How To submit Application IT Tickets on IM-Serve

(For BlueIQ, Clientportal, Report Manager)

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Contents

Applies To

This document applies to all users who wants to submit an IT ticket for any issues with BlueIQ, Global Customer Portal (Clientportal), BlueIQ Reports, Customer Feeds, etc.,

How To: Submit 'Generic Request' Ticket

Use this form to submit tickets for Datafix (such as re-open loads, move assets, etc.,), cosmetic issues, questions, etc.,.

To submit REQ tickets,

1. Open IM-Serve portal on your browser, URL: https://ingrammicro.service-now.com/sp?id=index

2. Click Services Tab, select 'Generic Request' as shown below.
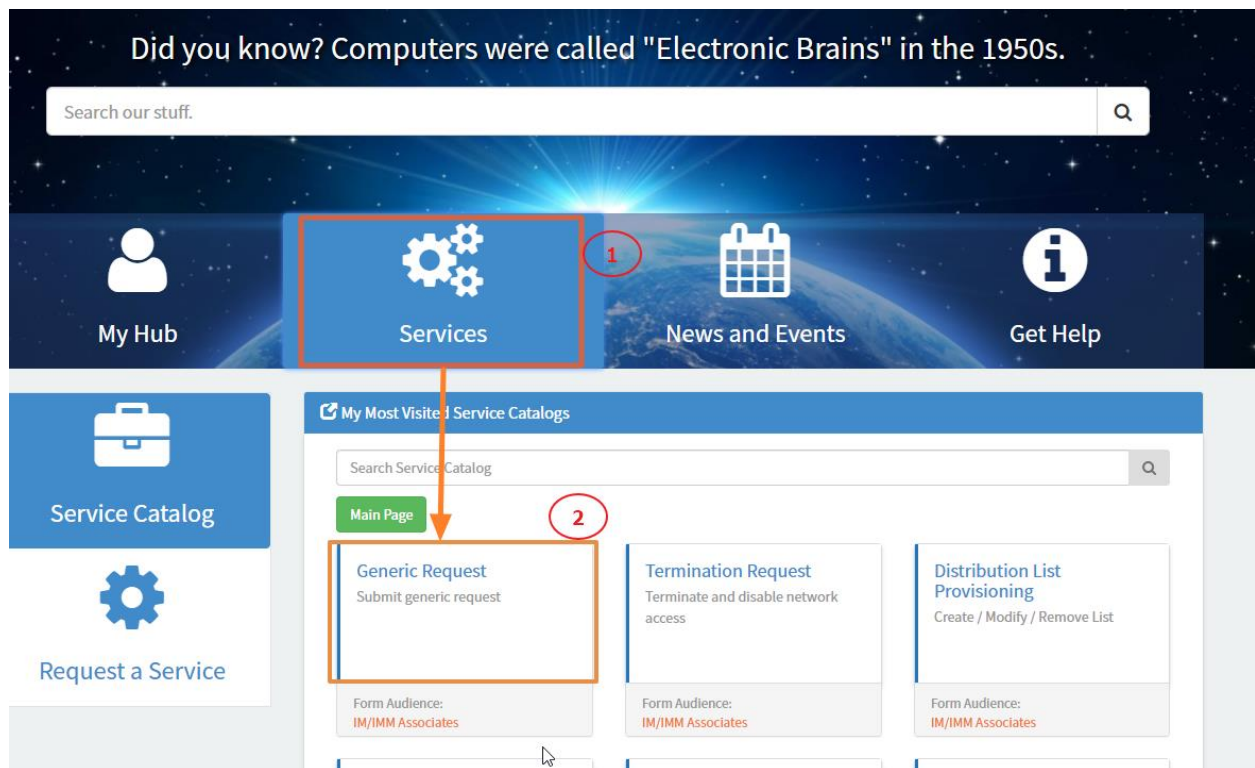
3. On 'Generic Request' form that appears next, enter all details. A sample screen shot for input & description of each field are below.

Search Service Catalog

Generic Request - IM/IMM Associates
Delivery Time: Variable
Submit generic request

* Requested for
Open ticket on behalf of user.

ⓘ Kamalakkannan Marimuthu

* Impact

4 - Individual

* Urgency

4 - Low

Priority

4 - Low

Assigned To

-- None --

* Short Description
Please describe the service you are trying to request. If a form shows up in the search results below, please use it.

