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Welcome to the Enterprise Technology Service Center (ETSC), your single point of contact for technical services and support. This single point of contact will ensure that technical services are managed seamlessly for you in a timely and appropriate manner.

ETSC provides support for a variety of technology services including:

- Hardware
  - Desktops and laptops
  - Printing and scanning
- Software
- Email/Calendar
  - Email
  - Mailing lists and Listservs
  - Campus-wide calendar
- Login/passwords
- Network connectivity
- Access Management
  - Remote Access
  - New/Existing employees
- Mobile devices
  - Tablets and smart phones
- Phone and voicemail (all tickets will be forwarded to Communications Services for fulfillment)

For a complete listing of ETSC service offerings, please visit the ETSC Self Service Portal at <etsc.ucsb.edu>.

This User Guide is intended to provide information about ETSC services, operating procedures, and the Self Service Portal.

A copy of this guide, as well as a selection of short tutorial videos, is available at <etsc.ucsb.edu>. 
How to Contact the Service Center

For your convenience, there are three channels for contacting the Enterprise Technology Service Center (ETSC).

- **Self Service Portal** – <etsc.ucsb.edu>
- **Service Desk Chat** – Launches from the Self Service Portal Home Page
- **Call Center** – 805-893-5000

Service Center Response Times and Levels of Support

When you contact ETSC using any of the three channels, you will receive seamless support from a dedicated ETSC team member and one service tracking number.

For any service offering that you select, ETSC provides a defined period of time to respond to and resolve your incident or request. This period of time is referred to as a Service Level Agreement (SLA) between ETSC and you. Your response SLA and resolution SLA will be communicated to you for every incident or request you report. Standard SLA’s vary by service offering and will be monitored to be sure you are getting assistance in a timely manner.

Guidelines for Escalation of Services

Occasionally you may wish to request that your reported incident or request be processed faster than the assigned SLA response and resolution times. Please be aware that ETSC must consider the financial impact, customer impact, and whether a work-around is available prior to escalating. The following escalation mechanisms are available:

1. For pervasive and consistent service issues or adjustments to existing service, please contact ETSC Service Management (Manny Cintron, mcintron@ucsb.edu)
2. For service level escalations with financial or customer impact and no workaround, please contact ETSC via the Call Center (805-893-5000)
3. For breached SLA’s, please contact ETSC via the Call Center (805-893-5000)

Customer Survey Program

Your feedback is critical to ETSC’s ability to improve services.

You will receive a request via email to fill out a brief survey regarding your experiences with ETSC’s technicians, response time, contact channels and overall service. You will need to logon with your UCSBNetID to complete the short survey. When finished marking your responses, click on Submit.
Overview

The ETSC Self Service Portal is a website that you can use to request the creation, deletion, or modification of technology service requests, or to report incidents (i.e., something is broken or service is disrupted). You can use the portal to create a service ticket that will be routed to the appropriate ETSC team. The portal is part the ETSC service management system.

How to Log In

1. To access the Self Service Portal, open an internet browser and navigate to <etsc.ucsb.edu>. This will route you to the UCSB Identity Passport page.

2. Enter your UCSBNetID and Password, and click the Log In button.

Overview of the Self Service Portal

The Self Service Portal provides a variety of features to meet your technology service needs. The Self Service Portal includes:

- Important system alerts.
- A catalog of service offerings with a ticket system that lets you create and track service requests and report incidents.
- A wholesale catalog typically used only by service providers.
Service Desk Chat or Call Center

To communicate directly with a Service Center technician, either call the Call Center number or click on the Service Desk Chat button.

**NOTE** – We recommend that you use these two communication channels to report an incident (an interruption of service or something broken).

When using these communication channels, the technician will open a service ticket for you if needed.
### Service Catalog

The heart of the Self Service Portal is the technology **Service Catalog**, which groups products and services by general categories such as Hardware, Software, etc. The most frequently requested products and services are shown first.

Additional Service Catalog products and services can be viewed by clicking on **more services** ... under each section of the catalog.

**NOTE** – Detailed Service Catalog information is available in Section III of this Guide.

### Search

If you’re not sure which service offering you need, try typing a keyword or words into the **Search** field.
Section II – Navigating the Self Service Portal

4 Alerts

The Alerts section displays notifications such as system maintenance times and major events impacting individual departments or the campus as a whole.

5 My Open Tickets

This section displays any services you have requested that are still in progress, such as a request for services or a technology-related incident. You can click on the links of each open ticket to view additional information.

