

Service Desk Guide

Service Desk Guide

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1 Introduction

This document is intended to assist you in interacting with the imc Service Desk. In addition to an explanation of the user interface and the functions of the Service Desk tool used, it explains the processes around the different ticket types to illustrate the procedures of our support team.

During the introductory phase of the software the project team was your contact point for all issues. With the completion of the project and the start of productive operation, this task is transferred to the Service Desk. From this point on, the Service Desk acts as the single point of contact for your enquiries.

The duties of our Service Desk include the following:

- acceptance and documentation of all support requests
- first tier analysis of all types of incidents and support requests
- prioritisation of incidents and support requests
- answering and solving all kinds of incidents and support requests
- forwarding and escalation of support requests if they cannot be answered by the support team within the specified time
- informing about the progress of requests
- communicating solutions to malfunctions and support requests
- coordinating the delivery of solutions in the form of software patches
- closing solved incidents and requests

You can contact the imc Service Desk via the following channels:

Channel	Details
Ticket system	<p>URL: https://im-c.atlassian.net/servicedesk/customer/portal/1</p> <p>(alternatively: https://support.im-c.com, https://support.im-c.de, https://support.im-c.ch, https://support.im-c.at)</p> <p>via e-mail: support@im-c.atlassian.net</p>
Phone	<p>+49 681 9476 112 +61 3 8400 4581 +65 3 1256 302</p>
E-mail	<p>support@im-c.de</p> <p>(alternatively: support@im-c.at, support@im-c.ch, support@im-c.com, support@im-c.co.uk)</p>

On weekdays, the imc Service Desk is manned around the clock by our international support team, which is distributed over the locations Saarbrücken, Graz, Sibiu, Singapore and Melbourne. On weekends and public holidays, serious incidents can be reported via the ticket system (in exceptional cases also by telephone), which alerts the on-call service available for this purpose. However, other requests are not processed at these times. We accept your requests either in English or German.

2 Functions of Jira Service Desk

We use Atlassian Jira internally to track tasks and software defects. In addition, we use the **Jira Service Management** extension as the software solution for our Service Desk. In this chapter we will describe the features of this solution and explain how to use it from a service desk user's point of view.

2.1 Registration

You will be granted access to the imc Service Desk after you have been named to our support team as an entitled contact person for the company or institution you belong to. To do so, we need your name, e-mail address and a telephone number on which we can contact you in urgent cases.

Once the access rights have been provided to you, you might receive an invitation e-mail from jira@im-c.atlassian.net with a sign-up link.

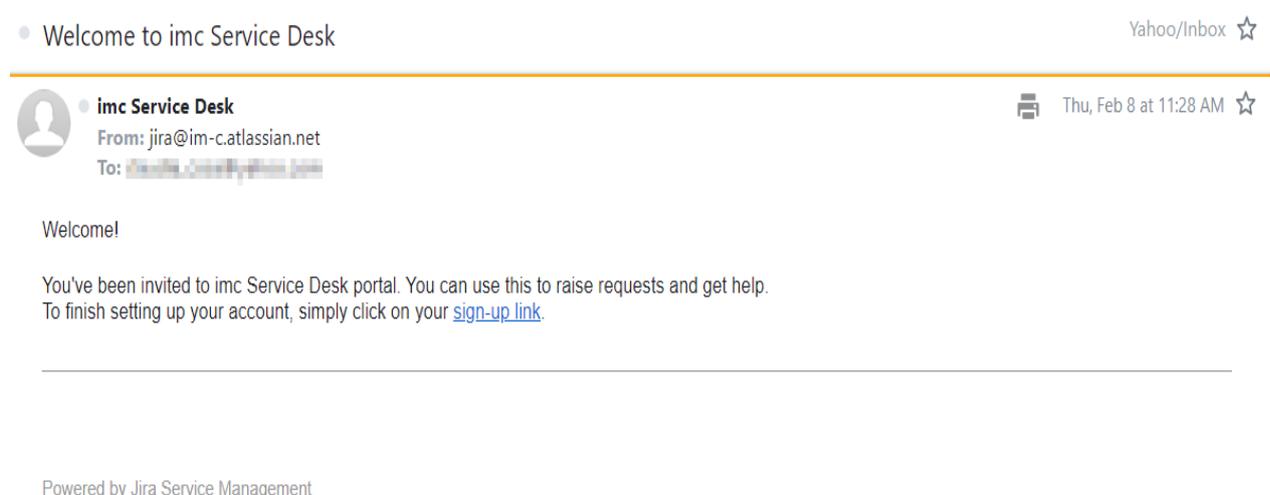


Figure 1 – E-mail “Welcome to Service Desk”

Please follow the instructions on the screen to log in. The process differs depending on whether you already have an Atlassian account and which authentication method your organization uses for Atlassian solutions.

If you have already been granted access to our Jira system during the project phase, the welcome e-mail will not be sent. Instead, only your access rights within the Jira system are updated, once the project is completed and transferred to regular support operation. You may continue using your previous access data for the imc Service Desk.

