Ivanti Self Service

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Prepared by:
Kyle Summers

Office of Technology Services
Division of Administration
State of Louisiana

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Document History

Version	Date	Additions/Changes	Prepared/Reviewed By
1.0	8.27.2018	Initial Submission	Kyle Summers
1.1	9.04.2018	Login URL Update	Kyle Summers

General Information

Instructions on how to log into the Ivanti ITSM client for Self Service Users.

Audience

Agency Self Service Users presenting incidents or request to OTS for support.

Purpose

Access to Ivanti ITSM Self Service User Portal.

Scope

Login procedures to Ivanti ITSM and use of the Self Service Role

Accessing Ivanti

Access Login Page

1. Navigate to web URL for login page
   a. https://otssupport.la.gov
   b. This should automatically log the user in using SAML authentication
      i. If not, login should be the user's Login ID and Network Password that are used to log into their local computer.
      ii. Domain should not be included in the Login ID
2. On First Time Login the user may be presented with a selection of Roles if they are assigned more than one
   a. The user should select the Role they wish to be their default Role when they sign in for the future logins
3. The user will be presented with their default 'Home Page' which will be using the default dashboard that has been assigned to them

Home Features

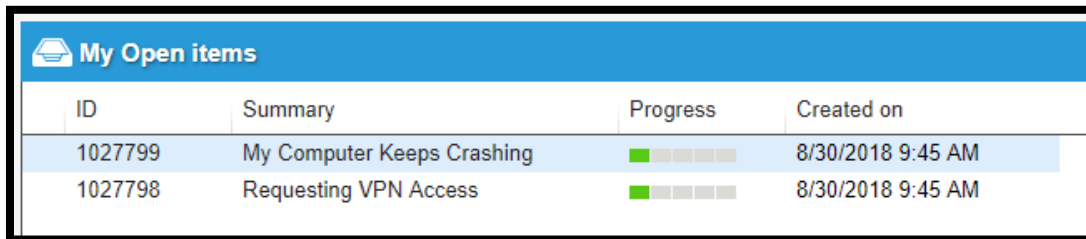## Announcements

Announcements are used to communicate upcoming or current information on problems or events to users who may be affected.
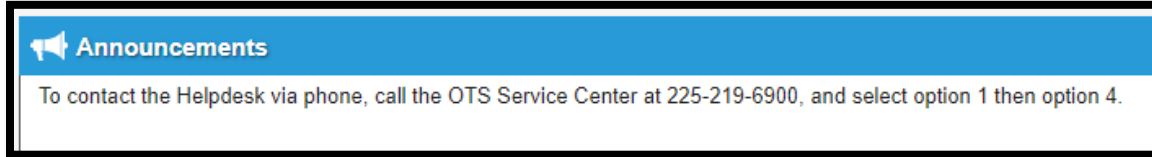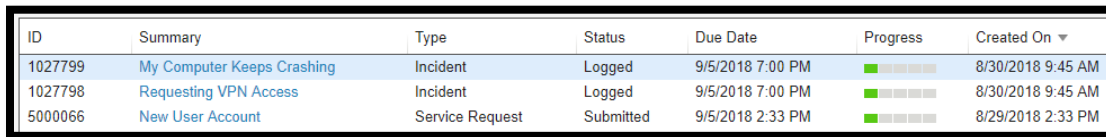

My Open Items

- My Open Items section on your Home Page will present you with any open tickets you may have. You can see the ID, Summary, Resolution Progress, and Creation Date in this section.

- You can view previous items by clicking on the 'View All My Items' link at the bottom of the Open Items section of the Home Page.
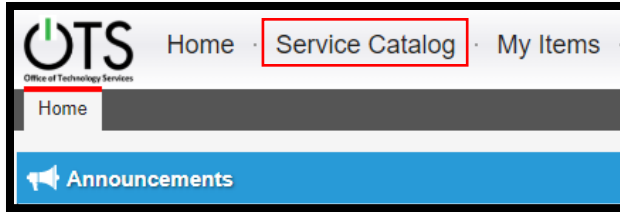- This will display all of your currently open items and previously closed items as well.


Service Catalog

Service Catalog Features

- The Service Catalog is a selection of Service Offerings that users can submit to OTS using the Ivanti ITSM system.
- Access the Service Catalog by clicking on the link to the Service Catalog workspace at the top of the page.

