SAP HELPDESK & TECHNICAL SUPPORT GUIDE V1.1

Document Details:

Document ID	Version No.	Description
Zensar/CIDCO/2017/SAPHELPDESK	V1.0	This document describes the Guidelines about using SAP Helpdesk Solution for CIDCO

Revision Details:

Action taken (add/del/change)	Preceding Page No.	New Page No.	Revision Description
Added SAP support email ID		8	Added SAP support email ID on Page No. 8

Document Control

Version	Date	Author	Reviewer	Reason for Change
V1.0		Machhindra Gaikwad	Vinod Raorane	This is initial version.
V1.1		Machhindra Gaikwad	Vinod Raorane, Shekhar Sabnis	Added SAP support email ID

Table of Contents

1. Introduction:

This document describes guidelines on SAP Helpdesk and technical support. This includes support for various SAP modules, MS Exchange Email service and Skype for Business (Lync). The helpdesk services shall be provided from CIDCO Bhavan, Navi Mumbai.

The support requests reported by the CIDCO end users will be resolved as part of SAP Application Support by Zensar Support team.

As part of SAP Application support process CIDCO end users need to report the incident via web based tracking tool and create the Support Ticket. Detailed procedure for the same is given in the later part of this document. CIDCO users can access the support tool via link provided at CIDCO intranet portal. Upon receipt of the Support Ticket Zensar will resolve and provide solution to the issue/error or request as per the SLAs mandated by RFP

While reporting the issue/error User need to take care of the following:

Incident – Incident is when an issue/error occurs in SAP system while doing the transaction or user wants to raise the service request.

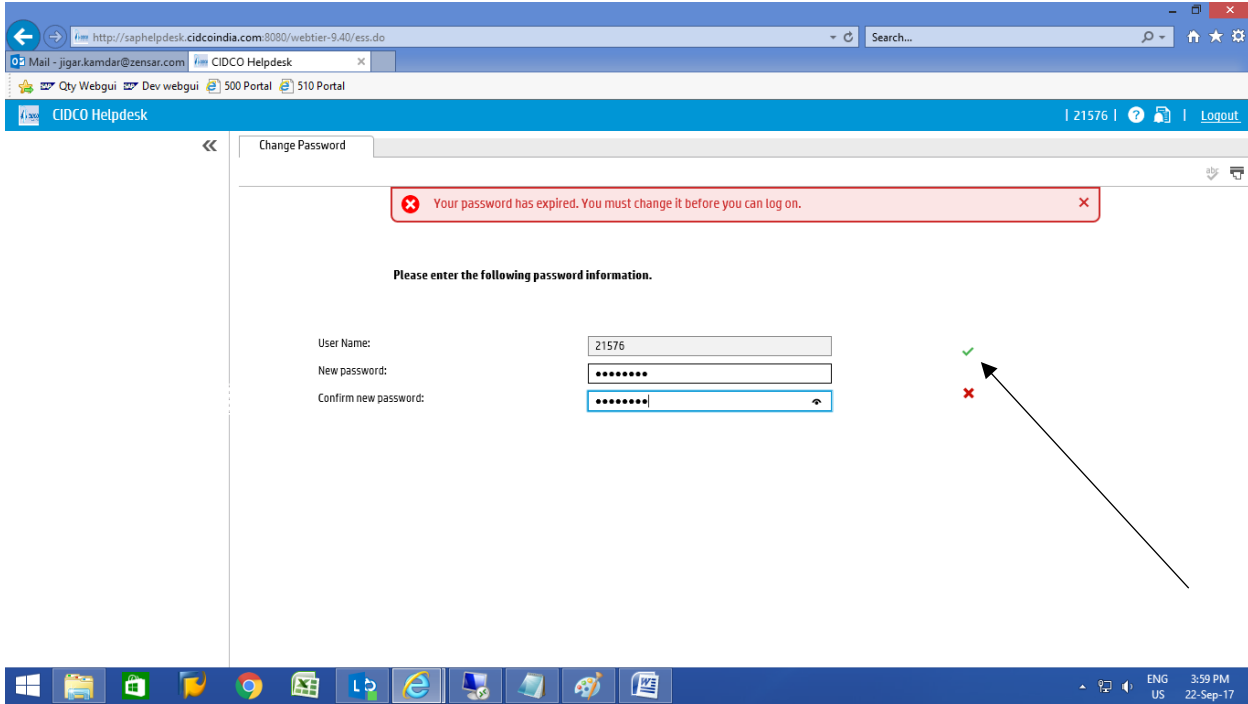**Service Type** – User need to select the appropriate service as specified below.
1. SAP PS
2. SAP FICO
3. SAP HCM
4. SAP RE
5. SAP Estate
6. SAP MM
7. Email / Skype for Business.

