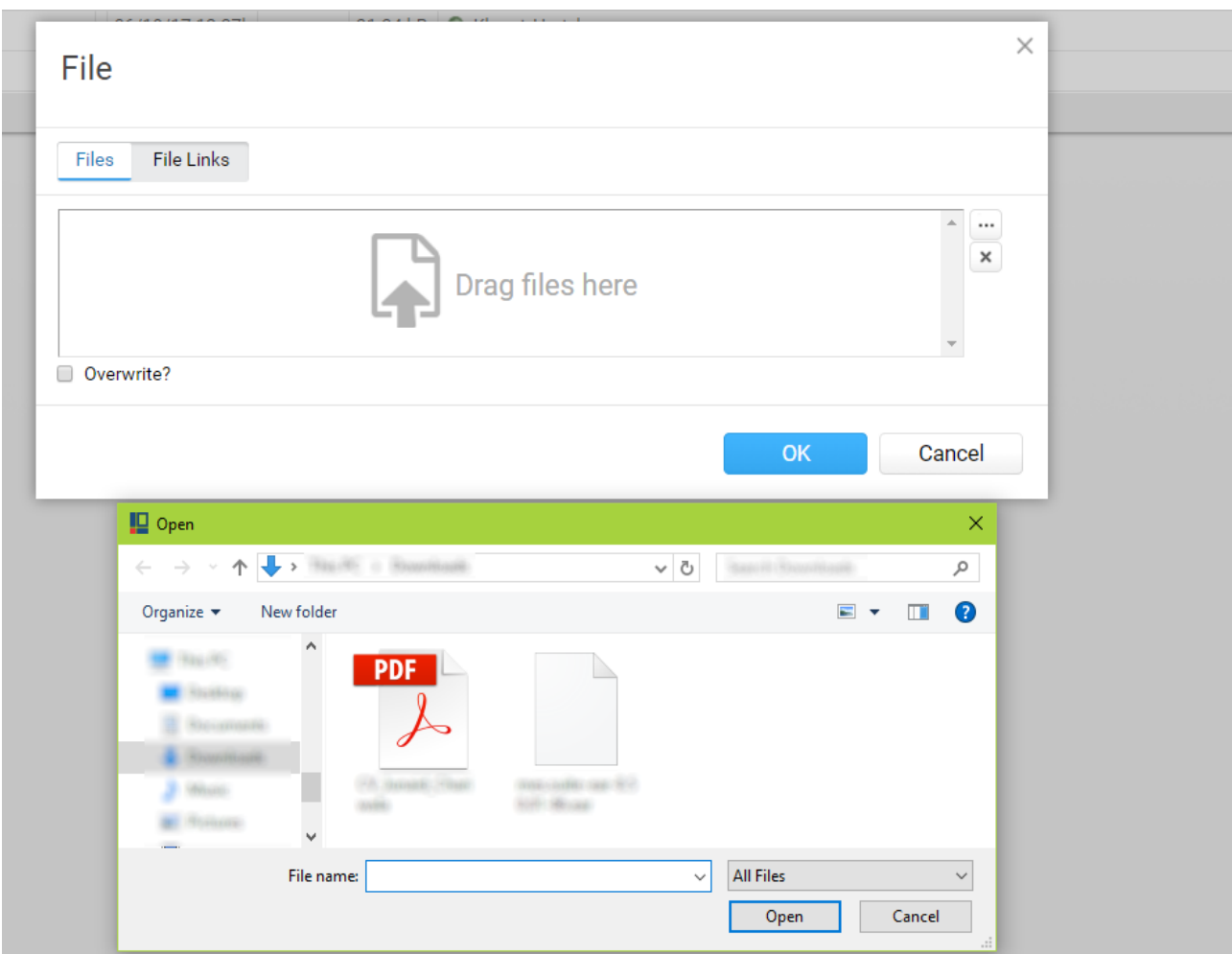
As sender for that e-mail, the address support@itac.de will be used. Inside that mail, you will find information about all changes applied to the ticket along with the latest comment and an overview of the comments released so far. This will give you an easy ticket status at glance. Please consider that this is an address you can't reply to. Introduce your reply in the ticket directly.

3.4 File storage option

In addition to the ticket content, furthermore files of any fashion can be attached to the ticket directly. This can be used to attach log files, screenshots and/or PDF mainly.







If selecting **New** at the top of ticket an option menu will be shown providing the opportunity to create a new sub-folder or attach a file from your local PC.



When selecting “File...”, a file picker dialog will be opened and you can browse your local file structure and identify the file to be uploaded. **File Links** option will give the opportunity to attach a link to the file.

File Repository File Tree File List

File Tree 

Name	Changed at	Version	Size	Changed by
▼ .Files	05/19/16 14:10h			 Support, Test
 Auswahl_148.png	05/19/16 14:10h		291.09 kb	 Support, Test

As said earlier the maximum file size the system will accept is limited to 10MB. You can upload up to 4 files at once. Case files larger than the maximum needs to be provided, please refer to chapter 4.6 for more details.

4 Reference to ticket creation and understanding of iTAC.PAC

This chapter provides dictionary like information to create your tickets and understand the Meta data of each. It will help you to provide information efficiently and get best understanding of the current fashion of a specific ticket.

