SDS
2.0

Smart Digital Systems

User Guide for L2 & L3 Teams | Managing ITSM Incidents

✳ ST Engineering

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About ITSM Incidents

L2 & L3 Teams create incident reports to track and document incidents occurred in the production environment.

L2 or L3 Team creates incident reports

Issues arise from related Helpdesk Requests

CX Hub

Internal system error discovery

Alerts from system monitoring tool

LAN network issues

Server error

High traffic issues

Domain error

Power shutdown, DDoS attacks

Network error

Network security breached

Low disk space

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L2/L3 Team

Issues analysed

2a. Creates & Assigns New Incident

2b. Creates New Incident

Issues analysed

3a. Assigns Incident

Relevant personnel (L2 or L3 Team)

Unable to fulfil Incident

3d. Re-Assigns to other personnel

5a. Re-opens and assigns Incident

L2/L3 Team Lead

Resolved

Not Resolved

5b. Closes Incident

Informs Team Lead that Incident resolved

4. Resolves Incident

How to Process an Incident

Incident creation is triggered by any adverse events that threaten the confidentiality, integrity, availability of information assets, information systems, and networks delivering the information.

L2

L3

L2/L3 Team identifies an incident occurred in the systems

Creates Incident report

Assigns Incident to relevant personnel

Resolves incident and updates report as **Resolved**

L2/L3 Team Lead confirms and closes resolved incident

Login (1)

To access SDS2.0:

https://sds.stengg.com

Then select **Visit Site**

SDS 2.0

Service Portals   About SDS2.0   Our Leaders   FAQs   Contact Us

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Systems 2.0

Visit Site

Terms & Conditions of Use   Personal Data Policy   Help   Feedback
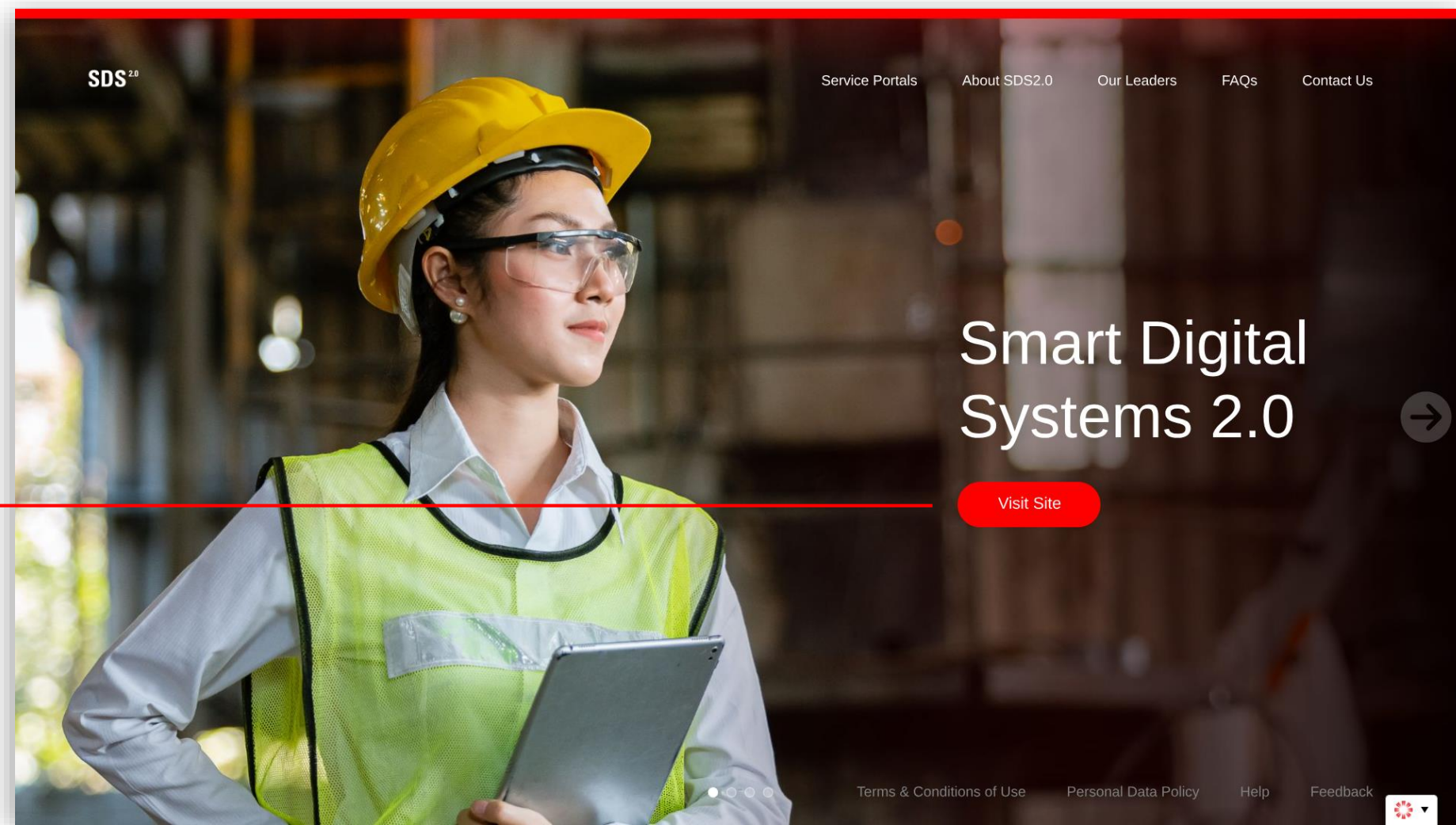
Login (2)

