

SDS
2.0

Smart Digital Systems

User Guide for L2 & L3 Teams | Managing ITSM Incidents



Co-Confidential

7th March 2024, Release 4 v1.0

AGENDA

Table of Contents

1. ITSM Incidents

- About ITSM Incidents
- How to Process an Incident
- Login
- Homepage

2. 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

3. Other

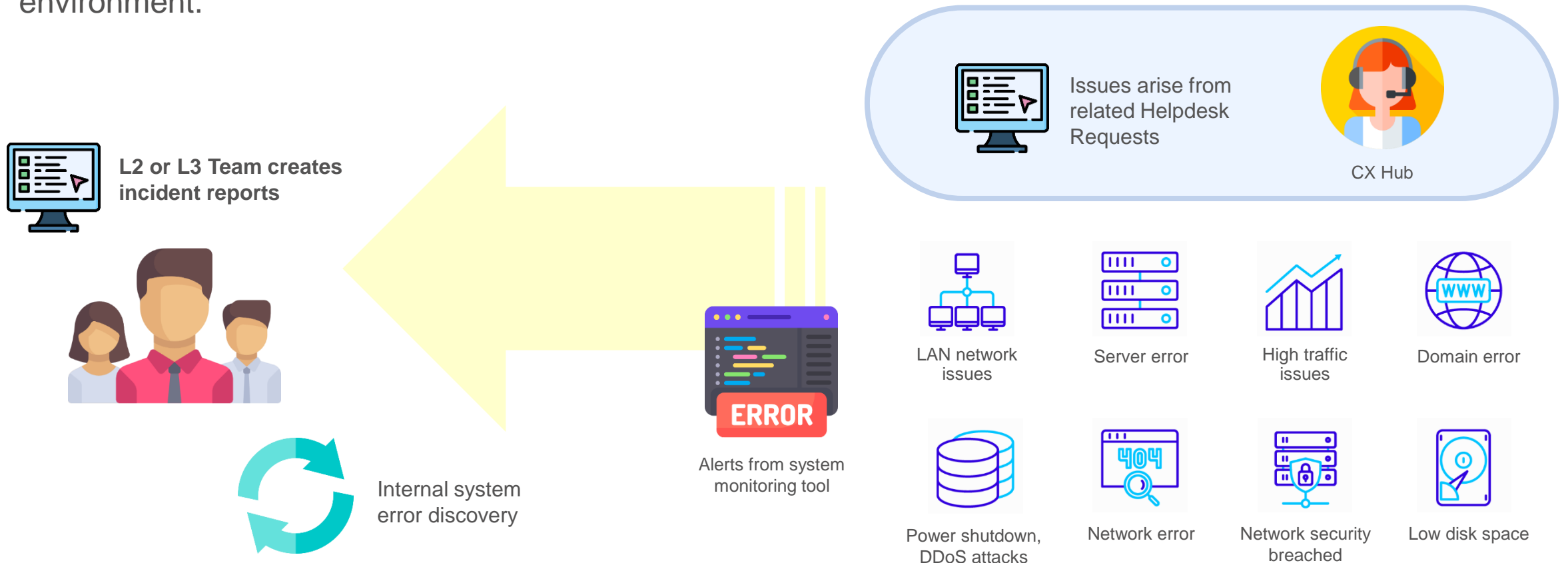
- Export from Table
- List of Contacts
- Preferences
- Change Password
- Logoff

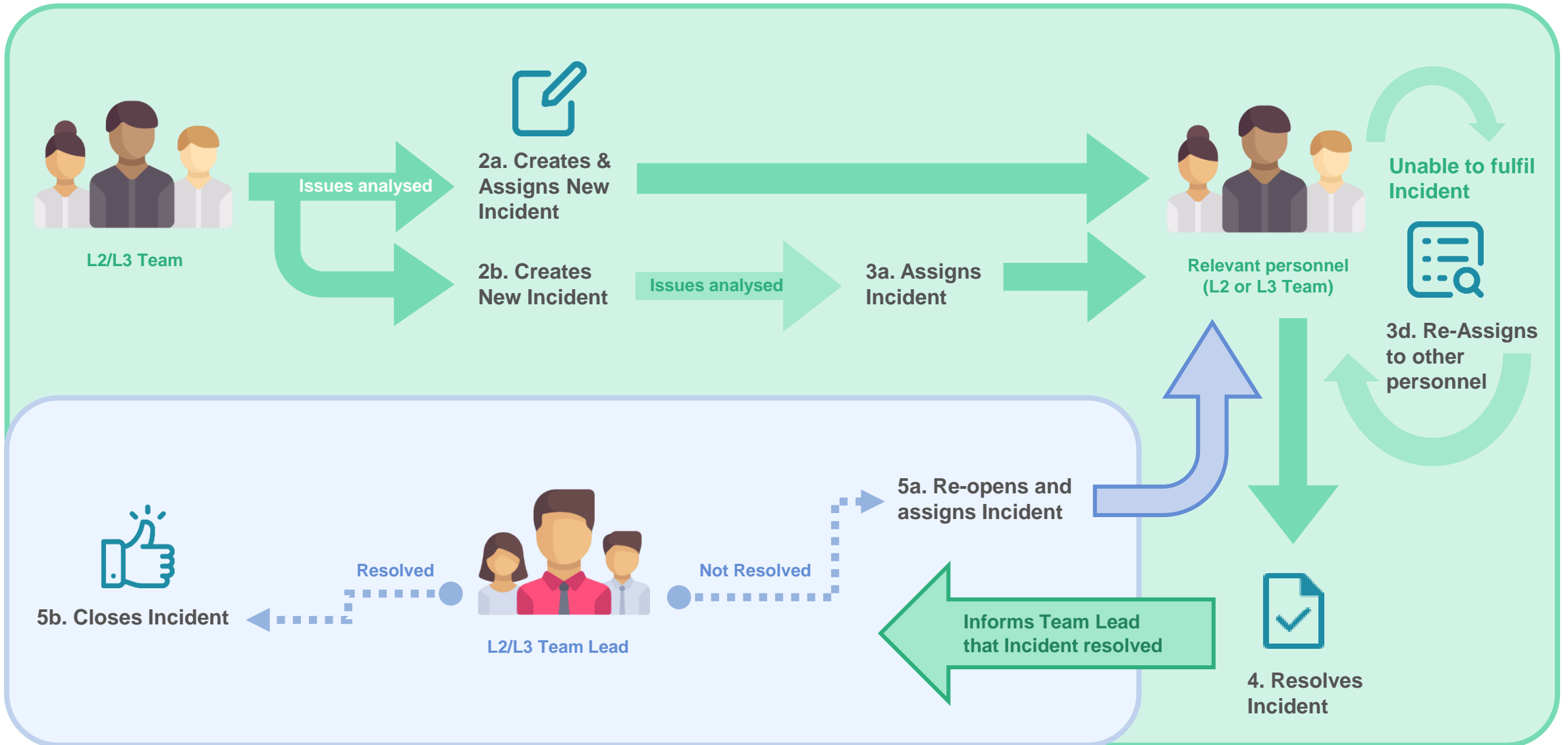
ITSM Incidents

- [About ITSM Incidents](#)
- [How to Process an Incident](#)
- [Login](#)
- [Homepage](#)

About ITSM Incidents

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





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.



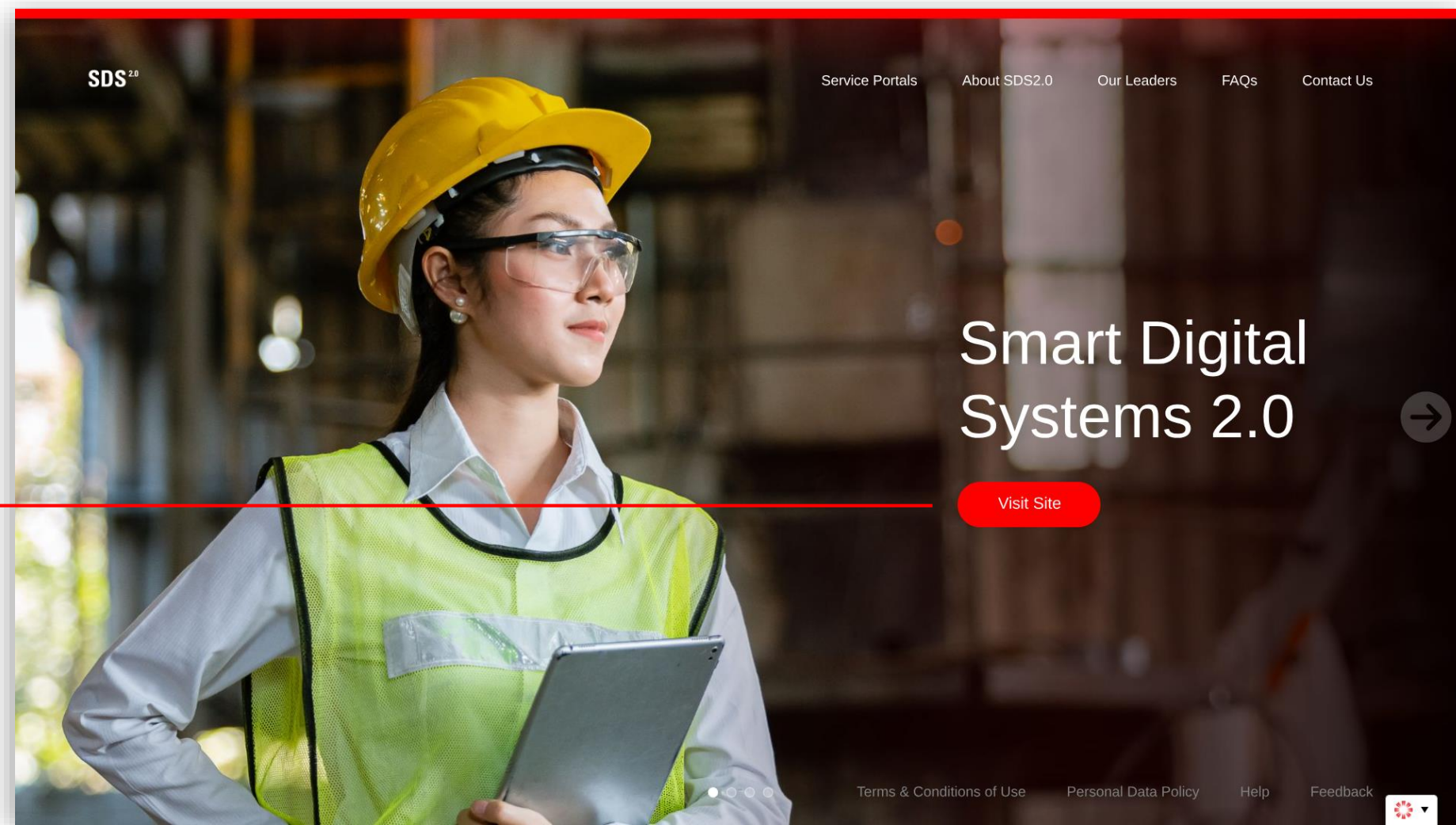
ITSM INCIDENT

Login (1)

To access SDS2.0:

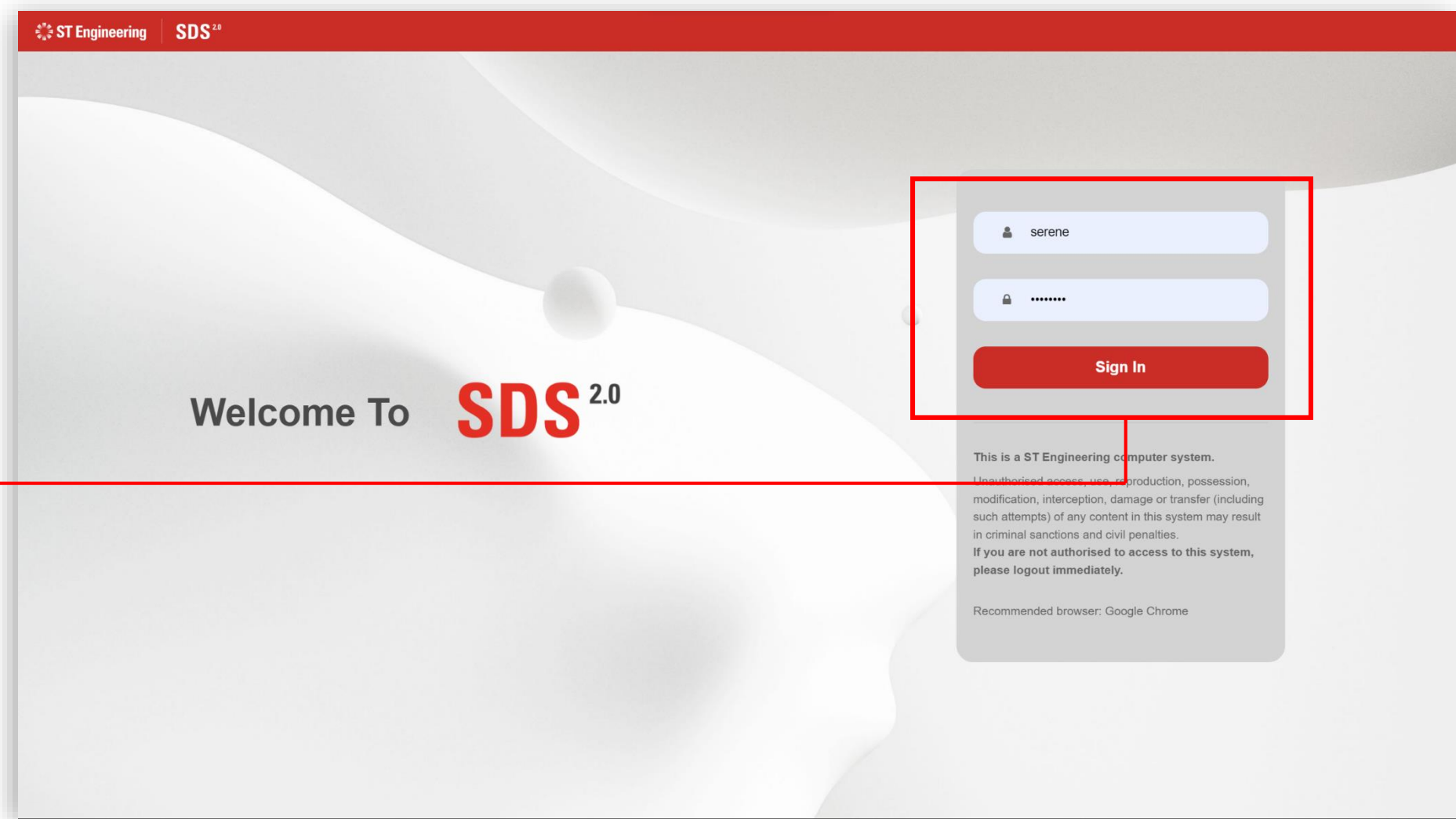
<https://sds.stengg.com>

Then select **Visit Site**



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 Service 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 rectification action
- Investigate root cause and more ...

Enter Portal

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.

Assigned Helpdesk Requests
No object to display.

Assigned Incidents
Total: 1 objects.

Incident	Title	Organization	Caller	Date Of Creation	Status	Assignee
I-000129	sadas	ST Engineering	undefined	2022-11-28 10:07:59	Resolved	L2 Lead User

Assigned FRACA
Total: 1 objects.

FRACA	Title	Organization	Date Of Creation	Status	Service	Priority
P-000139	sad	ST Engineering	2022-11-28 17:07:43	Re-Opened	Undefined	Critical

Change Requests
Total: 4 objects.

Change	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee	Monitored Until Date
C-000114	Change	Change 1	ST Engineering			New	undefined	
C-000122	Change	Make product selection multiple	ST Engineering			Duplicated	undefined	
C-000133	Change	sad	ST Engineering			Closed	undefined	

Hi L2 Lead!
No new message
ST Engineering

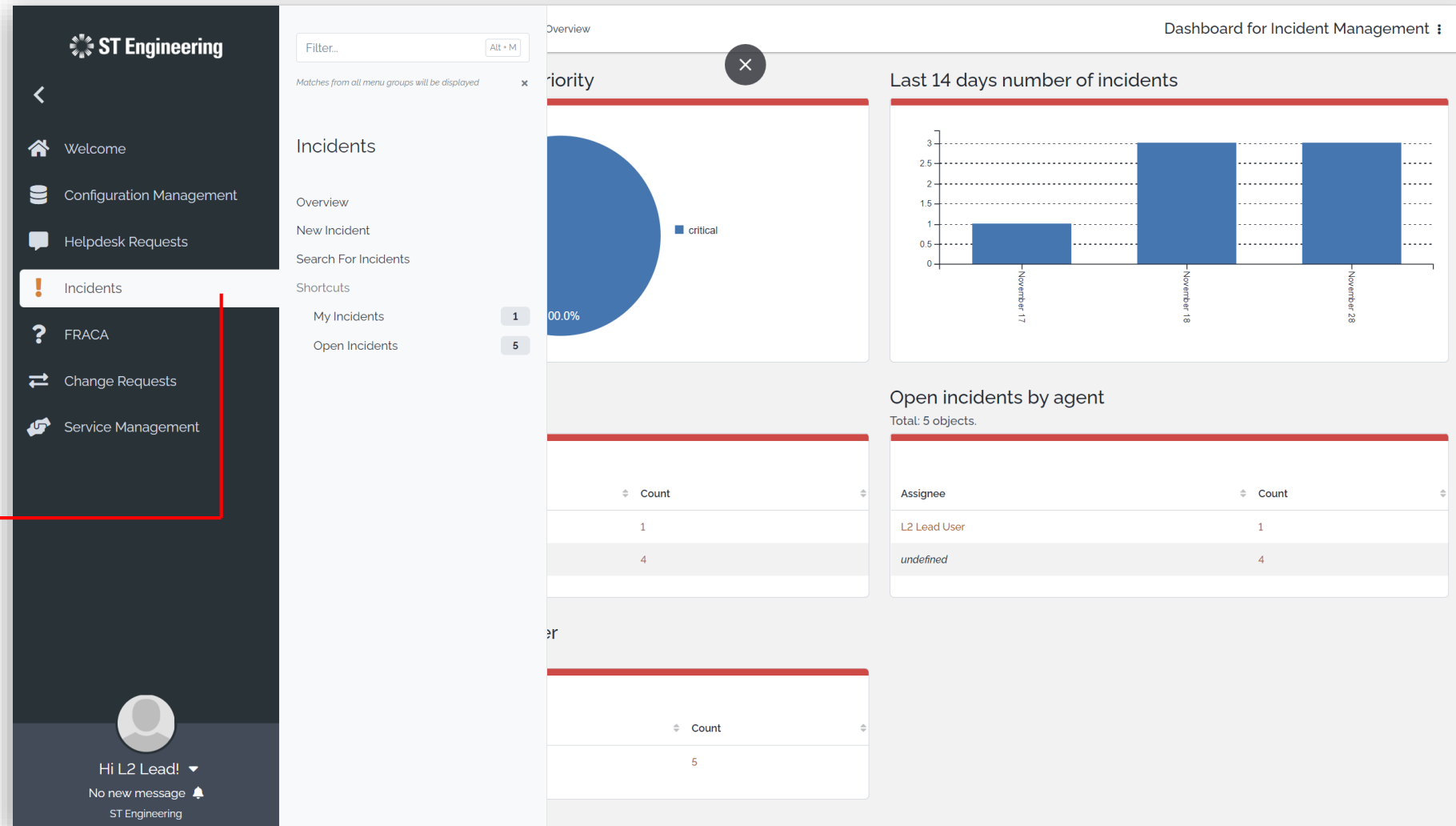
Incidents

- 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

INCIDENTS

Incident Menu List

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



The screenshot displays the ST Engineering Incident Management Dashboard. On the left is a dark navigation sidebar with the ST Engineering logo at the top. Below the logo are several menu items: 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents' (highlighted with a red arrow), 'FRACA', 'Change Requests', and 'Service Management'. At the bottom of the sidebar, there is a user profile for 'Hi L2 Lead!' with a dropdown arrow, a notification 'No new message' with a bell icon, and the text 'ST Engineering'.

The main content area is titled 'Dashboard for Incident Management'. It features a search bar at the top with the text 'Filter...' and a keyboard shortcut 'Alt + M'. Below the search bar, the 'Incidents' menu is expanded, showing sub-items: 'Overview', 'New Incident', 'Search For Incidents', 'Shortcuts', 'My Incidents' (with a count of 1), and 'Open Incidents' (with a count of 5). A red line connects the 'Incidents' menu item in the sidebar to this expanded menu.

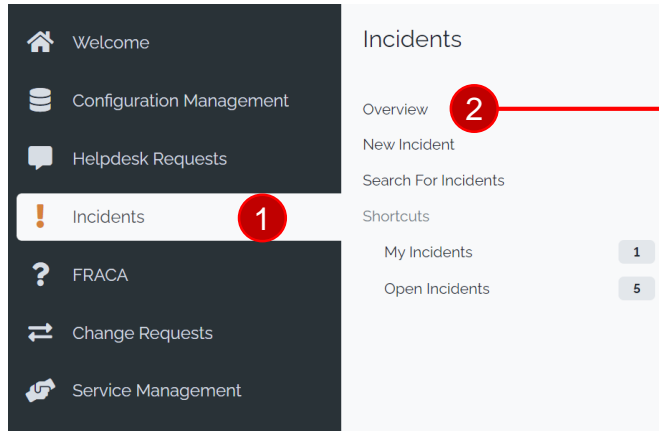
The dashboard contains several data visualizations:

- Priority:** A pie chart showing 100.0% of incidents are 'critical'.
- Last 14 days number of incidents:** A bar chart showing incident counts for November 17, 18, and 28. The counts are approximately 1, 3, and 3 respectively.
- Open incidents by agent:** A table showing the distribution of open incidents among agents. The total number of objects is 5.

Assignee	Count
L2 Lead User	1
undefined	4

INCIDENTS

Overview



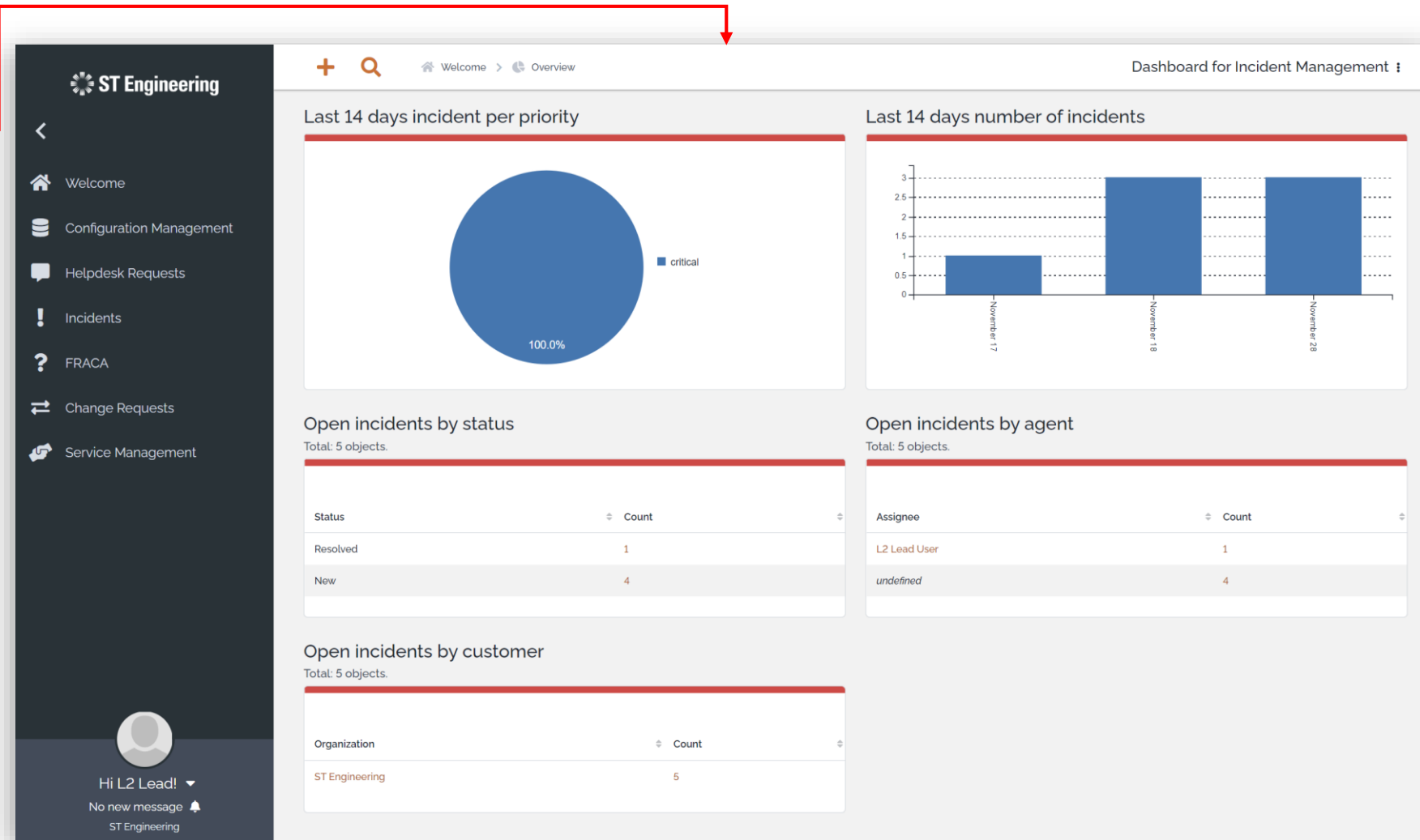
- Welcome
- Configuration Management
- Helpdesk Requests
- Incidents** (1)
 - Overview (2)
 - New Incident
 - Search For Incidents
 - Shortcuts
 - My Incidents 1
 - Open Incidents 5
- FRACA
- Change Requests
- Service Management

Select **1** Incident >

2 Overview to see the

general view of all

incident reports.