Incident Urgency – User can raise the incident with appropriate Urgency as specified below. It is very important that user assigns the correct Urgency and Service to the incident/interaction.
1. High - The emergency issue and no. of users are impacted due to this issue
2. Medium – The issue is reported by users but the Workaround solution is available
3. Low – Request for Training, User ID Unlock, PW Reset, Report Layout etc.

Incident/interaction Description – It is also important that user explains the issue with maximum details and attach the error screen shot.

2. **Logging Support Ticket**

   CIDCO end users can login to SAP Helpdesk and raise support ticket in one of the following ways.

1. Please use below URL to log a support ticket :

   http://saphelpdesk.cidcoindia.com:8080/webtier-9.40/ess.do

   Please login with your employee ID :

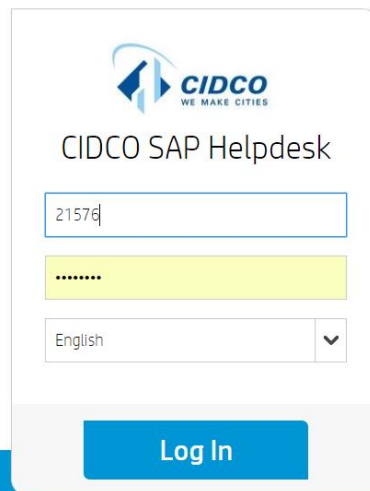Then Click on "Log In". You will be prompted to set your password.

Enter "New password" and "Confirm New Password". Then click on green colored "Tick-Mark"

You will be logged out automatically. You need to Login Again.
Username = **Your employee ID**
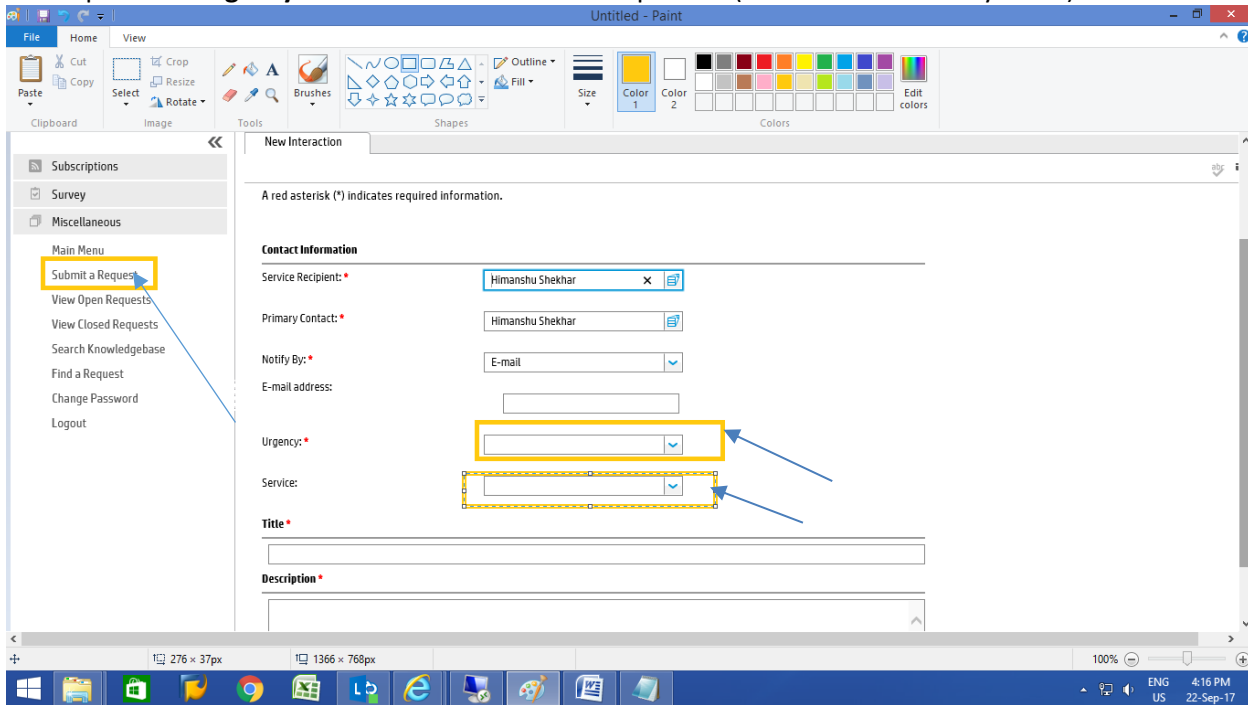Password = Enter your (new) password as set above.