Enter your username

and Password here

and click **Sign In**.
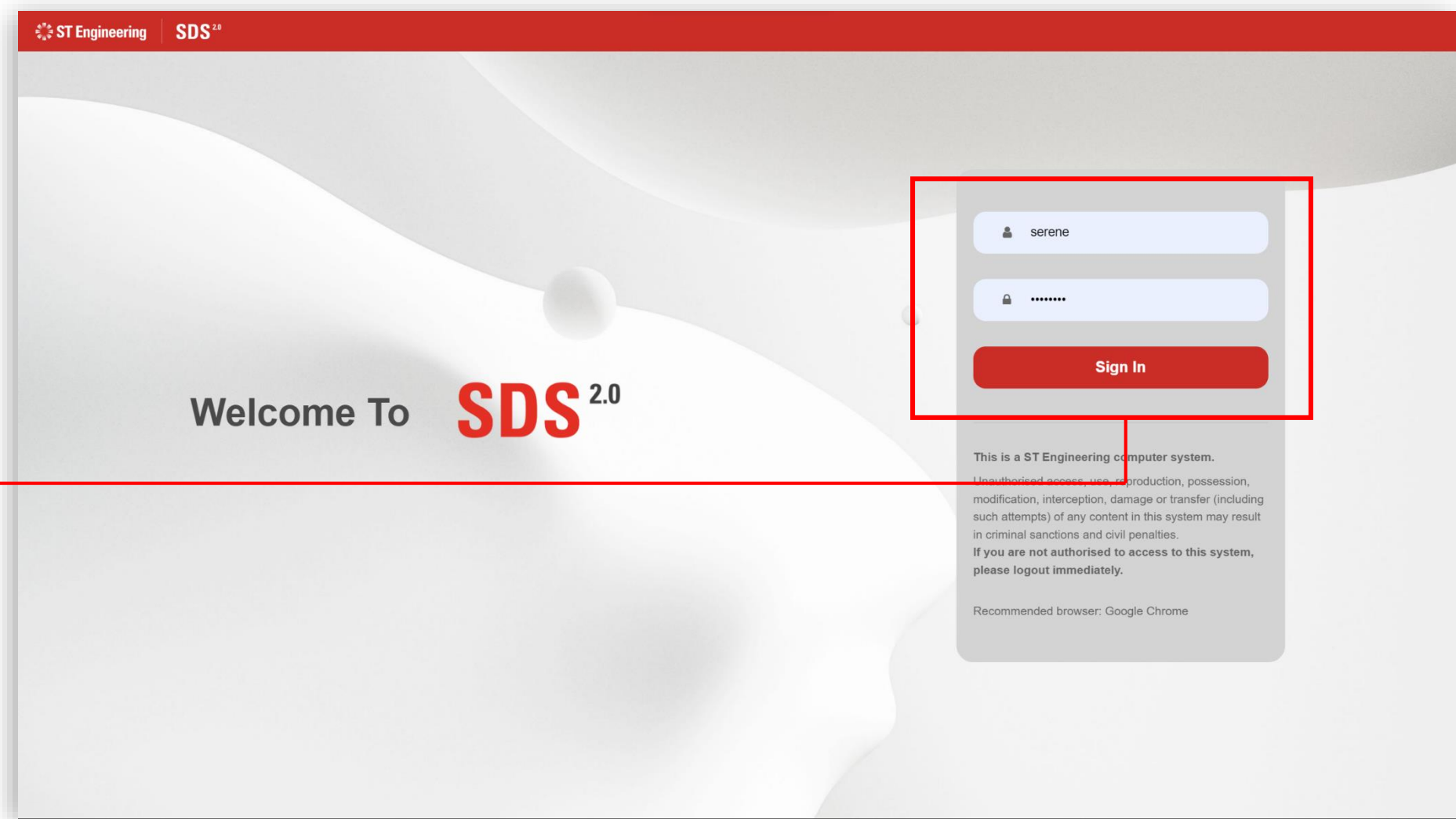
Login (3)

Select **Enter Portal** link under **Helpdesk System Support** section

- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Enter Portal

- Inhouse & Onsite Service Request Extraction
- Updating & Importing of MO/SO/YT3 Values

Enter Portal

- Process Serice Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

Enter Portal

(*for administrative users only)
- Credential Reset or Change
- Device Pairing Authentication

Enter Portal

Equipment Transit

- Monitor Equipment Inflow / Outflow
- Allocation of Equipments to Engineering Teams

Enter Portal

MRO AI Co-pilot

- Formulate retification action
- Investigate root cause and more ...

Helpdesk System Support

- Create or Process Change Requests
- Request Assignment to Engineers
- Log FRACA, Incidents & Helpdesk Requests

Enter Portal

Homepage

Once logged in, you will
be at homepage where
you can view your
assigned incidents.

Incidents

- Incident Menu List
- Overview
- Creating a New Incident
- View List of Incidents

- View an Incident
- Edit Incident Information
- Assign or Re-Assign Incident
- Incident Resolved

- Re-Open Incident
- Close Incident
- Activity Panel

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Incident Menu List

From side navigation, go to **Incidents** to view the incidents menu list.

Overview

Select **1** **Incident >**

2 **Overview** to see the general view of all incident reports.

Creating a New Incident (1)

Select ① **Incident >**

② **New Incident** to create

a new incident report.

Creating a New Incident (2)

There are 4 sections shown when creating a new incident report:
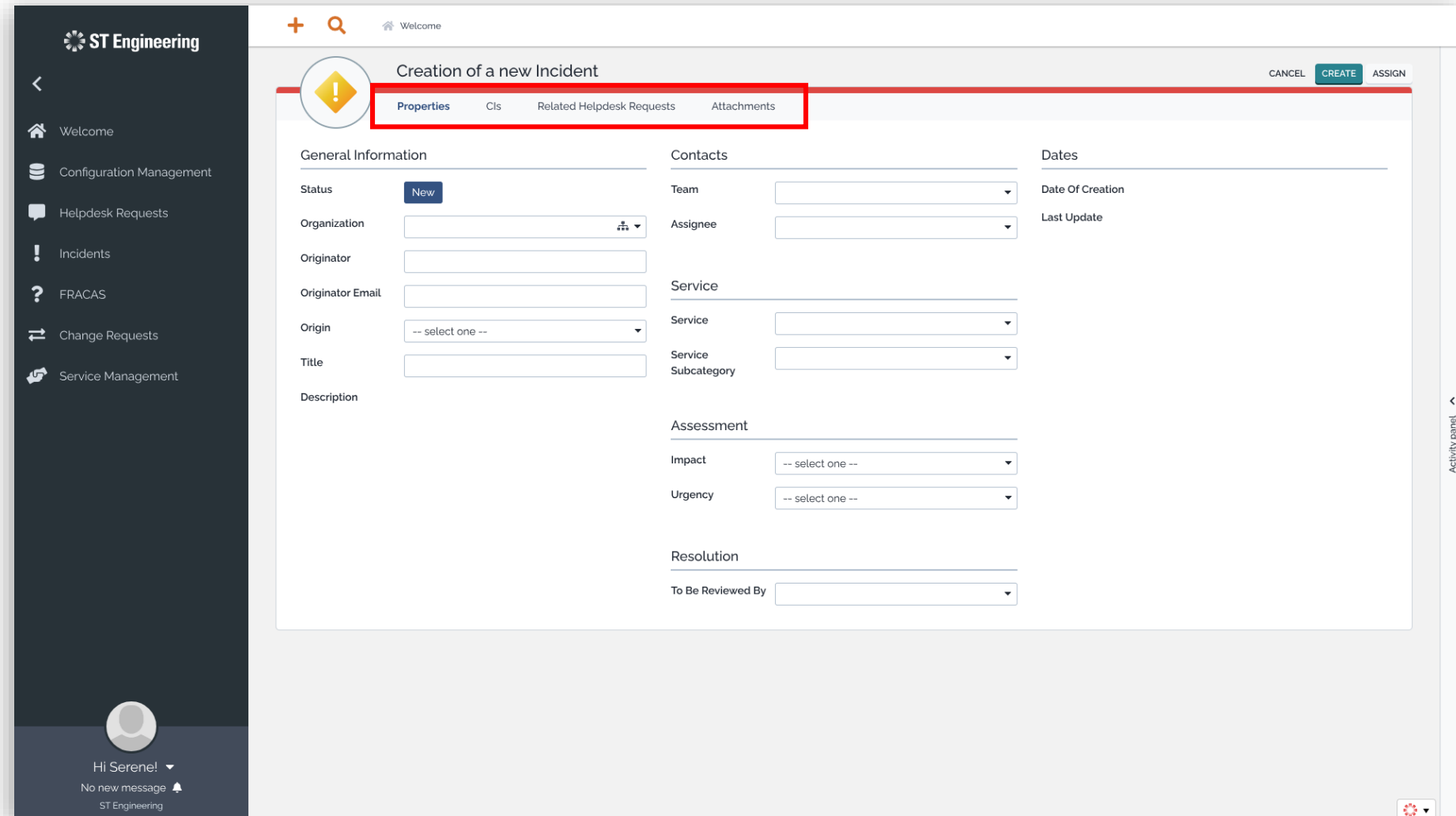
Properties – Detailed information

