DIRECTORATE GENERAL OF TRAINING

MICROFOCUS SERVICE MANAGER 9.60

DGT MIS Portal - Service Desk End User Guide

Version – 2.0

Release Date – 06th March 2019
DGT MIS Portal - Service Desk User Guide

Document Details

<table>
<thead>
<tr>
<th>Prepared by</th>
<th>Reviewed by</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAYANT GUPTA</td>
<td>PRATEEK VERMA</td>
<td>SUNIL DUBEY</td>
</tr>
</tbody>
</table>

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date of Revision</th>
<th>Description of Change</th>
<th>Reason for Change</th>
<th>Affected Sections</th>
<th>Approved By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>28/06/2018</td>
<td>Final Draft</td>
<td>User Training</td>
<td>Helpdesk</td>
<td>Sunil Dubey</td>
</tr>
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<td>06/03/2019</td>
<td>Login Page SS updated</td>
<td>New GUI enhancements</td>
<td>End User and Helpdesk</td>
<td>Sunil Dubey</td>
</tr>
</tbody>
</table>

Affected Groups / Departments

- DGET END USERS
- SERVICEDESK TEAM
- WIPRO SUPPORT TEAM
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1. Objective

This SOP’s objective is to guide end user to how to log complaint in IT Service Desk. It also involves the process flow and guidelines to open Incident and Service Request from a complaint request.

**In Scope:** This User Guide is made to guide end users to log complaint in IT Service Desk. All new complaints / records will be created by IT Service Desk (MFSM).

**Out of Scope:** This User Guide does not involve tasks related to administrator like giving rights to the user, designing work flow etc.
## 2. Acronyms and Definitions

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFSM</td>
<td>Micro Focus Service Manager is IT Service Management process based tool which is used to align IT deliverables as per business needs</td>
</tr>
</tbody>
</table>
3. Login to MFSM via Web client or Thin client (ESS Page)

IT Service Desk can be accessed through web browser (for end users).

**Open IT Service Desk Using Web browser**

Open the Internet Explorer.

**Type the URL:** [https://help.ncvtmis.gov.in](https://help.ncvtmis.gov.in) or [https://help.ncvtmis.gov.in/sm/ess.do](https://help.ncvtmis.gov.in/sm/ess.do)

Click on Go on to the webpage

---

**This site is not secure**

This might mean that someone’s trying to fool you or steal any info you send to the server. You should close this site immediately.

- Go to your Start page

**Details**

Your PC doesn’t trust this website’s security certificate.
The hostname in the website’s security certificate differs from the website you are trying to visit.

**Error Code:**

- DLG_FLAGS_INVALID_CA
- DLG_FLAGS_SEC_CERT_CN_INVALID

Go on to the webpage (Not recommended)

---

Below depicted Page will be displayed.
Use User name as your MIS Application Portal login ID Like NPIU_C2, AAA01001_A1 or provided by tool admin like jayant10

Password will be provided by tool admin and it has to be change after first login.

If you enter wrong password 5 times consecutively. Then your account will be locked for 10 mins. After 10 mins, It will be auto unlocked.
Click Login.

After successfully logging, Change Password page will appear for first time login users as shown below. Fill new password and click on green check mark to save password.

**Password Policy:**

- Mini One Alpha character allowed
- Mini One Numeric character allowed
- Symbols allowed
- Prohibit space character
- Minimum password length - 8
- Maximum password length – 30
- Last 3 passwords can’t be used to change new password.
In case, if your password doesn’t meet password policy then you will get below page as error message.
After successfully changing password, you will see below message box, click ok.

After changing password, your current session will be automatically logged out and jumps to login page. (As shown in below image)
Please login with new password again.
(Circle no. 3) – Notification bell

When you login in MFSM, you will get one message on screen. It says about your last login when you logged in last time. If you click on this message, then you will get a message box as shown below:

![New Message](image)

Below mentioned screen has number circles that is defined / clarified in next pages.

![DGT - SERVICE DESK](image)
(Circle no. 2) – Logged in User details

When you click on right hand corner profile option, you can view logged in user information.

![Logged in User details]

(Circle no. 1) – Main Menu / Current Logged In User ID / Name

It’s a one kind of dashboard, when you login, this will be first screen to cater our services.

Here you will see two buttons defined below. In next pages we will describe the function of both buttons.

1. **Self Help / FAQs (Circle no. 4)**
2. **Register A Complaint (Circle no. 5)**

(Circle no. 6) – Menu

This is menu, where you can find different options to use as per your requirement. Options given below.