Aadd audit cosmetic notes-scan id 17618774

Additional Details

Please add minor scratches to the audit cosmetics for scan id 17618774. Audit side is grey'd out.

Watch List
Users who will be notified of updates to this ticket.

Application or Service

ⓘ ITAD.BlueIQ.APP.CLS.GLBL

Please assign to this group (if known):

ⓘ ITADAppSupport.GLBL.IM.SUP

Standard Request Type

Submit   📎 Add attachments
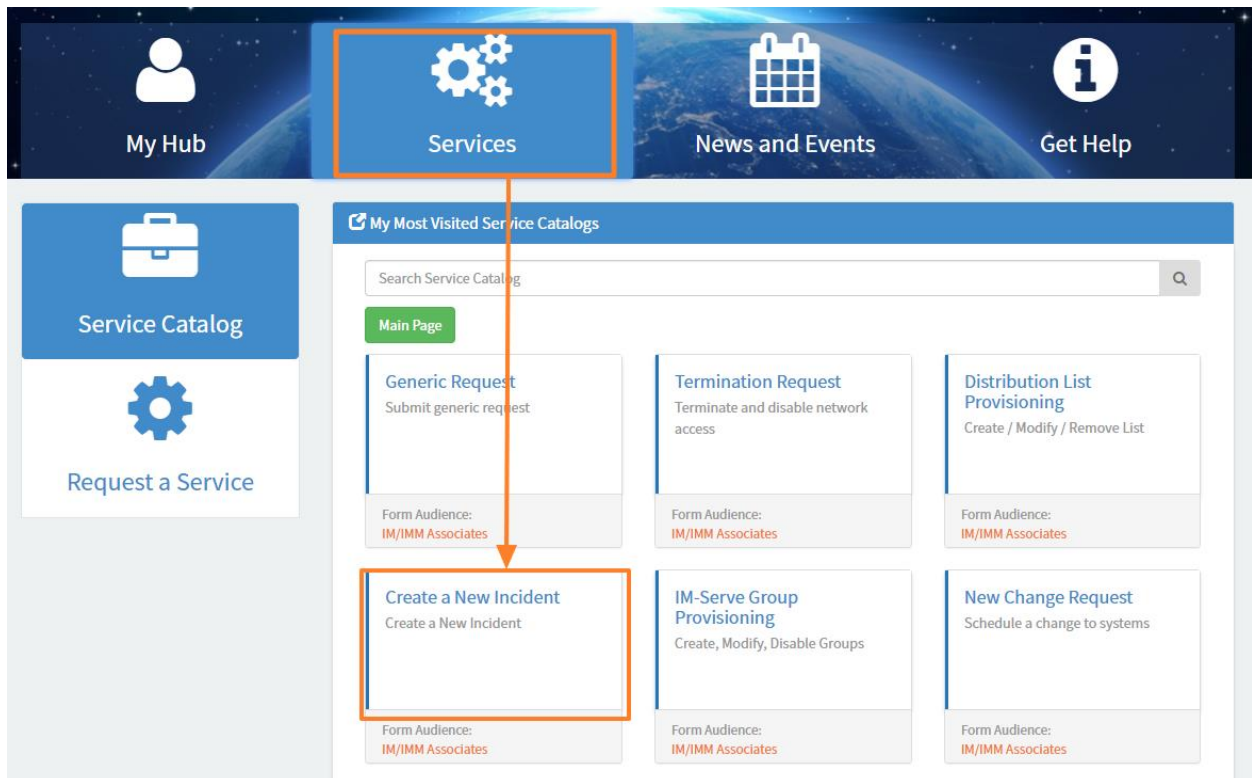
Field Descriptions:

a. ***Requested For***: If you need to open a ticket a on behalf of another user, input user name here.
b. ***Impact***: Select who is impacted?
c. ***Urgency***: Select urgency.
d. ***Priority***: Automatically selected based on 'Impact' & 'Urgency' selection.
e. ***Assigned To***: <mark>DO NOT select any specific tech name here.</mark> <mark>Leave this as 'None'</mark>.
f. ***Watch List***: Enter users who do you want to copy to your ticket.
g. ***Application Service***: Select only **ITAD.BlueIQ.APP.CLS.GLBL.** Selecting any other option may result in delay addressing your ticket.
h. ***Please assign to this group(if known)***: Select only **ITADAppSupport.GLBL.IM.SUP**. <mark>Selecting any other group may cause your ticket NEVER get addressed OR cause excessive delays.</mark> This is because, our IT team doesn't have visibility to group's tickets.
i. ***Short Description***: Enter a short of the request/problem you are having.
j. ***Additional Details***: Enter a detail description of the request/problem. Provide as much detail as possible to avoid further questions/delays.
k. ***Add attachments***: Provide any attachments you may have. *You should be able to attach multiple files*.