CIs – Configuration Items

Related Helpdesk Requests – Requests tagged to Incident

Attachments – Linked files

Creating a New Incident (3)

Related Helpdesk Requests

Tap **ADD OBJECTS OF TYPE USER REQUEST** to link helpdesk request to Incident.
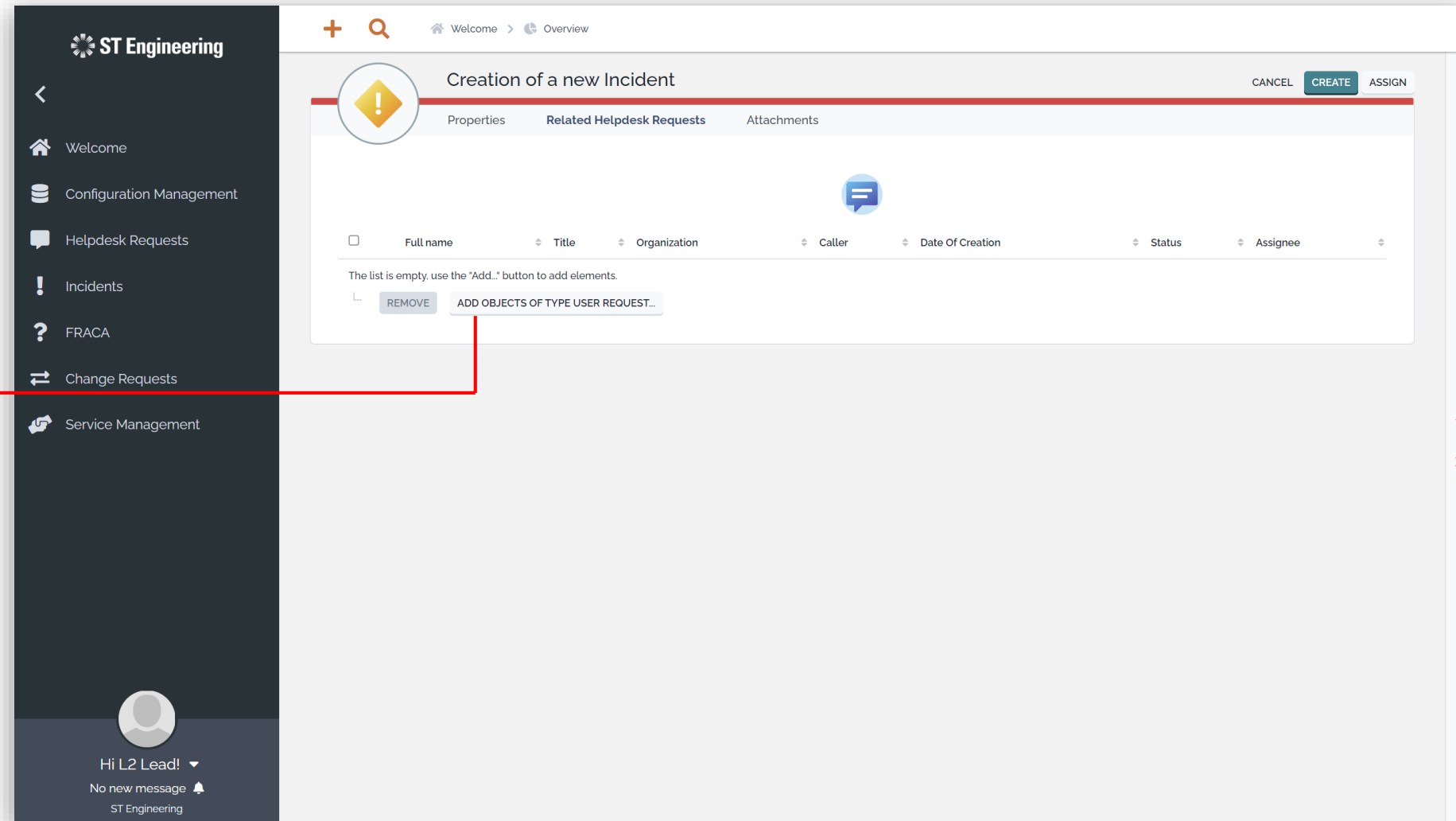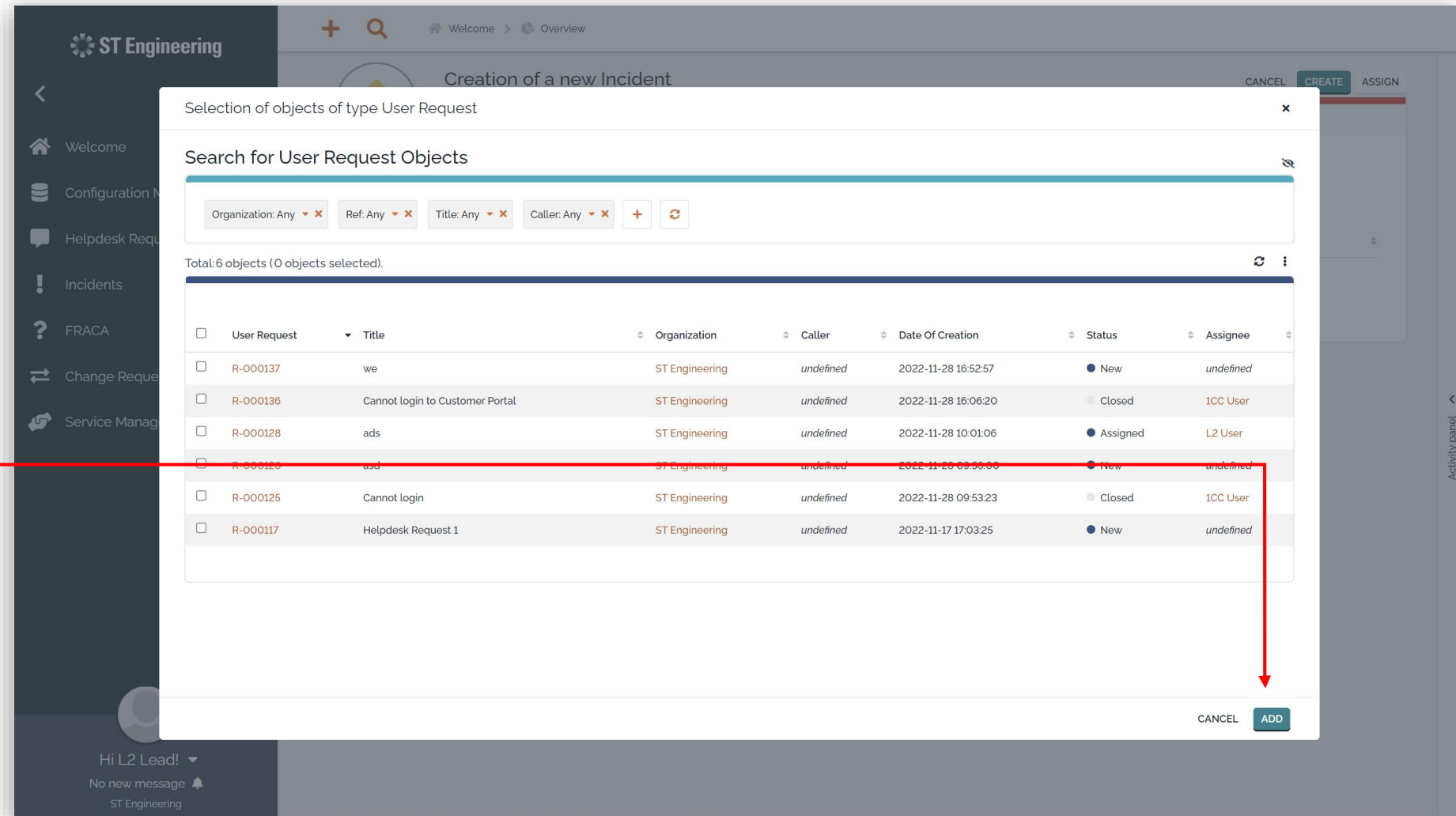
Creating a New Incident (4)