1. Main Menu
2. Submit a Complaint
3. View Open Complaints
4. View Closed Complaints
5. FAQs
6. Find a Complaint
7. Change Password
8. Logout
4. Submit a Request

(Circle no. 5) – Register A Complaint

Below is the detailed description of fields available in Service Desk / Interaction module.

1. **Complaint / Interaction ID** – This is the Unique complaint ID which will get generated when you will open a new ticket

2. **Complaint Status** – This is current status of respective complaint, initial status of complaint will always be “Open” and can be changed according to the progress.

3. **Submitted By / Primary Contact Person** – This is the person/Operator who is logging the complaint. Please put employee ID/ User ID and press enter or click (Fill) button.

4. **Requested For / Service Recipient** - This is the user who is actually facing the issue. This field will be same as contact if same user is facing issue. If somebody is asking to log ticket for somebody, then Contact will be the logging person and Service Recipient will be the actual user. Please put employee ID/ User ID and press enter or click (Fill) button.

5. **Urgency** – How much time expecting to resolution of complaint or How it’s urgent to resolve the complaint.

6. **Title** – It’s sort or brief description about the complaint.

7. **Description** – This is detailed description about the complaint.

**Submit a Complaint** – This option is used to submit complaint. When you click on this button, below form will be open to provide your inputs and click on submit button.

A red asterisk (*) indicates required information.

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested For (Complainant):</td>
</tr>
<tr>
<td>Submitted By:</td>
</tr>
<tr>
<td>Urgency:</td>
</tr>
<tr>
<td>Department:</td>
</tr>
<tr>
<td>Title *</td>
</tr>
<tr>
<td>Description *</td>
</tr>
</tbody>
</table>
In below screen, You can attach any allowed files upto size of 5 MB by clicking Add Files button.

Filling the inputs:

**Contact Information**

- **Requested For (Complainant):** JAYANT10
- **Submitted By:** JAYANT10
- **Urgency:** 3 - Average
- **Department:** AAA

**Title**

Test Ticket

**Description**

testing
Attaching a file / Add file:

![Choose File to Upload window](image)

Display after attached:

- **Urgency**: 4 - Low
- **Title**: Test complaint
- **Description**: Testing

Maximum single attachment size is: **10240 KB**

5199 KB free / 51260 KB total
After submit complaint, Notification message to notedown complaint number:

When you click on “Apply Template” Button. You can choose your issue from below form. If your issue is generic or you are facing it very frequent then It will be catered from Template wherein, form inputs will get automatically filled.
After choosing Activation Link issue:

**Contact Information**

- Requested For (Complainant): JAYANT10
- Submitted By: JAYANT10
- Urgency: 3 - Average
- Department: AAA

**Title**

Activation link

**Description**

Activation Link not sent email id/Activation Link expired

After submitting any complaint, It will be assigned to Helpdesk team to primary support immediately.
5. View Open Complaints

(Circle no. 7) – This option is used to view open complaints (Opened By you)

1. Screen from logged in user:

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Date Opened</th>
<th>Status</th>
<th>Requested By</th>
<th>SLA Target Date</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD10234</td>
<td>06/06/18 02:08</td>
<td>Dispatched</td>
<td>JAYANT10</td>
<td></td>
<td>testingB</td>
</tr>
<tr>
<td>SD10235</td>
<td>06/06/18 02:42</td>
<td>Categorize</td>
<td>JAYANT10</td>
<td></td>
<td>testing ess1</td>
</tr>
<tr>
<td>SD10236</td>
<td>06/06/18 19:20</td>
<td>Dispatched</td>
<td>JAYANT10</td>
<td></td>
<td>Local Network</td>
</tr>
<tr>
<td>SD10237</td>
<td>06/06/18 22:51</td>
<td>Categorize</td>
<td>JAYANT10</td>
<td></td>
<td>print</td>
</tr>
<tr>
<td>SD10239</td>
<td>12/06/18 18:49</td>
<td>Dispatched</td>
<td>JAYANT10</td>
<td></td>
<td>print</td>
</tr>
<tr>
<td>SD10240</td>
<td>12/06/18 21:30</td>
<td>Categorize</td>
<td>JAYANT10</td>
<td></td>
<td>testing tmz</td>
</tr>
<tr>
<td>SD10241</td>
<td>13/06/18 21:54</td>
<td>Dispatched</td>
<td>JAYANT10</td>
<td></td>
<td>test sla</td>
</tr>
<tr>
<td>SD10247</td>
<td>25/06/18 12:55</td>
<td>Categorize</td>
<td>JAYANT10</td>
<td></td>
<td>test inc</td>
</tr>
<tr>
<td>SD10252</td>
<td>25/06/18 18:44</td>
<td>Categorize</td>
<td>LOVNI5H11</td>
<td></td>
<td>Test complai...</td>
</tr>
</tbody>
</table>