In the list, your Service Catalog Request Items (prefixed "RITM") will be shown first, followed by your Incident tickets (prefixed "INC").
NOTE – Additional My Open Tickets information is available in Section VI of this Guide.

Return to Self Service Portal Home Page

The Enterprise Technology Services logo displays on each screen that you navigate to. Clicking on the logo will direct you back to the Self Service Portal Home Page.

Banner

The banner displays your Name and the Logout function.
SECTION III – USING THE SERVICE CATALOG

Purpose of the Service Catalog

The Service Catalog is an organized collection of technology-related services that ETSC offers to you. It acts as a knowledge management tool for our technicians, allowing them to efficiently route Incidents and Requests to the appropriate ETSC team member.

Viewing the Service Catalog

When accessing the Self Service Portal, you will be presented with a list of the most commonly used catalog offerings, organized within 8 categories: Hardware, Software, Email/Calendar, Password, Network, Access Management, Mobile and Telecom:
1. Select a product or service and all service offerings available will be listed. Alternately, hover your mouse over a product or service to view a list of service offerings related to the product or service.

2. Within each category, there is a link at the bottom for “more services”. Click this link to view additional products and services within the category.

Using the Service Catalog

Once you’ve selected a service offering, you will be taken to either an Incident or Request form. You will need to complete various mandatory and optional fields. Fields where your input is required are identified with a red tag which changes to green after you’ve entered information. These fields provide the essential information for ETSC to efficiently complete your request. Any additional, pertinent information that would help the technicians respond to your ticket is helpful.

1. Please fill out both the required and any appropriate optional fields with as much detailed information as you have available.
2. Please note (and pictured in the samples below) that when placing a Request for Services you will use the ‘Order Now’ button. When reporting an Incident you will use the ‘Submit’ button.

Example #1: Request for services

Example #2: Incident Report
2. The fields and type of information needed will depend on the service offering requested.

NOTE – Additional information on creating and managing service tickets is available in Section VI of this Guide.

3. To return to the Self Service Portal Home Page at any time, click on the Enterprise Technology Services logo.
The Self Service Portal includes a Search field. This field can be used to query the portal for various service topics.

1. Type a keyword or words in the **Search** field and click on the magnifying glass. Alternately, you can press the **Enter** key on your keyboard.

2. The search will return all results that match your keywords. The results will typically include service offerings and any Knowledge Base articles on the keyword submitted.

3. To return to the Self Service Portal **Home Page** at any time, click on the **Enterprise Technology Services** logo.
The Self Service Portal contains system-related Alerts. These alerts contain important information from ETSC about system maintenance, system availability, and major events affecting departments and campus.

1. To view additional information about an Alert, click on it once

2. Full details about the Alert will display.

3. To return to the Self Service Portal Home Page at any time, click on the Enterprise Technology Services logo.
SECTION VI – UNDERSTANDING SERVICE TICKETS

Purpose of Service Tickets

Service Tickets facilitate the efficient processing, documentation and tracking of Incidents and Requests. Nothing should get in the way of you doing your work but if something does, submitting a Service Ticket gives us the best opportunity to resolve the Incident or fulfill your Request.

Service Tickets facilitate solutions in the present while providing us with the information we need to serve you better in the future.

- **Incidents** – An Incident is an unplanned interruption to a technology service or a reduction in the quality of a technology service. We rely on you to report Incidents, and we commit to resolve them within a specified Service Level Agreement (SLA).

- **Requests** – A Request is any standard service that you order through the Service Catalog from the Self Service Portal. We commit to fulfill them within a specified Service Level Agreement (SLA).

Viewing My Open Tickets

1. Go to the Service Center Self Service Portal Home Page <etsc.ucsb.edu>

2. On the left side of the page (under Alerts) you will see the box, My Open Tickets.
If you have open tickets (i.e. not yet resolved Incidents or Requests), they will each have an assigned number. Open Request tickets will be listed first, with Incident tickets below.

- Requests will be listed as RITM... and their service Item designation.
- Incidents will be listed as INC.... and include a short description.

**Creating a new ticket**

1. Identify what it is you need. In this example, you need to be connected to a printer.
2. In the **Hardware** box, hover over **Printing/Scanning** and click on **Connect to Printer/Scanner** as shown above.

