

Ticket View

IIUM-0322-0786F : ITD-RMSV2 - Research Applications - Application and System - Application/Reports/Statistics Problem [1]

#IIUM Gombak Campus #Kulliyah [2]

Description [3]

Hope this email reach you well. I just want to update on the closing report of one of my grants. The following and the second-3rd reminder triggered from the system for me to respond.

I have attempted several times to close but the system keeps giving me this error:

Specific Location [4]

rmsv2

Requester: [5]
SHAHRUL NA'IM BIN SIDEK
3028
KULLIYAH OF ENGINEERING
Staff
snaim@iium.edu.my

[6]
Created at: 07 Mar 2022
Updated at: 16 Mar 2022
1 week ago 4 hours ago

Post a comment... [7]

Choose Files No file chosen

[8]

Drop file(s) here

Activities [10]

[9]

 Toggle Activities

Ticket Info

- [1] shows the **Ticket ID, Service Name, Service Category, and Service Details**
 - **Ticket ID** is always available. However, **Service Name** only appeared if it has been set by **Supervisor or ServiceDesk Manager**

- **Service Detail** only appeared if both an **Agent** and **Service Specification** has been assigned. Assigning an **Agent and Service Specification** can be performed by an **Agent, Supervisor or ServiceDesk Manager**.
- **[2]** shows the **Campus and Location** of the ticket
- **[3]** shows the **Description** of the ticket. Clicking on the header can toggle open and close
- **[4]** shows the **Specific Location** of the ticket. Clicking on the header can toggle open and close
- **[5]** shows the **Requester's Detail** of the ticket.
- **[6]** shows the **Date Created and Date Updated** of the ticket.
 - **Attachment** may be included by requester which appears below **[5]** and **[6]**.
Clicking on the attachment will open a new window to view the attachment
- **[7]** shows an input field **to provide progress, comment, or info** for the ticket
- **[8]** shows an input field **to upload attachments** when **providing progress, comment, or info** for the ticket
- **[9]** shows the **Submit** button to submit the **progress, comment, info, or attachments** for the ticket. This button can be used alongside with **Update Ticket** button to update the ticket
- **[10]** shows the **Activities** of the ticket. Clicking the **Toggle Activities** button will open or close the **Activities**

Ticket Activities



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Need to test email queue

PIC FATHUL ARIF BIN KAMARUDIN



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Oke 😊

PIC FATHUL ARIF BIN KAMARUDIN



HASLINA BINTI SHAMSUDDIN Assign [1]

07 Mar 2022 1 week ago

updates ticket's details.

Could you please check the appointment of the following GRAs? For your information the status of the project is completed (15-11-2019).

The appointment of the GRAs are as follows:

1. Husna Amira Binti Hassan (1st January 2021 - 28th February 2021) [2]
2. Salmah Bt Ahmad (1st December 2020 - 31st January 2021)

Attached are the appointment letters for your reference. Thank you.

PIC FATHUL ARIF BIN KAMARUDIN [3]



- [1] shows the **Agent's/Requester's Name and Ticket Status** of the ticket
- [2] shows the **description, progress, comment, or info** of the ticket
- [3] shows the **PIC** of the ticket
- [4] shows the **Attachments** of the ticket

Ticket Details

OPEN ⓘ [1] [2] DUE

Work In progress [3] ▼

Ticket's Details [4] Refresh

Type
Incident ▼

Priority
Normal ▼

Report To
ICT Services Help Desk - ITD ▼

Workgroup
Research Management Services ▼

Service Category
Application and System

Service Name
ITD-RMSV2 - Research Applications : Applic ▼

- [1] shows the ticket's **State**. It will show **Open** until the ticket's status is changed to **Canceled** or **Closed**. The ticket's **State** then will reflect a similar status
- [2] shows the status of **Due** or **Overdue** if the **Due Date** has been reached or exceeded respectively
- [3] shows the current **Ticket Status**. **Agent, Supervisor, and ServiceDesk Manager** can change its status
- [4] shows the overall ticket's details which can be changed by **ServiceDesk Manager**.
 - All details can be changed by **ServiceDesk Manager**

- Since an **Agent** cannot change the details of the **Ticket Type, Priority, and Service Name**, it is the responsibility of the **Supervisor** to help make those changes on **Agent's** behalf.
- However, **Supervisor** cannot change the **Report To and Workgroup**. **ServiceDesk Manager** is responsible to help make those changes (**Report To and Workgroup**) on **Supervisor's and Agent's** behalf

The screenshot shows a form for updating a ticket. It includes the following fields and annotations:

- Service Spec** [5]: A dropdown menu with the selected value "Application/Reports/Statistics Problem".
- Assigned To** [6]: A dropdown menu with the selected value "FATHUL ARIF BIN KAMARUDIN".
- Extend Due Date** [7]: A date input field with the value "10 Mar, 2022". Below it is a red text prompt: "[PLEASE EXTEND DUE DATE]".
- Current Due Date** [8]: A date input field with the value "10 Mar 2022".
- Last Updated**: "6 hours ago".
- Opened since** [9]: "1 week ago".
- Update Ticket**: A blue button at the bottom of the form.

- [5] shows the **Service Specification** of the ticket. If selected, the **PIC** must also be selected
 - The **Service Specification list** is dependent on the **Service Name**
 - As such, if the **Service Name** is **not specified**, the **Service Specification list** will **show empty**
 - If that is the case, the **Supervisor** can help to specify the **Service Name only** or **Service Name, Service Specification, and PIC** altogether
- [6] shows the **PIC** of the ticket. If selected, the **Service Specification** must also be selected
 - The list shows the **Unit Members, Unit Supervisor, and ServiceDesk Manager** of the same **KCDIO**
 - If the ticket is **wrongly assigned** to the **Unit or KCDIO**, an **Agent or Supervisor**

can assign the ticket to **the ServiceDesk Manager**. Providing justification via the comment section is recommended

- **[7]** shows **Extend Due Date** field.
 - An **Agent, Supervisor, or ServiceDesk Manager** is allowed to extend the due date if the **Due Date** has been reached or exceeded or the **Current Due Date** needs to be extended for any particular reason
 - **[PLEASE EXTEND DUE DATE]** will be shown if the **Due Date** has been reached or exceeded
- **[8]** shows the **Current Due Date**. The default color is **yellow** and will change to **red** if the **Due Date** has been reached or exceeded
- **[9]** shows **Update Ticket** button. This button can be used alongside with **Submit** button to update the ticket

Revision #3

Created Tue, Mar 22, 2022 3:58 PM by FATHUL ARIF KAMARUDIN

Updated Wed, Jul 20, 2022 9:02 AM by FATHUL ARIF KAMARUDIN