

UPU Service Desk Portal

User Guide

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About this document

Intended audience

This document describes how to navigate the UPU Service Desk Portal to request assistance on new services (service request) or to fix an issue (incident).

Notes:

- Only the Service Desk Portal can be used to ask for support. Support will not be provided via email.
- The PTC recommends using Google Chrome when accessing the Service Desk Portal. The portal does not support Internet Explorer.

Introduction

Definition

Service request

A service request is a formal request from a user for something to be delivered. It is raised when a user requires access to a new UPU service, assistance, or advice on upgrading an existing IT service.

Incident

An incident is an unplanned interruption of service or reduction in the quality of a service. When something does not work exactly the way it is meant to be, it causes unplanned interruptions to the service and creates an incident. UPU Support will have to provide a quick fix that resolves the interruption and restores the service to its full capacity.

Task

A task is an action or a list of actions to be completed by the person responsible for a dedicated activity.

Knowledge Base (KB)

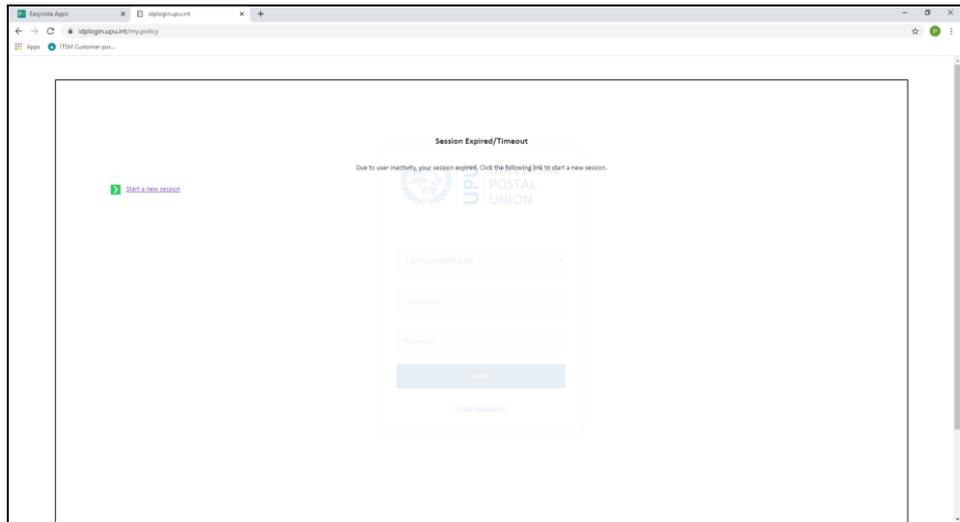
A Knowledge Base is a repository of information on frequently asked requests. The knowledge base makes it easy for users to find solutions to their problems before asking help from UPU Support.

Log in/out from the Service Desk Portal

1. To log in to the Service Desk Portal, please follow the process described in the UPU website: <https://www.upu.int/en/Contact-us/IT-support>
2. To log out, click the **Log out** button to disconnect from the Service Desk Portal.

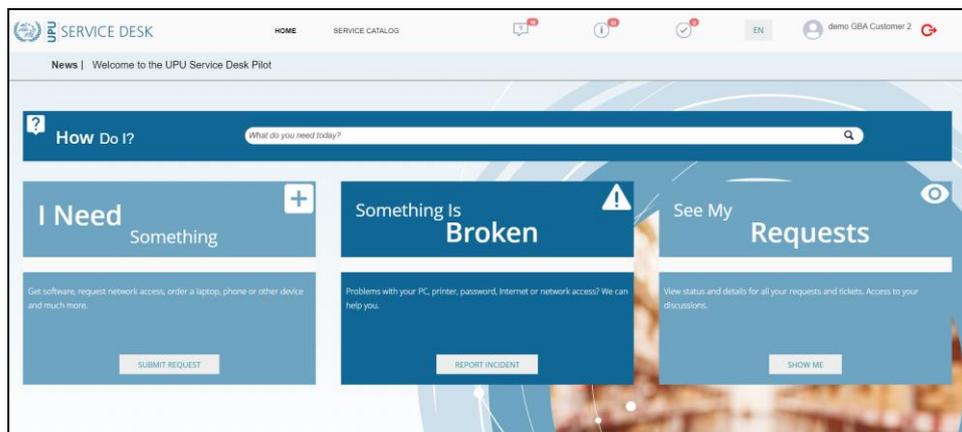


The system logs you out of the Service Desk Portal automatically after fifteen minutes of inactivity.