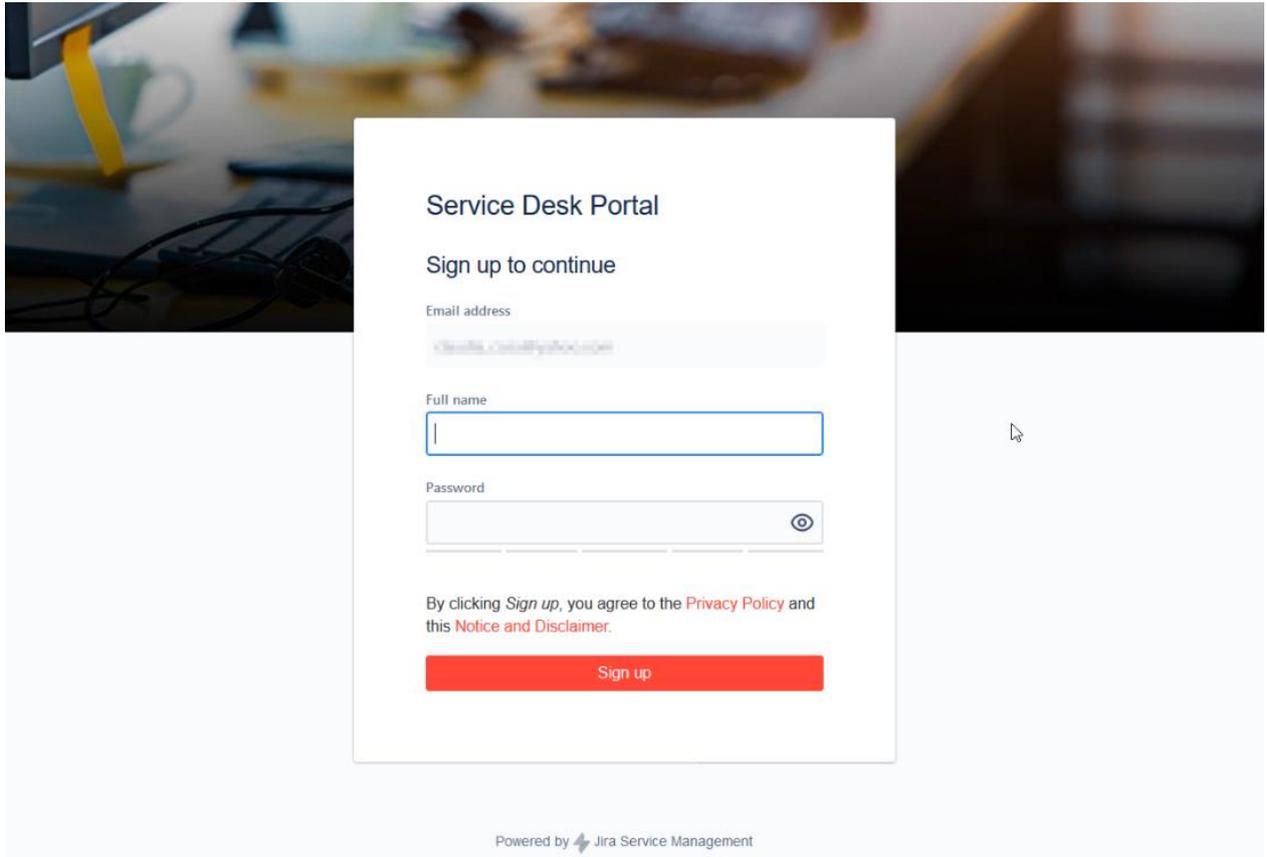


Figure 2 - Completing the registration process

Please check the spam folder of your mail account, if you do not receive the e-mail in your inbox. Please contact our support team if you encounter any problems.

2.2 Login Procedure

After completing the registration process, you can log in to the Service Desk at any time to view your tickets or create new tickets.

To do so, please visit the URL <https://im-c.atlassian.net/servicedesk/customer/portal/1>. Now you can log in with your e-mail address, which serves as your username, and your password.

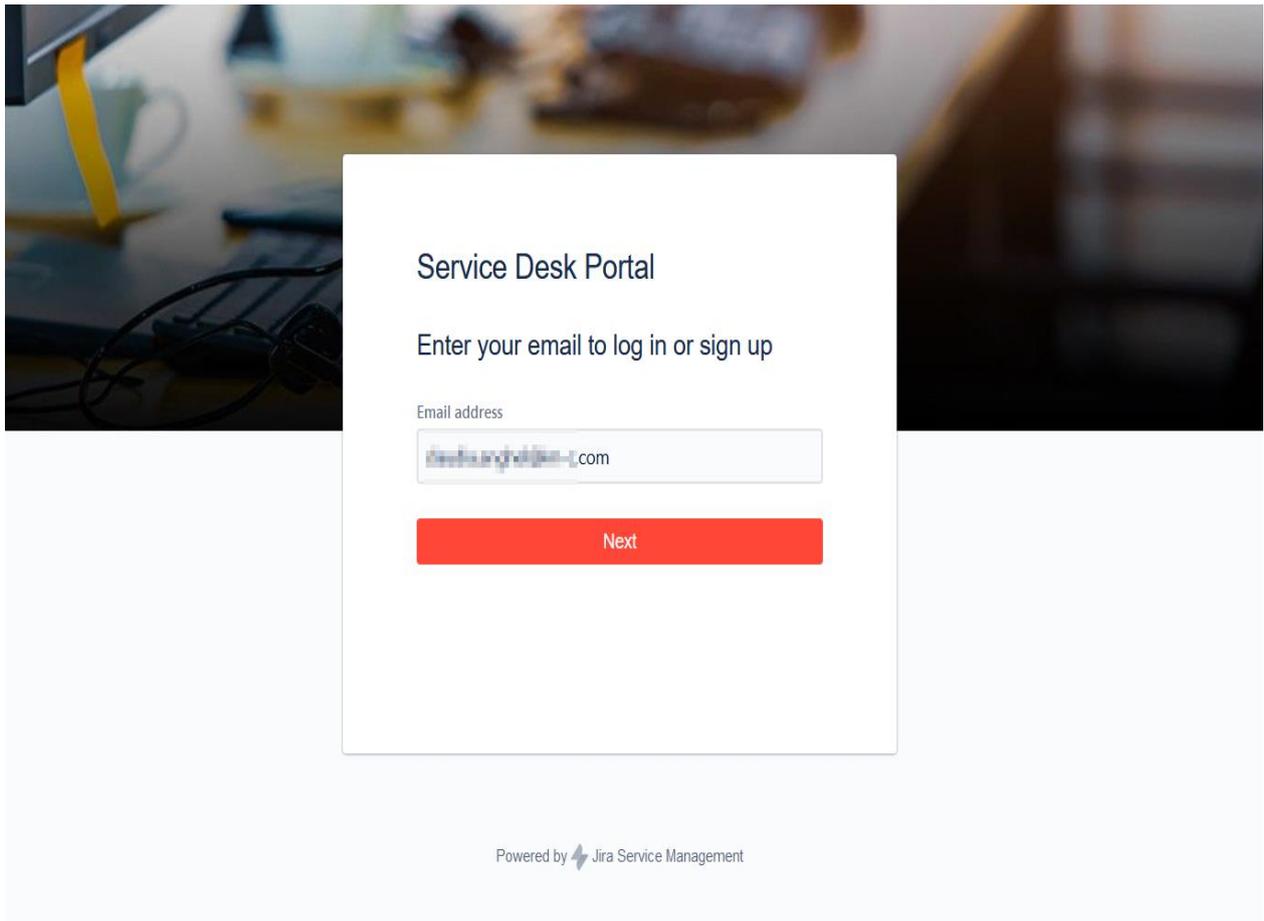


Figure 3 - Login screen

If you were not able to log in, please check if you are using the right login link (open the Service Desk via <https://support.im-c.com>)

2.3 User Profile

If you are logged in to the Service Desk, you will see your avatar in the upper right corner. Click on the link to access your user profile.

Here you can edit your profile or log out.

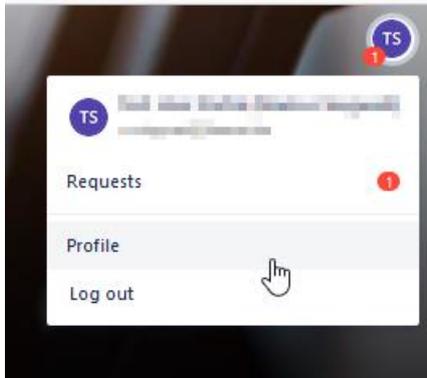


Figure 4 – Profile icon

If you click on Profile, you can manage your account or edit your account preferences and choose the desired language and time zone for the Service Desk.