Dashboard for Incident Management

Last 14 days incident per priority

100.0% critical

Last 14 days number of incidents

Date	Number of Incidents
November 17	1
November 18	3
November 28	3

Open incidents by status

Total: 5 objects.

Status	Count
Resolved	1
New	4

Open incidents by agent

Total: 5 objects.

Assignee	Count
L2 Lead User	1
undefined	4

Open incidents by customer

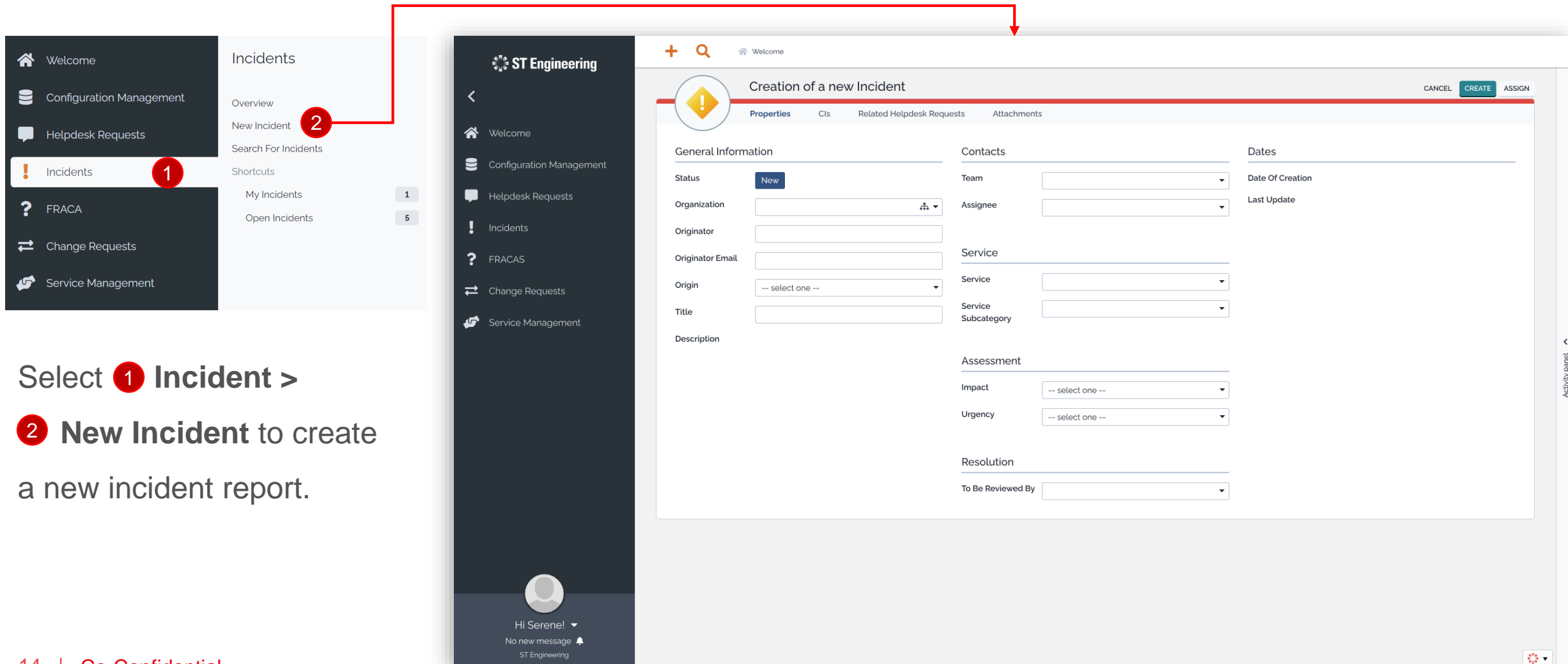
Total: 5 objects.

Organization	Count
ST Engineering	5

Hi L2 Lead! No new message ST Engineering

INCIDENTS

Creating a New Incident (1)



The screenshot shows the ST Engineering web application interface. On the left, a sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents (highlighted with a red circle '1'), FRACA, Change Requests, and Service Management. The 'Incidents' section is expanded, showing 'Overview', 'New Incident' (highlighted with a red circle '2'), 'Search For Incidents', and 'Shortcuts' (My Incidents: 1, Open Incidents: 5). The main content area displays the 'Creation of a new Incident' form. The form has a title bar with a yellow warning icon and a 'New' button. Below the title bar are tabs for 'Properties', 'CIs', 'Related Helpdesk Requests', and 'Attachments'. The form is divided into several sections: 'General Information' (Status: New, Organization, Originator, Originator Email, Origin, Title, Description), 'Contacts' (Team, Assignee), 'Dates' (Date Of Creation, Last Update), 'Service' (Service, Service Subcategory), 'Assessment' (Impact, Urgency), and 'Resolution' (To Be Reviewed By). At the bottom of the sidebar, there is a user profile for 'Hi Serene!' and a notification for 'No new message'.

Select **1** Incident >

2 New Incident to create a new incident report.

INCIDENTS

Creating a New Incident (2)

There are 4 sections shown when creating a new incident report:

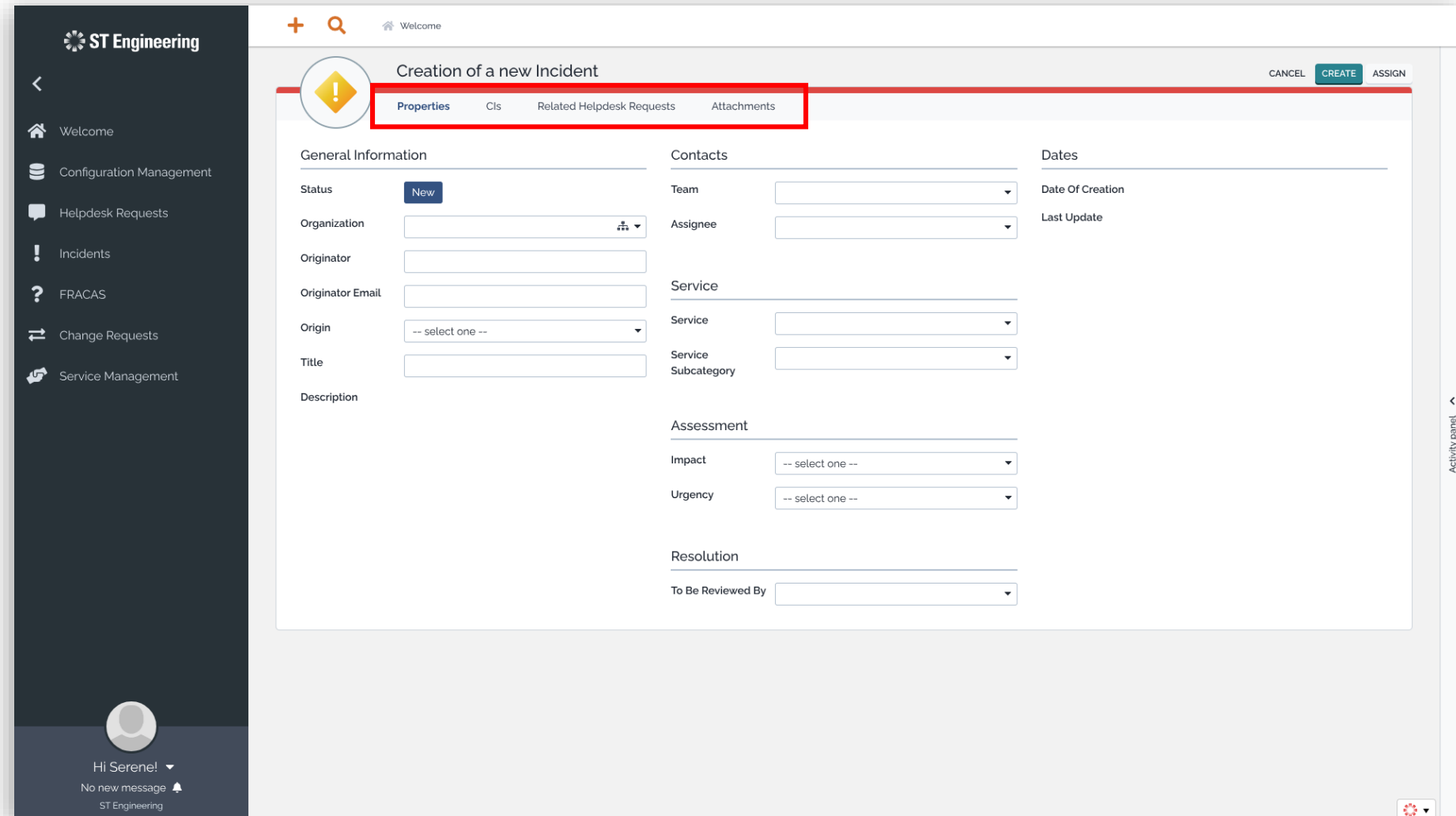
Properties – Detailed information

CIs – Configuration Items

Related Helpdesk Requests –

Requests tagged to Incident

Attachments – Linked files



Creation of a new Incident

Properties | CIs | Related Helpdesk Requests | Attachments

General Information

Status:

Organization:

Originator:

Originator Email:

Origin:

Title:

Description:

Contacts

Team:

Assignee:

Service

Service:

Service Subcategory:

Dates

Date Of Creation:

Last Update:

Assessment

Impact:

Urgency:

Resolution

To Be Reviewed By:

Buttons: CANCEL, CREATE, ASSIGN

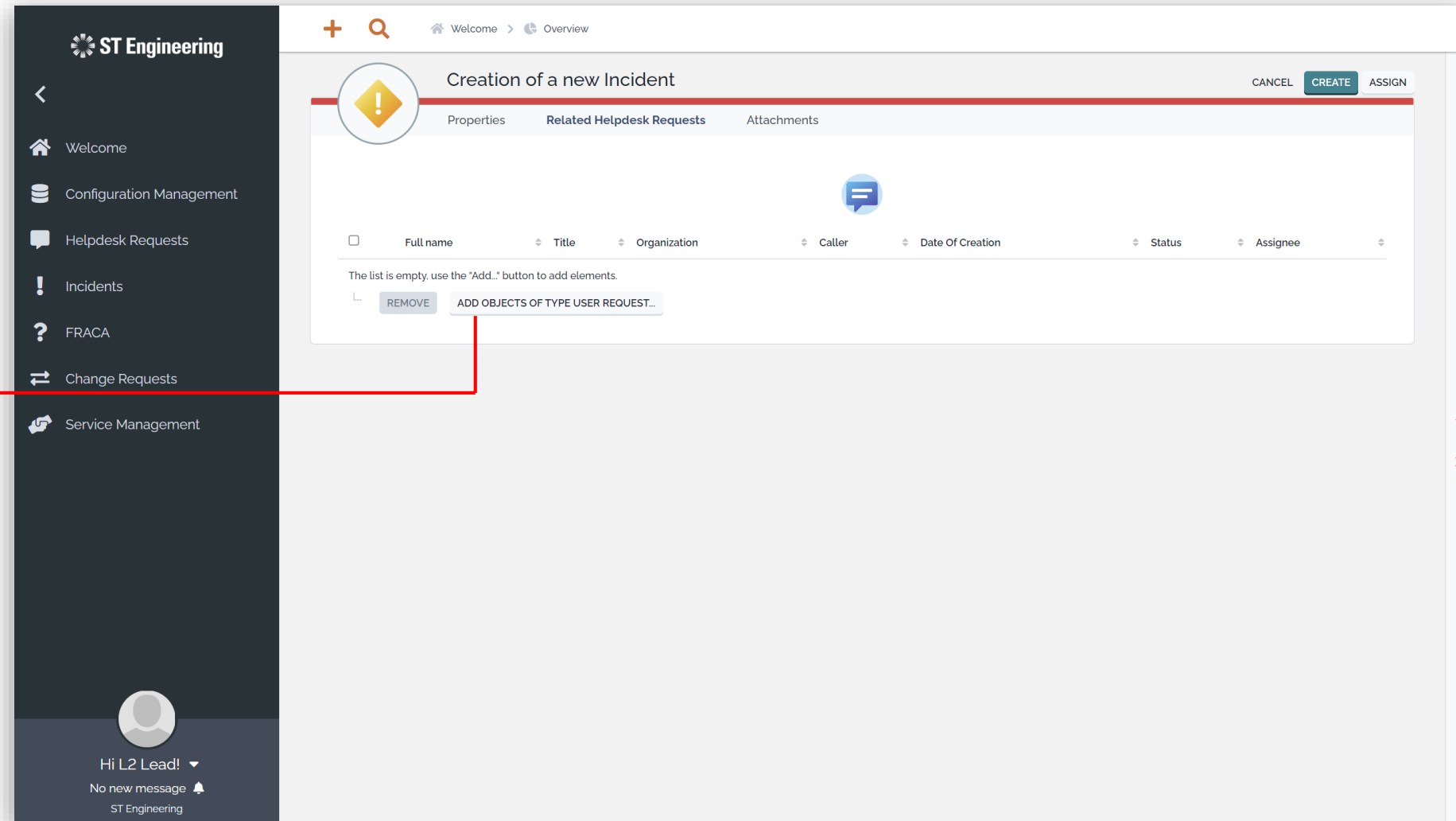
Sidebar: ST Engineering, Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACAS, Change Requests, Service Management

User Profile: Hi Serene!, No new message, ST Engineering

Creating a New Incident (3)

Related Helpdesk Requests

Tap **ADD OBJECTS OF TYPE USER REQUEST** to link helpdesk request to Incident.