Related Helpdesk Requests

Tick the checkboxes of related subjects and tap **ADD** to link them to the Incident.

Creating a New Incident (5)

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Add Attachment

Tap **SELECT A FILE** to upload an attachment to the incident report.
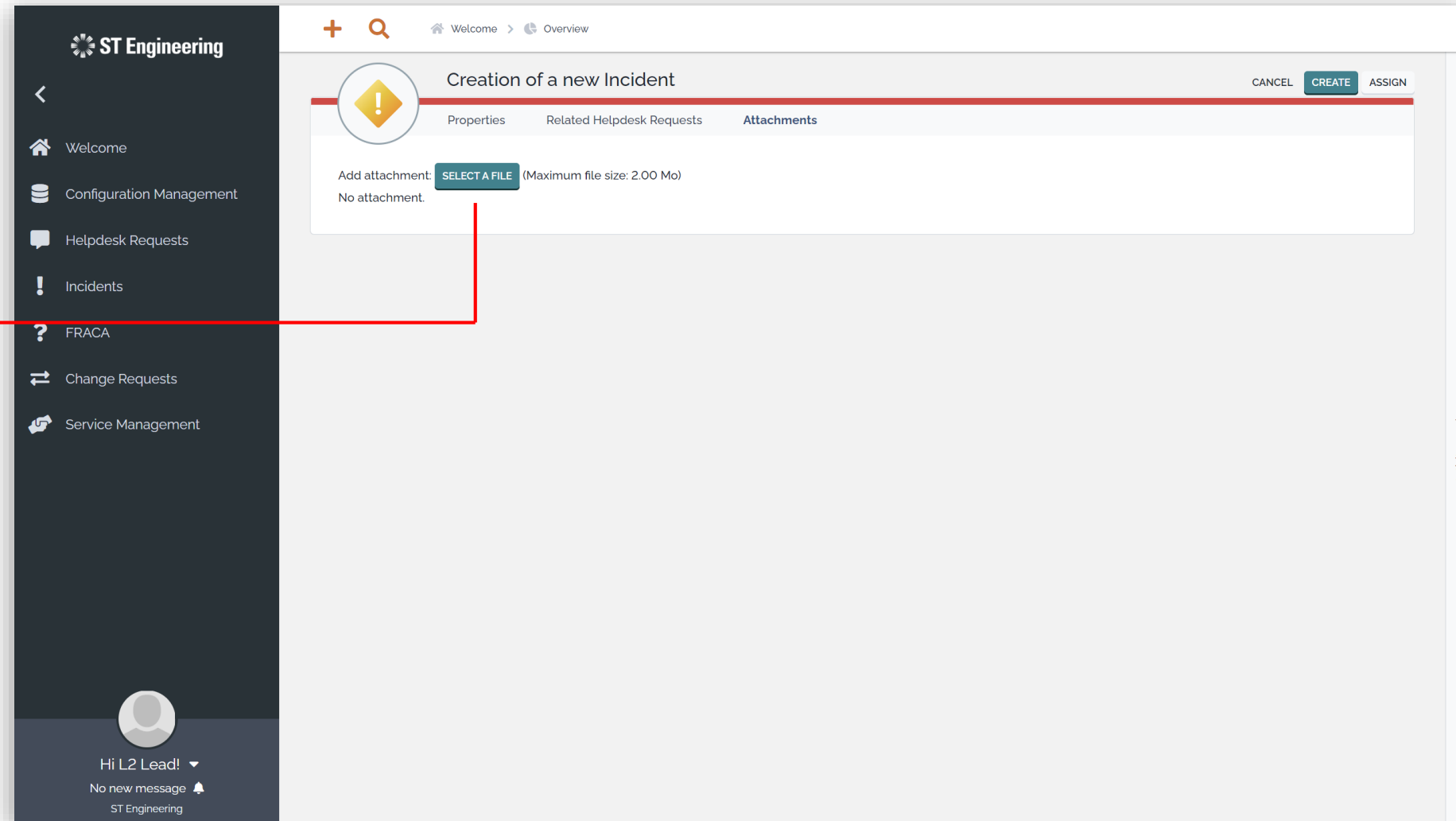
Creating a New Incident (6)

Create Incident Only

After you have filled in the details, you can **CREATE** incident.