Then Click on Log In

To create support ticket, click "Submit a Request" to raise the interaction/ticket. Please enter your email id (optional)
Please provide "**Urgency**" and "**Service**" from the dropdown. (These are mandatory fields)
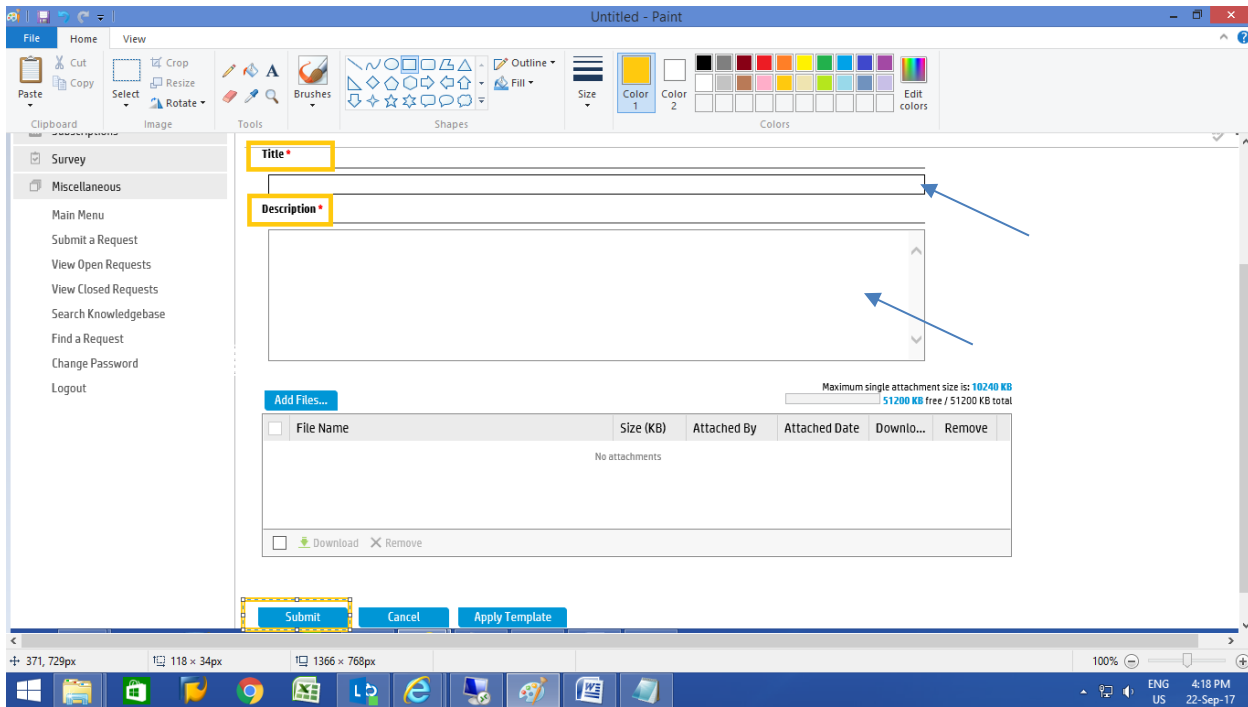
Also, provide issue **Title** (Mandatory field), brief **description** (Mandatory field) of the issue. You can also attach the screenshot of the error/issue if any. Then click "Submit" button to submit the interaction/request.

Important Note: It is strongly recommneded that users should login support ticket in call tracking tool . Only in case of urgencies users can first login support ticket as described above and then call helpline numbers or extensions given in point b. below.