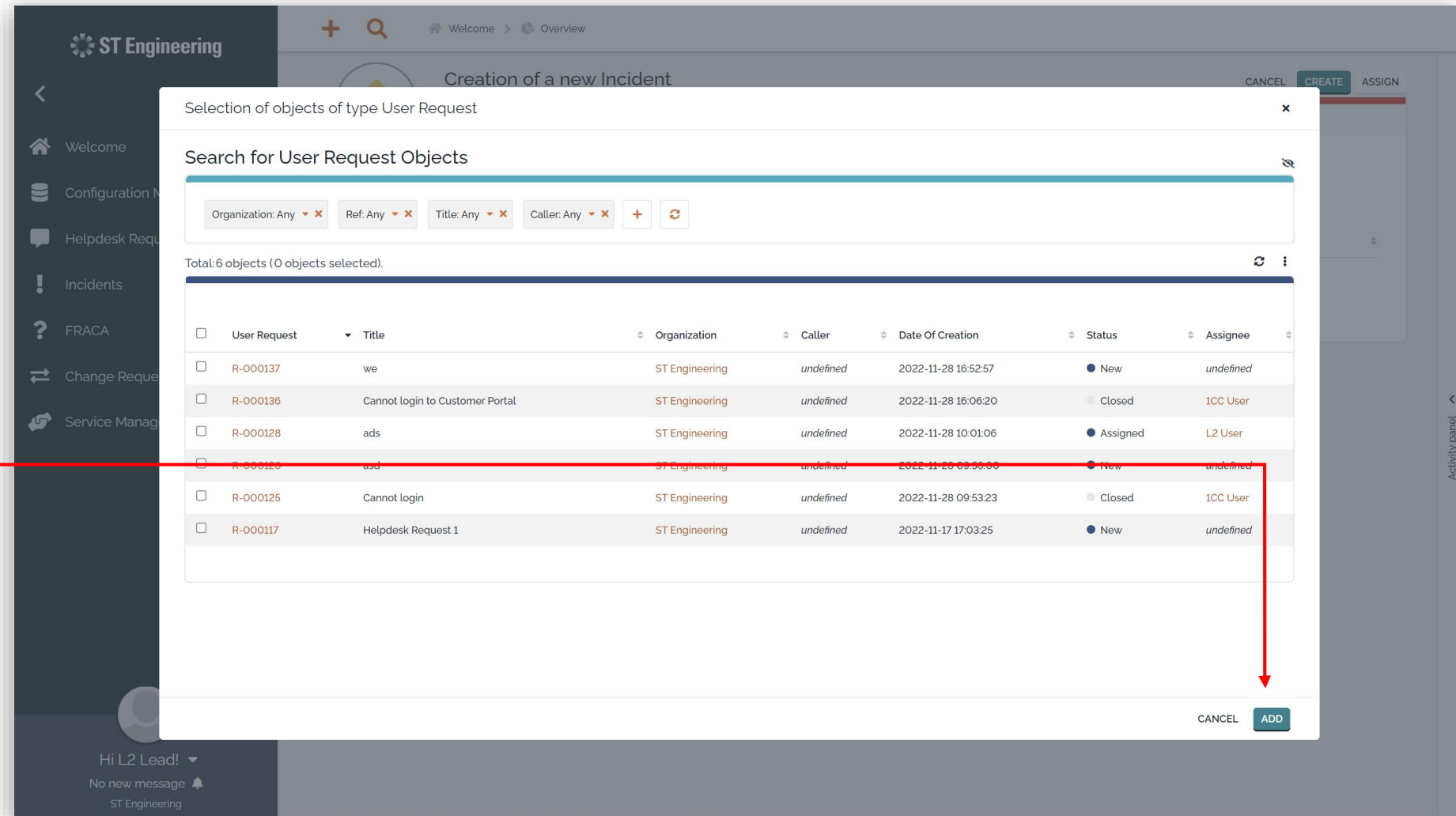


INCIDENTS

Creating a New Incident (4)

Related Helpdesk Requests

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



Creation of a new Incident

Selection of objects of type User Request

Search for User Request Objects

Organization: Any Ref: Any Title: Any Caller: Any

Total: 6 objects (0 objects selected).

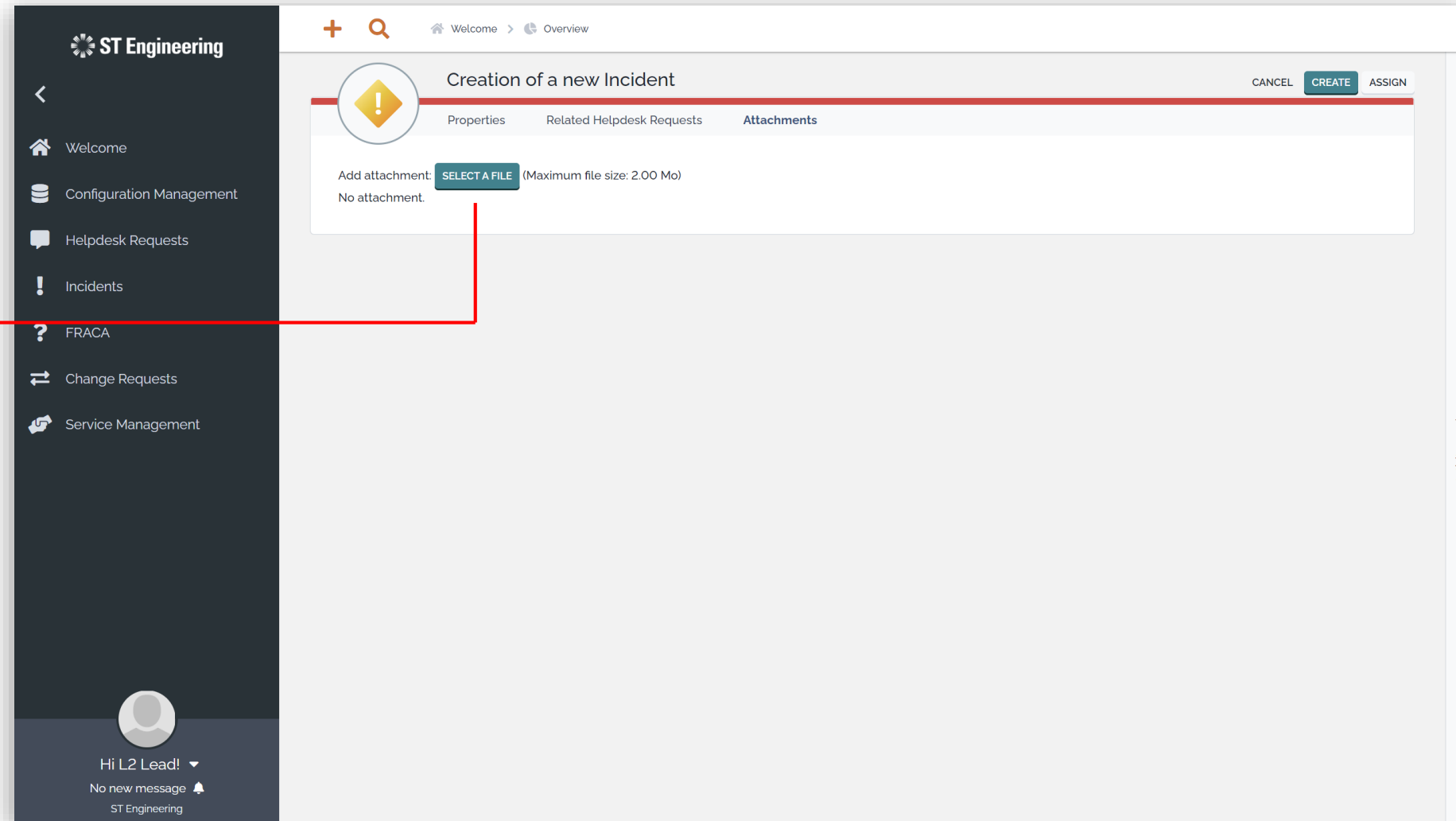
<input type="checkbox"/>	User Request	Title	Organization	Caller	Date Of Creation	Status	Assignee
<input type="checkbox"/>	R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New	undefined
<input type="checkbox"/>	R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed	1CC User
<input type="checkbox"/>	R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned	L2 User
<input type="checkbox"/>	R-000126	asd	ST Engineering	undefined	2022-11-28 09:50:00	New	undefined
<input type="checkbox"/>	R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed	1CC User
<input type="checkbox"/>	R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New	undefined

CANCEL ADD

Creating a New Incident (5)

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.

The screenshot shows the 'Creation of a new Incident' form in the ST Engineering application. The form is titled 'Creation of a new Incident' and has a 'New' status. The form is divided into several sections: 'General Information', 'Contacts', 'Service', 'Assessment', and 'Resolution'. The 'General Information' section includes fields for Status (set to 'New'), Organization, Originator, Originator Email, Origin (set to '-- select one --'), Title, and Description. The 'Contacts' section includes fields for Team and Assignee. The 'Service' section includes fields for Service and Service Subcategory. The 'Assessment' section includes fields for Impact (set to '-- select one --') and Urgency (set to '-- select one --'). The 'Resolution' section includes a field for To Be Reviewed By. The form has a 'CANCEL' button, a 'CREATE' button (highlighted with a red box), and an 'ASSIGN' button. The bottom of the screen shows a user profile for 'Hi Serene!' and a notification for 'No new message'.