Creating a New Incident (7)

Create Incident and Assign Task

Alternatively, you can **ASSIGN** the task during incident report creation.
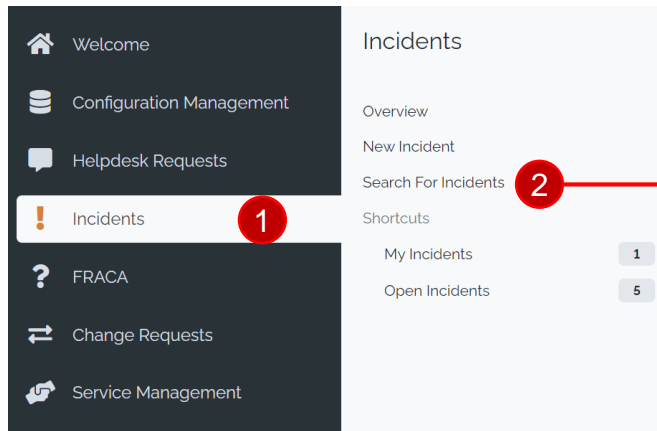
It automatically creates a request while assigning the task to selected users.

View List of Incidents

Select **1** **Incident >**

2 **Search for Incidents** to

view a list of incident reports.

View an Incident

Select an **Incident ID** to view an incident report.

Edit Incident Information

Select the edit icon ✏️ if you need to amend the incident information.

Assign or Re-Assign Incident (1)

If the incident status is **New**, you will need to **Assign** incident from the dropdown menu

Assign or Re-Assign Incident (2)

If the incident status is **Assigned**, you can **Re-Assign** incident to other personnel from the dropdown menu

Incident Resolved

Once you have received a resolution, update the status to **Resolved**

Note: Please inform 1CC Team that issue resolved so that they can close the case with their requesters.

Re-Open Incident

If 1CC Team informs that the issue is not resolved, **L2/L3 Team Lead** can **Re-Open** the incident for a re-investigation.

Close Incident

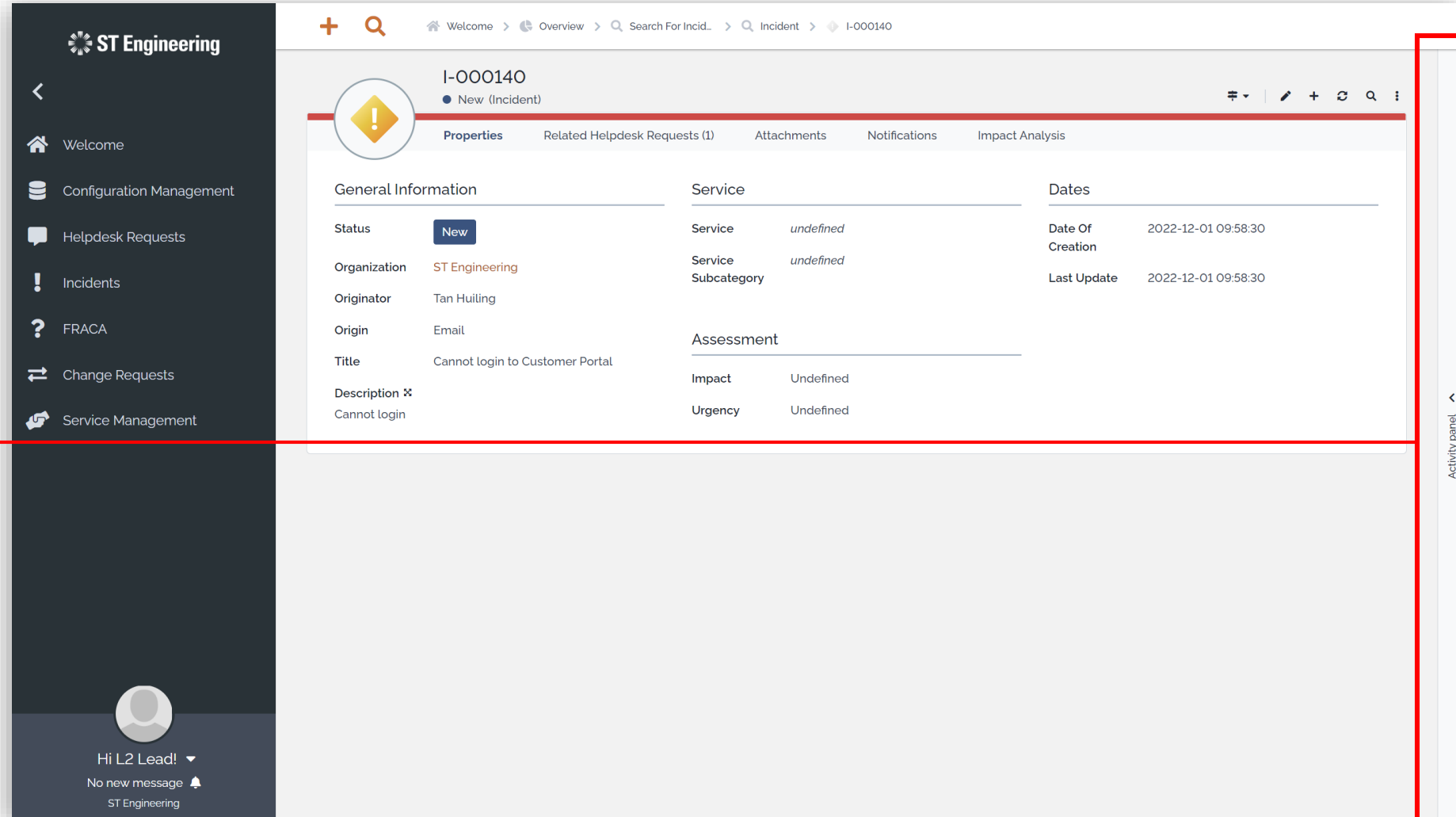Once 1CC Team confirms that the issue has been resolved, **L2/L3 Team Lead** can proceed to **Close** the incident.

Close Incident

Once status is **Closed**, it cannot be re-opened.