Service Desk Portal Home page

After logging in, the Home page is displayed.



Home page functions

 <p>Or</p> <p>HOME</p>	<p>Click one of these buttons to access the Service Desk Home page.</p>
<p>SERVICE CATALOG</p>	<p>Click this button to access the UPU Service catalog.</p>
	<p>Click one of these buttons to access your service requests, incidents and assigned tasks. See the Show Me functions for details.</p>

	Default language interface: <ul style="list-style-type: none"> • EN for English interface • FR for French interface • ES for Spanish interface
 Demo PTC Customer	Identity of the logged in user
	Click this button to log out of the application.
News Welcome to the UPU Service Desk Pilot	Click “News” or the active display news (i.e. Welcome to the UPU Service Desk Pilot” to access news details. See News .
	Click this field to enter criteria for searching entries in the Knowledge Base, incidents, and service requests. See The Knowledge Base Search function.
	Click this button to create a new service request.
	Click this button to create a new incident.
	Click this button to access all your service requests, incidents and assigned tasks: See the Show Me functions .

Click the language button to change the default user interface language. Select your default language and click OK to confirm.

Change Language

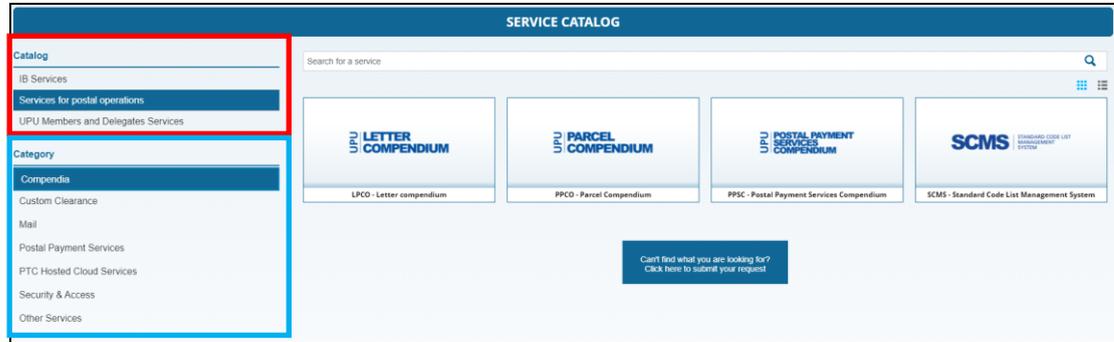
Language

To apply the modification, please click on button OK and logout/login !

Log out and log on again to apply the selected language.

Service Requests

Service catalogs



The Service catalog is organized into three sections:

- Catalog of services, highlighted in red
- Categories of services, highlighted in blue
- Available services based on the selected category

To access a service, select the catalog, and then select the category of services associated to the selected catalog. All services associated with this category will be displayed.

The catalogs available are as follows:

- **IB Services:** Services available for IB employees only
- **Services for postal operations:** Services linked to postal products provided by the UPU (i.e. IPS, compendia, etc.)
- **UPU Members and Delegates Services:** Services provided for UPU members and stakeholders (i.e. UPU document center, Delegate registration, etc.)

The portal displays the message, *“You do not have access to this Catalog”* if your profile does not have sufficient rights to access the content of the selected catalog. For example, the *“UPU member and Partner”* profile does not have access to the *“IB Services”* catalog.