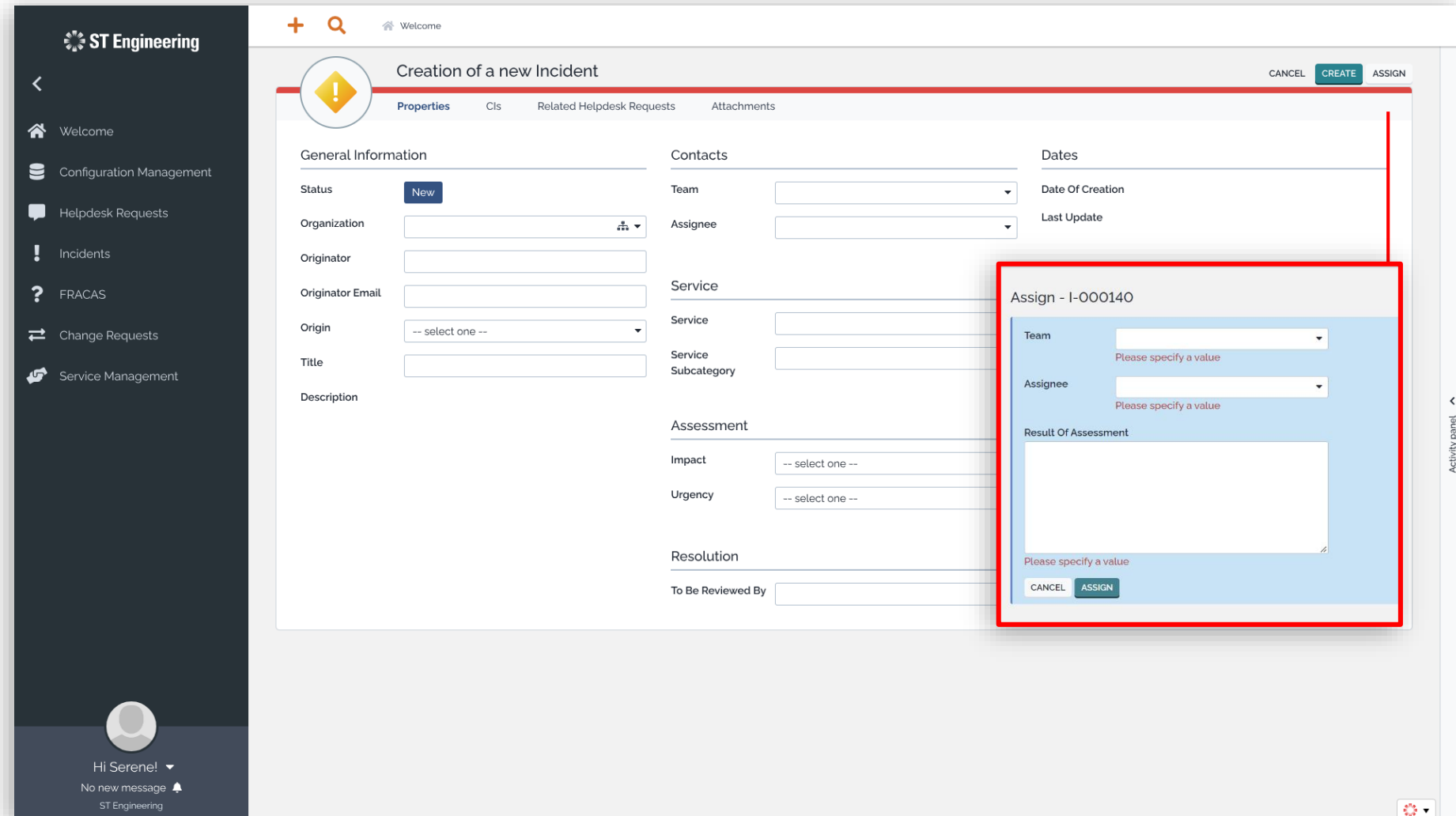
INCIDENTS

Creating a New Incident (7)

Create Incident and Assign Task

Alternatively, you can **ASSIGN** the task during incident report creation.

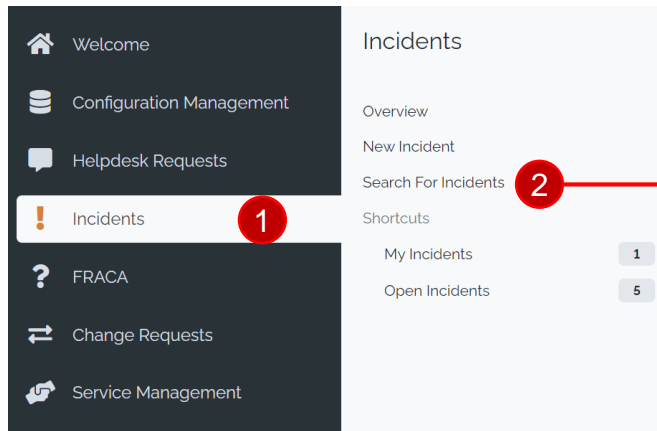
It automatically creates a request while assigning the task to selected users.



The screenshot shows the 'Creation of a new Incident' form in the ST Engineering system. The form is divided into several sections: General Information, Contacts, Service, Assessment, and Resolution. The 'Status' is set to 'New'. The 'Assign' modal is open, showing fields for 'Team' and 'Assignee', both with 'Please specify a value' prompts, and a 'Result Of Assessment' text area. The modal has 'CANCEL' and 'ASSIGN' buttons. The background form has 'CANCEL', 'CREATE', and 'ASSIGN' buttons at the top right. The left sidebar shows the navigation menu with 'Incidents' selected. The bottom of the sidebar shows a user profile for 'Hi Serene!' and a notification for 'No new message'.

INCIDENTS

View List of Incidents

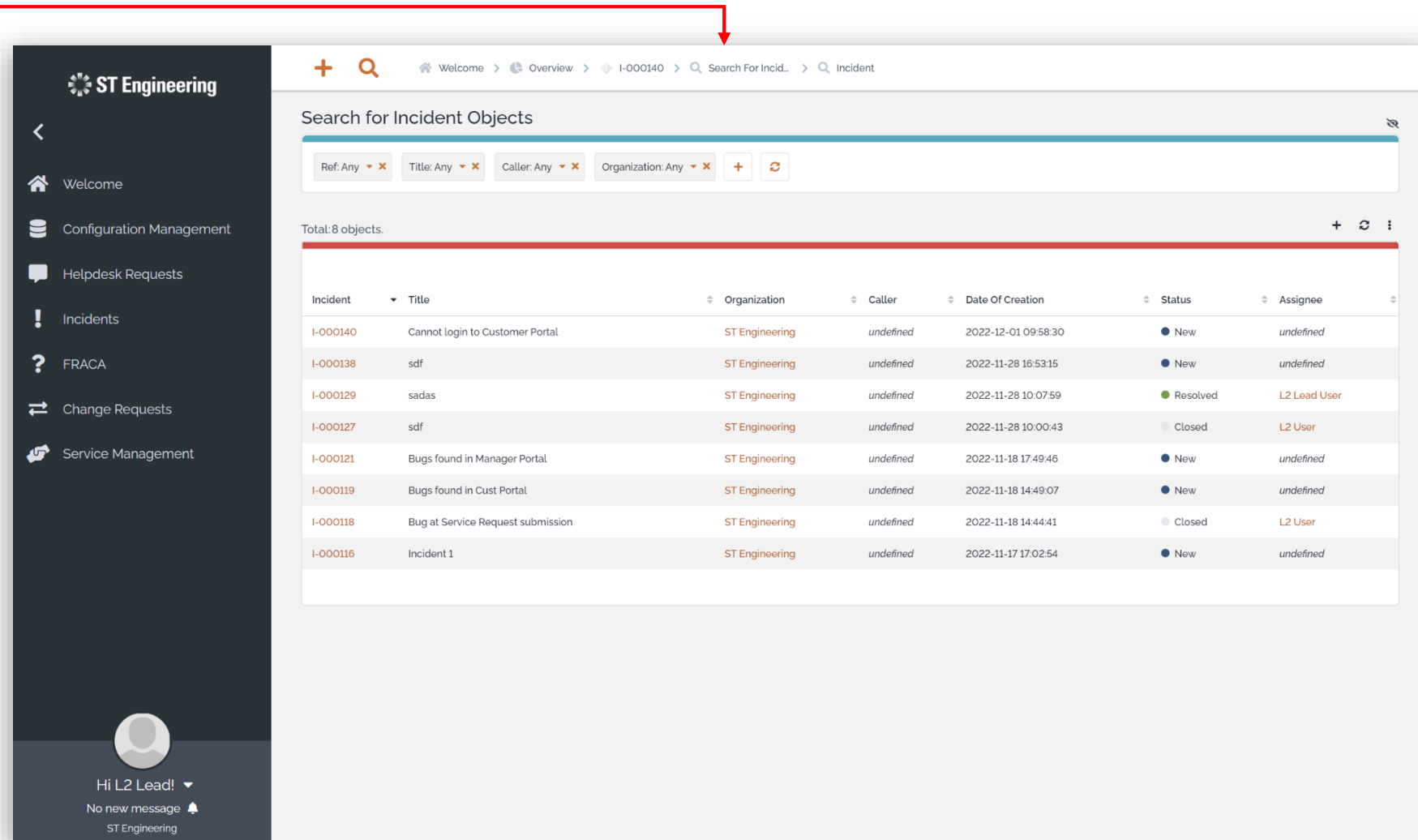


- Welcome
- Configuration Management
- Helpdesk Requests
- Incidents** 1
- FRACA
- Change Requests
- Service Management

- Incidents
- Overview
- New Incident
- Search For Incidents 2
- Shortcuts
- My Incidents 1
- Open Incidents 5

Select **1** Incident >

2 Search for Incidents to view a list of incident reports.



ST Engineering

Welcome > Overview > I-000140 > Search For Incid... > Incident

Search for Incident Objects

Ref: Any Title: Any Caller: Any Organization: Any

Total: 8 objects.

Incident	Title	Organization	Caller	Date Of Creation	Status	Assignee
I-000140	Cannot login to Customer Portal	ST Engineering	undefined	2022-12-01 09:58:30	New	undefined
I-000138	sdf	ST Engineering	undefined	2022-11-28 16:53:15	New	undefined
I-000129	sadas	ST Engineering	undefined	2022-11-28 10:07:59	Resolved	L2 Lead User
I-000127	sdf	ST Engineering	undefined	2022-11-28 10:00:43	Closed	L2 User
I-000121	Bugs found in Manager Portal	ST Engineering	undefined	2022-11-18 17:49:46	New	undefined
I-000119	Bugs found in Cust Portal	ST Engineering	undefined	2022-11-18 14:49:07	New	undefined
I-000118	Bug at Service Request submission	ST Engineering	undefined	2022-11-18 14:44:41	Closed	L2 User
I-000116	Incident 1	ST Engineering	undefined	2022-11-17 17:02:54	New	undefined

Hi L2 Lead! No new message ST Engineering


View an Incident

Select an Incident ID to view an incident report.

The screenshot shows the ST Engineering incident management interface. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main area displays a search for incident objects with filters for Reference, Title, Caller, and Organization. Below the search bar, a table lists 8 incident objects. A red box highlights the first row of the table, which corresponds to the incident ID I-000140. A red line points from the text 'Select an Incident ID to view an incident report.' to the incident ID in the table.

Incident	Title	Organization	Caller	Date Of Creation	Status	Assignee
I-000140	Cannot login to Customer Portal	ST Engineering	undefined	2022-12-01 09:58:30	New	undefined
I-000138	sdf	ST Engineering	undefined	2022-11-28 16:53:15	New	undefined
I-000129	sadas	ST Engineering	undefined	2022-11-28 10:07:59	Resolved	L2 Lead User
I-000127	sdf	ST Engineering	undefined	2022-11-28 10:00:43	Closed	L2 User
I-000121	Bugs found in Manager Portal	ST Engineering	undefined	2022-11-18 17:49:46	New	undefined
I-000119	Bugs found in Cust Portal	ST Engineering	undefined	2022-11-18 14:49:07	New	undefined
I-000118	Bug at Service Request submission	ST Engineering	undefined	2022-11-18 14:44:41	Closed	L2 User
I-000116	Incident 1	ST Engineering	undefined	2022-11-17 17:02:54	New	undefined


Edit Incident Information

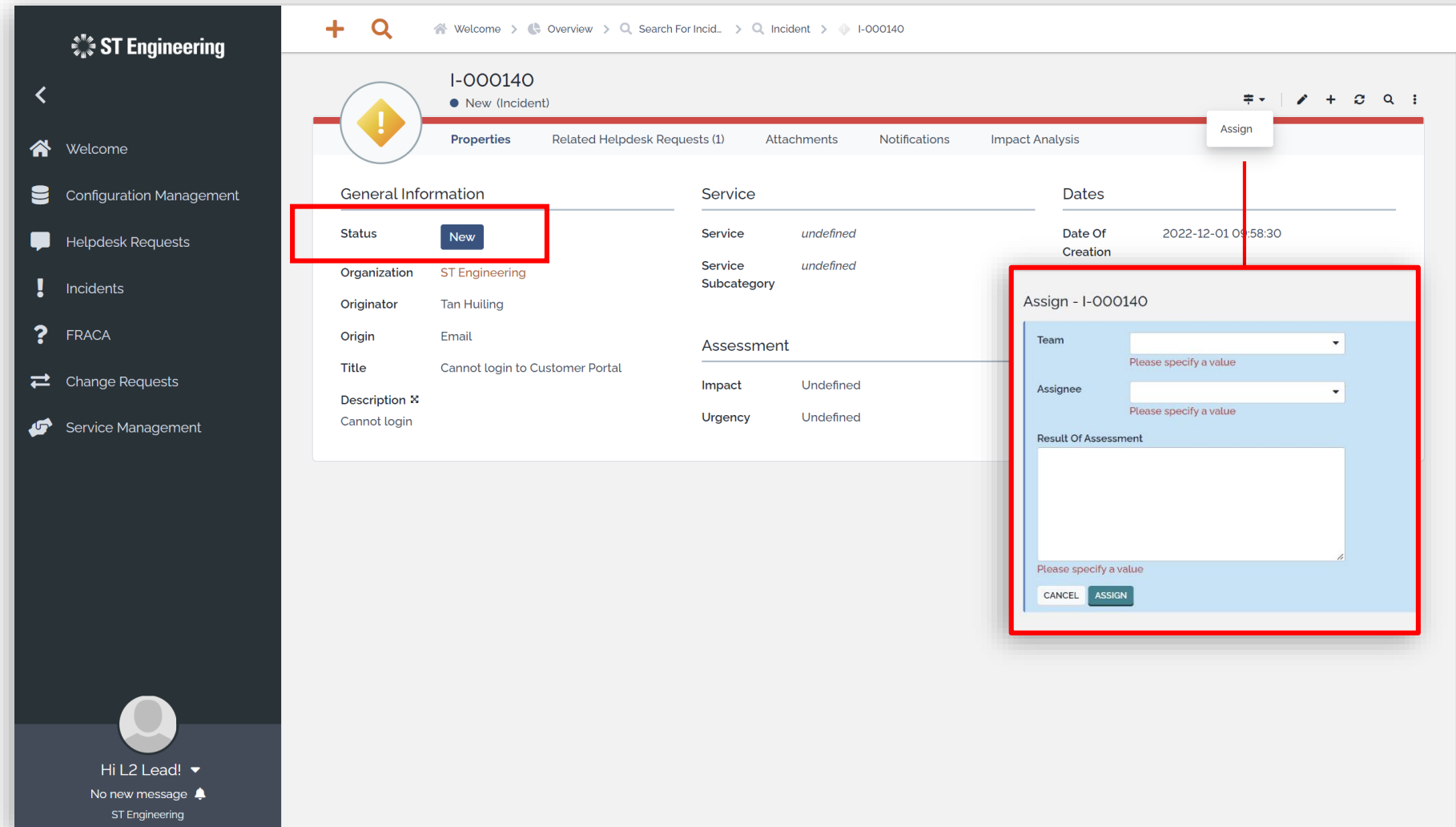
Select the edit icon  if you need to amend the incident information.