You must submit a new incident and relink it to the helpdesk request.
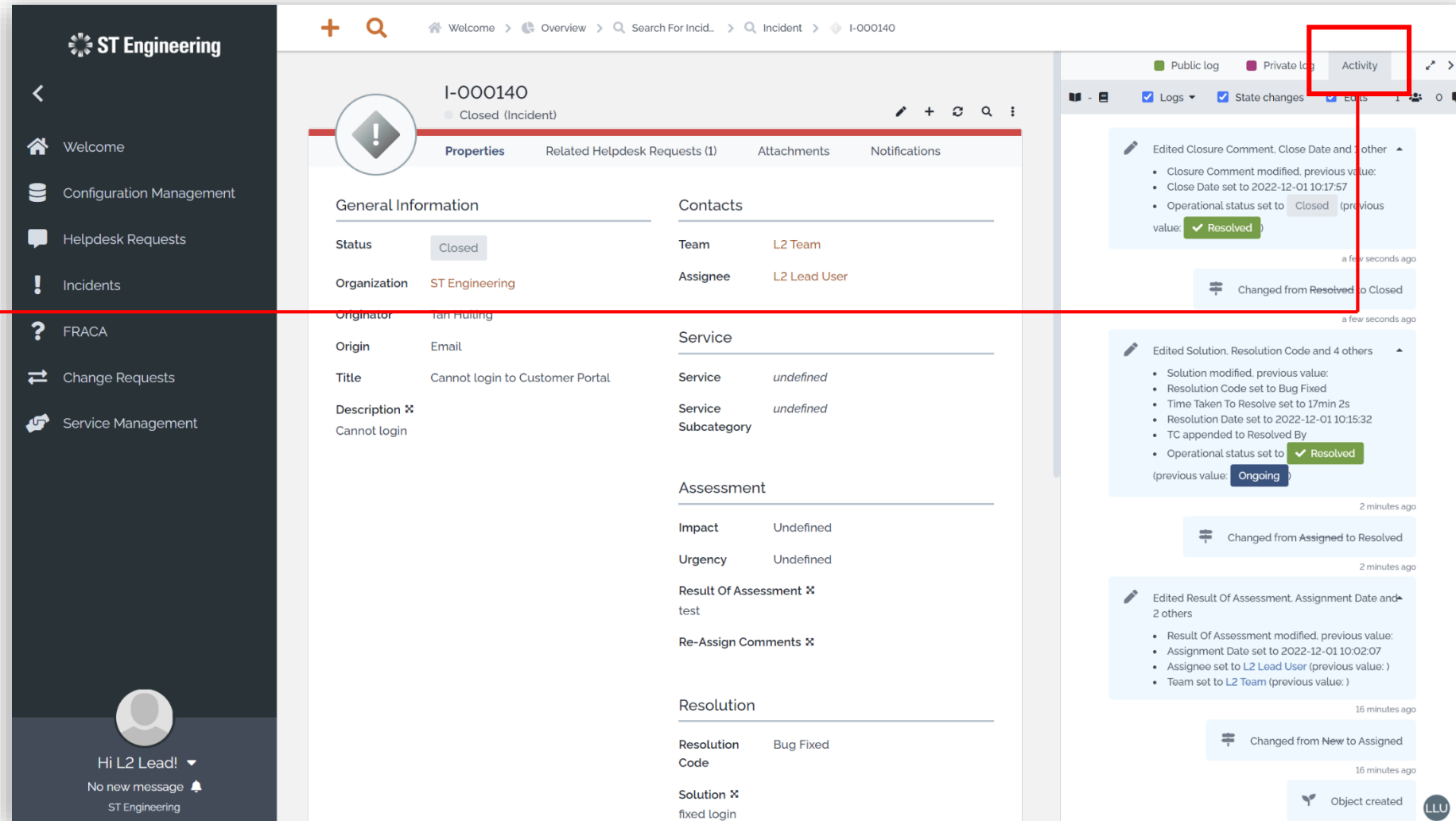
Activity Panel (1)

To check the activity logs for an incident activity, tap **Activity panel** at the side of the screen.

Activity Panel (2)

Activity Logs

Then select the **[Activity Tab]** to view the logs, state changes and edits to the incident.

Other

- Export from Table
- List of Contacts
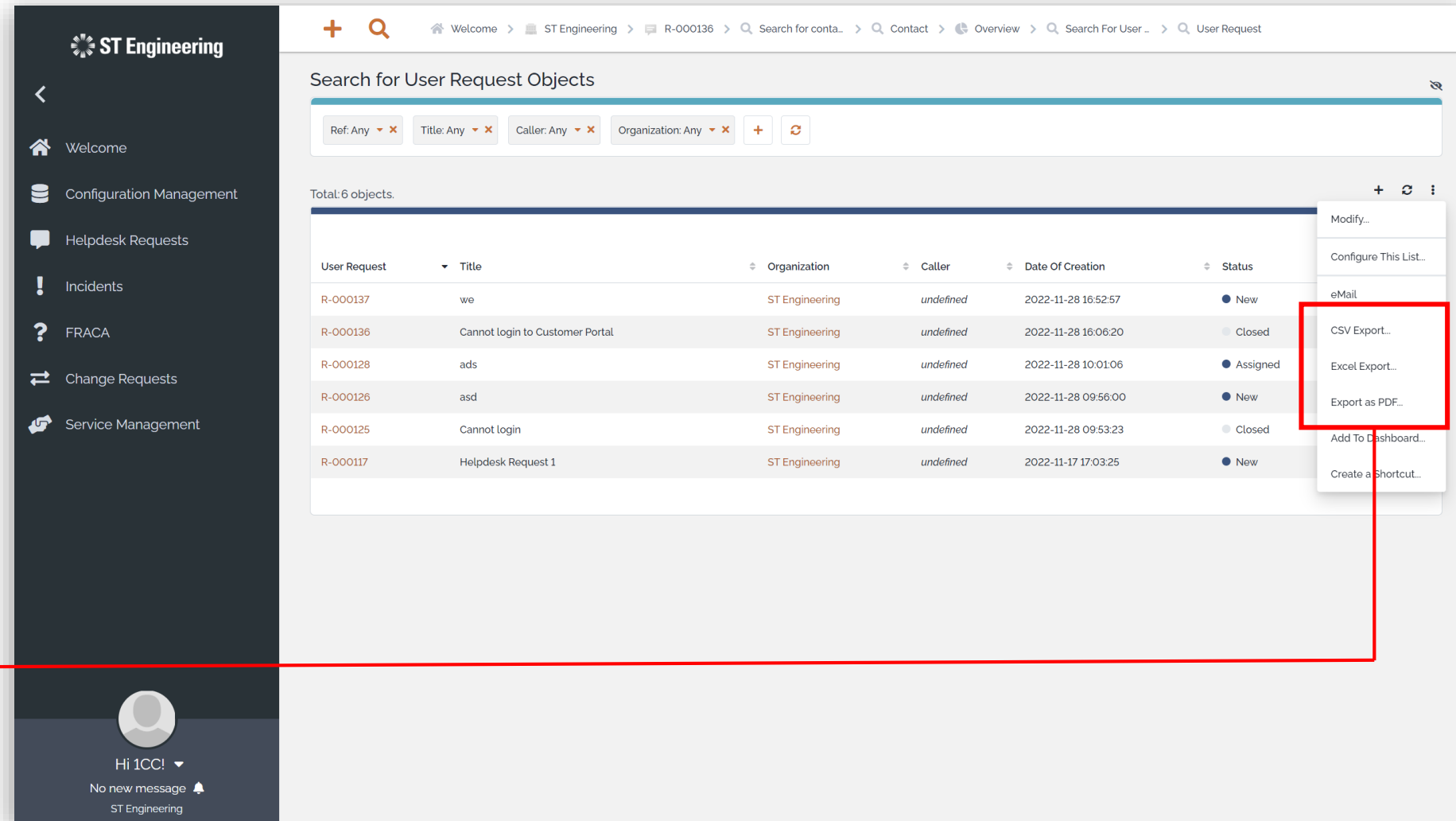- Preferences