2. Additional ways to login support ticket

   a. For Email/Skype related queries please login support ticket using same call tracking tool.

   b. Users can call
      CIDCO SAP Helpdesk Helplines: A. 022 67918621 or

                                      B. 022 67918359

   c. Support email ID: ithelpdesk@cidcoindia.com

   CIDCO **internal users** can reach CIDCO SAP Helpdesk by dialing extensions: 8621 or 8359

   Note: Please call CIDCO FMS Helpdesk on **022 67918181** OR extension **8181** (internal users) for issues/support related to desktop/laptop, printer/multi-function device, local server, routers/switches network including internet/intranet and Tablet PC connectivity.

3. Password change procedure for Call tracking tool

You can change the Password by clicking on "Change Password" in the left side menu as shown.
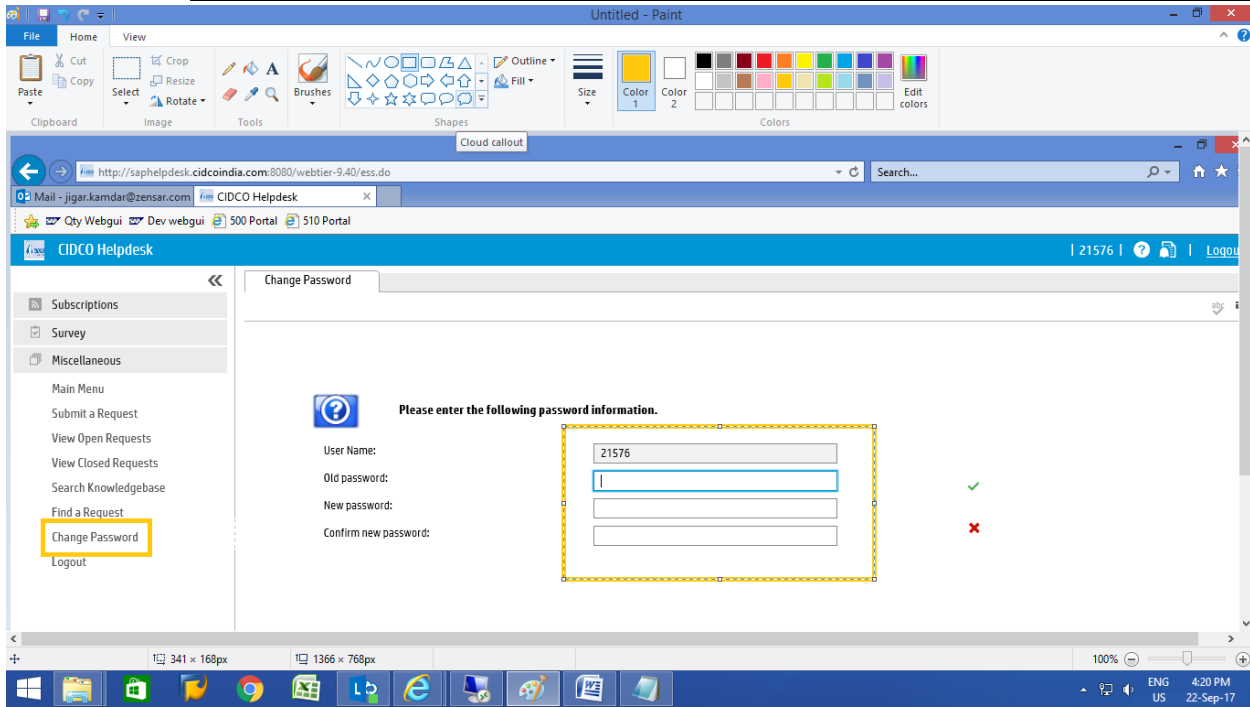
Please click Logout once you change password or submit interaction/ticket.

4. Zensar Support Team

   This team is responsible to address the technical queries, support issues related to SAP, Email support and Skype for Business. To facilitate the issue resolution following team will be located at CIDCO Bhavan. CIDCO users need to raise the support ticket to get the resolution to the issue.