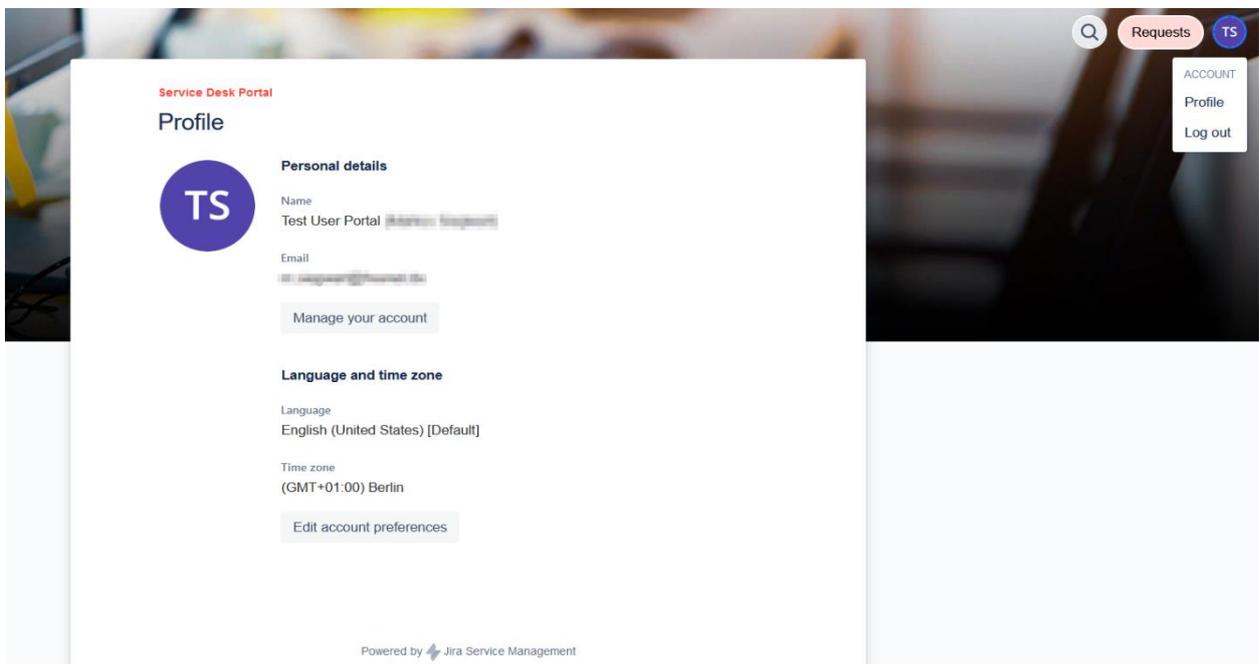


Figure 5 – User profile

The view can be slightly different if you have a local account or an Atlassian account.

2.4 Service Desk Portal

After logging in, you will usually see the page with the two ticket types (Fig. 15). You can also access the portal page at any time by clicking on the imc logo in the upper left corner. From there you can navigate back to the imc Service Desk to create further tickets.

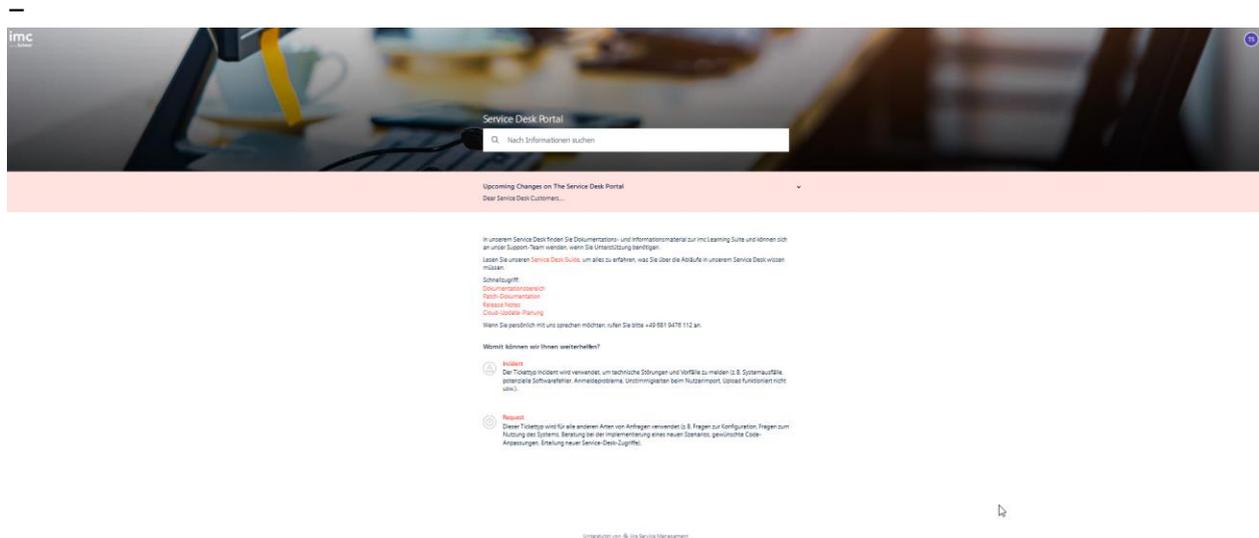


Figure 6 – Service Desk Portal

2.5 Create new Tickets

The ticket creation process is intuitive, and the interface is easy to use. After logging in via the Service Desk Portal, you will see a selection of two different ticket types (**Incident** or **Request**). Select the desired ticket type to get to the input mask for creating the ticket.

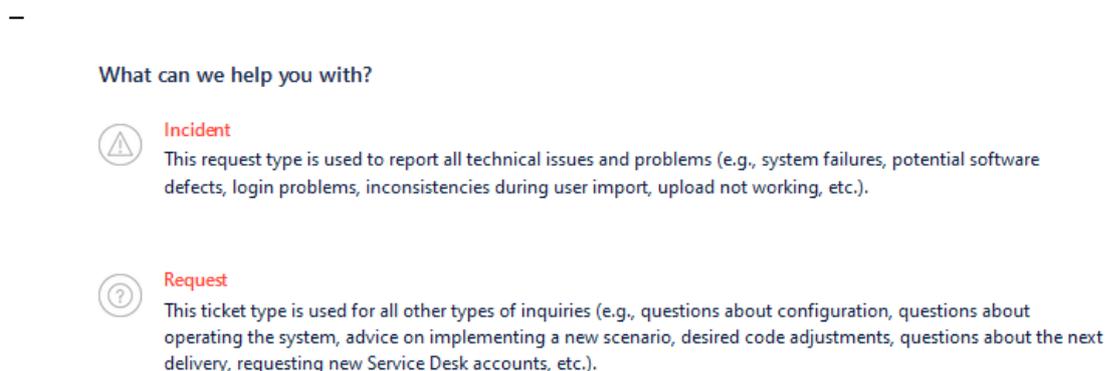


Figure 7 – Selection of ticket types

Kindly share a detailed description of the behaviour to facilitate prompt analysis on our end. Once your ticket has been created, the **Service Desk Team** will analyse your request based on the description provided by you, set the priority, ask for additional details, if required for our investigation, and try to determine the cause as quickly as possible.