4.1 Support Ticket

Find below an example of a support ticket and its fashion and content along with the mainly required information.

Customer:	
Site/facility:	
Reference person:	
Line ID (land line or cell phone):	
E-mail address:	
Hostname of affected application server 1:	
Hostname of affected application server n:	
Release:	following the numbering convention as shown below [Major-Release].[Minor-Release].[Service-Pack]-[Patchlevel] e.g. 8.00.02-1
Description:	Should be detailed and descriptive not only to yourself but to others too, additional screenshots and/or PDF documents are always welcomed.
Logfiles:	Extract from the corresponding logfile at the time of appearance of the ticket related issue. Common logfiles (may other will be requested): - IMSAPI_Service_*.log / API_Service_*.log case API function is affected - server.log case general runtime issues appear - Client Logfile (e.g. RepairClient_*.log, ...) for client side cases to be investigated - Interface Logfile (e.g. Cogiscan_*.log, ...) Logs should be provided in compressed way if applicable, check bulk upload in chapter 4.6 case file size exceeds 10MB.
Optional:	Screenshots, please check in as PDF to enrich with additional comments if applicable.

4.2 External Maintenance Request and Request for quotation

Find below an example of a ticket requesting external maintenance and its fashion and content along with the mainly required information.

Customer:
Site/facility:
Reference person:
Line ID (land line or cell phone):
E-mail address:

Affected system productive or testing:

Application server details
Host name:
IP address:
Operating system:
Affected iTAC modules: - iTAC.MES.Suite
 - mes.suite ear
 - customer ear
 - imscient ear
 - imssinterfaces ear
 - addons ear
 - sct ear
 - others

 - Other modules

Database server
Host name:
IP address:
Operating system:
Database type: [Oracle / MSSQL]
Database responsible: [iTAC / Kunde]

Subject

Detailed description of the task to be performed or detailed description of the required function or labor to be quoted.

4.3 Consulting request

You can use the same template as described in chapter 4.2 to release a consulting request

4.4 Priority definition

- Maximum** - Production stop
More or less the complete facility is down or important production lines are stopped, a delivery underrun threatens.
- Urgent** - Production heavily impacted
One or more production lines are stopped or significantly slow, a delivery underrun threatens if issue isn't solved within short time.
- High** - Production impacted
Production impact can be accepted for a period of time as there is no short term fear of a delivery underrun, may change to urgent due to time passed by.
- Normal** - Production may or may not impacted
Production may be affected, but there's a workaround that keeps your production operative so there's no fear for delivery underrun, may no production isn't affected at all, but features.
- Low** - Low daily business impact
May only fashionable features and/or functions are affected or it's just a lack of comfort.

4.5 Ticket status definition

4.5.1 Status 1

1 – New

Ticket was recently created in iTAC.PAC but currently no start of investigation or other kind of handling by iTAC applied yet.

4.5.2 Status 2

2 –Viewed

The ticket was recognized and checked by an iTAC responsible and an iTAC employee was assigned to the ticket for further processing though. The ticket ID will be made public to the user group which you are affiliated to.

4.5.3 Status 3**3- Clarification**

Clarification of what should be the next steps to further process the ticket. May third party information needs to be requested or other ways external parties needs to be involved, e.g. external database administration is required, hardware checks need to be performed.

4.5.4 Status 4**4 - Agreement**

Internal escalation needs to be run through, may to clarify acceptances by a broader audience.

4.5.5 Status 5**5 - Offered**

A hotfix or change package was offered by iTAC on customer systems, needs your attention though.

4.5.6 Status 6**6 – Recorded**

Ticket status indicates an ongoing iTAC internal request targeting the development regarding code changes due to function change or fix of failure.

4.5.7 Status 7**7 – Scheduled**

A time and/or date range was set. Also in case a development task was created and linked to the iTAC development.

4.5.8 Status 8**8 – Processing**

Ticket is under processing. Please consider processing applies to both parties, you and iTAC. So even in case iTAC is requesting further details to be provided, the status of the ticket won't change subsequently.

4.5.9 Status 9**9 – Hotfix**

Case a software bug fix or a functional software change was provided by iTAC development and it becomes available for deploying and testing, the status will change to this value.

4.5.10 Status 10

10 – Approval

iTAC finalizes the processing of the subsequent ticket from its standpoint. A validation of the result by the ticket creator is pending.

4.5.11 Status 11

11 –Closed

The labor result of the ticket processing was confirmed and accepted by the customer. As a result the ticket will be finally closed by iTAC. There is no way for further communication based on that ticket. If the underlying cause of the ticket reappears, a new ticket needs to be created. In there a reference to the closed ticket can be maintained.

4.5.12 Status 12

12 – Not answered

The ticket creator didn't reply on further information request and subsequently the ticket will be terminated after (period of time) days.

4.6 Bulk data provision

In certain cases the amount of data that should be provided may exceed the given limits for the file upload within the iTAC.PAC . In such cases, iTAC provides a WebDAV page that can be used for data upload. Please refer to the iTAC support team directly case you don't hold access credentials yet.

4.7 Process schematics