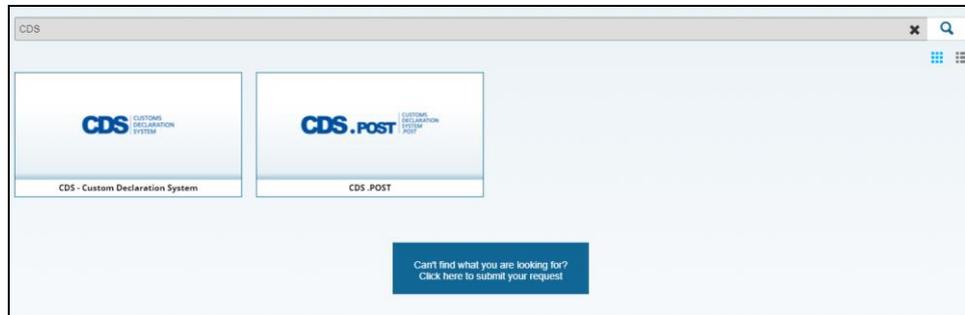
You can display the services sorted by ascending service name by icons or by list

using these two icons:



Search for a service

1. In the Search bar, type a word to search from all entries in the active catalog, for example, CDS, to look for CDS entries.



To clear the search criteria, click the X symbol on the Search bar.

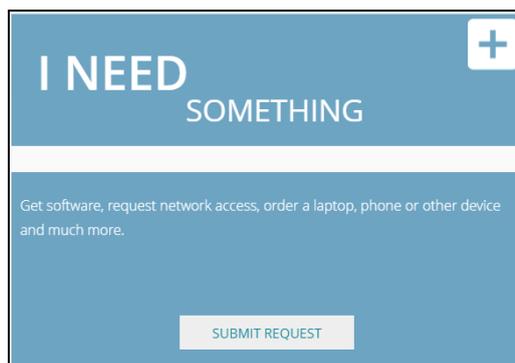
If no entry in the Service catalog matches your criteria, you can submit a new request by clicking the **Can't find what you're looking for?** button.

Create a service request

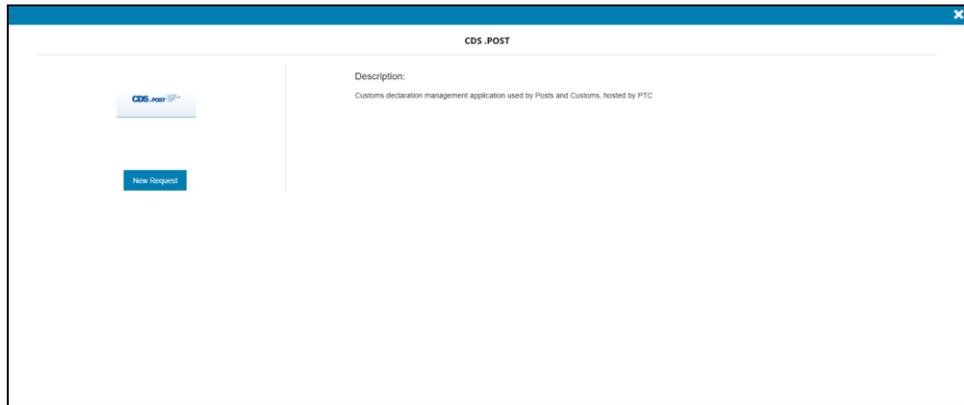
Each request has a unique identifier: RFS_yyyymmdd_nnnn, where:

- *yyyy*: year of the creation of the request
- *mm*: month of the creation of the request
- *dd*: day of the creation of the request
- *nnnn*: number

1. To create a request, click **SUBMIT REQUEST** from the Home page.



The Service catalog is proposed (refer to section 3). Click on the service icon to access the **New Request** button.



2. Click the **New Request** button to fill out the request form. Fields in the upper portion of the form varies depending on the service you select. Fields on the lower part of the form, starting with the **Title field**, are the same for all forms regardless of the service chosen.

Fields marked with an asterisk (*) are mandatory.

Note: You can format the description using the formatting tools. You can also attach a supporting document as necessary.

3. After entering the information, click **Ok** to confirm. You will receive a confirmation email from noreply@upu.int with the reference of the request. This is a no-reply email and no reply or further action is required from you.