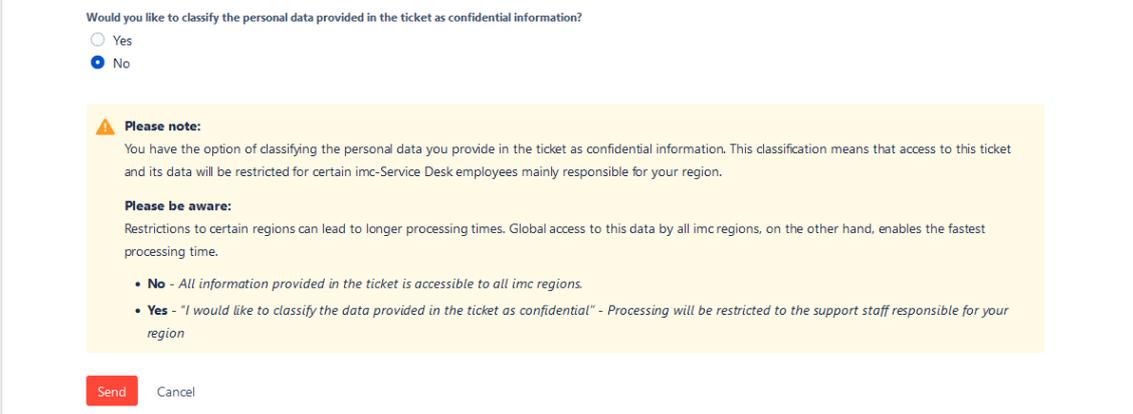
As soon as the **cause** of the reported behaviour has been **identified**, the Service Desk team will **adjust the ticket type** for further work on the ticket and will keep you updated on the internal progress. In the next chapter the different ticket types are explained in detail.

The input masks differ slightly depending on the ticket type. Mandatory fields are marked with an asterisk.

For both ticket types you must enter a title for the ticket and a description of the **subject** matter. You can use the field "**Your reference**" for your own purposes, e.g. for an internal reference number. You can also upload **attachments** such as screenshots or log files.

We ask you to refrain from sending personal data and confidential information. However, sometimes it is unavoidable for the processing of the ticket (e.g. when sending import files, user data).

In such cases, please set the field "*Would you like to **classify the personal data provided in the ticket as confidential information?***" to "Yes".



Would you like to classify the personal data provided in the ticket as confidential information?

Yes

No

Please note:
 You have the option of classifying the personal data you provide in the ticket as confidential information. This classification means that access to this ticket and its data will be restricted for certain imc-Service Desk employees mainly responsible for your region.

Please be aware:
 Restrictions to certain regions can lead to longer processing times. Global access to this data by all imc regions, on the other hand, enables the fastest processing time.

- **No** - All information provided in the ticket is accessible to all imc regions.
- **Yes** - "I would like to classify the data provided in the ticket as confidential" - Processing will be restricted to the support staff responsible for your region

Figure 8 – Confidentiality of the ticket

This will limit access to the ticket to the support staff responsible for your region. Other teams, such as Business Consulting, Managed Services or Deployment won't have access the ticket.

Please be aware that this may affect the contractual reaction and resolution time. Global access to this data by all imc regions, on the other hand, enables the fastest processing time.

Below the field “Attachment” you’ll find the option “Share with”, to share the ticket with other users in your organisation. In this context, "organisation" refers to a Service Desk group, where all Service Desk users from the company or institution to which you belong are grouped together. By sharing the ticket, it becomes visible to other members of your organisation. Disable the option, and it can only be viewed by yourself.

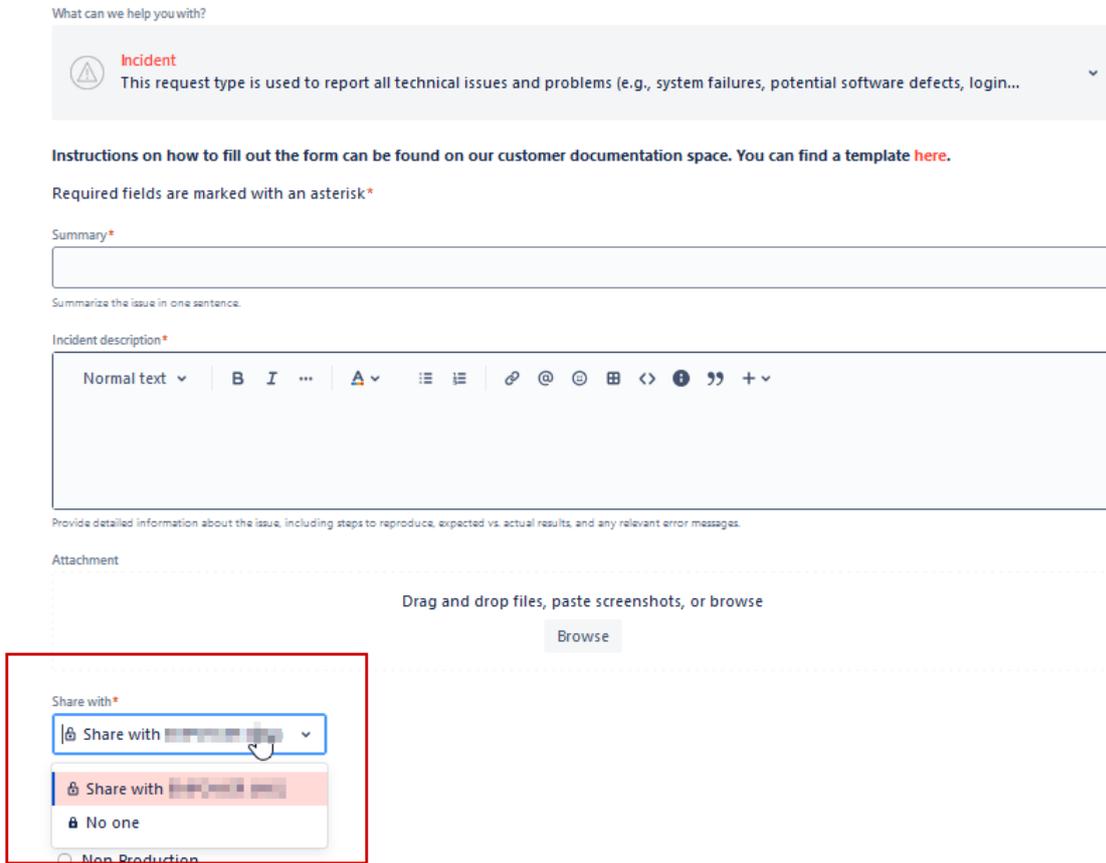


Figure 9 – Share ticket

You can also create tickets by sending an e-mail to the address support@im-c.atlassian.net. When importing the e-mail into the ticket system, the subject of your e-mail is used as the title and the text of your message as the description of the ticket. Attachments can also be sent with the e-mail. Tickets created by e-mail are automatically shared with the organisation.

However, it is not possible to select the ticket type or fill in additional fields in this way. Therefore, the tickets are initially opened with the ticket type *Request* and the support team will adjust the ticket type after reviewing it. For time-critical issues, such as a *system outage*, we recommend using the Service Desk Portal to report an Incident, so that our support team gets notified and can immediately take action.