The screenshot shows the ST Engineering incident management interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays incident details for I-000140, which is a 'New (Incident)'. The incident card has a red border and a red box highlighting the 'Properties' tab and the 'Edit' icon (pencil) in the top right corner. The incident details are organized into sections: General Information, Service, Dates, and Assessment.

General Information		Service		Dates	
Status	New	Service	undefined	Date Of Creation	2022-12-01 09:58:30
Organization	ST Engineering	Service Subcategory	undefined	Last Update	2022-12-01 09:58:30
Originator	Tan Huiing				
Origin	Email				
Title		Assessment			
Cannot login to Customer Portal		Impact	Undefined		
Description ✕		Urgency	Undefined		
Cannot login					


Assign or Re-Assign Incident (1)

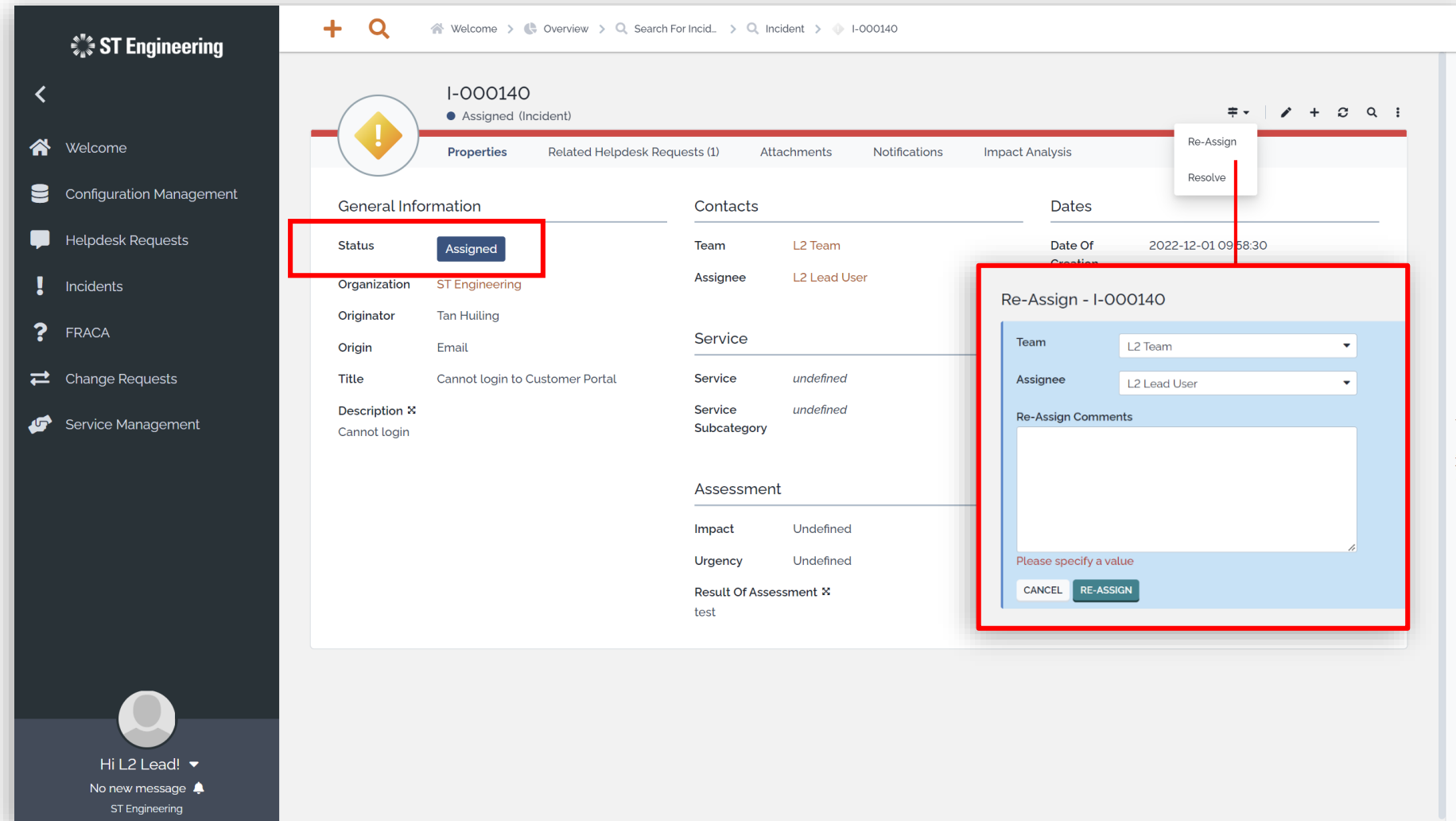
If the incident status is **New**, you will need to **Assign** incident from the dropdown menu 



The screenshot displays the ST Engineering incident management interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows the details for incident I-000140, which is marked as 'New (Incident)'. The 'Status' field is highlighted with a red box and contains a 'New' button. A dropdown menu is open, showing the 'Assign' option. A modal window titled 'Assign - I-000140' is displayed, containing fields for 'Team' and 'Assignee', both with 'Please specify a value' prompts, and a 'Result Of Assessment' text area. The modal also includes 'CANCEL' and 'ASSIGN' buttons. The bottom of the interface shows a user profile for 'Hi L2 Lead!' with a notification for 'No new message'.

Assign or Re-Assign Incident (2)

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



The screenshot displays the ST Engineering incident management interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows the details for incident I-000140, which is currently in the 'Assigned' status. A dropdown menu is open over the 'Assigned' status, showing 'Re-Assign' and 'Resolve' options. A 'Re-Assign - I-000140' modal dialog is displayed, allowing the user to select a new team (currently 'L2 Team') and assignee (currently 'L2 Lead User'). The dialog also includes a text area for 'Re-Assign Comments' and buttons for 'CANCEL' and 'RE-ASSIGN'. The incident details are organized into sections: General Information, Contacts, Dates, Service, and Assessment.

General Information	Contacts	Dates
Status: Assigned	Team: L2 Team	Date Of Creation: 2022-12-01 09:58:30
Organization: ST Engineering	Assignee: L2 Lead User	
Originator: Tan Huiling		
Origin: Email		
Title: Cannot login to Customer Portal		
Description: Cannot login		

Service	Assessment
Service: undefined	Impact: Undefined
Service Subcategory: undefined	Urgency: Undefined
	Result Of Assessment: test

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.

The screenshot displays the ST Engineering incident management interface. The main content area shows details for incident I-000140, which is currently in an 'Assigned' state. The interface is divided into several sections: General Information, Contacts, Dates, and Assessment. A 'Resolve' modal is open, allowing the user to update the incident's status. The modal includes a 'Resolution Code' dropdown menu, a 'Solution' text area, and a 'Resolved By' field. The 'RESOLVE' button is highlighted in green.

General Information		Contacts		Dates	
Status	Assigned	Team	L2 Team	Date Of Creation	2022-12-01 09:58:30
Organization	ST Engineering	Assignee	L2 Lead User	Last Update	2022-12-01 10:02:07
Originator	Tan Huiling	Service			
Origin	Email	Service	undefined		
Title	Cannot login to Customer Portal	Service Subcategory	undefined		
Description	Cannot login	Assessment			
		Impact	Undefined		
		Urgency	Undefined		
		Result Of Assessment	test		

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.

The screenshot displays the ST Engineering incident management interface. The main view shows incident details for I-000140, which is currently 'Resolved'. A 'Re-Open' modal is open, allowing the user to re-assign the incident to a different team and assignee, and add remarks. The modal includes dropdown menus for 'Team' (set to 'L2 Team') and 'Assignee' (set to 'L2 Lead User'), a text area for 'Re-Open Remarks', and 'CANCEL' and 'RE-OPEN' buttons. The background interface shows the incident's general information, contacts, dates, assessment, and resolution details.

General Information		Contacts		Dates	
Status	Resolved	Team	L2 Team	Date Of Creation	2022-12-01 09:58:30
Organization	ST Engineering	Assignee	L2 Lead User	Last Update	2022-12-01 10:02:07
Originator	Tan Huiling	Service		Assignment Date	2022-12-01 10:02:07
Origin	Email	Service	undefined		
Title	Cannot login to Customer Portal	Service Subcategory	undefined		
Description	Cannot login	Assessment			
		Impact	Undefined		
		Urgency	Undefined		
		Result Of Assessment	test		
		Re-Assign Comments			
		Resolution			
		Resolution Code	Bug Fixed		
		Solution	fixed login		

Close Incident

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

The screenshot displays the ST Engineering incident management interface. The incident ID is I-000140, which is in a 'Resolved' status. The interface is divided into several sections: General Information, Contacts, Dates, Assessment, and Resolution. A modal dialog titled 'Close - I-000140' is open, prompting the user to enter a 'Closure Comment'. The dialog includes a text input field, a 'Please specify a value' error message, and 'CANCEL' and 'CLOSE' buttons. A red box highlights the modal dialog, and a red line connects it to the 'Close' button in the incident's top navigation bar.

General Information	
Status	Resolved
Organization	ST Engineering
Originator	Tan Huiling
Origin	Email
Title	Cannot login to Customer Portal
Description	Cannot login

Contacts	
Team	L2 Team
Assignee	L2 Lead User

Dates	
Date Of Creation	2022-12-01 09:58:30
Last Update	2022-12-01 10:15:32
Assignment Date	2022-12-01 10:02:07

Assessment	
Impact	Undefined
Urgency	Undefined
Result Of Assessment	test
Re-Assign Comments	