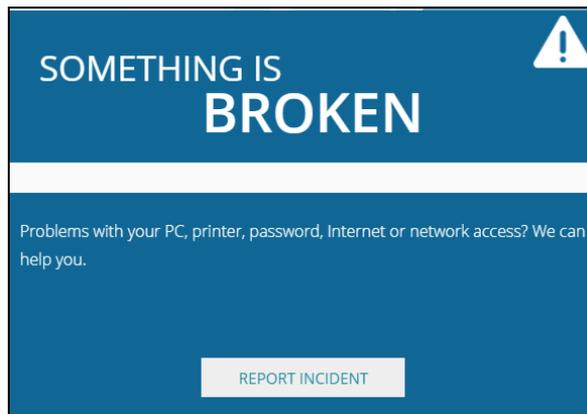
Incidents

Each incident has a unique identifier: IN_yyyymmdd_nnnn, where

- *yyyy*: year of the creation of the request
- *mm*: month of the creation of the request
- *dd*: day of the creation of the request
- *nnnn*: number

Create a new incident

1. To create a new incident, click **REPORT INCIDENT** from the Home page.



2. Enter details of the incident. Fields marked with an asterisk (*) are mandatory.

Note: Check the **InfoSec incident** check box to report an Information Security incident. The UPU Service Desk Portal notifies the:

- Support team to close the incident as soon as possible
- Security Incident Manager (SIM) to alert the Information Security Response Team (ISIRT)

New Incident

InfoSec Incident

Impacted Product / Service 

Title *

Description *

B *I* U ~~S~~ ^{x₂} ^{x²} A T               

Urgency *  Impact * 

Attachment 

TIPS: To add multiple files, compress them together ! New files can also be uploaded after ticket submission.

When you click on the **Impacted Product/Service** field, the application displays all products and services (IPS, IFS, Compendia, etc.) you are eligible to raise an incident request depending on your organization’s license agreement with the UPU.

Impacted Product / Service

Search Name 

Name	Version	Status	Category
CDS	2018 SP1	Production	Mail Services
GMS STAR	-	Production	General Services
IPS	2018	Production	Mail Services
Letter compendium	-	Production	Mail Services
Parcel Compendium	-	Production	Mail Services
PNG - Post*Net Gateway	2.1	Test	Mail Services
PNNM - Post*Net Mail	-	Production	Mail Services
QCS Mail	-	Production	Mail Services






You can filter the entries of the incident catalog by typing text in the **Search name** field. For example, type “mail” in this field to display only entries referring to Mail production and services.

Name	Version	Status	Category
CDS	2018 SP1	Production	Mail Services
IPS	2018	Production	Mail Services
Letter compendium	-	Production	Mail Services
Parcel Compendium	-	Production	Mail Services
PNG - Post*Net Gateway	2.1	Test	Mail Services
PNNM - Post*Net Mail	-	Production	Mail Services
QCS Mail	-	Production	Mail Services

3. Click **Ok** to confirm details of the incident.

Urgency, Impact and Priority

An incident's priority is usually determined by assessing its impact and urgency:

Urgency is a measure of how quickly a resolution of the incident is required.

Impact is a measure of the extent of the incident and of the potential damage caused by the incident before it can be resolved.

- **Impact:** Low, Medium or High
- **Urgency:** Show stopper, Major or Minor
- **Priority:** Critical, High, Medium and Low.

The priority is calculated accordingly.

Priority		Urgency		
		High	Medium	Low
Impact	Show stopper	Critical	High	Medium
	Major	High	Medium	Low
	Minor	Medium	Low	Low

The Knowledge Base Search function

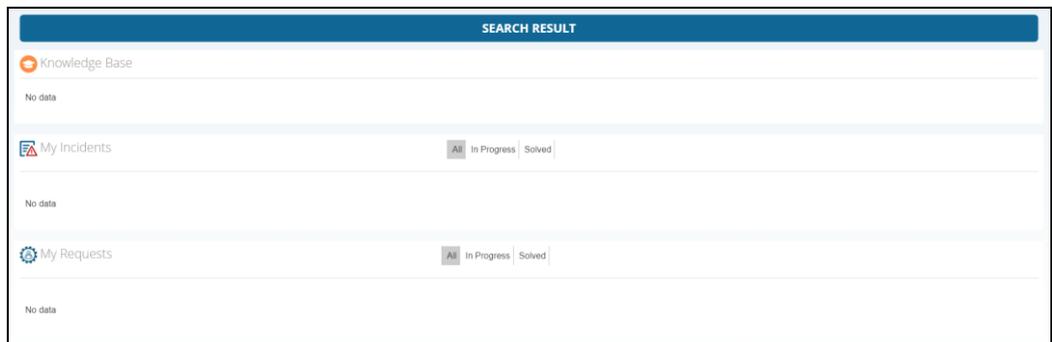
The **Knowledge Base (KB)** is useful to find out whether information about a service or incident already exists before submitting a service/incident request.