Service Catalog Items are separated by categories related to the intention of the Service Offering.
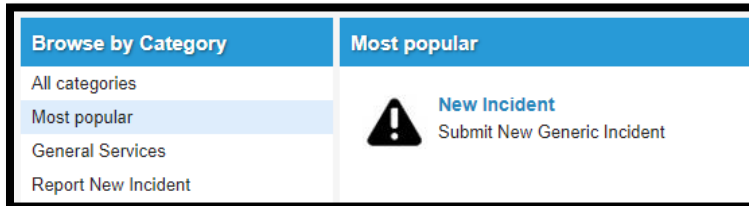
Using Service Offerings

1. Click on the Service Offering to be presented with fields to enter information related to the Service Offering selected.
2. Required fields will be identified by an asterisk to the left of the required field.

3. Click on '<- Back to Service Catalog' or 'Cancel' to cancel the entry process and return to the Service Catalog.
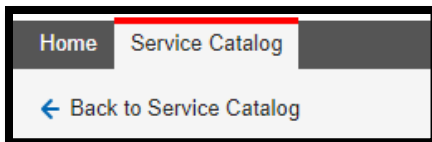
Viewing ticket details

From the Home Page, click on the item listed in your 'My Open Items' section.
This will present you with the details of your ticket.

Incident Fields

Incident ID: This is the ticket number for the Incident entered

Status: This is the status of the Incident

- Logged – Incident has been documented, but an analyst has not reviewed the incident yet
- Active – An analyst has reviewed the incident and triage or resolution actions are being performed
- Wating on Customer – The analyst cannot continue working on the issue without information or action from the user who submitted the incident
- Waiting on 3rd Party – The analyst is waiting on information or action from a 3rd party. This can be another party within the organization, external party, or vendor
- Waiting on Resolution – A resolution has been identified and is in the process of being applied
- Resolved – The incident is considered to be resolved
- Closed – The incident is closed and cannot be reopened. A new incident will need to be opened if original problem persists.

Summary: Brief summary of the incident

Description: Detailed description of the incident

Resolution: Details on the resolution of the incident

Attachments: documents or files attached to the incident by either the customer or the analyst

Activity History: View of communications between the analyst and the user who submitted the incident

Request Fields

Request#: the ticket number for the Request

Request Name: Name of the Service Offering used to submit the Request

Description: Description of the Service Offering used to submit the Request

Order Date: Date that the Request was originally submitted

Status: Status of the Request

- Submitted: Request has been submitted and is awaiting on analyst to review
- Active: Request is being reviewed or processed by an analyst
- Approved: If an approval was required, it has been completed and approved and is awaiting analyst next steps
- Approval Rejected: If an approval was required, it has been completed and was NOT approved and is awaiting analyst next steps
- Waiting on Customer: Analyst cannot proceed with the request without further information or action from the user who submitted the request
- Waiting on 3rd Party: The analyst is waiting on information or action from a 3rd party. This can be another party within the organization, external party, or vendor

- Fulfilled: The request process has been completed and no further action is required.
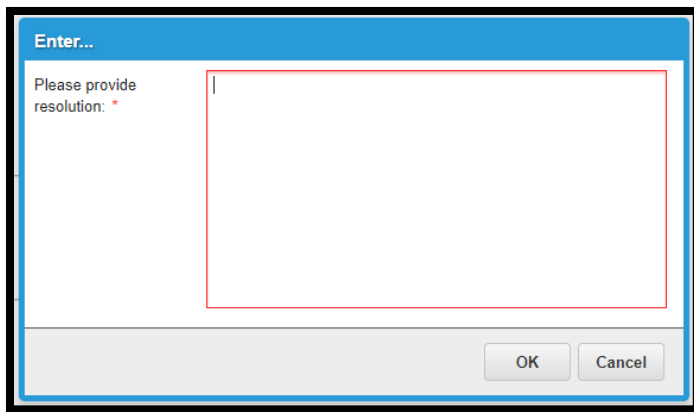- Cancelled: The request processed has ceased without completion and no further action is required.

Cancelling Your Ticket

Cancelling Incidents

1. From the Home Page, click on the item listed in your 'My Open Items' section.
   a. This will open the details of your Incident or Request
2. Click on the 'Resolve Incident button at the bottom of the page.
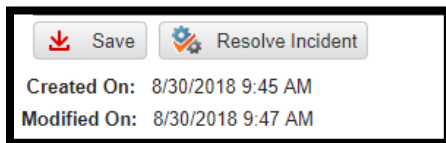
   a. You will be required to enter the details of the resolution.

Cancelling Requests

1. From the Home Page, click on the item listed in your 'My Open Items' section.
   a. This will open the details of your Incident or Request
2. Click on 'Cancel Request' and then click on 'OK' to confirm cancelling the request.