- Change Password
- Logoff

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Export from Table

You can export a list of records in CSV, XSL or PDF format from:

- **Contacts** Table and

- **User Requests** Table

Tap the dropdown icon ⋮ and select your export options.

List of Contacts

Select **Configuration Management > Search for contacts** to view a list of contacts in your organization.
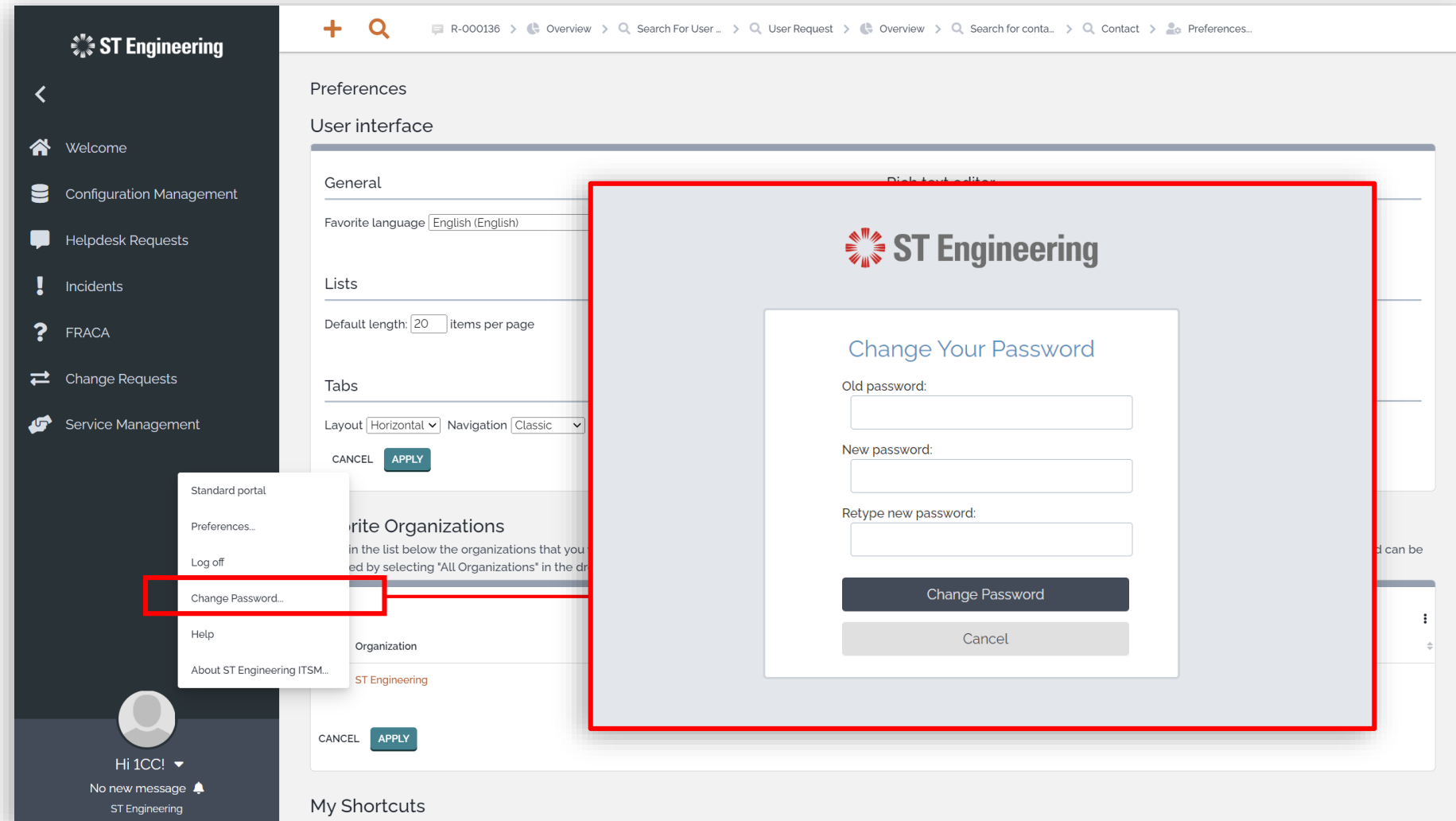
Preferences