Search for an entry

1. In the Home page, enter a word in the **HOW DO I?** field, then press **Enter** or click the **Search** icon. The system performs the search.



If no entries match your criteria, no data is shown.



The Show Me functions

Overview

At any time, you can access your service requests, incidents or opened tasks from the Home page by clicking the relevant icon.

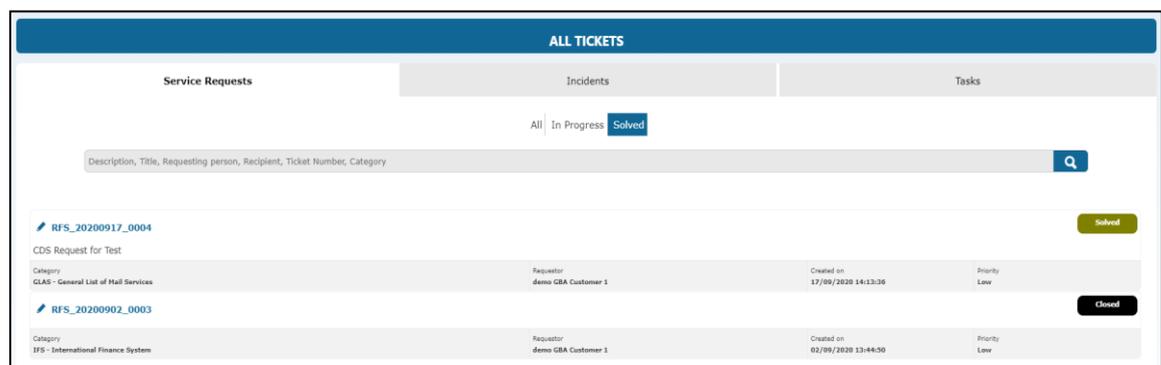
	My Requests
	My Incidents
	My Tasks

Alternatively, you can also click the relevant tab.



Clicking the relevant icon/tab displays:

- all requests/incidents regardless of the status
- all "In progress" requests/incidents with the status
- all "Solved" requests/incidents, including those which are closed



By default, all entries are sorted in descending order.

Note: The referenced time zone in the request/incident is set to Bern's time zone, the Central European Time (CET).

Update details of a service request/incident

You can update your submitted request/incident at any time while it is still in the "In progress" status.

1. Click the pencil icon next to the reference to access the details of the request/incident.

- Filter entries by adding the criteria in the field.

Description, Title, Recipient, Ticket Number, Category

Your filter applies to all information mentioned in the field (Description, Title, etc.) The system displays the results matching your criteria.

The page displays information on the:

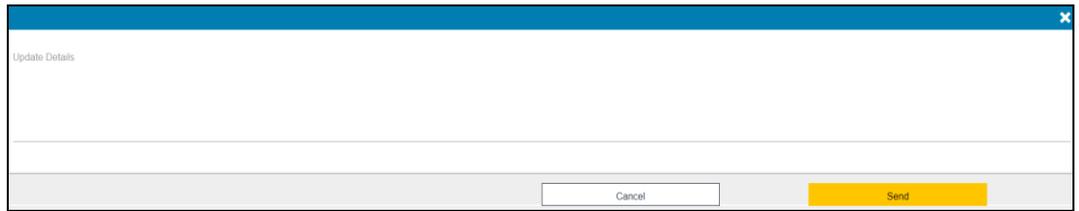
- status of the request/incident
- history or the actions that have been performed on the request/incident
- action that can be performed on the request/incident

- To view details of an entry, click the relevant **Loop**  icon in the **Comment** column. To close the details, click the X icon.

- To view details of any problems linked to the request/incident, click the **Problem** tab.

- To access the uploaded files or upload a new file for an entry, click the **Attachments** tab. You can open the existing file by clicking on the document name, and upload a new one by clicking the **Upload**  button.

- In the **Update Details** field, enter comments or remarks for the update.