Resolution	
Resolution Code	Bug Fixed
Solution	fixed login

Close Incident

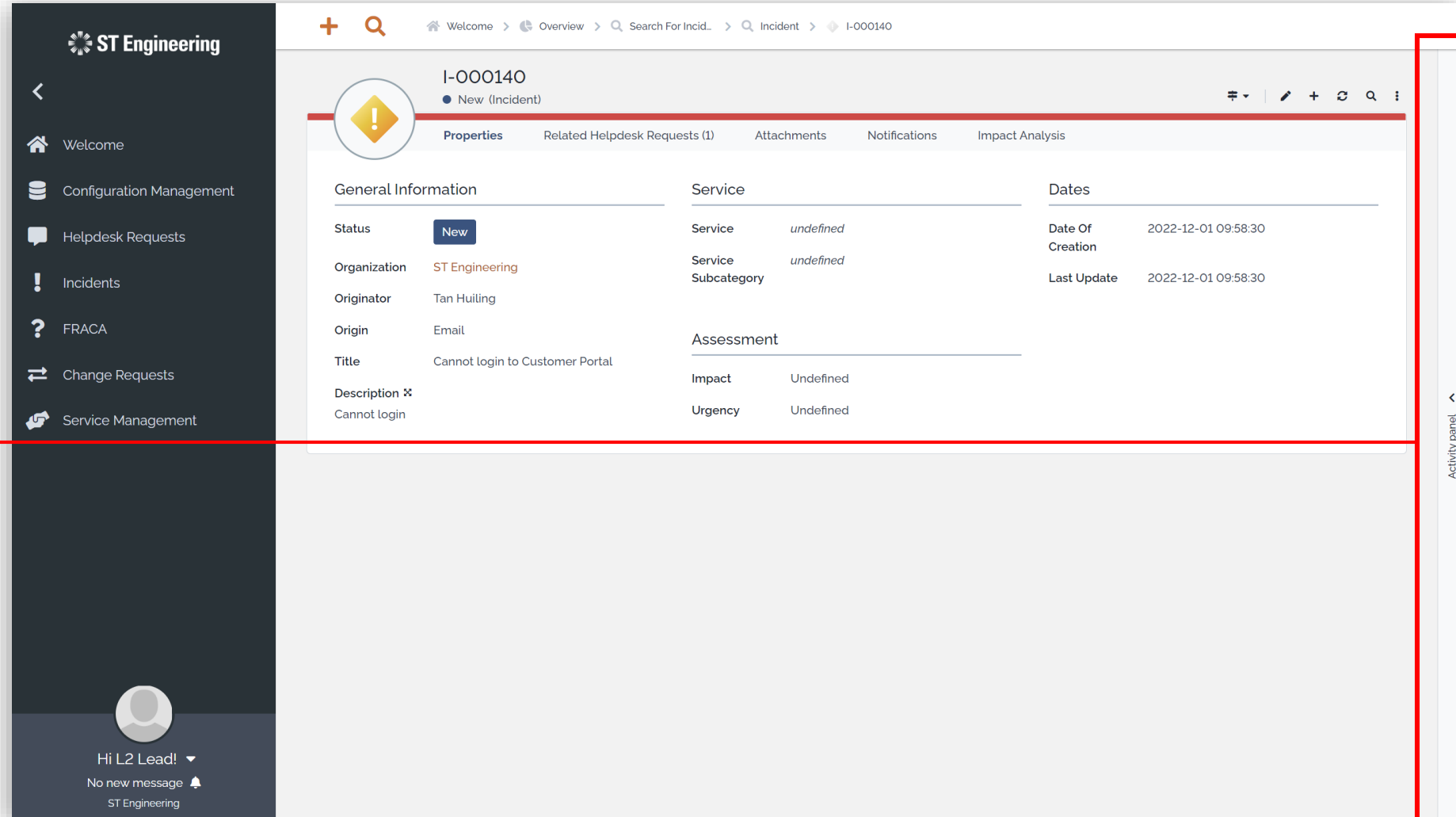
Once status is **Closed**, it cannot be re-opened.

You must submit a new incident and relink it to the helpdesk request.

The screenshot shows the ST Engineering incident management interface. The incident ID is R-000136, and its status is 'Closed (User Request)'. The 'Status' field in the 'General Information' section is highlighted with a red box. The interface includes a sidebar with navigation options like 'Welcome', 'Configuration Management', 'Helpdesk Requests', 'Incidents', 'FRACA', 'Change Requests', and 'Service Management'. The main content area is divided into sections: 'General Information', 'Contacts', 'Dates', 'Service', 'Relations', 'Assessment', and 'Resolution'. The 'General Information' section includes fields for Organization (ST Engineering), Contact Name (Siao Cai Bin), Contact Information (98765432), Caller Logged-In ID, Origin (Undefined), Title (Cannot login to Customer Portal), Description (Problem login to customer portal), and Support Categorization (Undefined). The 'Contacts' section shows Team (1CC Team) and Assignee (1CC User). The 'Dates' section shows Date Of Creation (2022-11-28 16:06:20), Last Update (2022-11-29 14:19:36), Call Received Datetime (2022-11-28 16:06:04), Call Escalated Datetime, Call Resolved Datetime, Assignment Datetime (2022-11-28 16:11:00), Re-Assign Datetime, Resolved Datetime (2022-11-28 16:21:48), and Close Date (2022-11-29 14:19:36). The 'Assessment' section shows Result Of Assessment (1CC) and Re-Assign Comments. The 'Resolution' section shows Resolution Code (Bug Fixed).

Activity Panel (1)

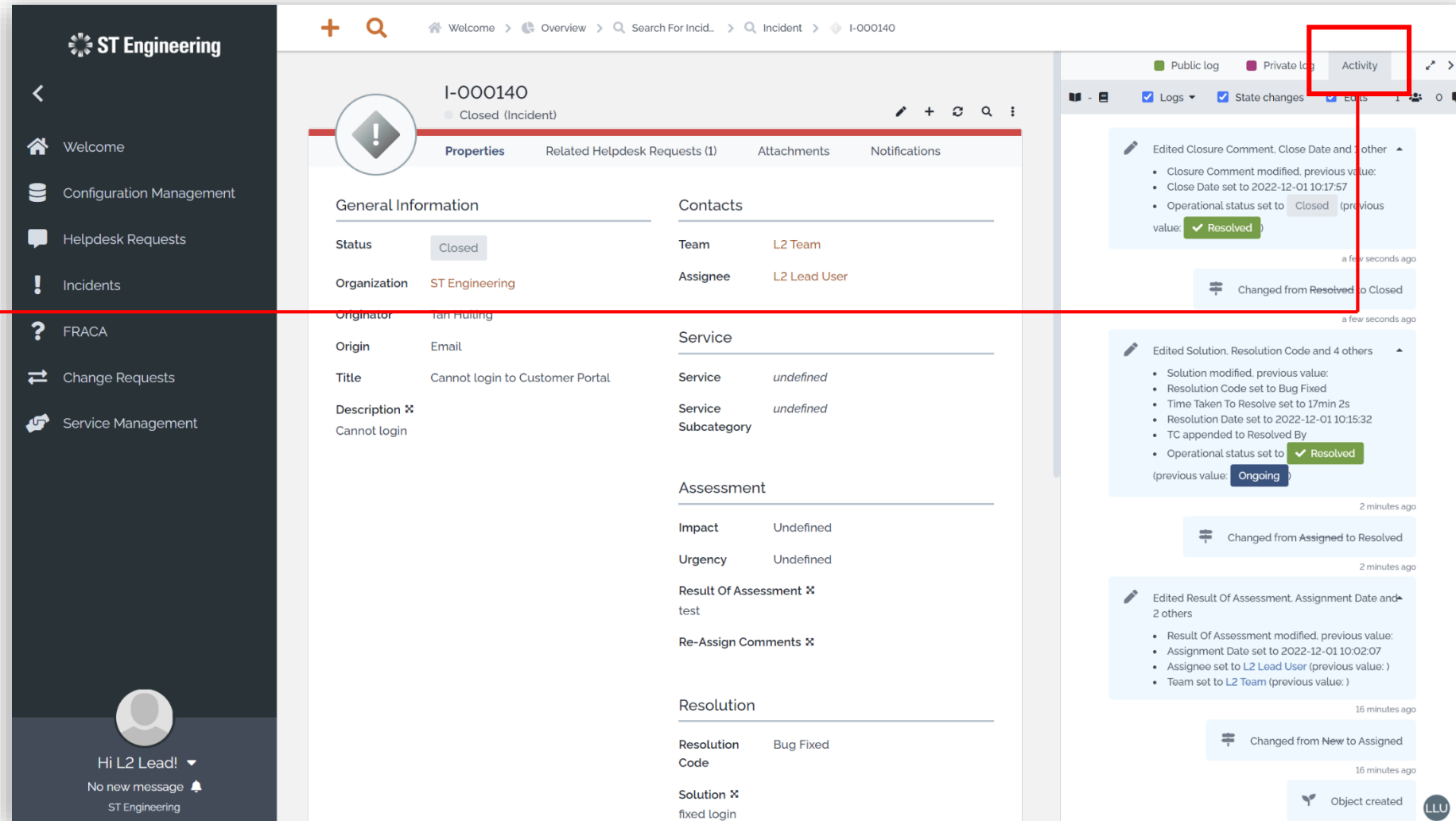
To check the activity logs for an incident activity, tap **Activity panel** at the side of the screen.



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

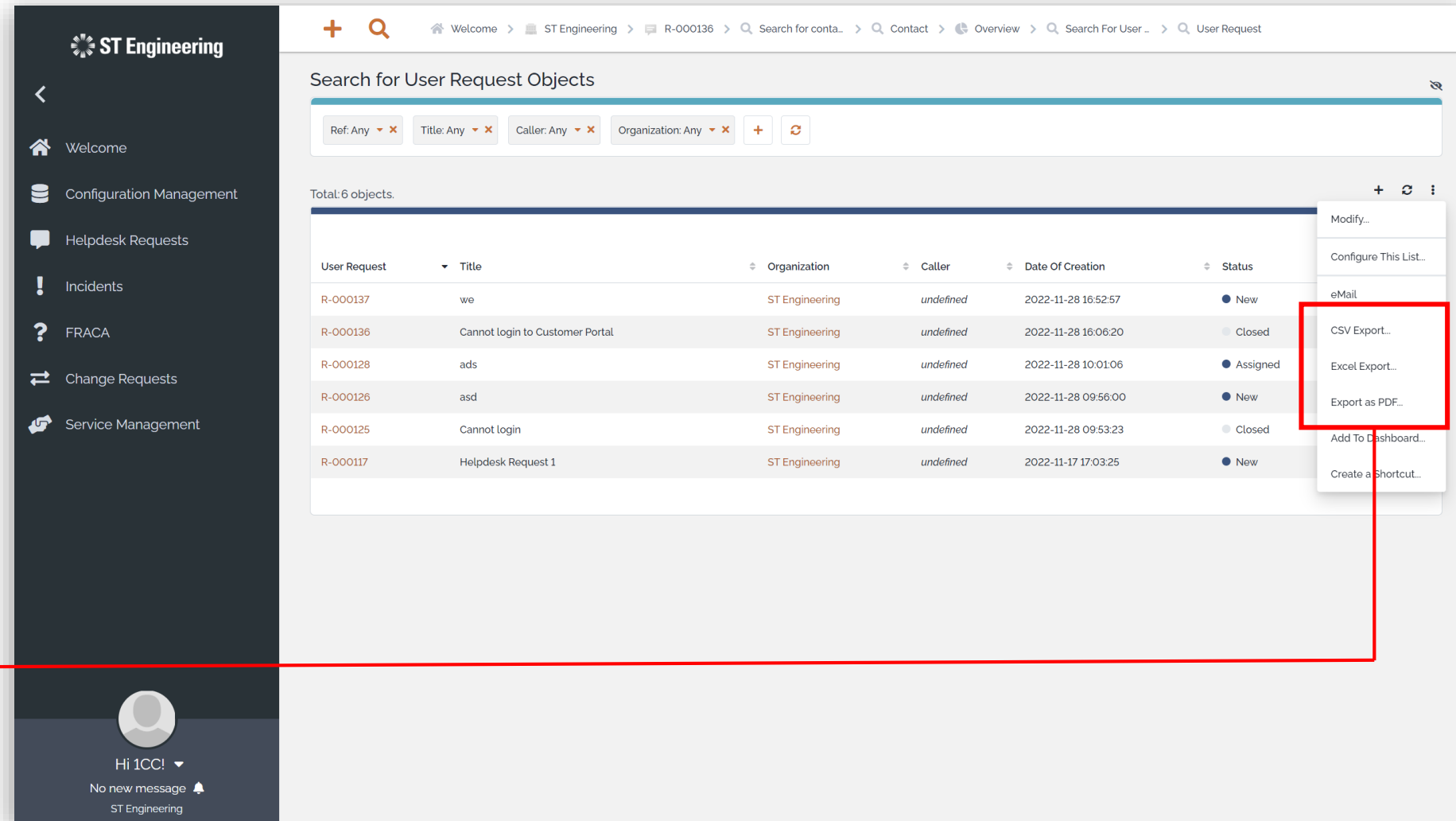
OTHER

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.



The screenshot shows the ST Engineering mobile application interface. The top navigation bar includes a home icon, a search icon, and a breadcrumb trail: Welcome > ST Engineering > R-000136 > Search for conta... > Contact > Overview > Search For User... > User Request. Below the navigation bar is a search filter section with dropdowns for Ref, Title, Caller, and Organization, along with plus and refresh icons. The main content area displays a table titled "Search for User Request Objects" with a sub-header "Total: 6 objects." The table has columns for User Request, Title, Organization, Caller, Date Of Creation, and Status. A dropdown menu is open on the right side of the table, showing options: Modify..., Configure This List..., eMail, CSV Export..., Excel Export..., Export as PDF..., Add To Dashboard..., and Create a Shortcut... A red box highlights the "CSV Export...", "Excel Export...", and "Export as PDF..." options. A red line connects the dropdown icon in the text above to the dropdown menu in the screenshot.