2.5.1 Incident

The ticket type **Incident** is used to report all *technical issues* and *problems* (e.g., system failures, potential software defects, login problems, inconsistencies during user import, upload not working, etc.).

What can we help you with?

I **Incident**
 This request type is used to report all technical issues and problems (e.g., system failures, potential software defects, login problems,...)

Instructions on how to fill out the form can be found on our customer documentation space. You can find a template [here](#).

Required fields are marked with an asterisk*

Raise this request on behalf of*

Anghel, Claudia (claudia.anghel@im-c.com)

Summary*

Summarize the issue in one sentence.

Incident description*

Normal text | **B** *I* U | A | H | L | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | [|] | { | } | ^ | _ | ` | ~ | = | + | - | / | \ | | | @ | # | \$ | % | ^ | & | * | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] | ~ | ! | " | ' | (|) | { | } | [|] |

When reporting **Incidents**, a detailed description of the behaviour is required in addition to a meaningful title of the ticket and the selection of the affected product. The description should contain the following information:

- Which location or navigation in the system must be called up (including URL)?
- What steps must be taken at this point?
- What happened during the described procedure?
- Which behaviour was expected instead?
- Are there any special circumstances that must be considered?
- On which date and time did the error occur?
- Object IDs or person IDs of the objects and users concerned.

Please always include the log files if the system is not hosted by imc. Screenshots or short videos showing the problem are also very welcome.

The Service Desk will investigate the reported incident based on your description, prioritize it and try to determine the root cause as quickly as possible.

If access is granted, the support team will look at the described case on your production system. This is usually the quickest and most effective way to identify or eliminate a misconfiguration. If this is not successful, further queries may be necessary to clarify the reproduction scenario. In some cases, this means that we ask you to make further observations and investigations for a while before we can continue to process the ticket.

Once the cause has been identified, the ticket type will be adjusted to any relevant type, to continue processing. Typically, the following two types of tickets will be used:

- **Software Defect:** *in case of an error in the software code, where the usability of the service is affected: I am getting an error message after I try to enrol a staff member to a course and the user is not being enrolled in the backend.*
- **Non-Software Defect:** *if the root cause is not related to an error in the code, but other problems on imc side are affecting the service usability or availability: SSO is not working due to misconfiguration, user import is not working due to problems with file copy jobs, performance issues caused by database problems, system is unavailable due to lack of resources.*

For these types of tickets, the contractual **reaction and resolution times** are being considered.

- Decisive for the start of the **Reaction Time** is the **receipt** of the error report in the ticket system.
- Decisive for the start of the **Resolution Time** is the **acceptance** of the error report by a support employee in the ticket system.

Error Category	Ticket Types	Priority	Description
System Availability	Non-Software Defect	Priority 1 (critical error)	The system environment is not accessible, or issues with the system environment prevents its usage.
Software Usability	Software Defect & Non-Software Defect	Priority 2 (critical error)	An error that causes an outage of the entire system or significant parts of it, so that it is completely or almost completely impossible to use. The operational process is impaired in such a way that immediate rectification is essential.
		Priority 3 (major error)	An error that affects the use of the system in such a way that reasonable work with the system is no longer possible or only possible with a disproportionate effort. A temporary workaround can be found for the error using organisational measures or other resources that are commercially viable.
		Priority 4 (minor error)	Other errors that do not or only insignificantly affect the use of the system.

For the ticket types **Software Defect** and **Non-Software Defect**, you can see the priority with which the ticket has been classified in the ticket view.

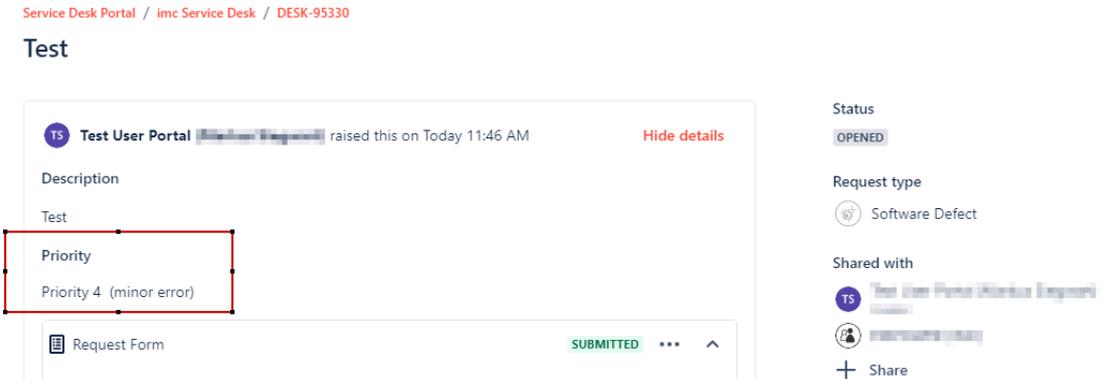


Figure 11 – Ticket priority

2.5.2 Request

The ticket type **Request** is used for all other types of inquiries (e.g., questions about configuration, questions about operating the system, advice on implementing a new scenario, desired code adjustments, questions about the next delivery, requesting new service desk accounts, etc.).

This ticket type is also used for all requests created by e-mail until the support team has classified them.

What can we help you with?

Request
This ticket type is used for all other types of inquiries (e.g., questions about configuration, questions about operating the system, advice on...

Instructions on how to fill out the form can be found on our customer documentation space. You can find a template [here](#).

Required fields are marked with an asterisk*

Summary*

Summarize the issue in one sentence.

Request description*

Normal text ▾ | **B** *I* ... | A ▾ | | + ▾

Provide detailed information about the request.

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Share with*

Share with EMPOWER (IMC) ▾

Please enter the URL of the page you have a question about

Your reference

Use this field for your internal ticket number, name of the reporter, etc.

Would you like to classify the personal data provided in the ticket as confidential information?

Yes

No

⚠ Please note:
 You have the option of classifying the personal data you provide in the ticket as confidential information. This classification means that access to this ticket and its data will be restricted for certain imc-Service Desk employees mainly responsible for your region.

Please be aware:
 Restrictions to certain regions can lead to longer processing times. Global access to this data by all imc regions, on the other hand, enables the fastest processing time.

- **No** - All information provided in the ticket is accessible to all imc regions.
- **Yes** - "I would like to classify the data provided in the ticket as confidential" - Processing will be restricted to the support staff responsible for your region

Send
Cancel

Figure 12 – Ticket creation of type “Request”

The Service Desk will investigate the submitted requests based on your description and will classify them accordingly. Typically, the following five types of tickets will be used:

- **Consulting Request:**
 - I would like a design change.
 - I need a guideline, or a web session related to enrolment forms.
 - How can I configure a booking email?
- **Support Request:**
 - A contact person has changed. Can you remove the service desk rights for this person and grant access to a new contact?
 - The SSL-certificate for our domain will expire and needs to be renewed.
 - Where can I find the patch documentation?
 - Can you schedule a delivery to us?
- **Customisation:**
 - I would like to implement a new change for the approval process.
- **Suggestion:**
 - Suggestion for improvement to implement navigation/access to a learning path specific system message monitor, similar to courses. Or alternatively, add filters to the global system message monitor.