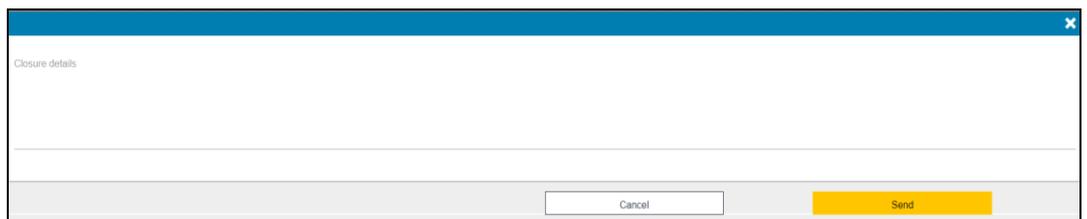


7. Click **Send** to confirm the updates, otherwise, click **Cancel**. Once sent, a new entry is added to the **History** tab.

Close a request/incident

You can close your request/incident at any time while it is still in the “In progress” status.

1. Open the relevant request/incident.
2. Click the **Close** button.
3. Enter remarks about the closure in the **Closure Details** field.



4. Click **Send** to confirm the closure, otherwise, click **Cancel**. Once sent, a new entry is added to the **History** tab and the request/incident is set to the status “Closed”.

Note: While the request/incident is processed, the Support team may ask you to perform some tasks in line with the request/incident’s approval or resolution. You can access details of the request/incident using the Pencil icon.

Approve the request/incident

If the incident has been resolved or the service request has been fulfilled according to your requirements, the request/incident is set to “Solved” status and you are requested to approve the request/incident with the **Approve** button.



Once clicked, the window for approval is displayed.

Approve

Comments

B I U ~~S~~ x₂ x² A T |

Attachment

Ok Cancel

1. Add a comment and upload files if necessary.
 2. Click **Ok** to approve the request/incident. The request/incident is set to status "Closed" and a new entry is added to the **History** tab.
- You can also cancel the approval process by clicking **Cancel**. You are prompted to confirm the cancellation.

Reject a request/incident

If the incident is not resolved or your particular service request is not fulfilled, you can reject the solution by clicking the **Reject** button.



The Rejection window is displayed.

Reject

Comment *

B I U ~~S~~ x₂ x² A T |

Ok Cancel

1. Add a comment and upload files if necessary.
2. Click **Ok**. The request/incident is set to “Reopened” status and a new entry is added to the **History** tab.

You can also cancel the rejection process by clicking **Cancel**. You are prompted to confirm the cancellation.

Notifications and Communications

While your request/incident is processed, the UPU Service Desk Portal sends a notification:

- with the reference of the request/incident as soon as you submit it
- when the request/incident is assigned to the Support team/Support team member
- to request an action (i.e. approval) or information (i.e. log files)

News

UPU can communicate information to its end users through the Service Desk Portal. You can access a history of all published news or view the active news using the **News** bar.

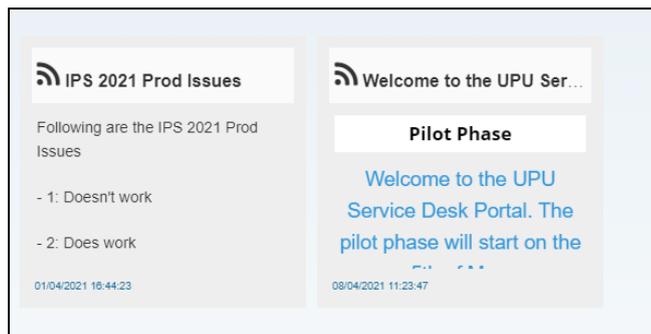
Access the news history

1. In the Home page, click **News** in the News bar.

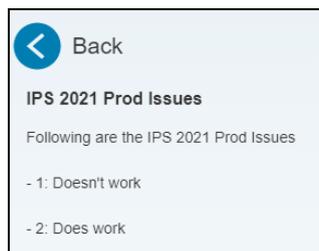


The history of all published news is displayed.

2. Click in the news box to access the full text.



3. To go back to the full list of news, click the **Back** arrow.



Access the active news

The last five news are displayed one by one at a regular frequency.

1. Click on the title of the active news to access the full text.



2. Click X to close the window.