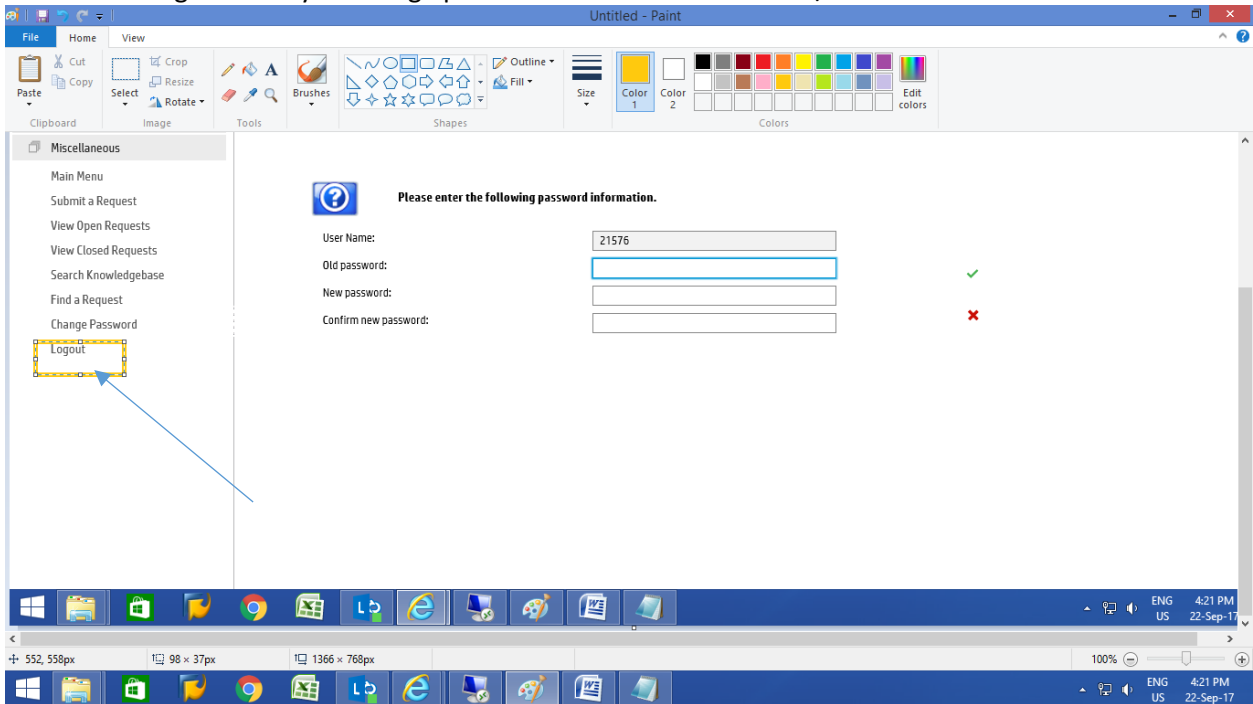 | Module | Zensar Support Team Location |
   |---|---|
   | HCM ESS-MSS | CIDCO Bhavan, Navi Mumbai. |
   | MM | CIDCO Bhavan, Navi Mumbai. |
   | BASIS | CIDCO Bhavan, Navi Mumbai. |
   | Email Exchange and Skype for Business | CIDCO Bhavan, Navi Mumbai. |
   | HCM Payroll | CIDCO Bhavan, Navi Mumbai. |
   | Finance | CIDCO Bhavan, Navi Mumbai. |
   | RE | CIDCO Bhavan, Navi Mumbai. |
   | PS | CIDCO Bhavan, Navi Mumbai. |
   | Estate | CIDCO Bhavan, Navi Mumbai. |

5. CIDCO Nodal MM Module Team

   This team shall help CIDCO users to address the process related queries, raise the support ticket in Call Tracking Tool, coordinate with Zensar Support Team to facilitate the issue resolution.

Sr. No.	Name	Department	Email ID
1	Mahesh Pimpale	Data Centre	co1.dc@cidcoindia.com
2	Nishant Tupe	Housekeeping	nishanttupe96@gmail.com
3	Nikhil Raul	Architecture	ar.nikhilraul@gmail.com
4	Madhuri Manikkuwar	Statistics	mrsmadhuri2009@gmail.com
5	Priya Ratambe	PRO	ratambepriya@gmail.com
6	G. D. Mhaske	Health	liongautam.mhaske@gmail.com
7	Sandeep Sathe	Health	sathesandeep38@gmail.com
8	Yatin Joshi	Telecom	yatin_joshi89@yahoo.in
9	Shivam Mundada	CIDCO -SAP Coordinator Team	sap-mm@cidcoindia.com