2.6 Commenting on Tickets

There are two ways to comment on a ticket.

The first option is to open the ticket in the Service Desk. There you will see an input field for further comments below the ticket title. Enter your message here and add attachments if necessary. After clicking on "Add" your entry will be added as the top activity in the ticket, as the activities are sorted chronologically in descending order.

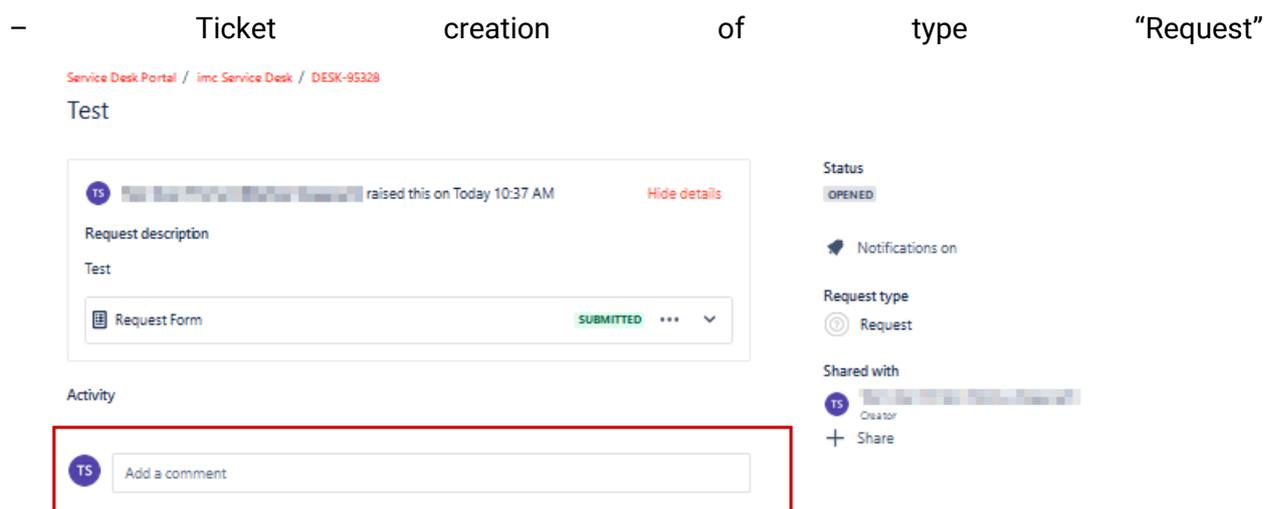


Figure 13 – Commenting on a ticket

The second option is to reply by e-mail to a notification you have received about a ticket. Please leave the subject of the e-mail unchanged. The ticket system recognizes which ticket you are replying to, based on the subject and will add your message including e-mail attachments to the ticket as a new comment.

2.7 Receiving Notifications

As **creator** of a ticket, you will receive email notifications by default when there are new comments or changes in the ticket. You can deactivate these notifications if you do not wish to receive e-mails.

The opposite applies to **members of the organisation** when a ticket is *shared*. The members of the organisation will only receive a notification when the ticket is created. If further notifications are desired, the respective user must activate them for the corresponding ticket.

To do so, open the corresponding ticket in the Service Desk. On the right-hand side below the ticket status, you can click on a link to activate or deactivate the notifications. If the link shows the text "Notifications on", the notifications are active and can be deactivated by clicking on it. If the link shows the text "Notifications off", the notifications are not active and can be activated by clicking on the link.

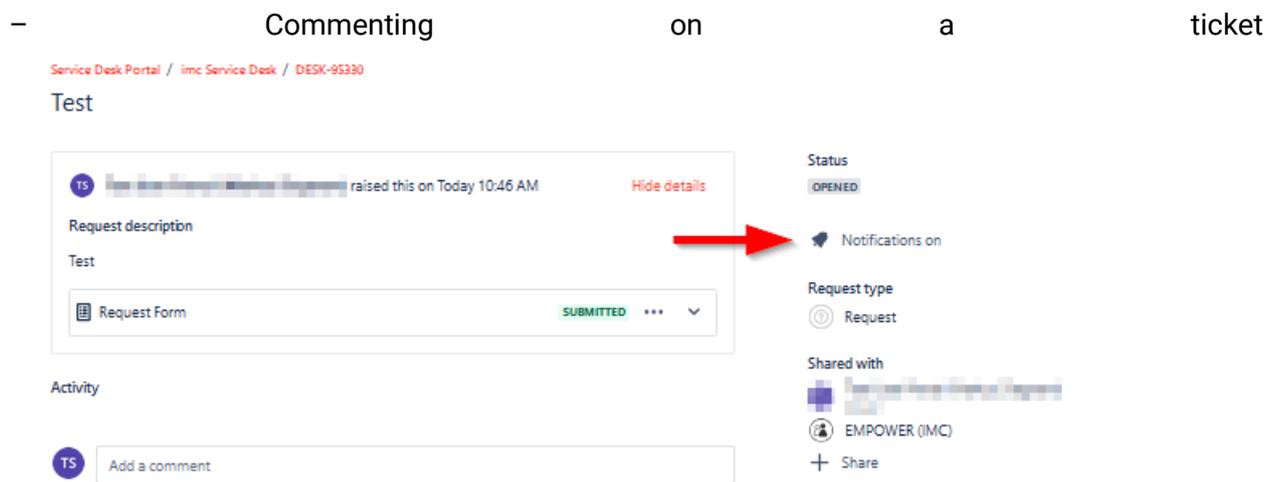


Figure 14 – Activate notifications

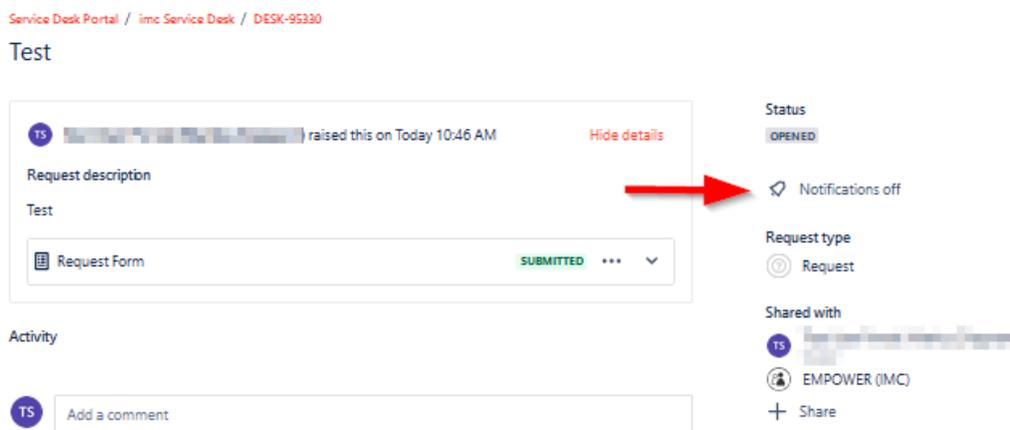


Figure 15 – Deactivate notifications

2.8 Ticket Overview

You can have an overview of your tickets with the "Requests" button, which is in the upper right corner next to the profile icon. By clicking on the button, you can choose between your personal tickets, tickets created by other members of your organisation or a combined view.