Select any complaint. You can provide update or attach a file via click on Update button.
2. **Screen from Requested For filled User:**

**View Open Request form for new complaint:**

<table>
<thead>
<tr>
<th>Service Request Detail</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint ID:</td>
<td>Contact Name:</td>
</tr>
<tr>
<td>SD10252</td>
<td>VA18HAV2</td>
</tr>
<tr>
<td>Urgency:</td>
<td>Department:</td>
</tr>
<tr>
<td>4 - Low</td>
<td>Wipro/IMS</td>
</tr>
<tr>
<td>Complaint Status:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Categorize</td>
<td></td>
</tr>
<tr>
<td>Service Recipient:</td>
<td>Email:</td>
</tr>
<tr>
<td>LOVNI311</td>
<td>jayant <a href="mailto:Gupta@wipro.com">Gupta@wipro.com</a></td>
</tr>
<tr>
<td>Open Time:</td>
<td>Location:</td>
</tr>
<tr>
<td>25/06/13 18:44:56</td>
<td>Greater Noida</td>
</tr>
</tbody>
</table>

**Title**

- Test complaint

**Description**

- testing

[View Related Records]

[Resubmit Req]

[Back]
3. Screen from Requested By filled user:

View Open Request form for new complaint:

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Date Opened</th>
<th>Status</th>
<th>Requested By</th>
<th>SLA Target Date</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD10266</td>
<td>20/06/18 11:56...</td>
<td>Dispatched</td>
<td>VAIBHAV2</td>
<td></td>
<td>test sla</td>
</tr>
<tr>
<td>SD10252</td>
<td>25/06/18 18:44...</td>
<td>Categorize</td>
<td>LOVNISH11</td>
<td></td>
<td>Test compla...</td>
</tr>
</tbody>
</table>

服务要求详情

<table>
<thead>
<tr>
<th>Complaint ID:</th>
<th>SD10252</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgency:</td>
<td>4 - Low</td>
</tr>
<tr>
<td>Complaint Status:</td>
<td>Categorize</td>
</tr>
<tr>
<td>Service Recipient:</td>
<td>LOVNISH11</td>
</tr>
<tr>
<td>Open Time:</td>
<td>25/06/18 18:44.56</td>
</tr>
</tbody>
</table>

联系信息

<table>
<thead>
<tr>
<th>Contact Name:</th>
<th>VAIBHAV2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Wipro/IMS</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:jayant.gupta@wipro.com">jayant.gupta@wipro.com</a></td>
</tr>
<tr>
<td>Location:</td>
<td>Greater Noida</td>
</tr>
</tbody>
</table>

标题

Test complaint

描述

testing

View Related Records

Resubmit Req

Update  Back

Select any complaint. You can provide update or attach a file via click on Update button.
Update Description

Message after update complaint:

Interaction record updated.
After complaint update, History section will be displayed with your updates:

<table>
<thead>
<tr>
<th>Interaction: SD10252</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Complaint ID:</strong> SD10252</td>
</tr>
<tr>
<td><strong>Urgency:</strong> 4 - Low</td>
</tr>
<tr>
<td><strong>Complaint Status:</strong> Categorize</td>
</tr>
<tr>
<td><strong>Service Recipient:</strong> LOVNISH11</td>
</tr>
<tr>
<td><strong>Open Time:</strong> 25/06/18 18:44:56</td>
</tr>
</tbody>
</table>

**Title**

Test complaint

**Description**

testing

**History**

25/06/18 19:08:14 Indir-GOV (vaibhav2): updating ticket
6. View Closed Complaints

(Circle no. 8) – This option is used to view closed complaints. Complaint status will be closed here.

You can’t edit or update anything in closed status.

Resubmit Request button is there open same type of complaint as new.
7. FAQs

(Circle no. 4) – Self Help / FAQs:

Before raising complaint in ITSD, User should search related issue or request keywords in below search knowledgebase field. If user finds any relevant solution for their issue, then user don’t need to register complaint else user can register complaint for more help.

![Search Knowledgebase](image)

Result after search without any keyword type:

![Search Knowledgebase](image)

**Affirmative Action and Equal Employment Opportunity**
Affirmative Action and Equal Employment Opportunity: The university’s Affirmative Action program encourages the employment and advancement of minorities and women.

**Employment of the Disabled and Vietnam Vets**
Employment of the Disabled and Vietnam Vets: The university’s Affirmative Action program encourages the employment and advancement of minorities and women.

