

F.NO. DGT/GEN/2019/04

Government of India
Ministry of Skill Development & Entrepreneurship
Directorate General of Training
New Delhi - 110005

Dated: 05/04/2019

OFFICE ORDER

Sub: Helpdesk for NCVT-MIS portal - reg

DGT has introduced an online tool called HP Service Manager (HPSM) for handling all the interactions like incidents, problems, defects, service request, new changes raised by its users including external users regarding NCVT-MIS portal (<https://ncvtmis.gov.in>).

The HPSM can handle the following:

- All the direct interactions between users and service desk will be either through **self-service portal, Mail or phone**. User can log the incidents or service request on DGT Service Desk through the link <https://help.ncvtmis.gov.in/> or through email: ncvtmis-msde@gov.in
- Ticket will be raised for all the incidents/ Service request logged by users which will be categorized and accorded the appropriate severity levels by Service Desk tool.
- Tool will provide the status update at all the stages (work in progress) till closure. Resolution will be monitored through open to close status.
- Tool will help users in associating the problem with the incident, root cause analysis (RCA), required escalations and solution provided.
- New initiatives or Change Request will also be implemented using service desk portal. All changes will be managed, reviewed and scheduled using service Desk (HPSM Tool). Tool will help users in assigning change owner, prioritize, scheduling, approvals, testing status, review till closure (implementation).
- Tool will provides the records for all the interactions along with resolution detail and time frame.
- Tool will maintain the knowledge database (FAQ) and provide users the solution from identified problems

Henceforth, all communication/issues related service request, new changes raised and portal issues etc, related to ncvtmis portal should be done through **online or email as mentioned**. No personal email from any stakeholders should be entertained in this matter. The concerned section in the dgt may please inform this matter to all the concerned stakeholders accordingly.

(RAJESH AGGARWAL)
DGT(T)/AS

To:

- 1) All Directors/Principals of RDSE/State Directorates
- 2) Director (CFI/WT/AT/TT Cell/TC Cell), DGT, New Delhi
- 3) Director(Admin), DGT, New Delhi
- 4) PPS, DDG(Admin)
- 5) PPS, DG(T)
- 6) M/s Wipro Limited, Noida

राजेश अग्रवाल/RAJESH AGGARWAL
महानिदेशक/Director General
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