According to your selection a filter will be set, which you can still modify afterwards. Furthermore, you can filter by the ticket status, as well as by a specific request type and the search function can be used by entering related keywords. Additional filters or an export option are unfortunately not available in the current version of Jira Service Management.

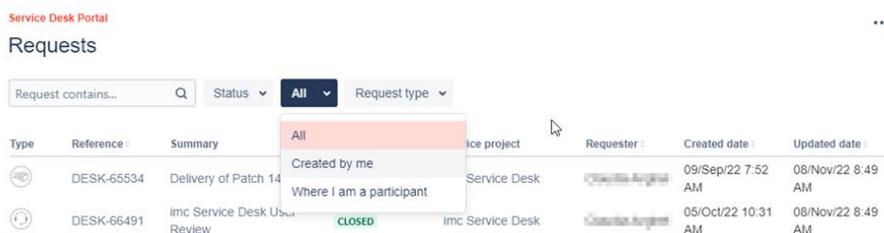


Figure 16 – Ticket overview

2.9 Closing Tickets

As soon as a request is answered or the solution is provided, the ticket is set to the status **Resolved**. The ticket is not yet closed in this status but is waiting for your confirmation that we may close the ticket.

In order to **close the ticket** please use option "Close Ticket". You can also send us the confirmation to close the ticket via a comment.

If we do not receive any feedback from you, we assume that the answer or solution was satisfactory, and the ticket will be closed automatically after 50 days in the status **Resolved**.

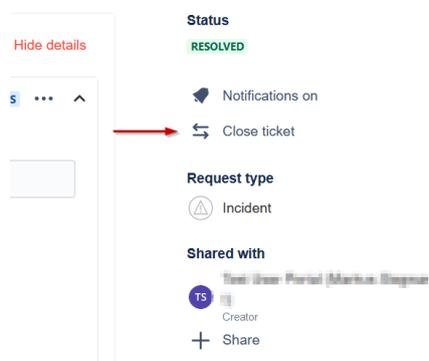


Figure 17 – Close ticket

There is a similar mechanism for tickets in status **Clarification required / On hold**. You will at first receive three reminders, each at intervals of 10 days, that we are waiting for your feedback.

After another 10 days, i.e. a total of 40 days without feedback, the ticket is finally closed automatically. If you need more time to clarify the query, a simple comment from you is enough to reset the timer.

3 Ticket Types and Workflows

This chapter describes the different ticket types used in the imc Service Desk and explains the procedures that apply to each ticket type.

Once you have created the ticket, the support team will confirm receipt of the ticket, check the provided information and ask questions if necessary. The ticket status will be changed from **Opened** to **In Review by Service Desk**. As soon as the root cause of the reported behaviour has been identified, the Service Desk Team will **adjust the ticket type**.



3.1 Software Defect

(covered by support and maintenance contract)

This ticket type will be used exclusively in case the root cause identified is an error in the software code and the usability of the system is affected. Separate ticket types are available for errors in configuration or other requests.

Based on your description, the support team will try to reproduce the error on the so-called reference system. This is an internal test system, which uses the same configuration and software (including customisations) as your production system, as well as an anonymised copy of the database. Only if an error can be reproduced on the reference system, it can be handed over to the development department for further analysis and correction. Therefore, please try to reproduce any errors reported by your users yourself first and then report them to us with all information relevant for reproduction. This helps to avoid questions that we might have and speeds up the troubleshooting process.

The support team will report the error internally to the development department and the ticket status changes at this point to **In Progress**.

The development team will then analyse the issue at code level, which may lead to various results. Further information may be required for the analysis and may be requested from you by the support team. Or it may turn out that there is no error because the behaviour in question meets the specified standard behaviour or is caused by an incorrect setting that the support team overlooked during the initial inspection. In rare cases, it can also happen that a rectification is refused for technical or economic reasons. In such a case, the support team will inform you about the outcome of the analysis, adjust the ticket type if necessary and set the ticket status to **Resolved**.

However, the most common case will be that the error in the code is identified and corrected. The fix will then be included in one of the next regular patches or by providing a hotfix, depending on the priority of the error. As soon as a bugfix is provided by the development department, the ticket status changes to **Delivery Pending**. This is to show that a solution has been found, but the necessary code or configuration changes have not yet been delivered to you. Additionally, the patch version in which the bug has been fixed is displayed in the field "Delivery version". Sometimes you will see the word CUSTOM instead of a version number in this field. This means that the code changes have not been made in the product standard but have been specifically developed for your system. The changes are then automatically included in the next delivery, regardless of which patch version is delivered.

Deliveries are explained in more detail later in the section for the corresponding ticket type. Once the solution has been delivered, either by providing the delivery package or by installing it in the staging or production environment, the ticket status changes to **Resolved**. Now you can test the solution and provide feedback. Finally, the ticket will be closed after your confirmation of the successful solution or after 50 days without feedback from your side.



3.2 Non-Software Defect

(covered by support and maintenance contract)

If the misbehaviour was not caused by an error in the software code but caused by some technical issue within the imc provided services, the ticket type will be adjusted to a non-software defect.

Typical examples of *non-software defects affecting the service usability*:

- Not enough storage for SFTP server
- SSO did not work- certificate in the keystore updated
- Wrong IP address
- catalogue index cannot be updated
- copy job needs to be configured
- Mail Server issue

Typical examples. of *non-software defects affecting the service availability*:

- system outage



3.3 Consulting Request

Requests with questions related to the usage, setup, operation, and configuration of the software will be adjusted to the ticket type *Consulting Request*. Also, smaller consulting services and work orders, as well as support for technical questions, fall into this category.

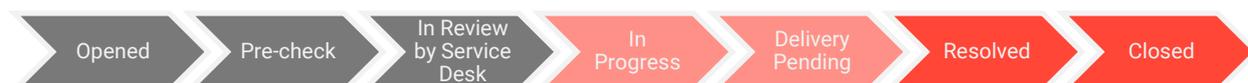
Examples:

- Why is my course not shown in the catalogue?
- Why has the participant not received a notification?
- How can I edit the certificate?
- Create new enrolment emails for us
- Support with patch installations
- Web sessions with consultants / technicians
- Changes to existing designs
- Create a script to update the metatag on a course

Consulting Requests are subject to a fee. The efforts that arise in answering these requests will be charged to your extended support budget on a time and material basis. Efforts of the departments involved (Consulting, Technical Services etc.) are charged directly in the month where the service is provided. Efforts of the support team, on the other hand, are charged only at the end of the month in which the ticket was closed. If you have not yet purchased an extended support budget or would like to increase it, please contact your contact person in sales. Our sales team will be happy to advise you.

