Short description of changes in the ticket system *FIS*/oss

1 Overview

In order to provide you with the best possible support also in the future we have geared our processes and the *FIS*/oss ticket system even more strongly to ITIL. As from June 03, 2019, the support process will consist of the four ticket types **Service Request, Incident, Change and Problem**.

When creating a new ticket, the requested ticket type needs to be selected via the "Create" icon. The ticket types of the support process are selected in the top half of the popup.
If there are currently active projects the project processing appears in the bottom half of the popup. There project tickets can be created. To activate the Ticket button select your active project from the list.

Please note: Problem tickets can only be created by the FIS Support department. For this, please contact your FIS Support contact.

The following functions are valid for all ticket types of the support process:

In addition to the mandatory fields please also enter your additional data, long text, internal text (only for internal customer information which cannot be viewed by FIS), transports, attachments etc. if required.

Once saved, the ticket receives a unique number assigned by the system. The ticket can then be either passed on internally within your organization via assignment (button "Save only") or sent directly to FIS via "Save and send".

2   Ticket types in detail

2.1   Service Request/Standard Change

Required entry fields:

Short description: Descriptive text concerning the request contents

Module: Please select the appropriate module for your request. If the request does not
                                     concern any of the modules displayed, please select ALL.

Other fields:

Desired date: The requested date can be used to map a specific processing sequence.
                                     Attention: If a ticket is returned to FIS, the requested date must not be in the
                                     past.

Customer-specific fields:
                                     Should you have customer-specific required entry fields, please fill them
                                     accordingly as well.

Standard changes are also addressed via service request tickets.

2.2 Incident

Required entry fields:

Short description: descriptive text concerning the request contents

Module: Please select the appropriate module for your request. If the request does not concern any of the modules displayed, please select ALL.

Other fields:

Priority: In case of an incident, the priority is determined by means of impact and urgency. When creating a ticket, the system automatically selects the lowest priority "4" by default. The matrix that can be opened by pushing the F4 help next to the "Priority" field enables the increase of a priority:

Customer-specific fields:

Should you have customer-specific required entry fields, please fill them accordingly as well.

2.3 Change

Required entry fields:

Short description: descriptive text concerning the change contents

Module: Please select the appropriate module for your request. If the request does not concern any of the modules displayed, please select ALL.

Other fields:

Priority: Priorities ranging from 2 to 4 can be defined within a change in order to enable the mapping of a specific urgency. "Prio 4" is set by default in the system.

Desired date: The requested date can be used to map a specific processing sequence taking into consideration the priority. Attention: If a ticket is returned to FIS, the requested date must not be in the past.

Customer-specific fields:

Should you have customer-specific required entry fields, please fill them accordingly as well.

3   Follow-On Document Creation and Document Flow

Within the support process, follow-on tickets may be created for the individual ticket types if required by the process. A change, for instance, may be the result of an incident. This change can be created from the incident using the "Follow-on document" button:
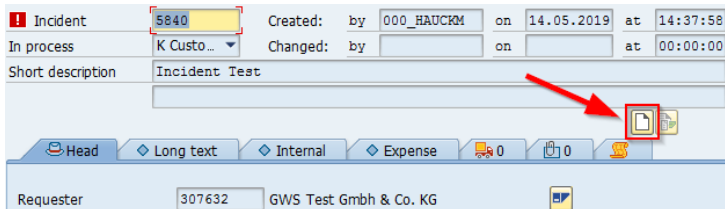

If, for instance, a follow-on document is created relative to an incident, it will be further processed in the new ticket. The incident will automatically be set to status 6 "Productive/closed". This must be confirmed via the following security popup.
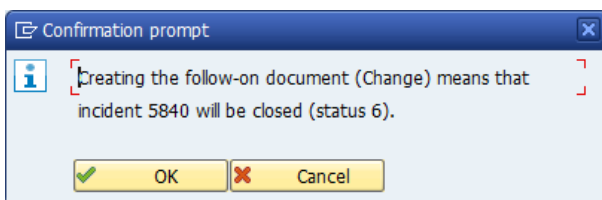
As a result, the incident is completed and can then be completely closed/confirmed.

In both documents, the predecessor/follow-on tickets can be retraced via the "Document flow" button. This button is ready for being displayed if follow-on tickets exist. A grayed out button means that there are no predecessor/follow-on tickets for the active ticket.
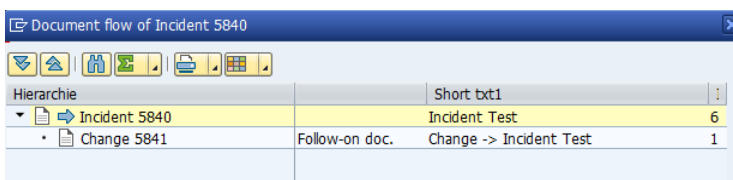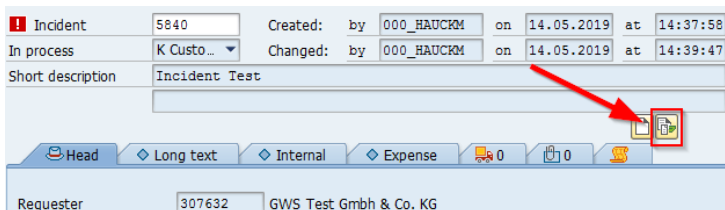
4   Automatic Ticket Confirmation

At regular intervals, the status of the tickets will automatically be changed from "6" to "7" if they are older than 6 months by means of a scheduled "Mass confirmation" job.

In the future, tickets of document type *S* (support tickets) will automatically be confirmed after longer periods of inactivity according to the following criteria:

Requirement: The ticket is in process on customer side.

- Ticket is set to status 6 and does not contain any open transports:

    - Confirmation after 4 weeks of inactivity

- Ticket is set to status 6 and contains open transports:

    - Confirmation after 26 weeks of inactivity

- Ticket with status other than "6" or "D":

    - Confirmation after 26 weeks of inactivity

- Service requests with internal status "D" are not closed (effort collector)

Prior to closing a ticket, the author and the processor receive an advance warning mail with a deadline of 14 days for further processing the ticket if required. An information mail will also be sent to the author and the processor if the ticket is confirmed automatically via report.

5   Further information on *FIS*/oss

For more detailed and extensive information of the *FIS*/oss please refer to our *FIS*/oss documentation that you can access via the Info Button in *FIS*/oss.