How To: Submit an Incident

Use this form to submit tickets for break-fix such as a screen/module which is broken (Example are application is down for multiple workstations, you are not able to open a screen, etc.,)

To submit INC tickets,

1. Open IM-Serve portal on your browser, URL: https://ingrammicro.service-now.com/sp?id=index

2. Click Services Tab, select 'Create a New Incident' as shown below.

3. On 'Create Incident' form that appears next, enter all details. A sample screen shot for input & description of each field are below.

the **Submit** button once complete.

* What is the issue about?

> System/Application afffected - Short description (ex. Outlook - unable to receive emails)

* Open on behalf of this user

> ℹ Kamalakkannan Marimuthu   ✕ ▾

* Impact

> 4 - Individual   ▾

* Urgency

> 4 - Inconvenience   ▾

Priority

> 4 - Low   ▾

* Impacted Location

> ✕ United States - Plainfield

Assignment Group (If known)

> ℹ ITADAppSupport.GLBL.IM.SUP   ✕ ▾

External Customer/Partner (If Applicable)

> ▾

ECS Line of Business (If applicable)

> -- None -- ▾

Additional Details

> For faster resolution, indicate additional details to help support groups replicate the issue.

[Submit]   📎 Add attachments

Required information `What is the issue about?`

Field Descriptions:

a. **What is the issue about?** Enter a short description of the issue you are having.

b. **Open on behalf of this user**: If you need to open a ticket a on behalf of another user, input username here.

c. **Impact**: Select who is impacted?

d. **Urgency**: Select urgency.

e. **Priority**: Automatically selected based on 'Impact' & 'Urgency' selection.

f. Impacted Location: Select your warehouse. If you don't see your warehouse, just select AMER OR EMEA or APAC etc., as applicable.

g. **Assignment Group (if known)**: Select only **ITADAppSupport.GLBL.IM.SUP**. Selecting any other group may cause your ticket NEVER get addressed OR cause excessive delays. This is because, our IT team doesn't have visibility to group's tickets.

h. **Additional Details**: Enter a detailed description of the request/problem including screen shots, if any. Provide as much detail as possible to avoid further questions/delays.

i. **Add attachments**: Provide any attachments you may have. *You should be able to attach multiple files*.

FAQ

1. *I have submitted a ticket, but it shows it is 'Pending Approval'. Why and when will be approved?*

   The way 'IM-Serve' portal operates is that, it requires IT's approval before it can be assigned/picked up by a support technician.

   It will be approved/assigned as soon as a support technician is available to pick up your ticket.

2. *Do I need to close my tickets once it is resolved?*

   No. Once IT resolves your ticket, we mark it is 'Fulfilled'. Ticketing portal automatically closes these tickets after 3-5 days based on priority.

3. *Can I open a ticket directly by sending an email?*

   Yes. You can send an email csd@ingrammicro.com to open REQ/INC tickets. You can have attachments on the email. Have them assign the tickets to **ITADAppSupport.GLBL.IM.SUP** fulfillment group.

4. *Can I call support team to open a ticket?*

   Yes. You can call CSD team to open tickets. CSD team phone numbers are listed on the portal site. Phone numbers may be different by country. See below screen shot to find the phone number for your country.

   Open a 'New Incident' ticket page. Select urgency = Work Stopped. You should see the portal suggesting you to call CSD.

5. ***Urgent Tickets:*** *I have the application down on multiple workstations/entire warehouses and need to open an urgent ticket. And, 'Self-Service portal' doesn't allow me to open critical priority tickets. How do I open an urgent ticket?*

You can contact CSD by email/phone. This is explained on previous questions.

6. *What if my ticket is 'Rejected' by IT without being addressed?*

IT may reject a ticket occasionally such as on below scenario:

a. If the ticket was submitted to our group mistakenly but it was not meant for other groups and IT couldn't figure out who should be addressing such tickets.

Hopefully, these doesn't happen too often.