Tap on your name to view dropdown list and select **Preferences** to change the elements of the user interface.
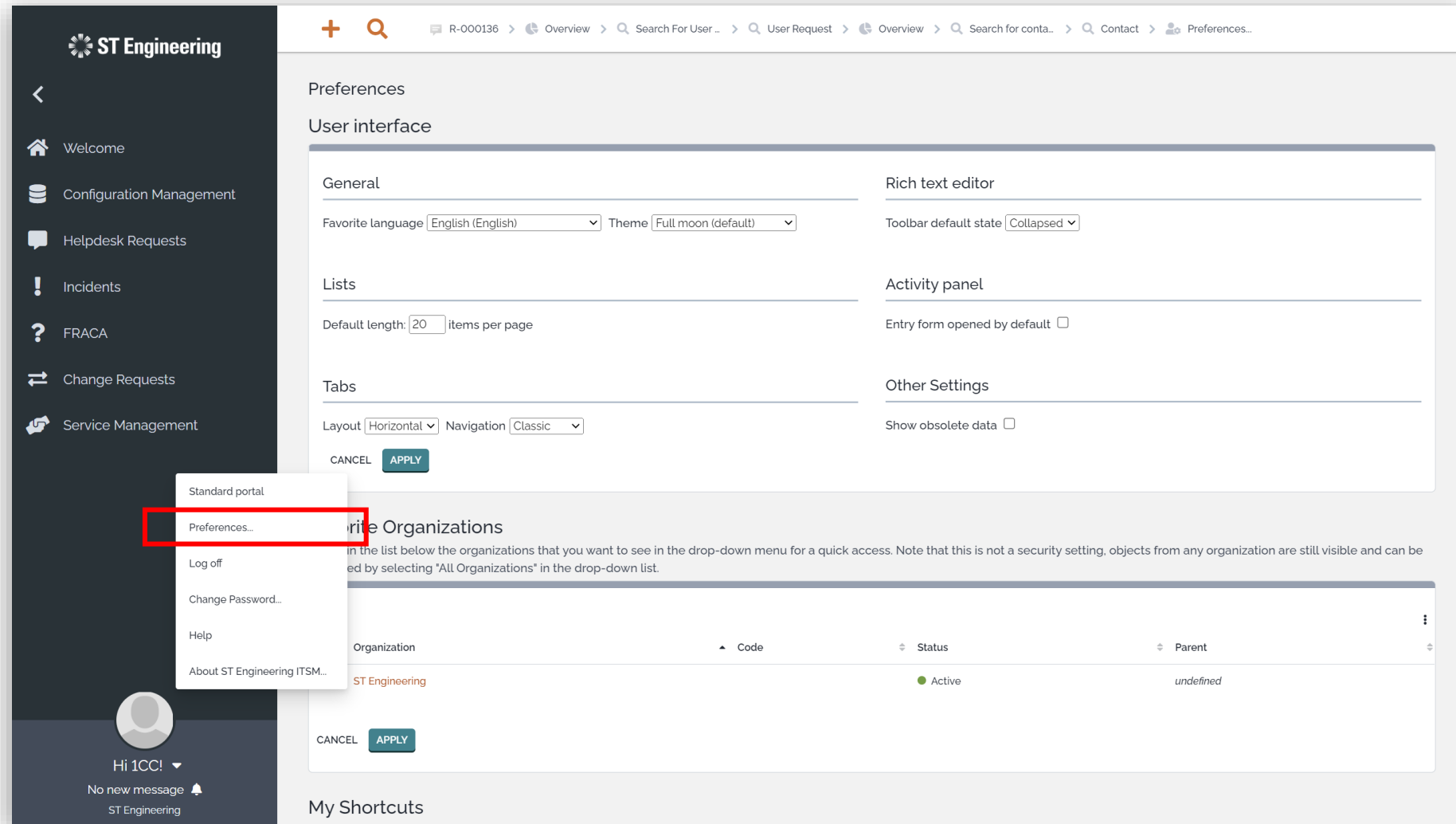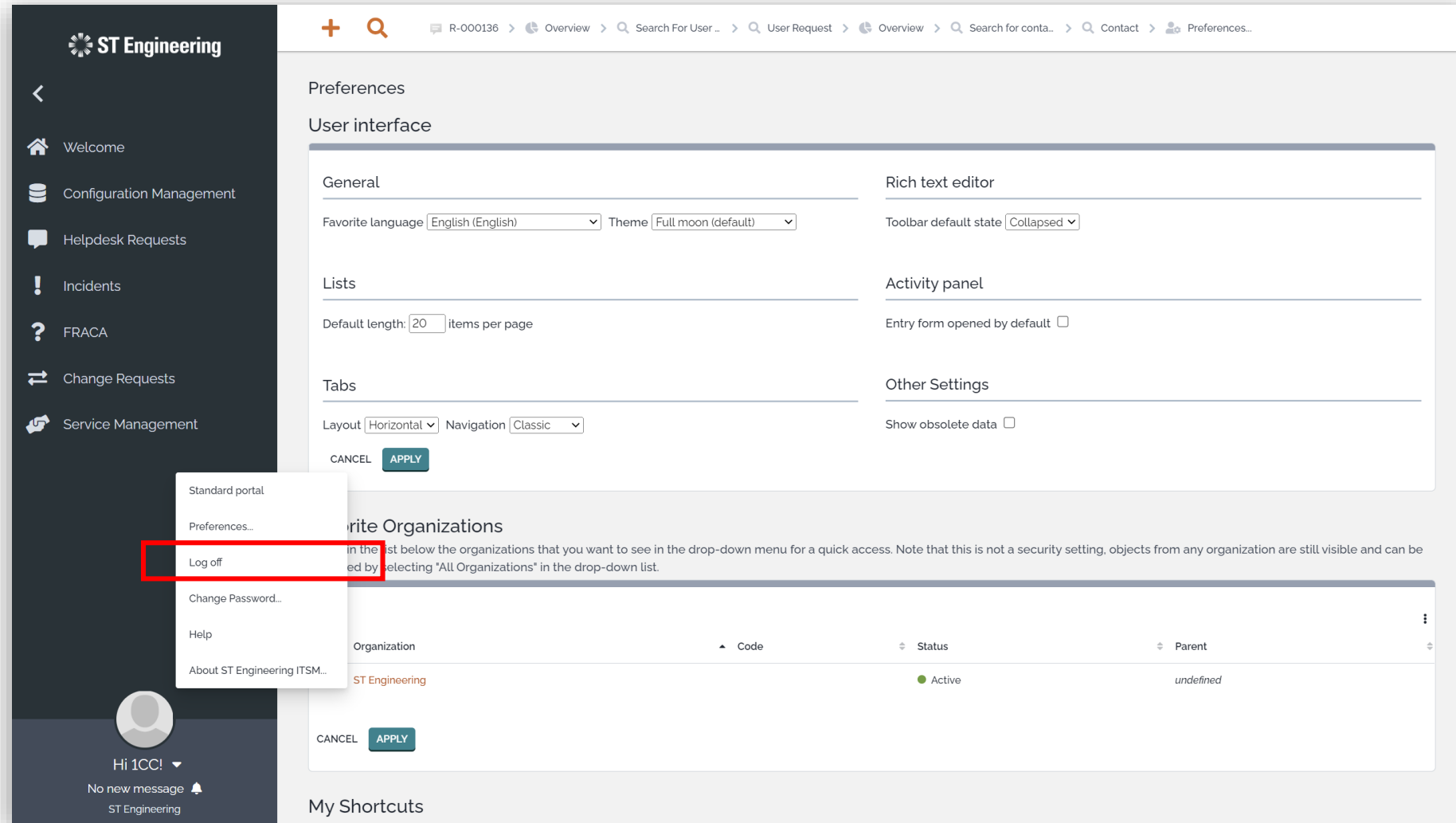
OTHER

Change Password

Tap on your name to view
dropdown list and select
Change Password. It will
redirect you to a page to
change your password.

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Logoff

Tap on your name to view dropdown list and select **Log off.** You will return to login page.

Thank you

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