3. A form will open that is specific to your request. **Fill in** required fields (indicated by a red tag which turns green when the field is filled in). Your name and email are automatically populated.
4. Once you’ve entered all of the pertinent information, simply click Order Now. It’s that easy!

5. You’ll be taken to an Order Status page where you’ll see confirmation that your form has been submitted, the date and time of submittal, and the RITM or INC number assigned to this Service Request ticket.

Setting the Level of Importance

Sometimes you have needs that require a more immediate response and resolution. In these instances you will need to let us know about the higher level of importance related to the incident.

The following is an example of an incident that may require setting a higher level of importance depending on how many people are affected by it.

- You can’t send or receive email.

NOTE: We recommend that you use the Call Center or Service Desk Chat communication channels for incidents that have a high level of urgency such as an interruption of service or a security concern.

1. Access the Self Service portal, find the Email/Calendar box.

   Hover your mouse over the word Email and click on View All.
2. You will be taken to a listing of all the service offerings regarding email. Click on Can’t Send or Receive Email.
3. You’ll be taken to the **Can’t Send or Receive Email** form. Fill in as much information as you have available to you. Don’t forget to add your location.

   ![Image of the Can’t Send or Receive Email form]

   **a)** Locate the **Set the urgency of this issue** field. Use the drop down menu to set the urgency.  
   
   *NOTE: If his incident is of medium or high urgency and the impact is Local Group or Department, please contact ETSC via the Call Center or Service Desk Chat.*

   **b)** Locate the **Who does this issue impact?** field and use the drop down menu to tell us if this is affecting only you, your local group, or an entire department/unit.  
   
   *NOTE: If this incident is affecting more than just yourself and has medium or high urgency, please contact ETSC via the Call Center or Service Desk Chat.*

   **c)** Click Submit

The system will determine, based on your selections under Urgency and Impact, whether another channel of communication (i.e. Call Center or Service Desk Chat) is recommended.
Modifying or Updating a Ticket

Resolving incidents and requests requires responsiveness from everyone, including you. Updating a service ticket is much like the process of replying to an email.

1. Look at the My Open Tickets box.

![Image of My Open Tickets box]

2. Click on the open ticket you would like to update.

![Image of ticket update process]

3. Type in your updates/comments in the Additional comments field.
4. You can attach any pertinent documents (files), by clicking the **Paper Clip icon** in the upper right corner. Locate the file, and click **Attach**.

5. When you are finished updating your ticket, click **Update** and Service Center personnel will be notified of the update.

6. To return to the Self Service Portal **Home Page** at any time, click on the **Enterprise Technology Services** logo.
**Escalating an Incident ticket**

After submitting an Incident ticket, you are able to change the **impact** of an incident but not the **urgency**.

In the previous example (not being able to send or receive email), you may have submitted the Incident ticket believing that this is impacting only yourself. Later you find out that it is your whole department.

If you determine that more people are affected, open your ticket, change the **Impact**, and edit the **Description** to include a comment about the new information.

This will change the priority of the ticket and may trigger a new SLA. If the SLA has changed, both you and the technician will receive email notification.

Alternately you can call the **Call Center** or launch a **Service Desk Chat** to discuss the situation with a service technician, who can make changes to the Incident ticket.
This section is primarily for Managers and Human Resources personnel.

**Request on-boarding and off-boarding of employees**

The ETSC Self Service Portal handles employee services for **New Hire**, **Transfer**, and **Removal** requests.

**New Hire Requests**

1. New hire requests should only be submitted by Human Resources or Management. All others will not be processed.

   **NOTE:** At least one week notice is required or new hires may not have the necessary equipment/access at their start date.

2. From the Self Service Portal, new hire requests are located within the “Access Management” section. Hover your mouse over “New Hire” and select “Request Accounts and/or Equipment.”

3. From there, you will be presented with all required (note red tabs) and optional fields to complete your request. Provide as much specific information as you have available to you so that the service technicians can effectively process your request.

4. Once all fields are completed, click “Order Now.”
Existing Employee Removal

1. Existing employee removal requests should be submitted by Human Resources and requires up to 24-hrs to complete.

2. To submit a removal request, go to Access Management > Existing Employee > Remove Accounts. From there, you will be presented with all the required (note red tabs) and optional fields to complete your request.

3. Once all fields are completed, click “Order Now.”
Employee Transfers

ETSC can only support transfers between ETSC-supported departments. If the transfer is to a non-ETSC-supported department, ETS removes the hire from their system and closes the ticket. From there, the new department begins the employee’s on-boarding process on their end.