   CIDCO Finance Team

Sr. No.	Name	Department	Email ID
1	Asmita Dalvi	Finance	
2	Kavita Pagare	Salary	
3	Mangesh Hadkar	Salary	

CIDCO HCM Team

Sr. No.	Name	Department	Email ID
1	Hitesh Pawar	Personnel	
2	Vinu Nayar	Personnel	
3	Vishal Dhage	Personnel	

CIDCO RE (Real Estate) Team

Sr. No.	Name	Department	Email ID
1	Amit Rajput	MM2	
2	Pratap Nalawade	MM1	
3	Amod Pandit, Vaibhavi Mahalkar	Planning	

CIDCO PS Team

Sr. NO.	Name	Division
1	FMM Shaikh	EE(NM) - M&R and regular works
2	Miss.S.V. Gaikwad	EE (PA&Reg)
3	A F Chouhan	EE(QC)
4	Miss AA Attarde	EE(D)
5	Miss S.S. Vispute	EE(PP-I)
6	Miss.P.R. Shinde	EE(PP-II)
7	Miss.B.G.Rakshak	EE(Vashi)
8	OD Malwad	EE(Dron-I)
9	DS Singh	EE(Dron-II)
10	AA Tamgadge	EE (Hsg -I)
11	Mrs Sonali Telele	EE(HSg-II)
12	MR Shevate	EE(HSg-III)
13	SS Choure	EE(HSg-IV)
14	DC Khillare	EE(UL-I)
15	Miss KA Narkhede	EE(UL-II)
16	Miss PP Bhatkar	EE(UL–III)
17	AS Gawande	EE (KHR -I)

18	Miss SP Bansod	EE(KHR-II)
19	KM Katkade	EE(Naina-I)
20	Miss KT Rajurkar	EE(Naina-II)
21	PA Thakur	EE(Klm)
22	Miss AS Kale	EE(Kmt)
23	Miss AV Ikhar	EE(Pnl-I)
24	MD Gondhali	EE(Pnl-II)
25	Miss AM Kekan	EE(Deposit works)
26	Mrs PA Shirbhate	EE(MR-I)
27	SS Patil	EE(MR-II)
28	GM Rathod	EE(MR-III)
29	YD Mhatre	EE(MR-IV)
30	Miss RR Akulwar	EE (ULWE & MR DEPO)
31	AA Hobale	EE(NMIA)
32	Miss SC Bamgude	EE(AP-IV)
33	DA Chikhalekar	EE(AP-III)
34	Miss PU Godse	EE(AP-V)
35	MU Kamble	EE(AP-I)
36	Miss AA Kodag	EE(AP-II)
37	Mrs RR Chougule	EE(AP VI)
38	RA Sarode	EE(WS-I)
39	Miss SR Jadhav	EE(Het)
40	Miss SS Mate	EE(Balganga)
41	NN Sarak	EE(BPR&HQ)
42	SR Chavan	EE(NUR-I)
43	Miss VJ More	EE(NUR-II)
44	VA Jare	EE(NUR-III)
45	SR Godbole	EE(TP-IV)
46	Mrs AM Qadri	EE(PP&Q)
47	Miss DA Wagh	EE(Aur-I)
48	Miss PK Gaikwad	EE(Aur-II)
49	AS Gawande	EE(Chikaldara)
50	BD Ramteke	EE(Palghar I)
51	Bhagyesh Choudhari	EE(Palghar II)
52	Dhanraj Kurkure	EE (SOUTH)
53	M Madkaikar	EE (NORTH)
54	S S Hiwarale	EE (RAILWAY)
55	R Gautam	EE (MECH)
56	A K Chotalia	EE (AIRPORT)

6. Zensar CIDCO Integrated Escalation Process

The Chart below shows an integrated escalation process for CIDCO and Zensar for core services as mentioned in RFP.

A Peer to Peer escalation should be invoked for appropriate corrections and corrective actions.

Request/Interaction	Zensar	CIDCO
1st Level	Log Ticket in HPSM Tool and/or call CIDCO SAP Helpdesk	End users
2nd Level	IT Operations Manager/Project Manager	HODs from concerned Department
3rd Level	Service Delivery Manager	Systems Manager

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