User Request	Title	Organization	Caller	Date Of Creation	Status
R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New
R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New

List of Contacts

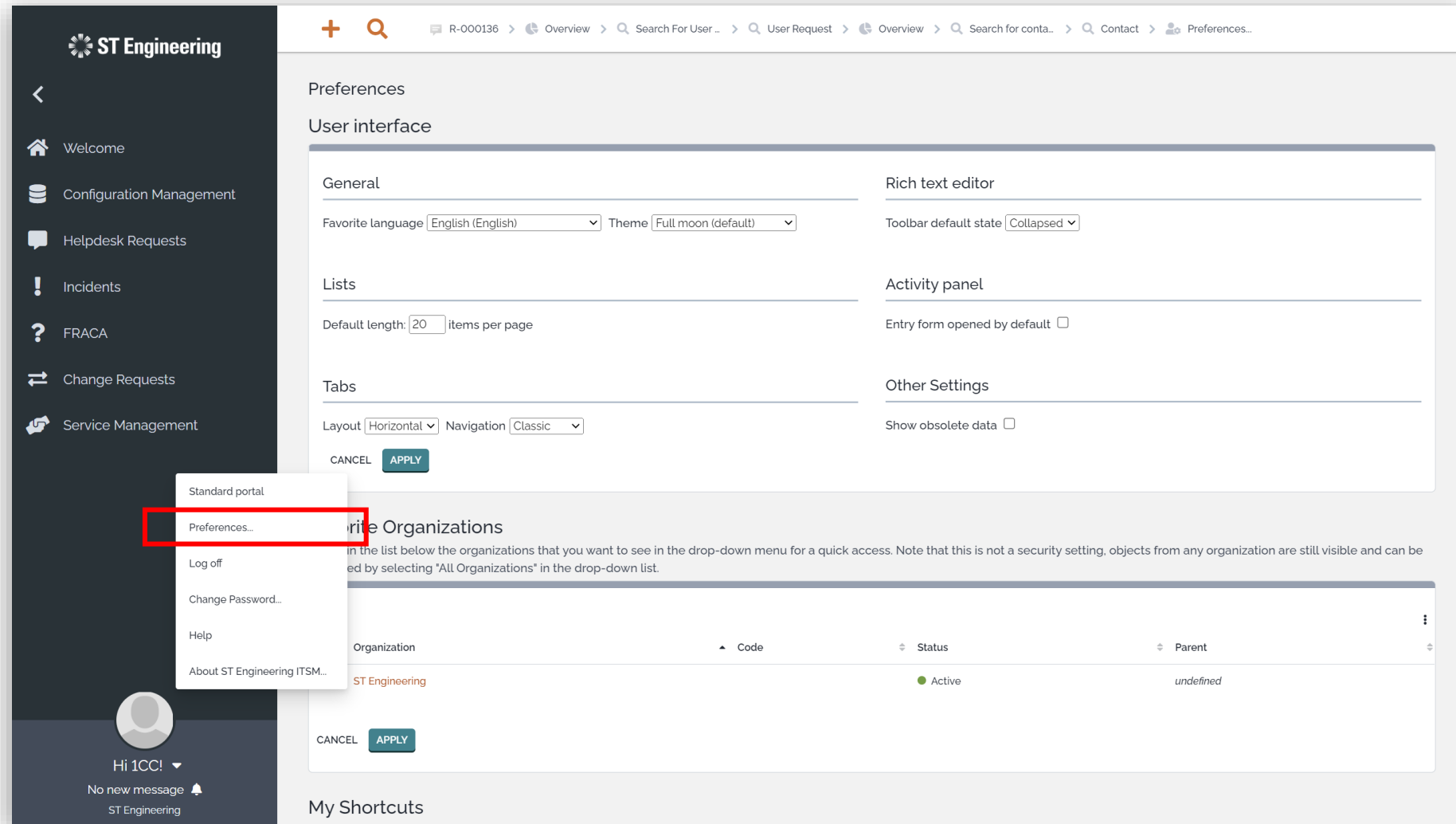
Select **Configuration Management** > **Search for contacts** to view a list of contacts in your organization.

The screenshot shows the ST Engineering Configuration Management interface. The left sidebar contains a navigation menu with the following items: Welcome, Configuration Management (highlighted with a red box), Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays a search interface for 'Contact' objects. The search filters are: Contact: Any, Email: Any, and Organization: Any. The search results show a total of 12 objects. The table below lists the contacts:

Contact	Status	Organization	Email	Phone	Function
1CC Team	Active	ST Engineering			
1CC User	Active	ST Engineering			
Admin User	Active	ST Engineering	my.email@foo.org		
L2 Lead User	Active	ST Engineering			
L2 Team	Active	ST Engineering			
L2 User	Active	ST Engineering			
L3 Lead User	Active	ST Engineering			
L3 Team	Active	ST Engineering			
L3 User	Active	ST Engineering			
Service Manager User	Active	ST Engineering			
Super User	Active	ST Engineering			
Tan Beng Suan	Active	ST Engineering			

Preferences

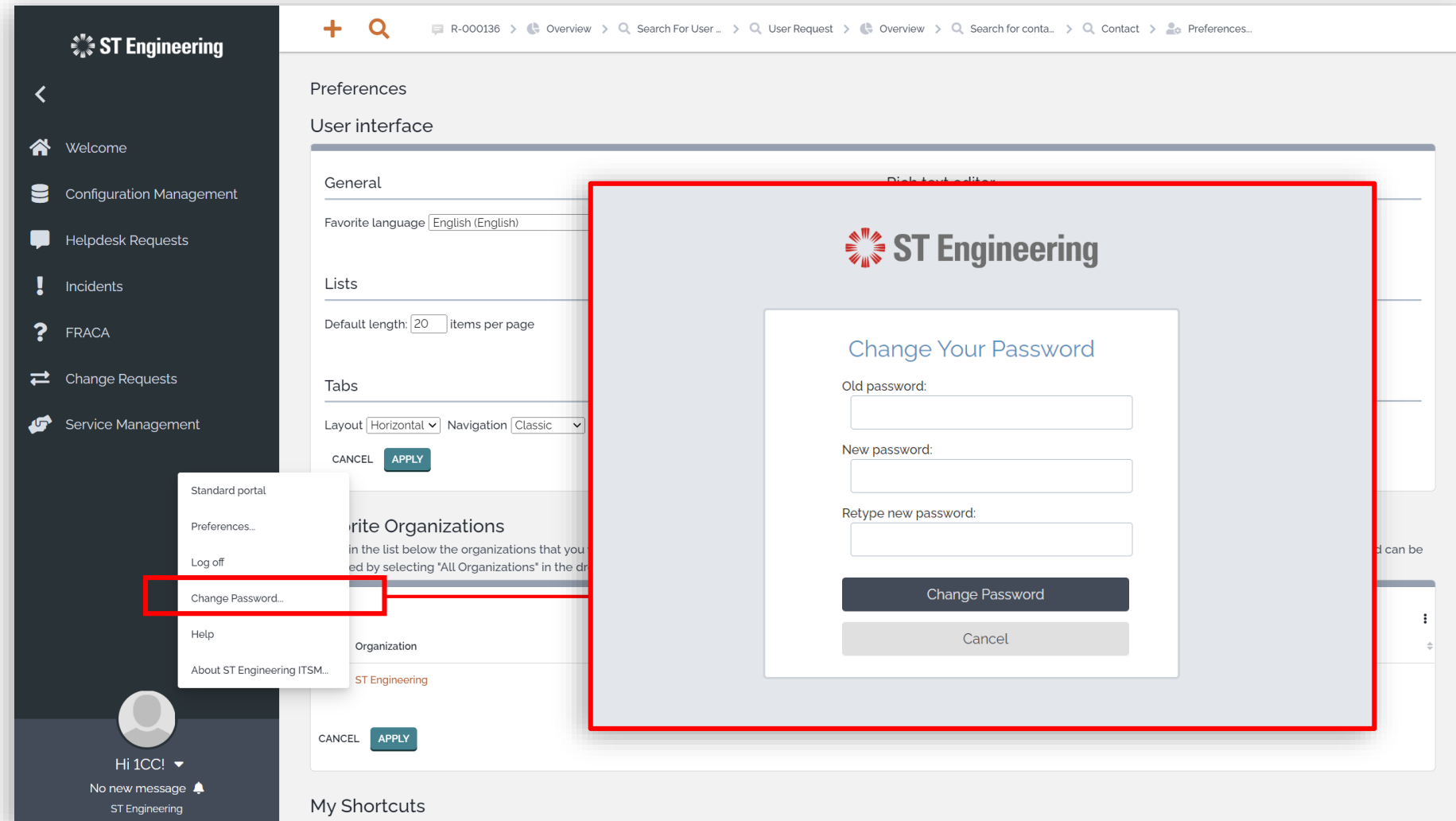
Tap on your name to view dropdown list and select **Preferences** to change the elements of the user interface.



OTHER

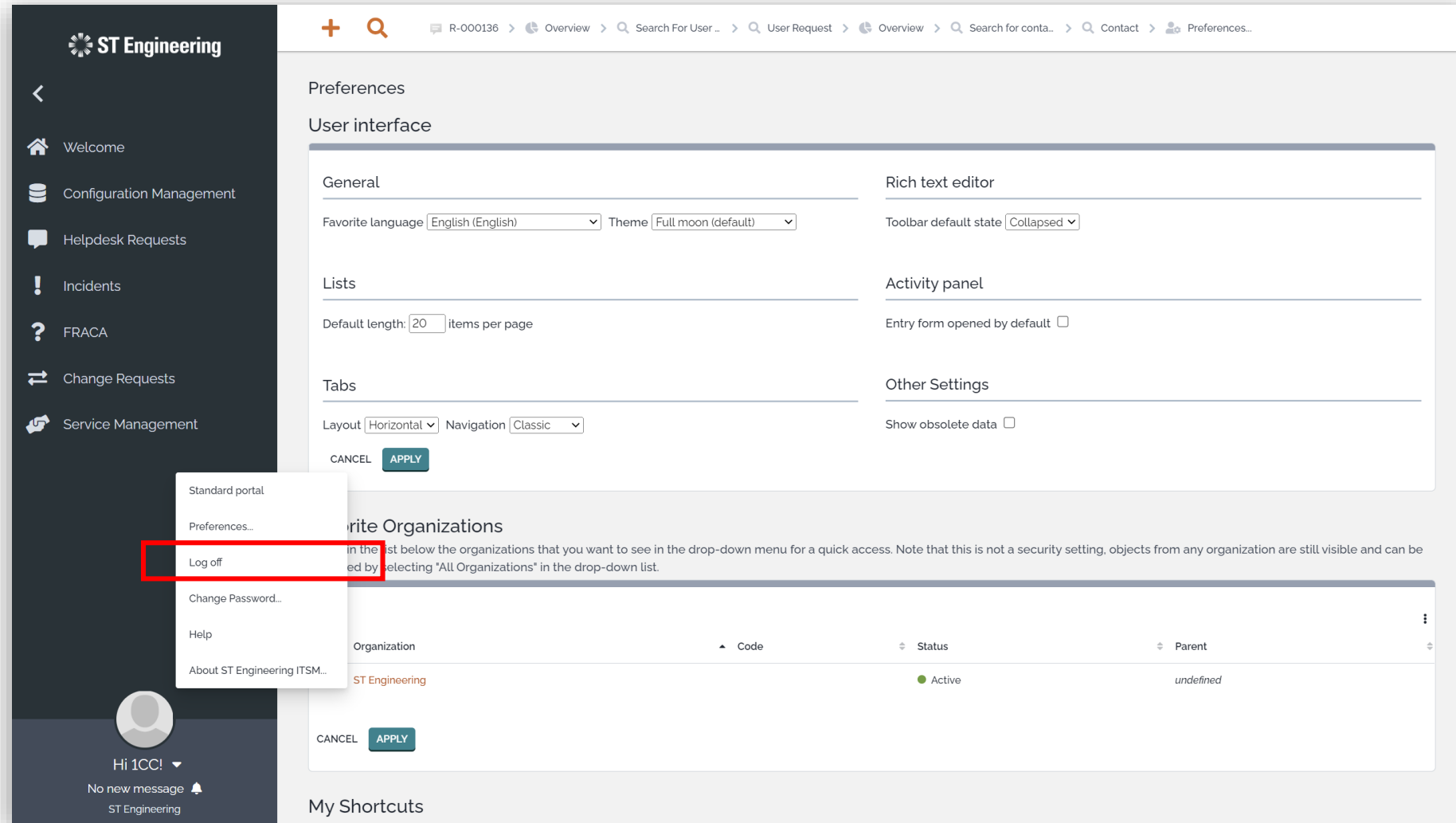
Change Password

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



Logoff

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



Thank you