1. To submit a transfer request, go to Access Management > Existing Employee > Transfer to Another Department. From there, you will be presented with all necessary fields to complete your request. Once all fields are completed, click “Order Now.”
**SECTION VIII – USING THE WHOLESALE CATALOG**

**Purpose of the Wholesale Service Catalog**

The Wholesale Service Catalog is a collection of the highest level of technology support services. These services, including access management, security, network services, system management, and web/application services, are only available to select users with specifically defined user roles.

From the Self Service Portal, a link for the Wholesale Catalog is located on the right hand side:

![Enterprise Technology Service Center Self Service Portal](image)

**Viewing the Wholesale Service Catalog**

**NOTE** – The following examples are from the “Library Services” section of the Wholesale Catalog. Your department will have similar services offered in a Wholesale Catalog.

Clicking the “Library Services” link (or your departmental link) displays a list of service categories and service subcategories available to those who have access to Wholesale Catalogs. If you do not see any services, it is because you are not authorized to access. Contact your departmental administration to process your request.
Using the Wholesale Catalog

1. Some service subcategories only contain one specific service offering. However, clicking certain service sub-categories, such as "Database Services" will display various offerings:
2. Clicking a specific service offering will display all required fields to be completed in order to place your request. Provide as much specific information as you have available to you so that the support technicians can effectively respond to your request.

3. Once all fields have been completed, click “Order Now” to place your request:

4. Once a request is ordered, a confirmation screen displays the RITM number. The RITM number will appear in your “My Open Tickets” area of the Self Service Portal Homepage.

**NOTE** – Additional information on creating and managing service tickets is available in Section VI of this Guide.
Alerts – Important information from ETSC about system maintenance, system availability, and major events affecting departments and campus.

Call Center – Direct phone line to a technology support technician. Use this communication channel to report an unplanned interruptions of service or a reduction in the quality of a technology service. 805-893-5000

Escalating a Ticket – Action to request a more immediate response and resolution to a submitted Incident or Request.

ETSC – Enterprise Technology Service Center <etsc.ucsb.edu>

Impact – The way to identify who is experiencing an incident (yourself only, a group, or a whole department). This field is available when submitting an Incident Report. We recommend using the Call Center or Service Desk Chat if the incident is impacting more than yourself only.

Incident – An unplanned interruption to a technology service or a reduction in the quality of technology service. Incidents are listed by INC... in the My Open Tickets section.

My Open Tickets – A section of the Self-Service Portal which displays any services you have requested that are still in progress. Requests will be shown before Incident Reports.

Request – Request to add, delete, or modify any standard service that you order through the Service Catalog from the Self Service Portal. Requests are listed by RITM.... In the My Open Tickets section.

Self Service Portal – The website used to request technology services and to report incidents. This portal feeds directly to the appropriate ETSC technician.

Service Catalog – The grouping of products and services by general categories, which include Service Level Agreements.

Service Desk Chat – Accessible on the Self Service Portal, launching a Service Desk Chat connects you directly with a technology support technician who will assist you in reporting an incident.

Service Level Agreement (SLA) – A defined period of time for ETSC to respond to and resolve your incident or request. The response SLA and resolution SLA will be communicated to you for every incident6 or request submitted. Standard SLAs vary by service offering and will be monitored to be sure you are getting assistance in a timely manner.

Service Offering – Any technology-related service that ETSC offers to you via the Service Catalog. Each Service Offering has a specific form to submit a ticket.
**Service Ticket** – One service tracking number you will receive after submitting either an Incident or Request, or after a service technician creates one for you. See **Incident** and **Request** above.

**UCSBNetID** – The UCSBnetID is the user id used to sign-in to services and applications available to the UCSB community. Visit the UCSBnetID Service Catalog (http://www.identity.ucsb.edu/customers/service_catalog/) for details on the various applications that require a UCSBnetID for access. UCSB Identity records on which the UCSBnetID is based are automatically created for all UCSB Students, Faculty, and Staff. Campus affiliates and visitors may also have Identity records created to provide for access to UCSBnetID-based services.

**Urgency** – An evaluation of the importance of an incident. We recommend using the **Call Center or Service Desk Chat** for incidents that have a pressing need for speedy resolution.

**Wholesale Catalog** – A collection of the highest level of technology support services. These services, including access management, security, network services, system management, and web/application services, are only available to select users with specifically defined user roles.