If there are any queries, you will recognize this by the status **Clarification required / On hold**. Depending on the estimated effort, the requests are either answered directly by the support team or forwarded to an internal department. In this case the ticket status changes to In Progress. Technical questions are forwarded to the Technical Services team, configuration and consulting services are provided by the Managed Services team. If necessary, other specialist departments are also involved. The involvement of specialist departments requires an existing extended support budget.

If configuration or other changes must be delivered to solve the request, the ticket will be set to status **Delivery pending** after it has been processed and will show the value CUSTOM in the field "Delivery version". Thus, the changes are included in the next upcoming delivery. As soon as the delivery has taken place, the ticket status is set to **Resolved**. In most cases a delivery will not be necessary, and the ticket status is set to **Resolved** once your request has been answered.



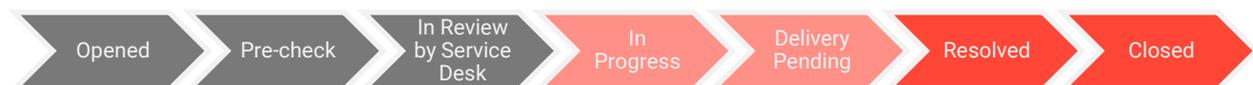
3.4 Support Request

(covered by support and maintenance contract)

The ticket type *Support Request* is intended for all kind of general and organisational questions but also for all other questions that do not fit into any other category. Different to the consulting requests, this ticket type won't be charged. When the request is answered, the status is set to **Resolved**.

Examples:

- Where can I find the patch documentation?
- Can you schedule a delivery to us?
- A contact person has changed. Can you deactivate the old service desk account and create a new one?



3.5 Customisation

Customer-specific code adaptations, customer-driven standard enhancements are processed in tickets of type *Customisation*. However, we might also create such a ticket on your behalf, if it reached us by other means (for example, in a workshop with our consultants or an appointment with the sales team), to inform you about the status of processing.

In the case of more complex customisation, a scoping workshop with our consulting team is recommended to determine the requirements and possible solutions in more detail. After clarifying the requirement, the support team then forwards the request to the development department for a cost estimation. Your sales contact, responsible for the offer preparation, will be informed as well. The ticket will be set to status **Estimation in progress**. As soon as the estimation is available, the status changes to **Estimation available**. The sales team will then submit an offer to you.

If the customisation is ordered afterwards, the status is changed to **Ordered**. Otherwise, the ticket will be closed. During further processing, a consultant creates a functional concept to describe the customisation. You will then receive the functional concept for approval.

After acceptance of the concept, the order for implementation is given to the development department. The Service Desk ticket is set to status **In Progress**.

Once the implementation is completed, status **Delivery Pending** signals that the customisation will be made available with the next upcoming delivery. For standard enhancements, however, the delivery is carried out with the patch shown in the field "Delivery version". The ticket is closed, once the delivery has taken place. If you have any questions about a customisation or enhancement after delivery, we ask you to submit them in a separate ticket.



3.6 Suggestion

If you have ideas for improving existing functions of the software or want to suggest new functionalities, you can use the ticket type **Request** and after evaluation by the Service Desk, your request will be adjusted to the ticket type **Suggestion**.

The support team forwards the *Suggestion* to the product management team after reviewing them. The ticket will set to resolved at this point. The product management evaluates the collected Suggestions quarterly and includes relevant improvements in the roadmap for further development of the products.



3.7 Delivery

Tickets of type Delivery are created by the support team during the planning and preparation of patch deliveries. They are used to provide further information about the delivery contents and to schedule appointments and inform about delivery dates.

The information displayed in the ticket includes the patch version, the estimated delivery date, links to download the accompanying documentation, and a list of the Service Desk tickets for which changes are included in the delivery.

Deliveries will first go through a preparation phase. One of the first steps in this process is the planning of the so-called "merge", where the standard patch to be delivered is integrated into the delivery branch, which contains design, configuration and customizations of the respective customer system. As soon as the merge is scheduled, the **estimated delivery date** is calculated and displayed in the delivery ticket. *Please note that this is only an estimation and not a concrete commitment.* We always try to provide the delivery to the estimated date, but sometimes we must delay dates. Delays will be communicated via the delivery ticket.

After the merge is completed, we verify which changes are or should be included in the delivery and whether all changes are completed. At the same time, you will see a list of all Service Desk tickets that will be handled with the delivery in the delivery ticket. If all necessary changes are completed and contained in the delivery branch, the branch is closed, and a delivery package is generated. The package is then deployed and tested on the reference system, whereby the bug fixes in particular are checked again in the overall context of all changes. If the tests are successful, the delivery is released by the support team.

This marks the end of the preparation phase, and the delivery can take place. During the entire preparation phase, the delivery ticket has the status **Planned (Geplant)**.

Service Desk Portal / imc Service Desk / [Delivery of Patch 14.21.3.1](#)

Delivery of Patch 14.21.3.1

ScriptRunner for Jira raised this on 10/Dec/24 3:03 PM Hide details

Description

The following Service Desk tickets are expected to be included in this delivery:

Key	Request Type	Summary
[Redacted]	Consulting Request	WIP:

Delivery Version
14.21.3.1

Cloud environment
Dedicated Cloud

Status
PLANNED

Request type
Delivery

Responsible

- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...
- ...

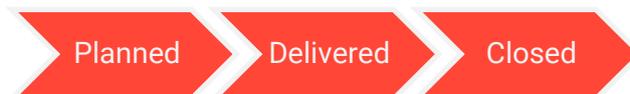
+ Share

Figure 18 – Delivery ticket

For the actual delivery we differentiate between two cases:

- on the one hand systems which are **hosted in-house** by your IT team or by **third party suppliers**, and
- on the other hand systems which are **hosted by imc** or for which imc was commissioned with the patch management.

In the first case, we provide you with the delivery package for download on our SFTP server. A message in the delivery ticket and an additional e-mail informs you when the package is available for download. The delivery is completed thereby, and the ticket is set to status **Delivered**.



In the second case, the support team will inform you in the delivery ticket that the delivery package is ready to be installed and will tell you the planned maintenance date. If available, the staging system will be updated first. After a successful test phase, the production system will be updated. After completion of the maintenance activities, the ticket is set to the status **Stage installation completed** or **Installation completed** respectively.



4 Miscellaneous

4.1 Escalation Model

Despite all our efforts, there may be cases where our support team is unable to process your request to your satisfaction and you wish to make a complaint. The reasons for this may include exceeding the agreed response and recovery times, dissatisfaction with the handling of a ticket by the support team or dissatisfaction with the quality of the product. In such a case you have the possibility to escalate your request on different levels.



The Service Desk or your personal contact in the support team represents the primary escalation channel. Do not hesitate to contact him or her if you are dissatisfied with any matter. The earlier you contact us, the better we can respond to your needs. Next, you can contact the team leaders, Andrei Fotache for the Support Team International and Andreas Rollhäuser for the Support Team DACH.

In the second instance, Claudia Anghel is at your disposal for any complaints as head of the Support Team.

On the third level, Dr. Christian Zimmer will take care of your concerns as head of Customer Services.

Finally, the highest level is an escalation to the Management Board, represented by our CEO Christian Wachter as the person responsible for this division.