**PBX Phones**
PBX Phones: PBX is an acronym for Private Branch Exchange. It is a private telephone network inside an enterprise.
8. Find a Complaint

(Circle no. 9) –

This option is used to search any complaint according to different type of filter applied.

Open Status means like Assign, In Progress, Dispatched, Pending customer, Categorize, Resolved etc.

Search by Status or Request ID or any filter for which you know details.
Interaction: SD10252

**service request Details**

<table>
<thead>
<tr>
<th>Complaint ID:</th>
<th>SD10252</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgency:</td>
<td>4 - Low</td>
</tr>
<tr>
<td>Complaint Status:</td>
<td>Categorize</td>
</tr>
<tr>
<td>Service Recipient:</td>
<td>LOVNH11</td>
</tr>
<tr>
<td>Open Time:</td>
<td>25/06/18 18:46:56</td>
</tr>
</tbody>
</table>

**Contact Information**

<table>
<thead>
<tr>
<th>Contact Name:</th>
<th>VAIBHAV2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Wipro/IMS</td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:joyant.gupta@wipro.com">joyant.gupta@wipro.com</a></td>
</tr>
<tr>
<td>Location:</td>
<td>Greater Noid</td>
</tr>
</tbody>
</table>

**Title**

Test complaint

**Description**

Testing

**History**
When user click on “View related records” link, then it will display related incidents or changes in below table.

### Related Incidents

<table>
<thead>
<tr>
<th>ID</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
</table>

### Related Changes

<table>
<thead>
<tr>
<th>ID</th>
<th>Status</th>
<th>Expected Completion Date</th>
<th>Description</th>
</tr>
</thead>
</table>
9. Change Password

(Circle no. 10) – If user wants to change existing password, then by click on this option, below input field will open to fill and save.

Change Password

Please enter the following password information.

User Name: jayant10
Old password: [Redacted]
New password: [Redacted] ✓
Confirm new password: [Redacted] ✖
10. My Approvals

This option is given to limited users who are the part of any approver group. Other user can’t see this option.

If any request / change is pending for your approval. Then same will be appear automatically here.

You need to select particular ticket with check mark and Click on Approve button. 
Given record will be approved and disappear from this list.

<table>
<thead>
<tr>
<th>Approval Inbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval List</td>
</tr>
<tr>
<td>Record</td>
</tr>
</tbody>
</table>

For Internal circulation only – unauthorized disclosure is against policy

Page 31 of 34
11. Logout

(Circle no. 11) – When user is inactive or away from MFSM portal for next 5 mins, then User will get below message for coming 5 mins to prior intimation of session expire. After 10 mins, session will automatically disconnect.

User can resume session at any time before session logout.

When session will logout automatically. Then below page will be displayed.

![Login Page]

WELCOME TO
DGT - SERVICE DESK

You have been logged out due to session timeout.

Username

Password

English

LOGIN

Ministry of Skill Development And Entrepreneurship
When user click on logout button, below window will appear:

![Logout Successful](image)

Note:

Allowed file extensions to attach in any ticket given below:

- txt, log, pdf, rar, zip, jpg, png, gif, htm, html, xls, xlsx, doc, docx, DOCX, msg

Maximum File size to attach: **5 MB**
### 12. Escalation Matrix

<table>
<thead>
<tr>
<th>Issue Details</th>
<th>Level</th>
<th>Name</th>
<th>Contact No</th>
<th>Email Id</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case 1 – Facing any kind of challenge to get response on complaint</td>
<td>L1</td>
<td>Anurag Verma</td>
<td>9599489380</td>
<td><a href="mailto:anurag.verma1@wipro.com">anurag.verma1@wipro.com</a></td>
</tr>
<tr>
<td>Case 1 – Facing any kind of challenge to get response on complaint</td>
<td>L2 / L3</td>
<td>Sanjay Paul</td>
<td>8860086466</td>
<td><a href="mailto:sanjay.paul@wipro.com">sanjay.paul@wipro.com</a></td>
</tr>
<tr>
<td>Case 2 – Unable to open / register complaint in IT Service Desk</td>
<td>L1</td>
<td>Service Desk</td>
<td>0120-4405016/17/18</td>
<td><a href="mailto:ncvtmis-msde@gov.in">ncvtmis-msde@gov.in</a></td>
</tr>
<tr>
<td>Case 2 – Unable to open / register complaint in IT Service Desk</td>
<td>L2 / L3</td>
<td>Sanjay Paul</td>
<td>8860086466</td>
<td><a href="mailto:sanjay.paul@wipro.com">sanjay.paul@wipro.com</a></td>
</tr>
</tbody>
</table>