

UPU Service Desk Portal

User Guide

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About this document

Intended audience

This user guide is intended for staff of the Universal Postal Union (UPU) and postal operators who want to request assistance on new services, fix issues encountered on existing services, or raise a request for modification to existing services.



Important:

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

How to use this manual

This document describes how to navigate the UPU Service Desk Portal to request a service or report an incident. For information on:

- service requests, see "[Service requests](#)" on page 8.
- incidents, see "[Incidents](#)" on page 11.
- submitted tickets, see "[Manage submitted incidents and requests](#)" on page 14.

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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. Each request has a unique identifier: `RFS_yyyymmdd_nnnn`, where:

- **RFS**: Request for Service
- **yyyy**: year the request was created
- **mm**: month the request was created
- **dd**: day the request was created
- **nnnn**: number

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 needs to provide a quick fix that resolves the interruption and restores the service to its full capacity.

Each incident has a unique identifier: `IN_yyyymmdd_nnnn`, where:

- **IN**: Incident
- **yyyy**: year the incident was created
- **mm**: month the incident was created
- **dd**: day the incident was created
- **nnnn**: number

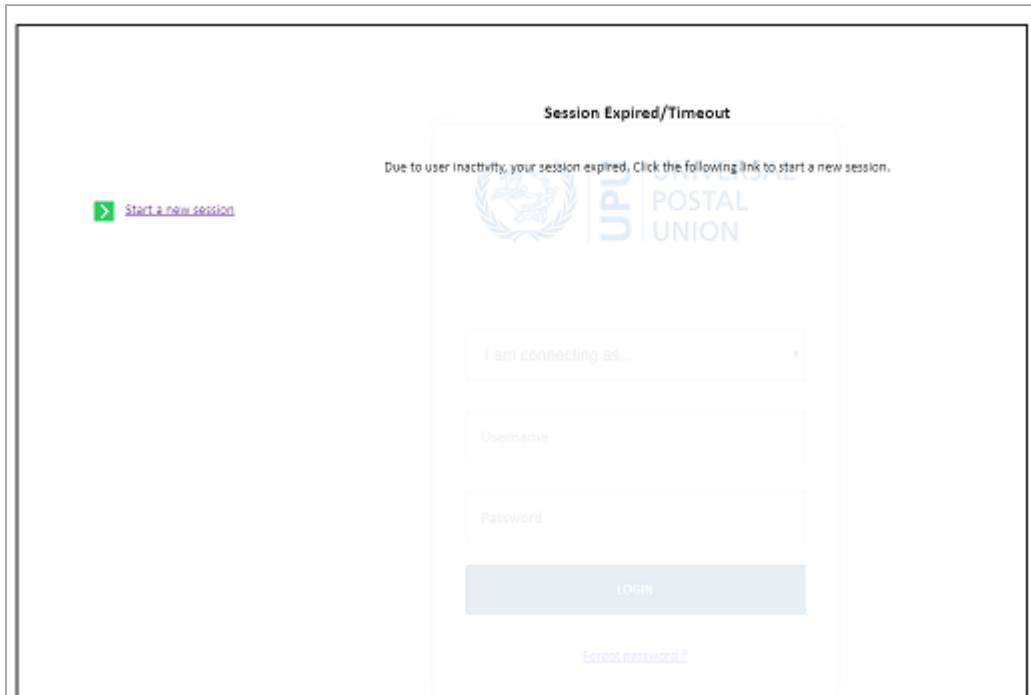
Task

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

Log in/out from the UPU Service Desk Portal

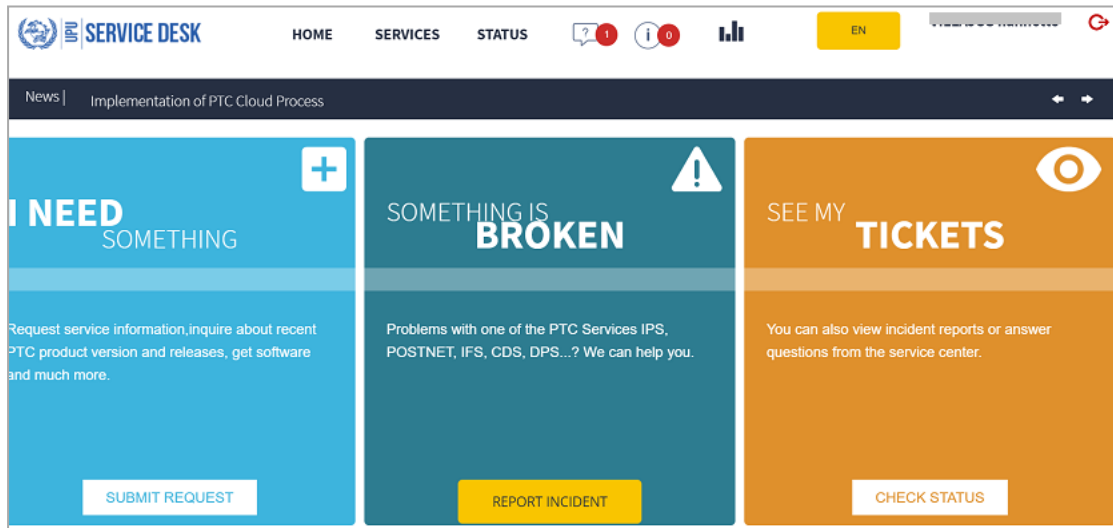
1. To log in to the UPU Service Desk Portal, follow the process described in the UPU website: <https://www.upu.int/en/Contact-us/IT-support>.

The system logs you out of the portal automatically after fifteen minutes of inactivity.









The home page

After logging in, the home page is displayed.



Functions available

HOME	From anywhere in the portal, click this option to bring you back to the home page.
SERVICES	Click this to access the UPU Service Catalog.

STATUS	Click this to view the status of all your tickets (incidents, service, and change requests).
	Click one of these buttons to check the status or validate your service requests, incident tickets, or change requests, or view the dashboard.
	<p>The default language interface. Click this button to change your preferred language. Languages supported are: English (EN), French (FR), and Spanish (ES).</p> <p>You need to log out and log in again to apply the selected language.</p>
DEMO Customer	Identity of the logged-in user.
	Click this button to log out of the application.
	Click this to access or search for news. You can use the left and right arrows in the News bar to scroll through the headlines.
	Click Feedback if you want to provide comments or suggestions about the UPU Service Desk Portal.
SUBMIT REQUEST	Click this button to create a new service request.
	Click this button to report a new incident.
CHECK STATUS	Click this button to check the status of your tickets.

Service requests



Service catalog

Click **SERVICES** in the header to access the service catalog.

The Service catalog is organized into three sections:

1. Catalog of services
2. Categories of services
3. Available services based on the selected category

There are two service catalogs available.

Services	Description
Services for postal operations	<p>Services linked to postal software products developed by the UPU on behalf of designated operators, postal organizations, and others.</p> <p> For this type of service, an IB staff member can raise a request for someone else.</p>
Services for UPU Members and Delegates	<p>Services provided for UPU members and stakeholders such as user registration, circulars, LAHSO, and others.</p> <p> For this type of service, an IB staff member can raise a request for someone else.</p>

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. You can display the services

as cards or tables by clicking these two icons   at the top right of the page.

Access to service catalogs depends on one's user rights. 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.

Search for a service

1. Select the relevant catalog and category.
2. In the Search bar, type a word to search from all entries in the active catalog, for example, CDS, to look for CDS entries.
3. To clear the search criteria, click the **X** symbol on the Search bar.

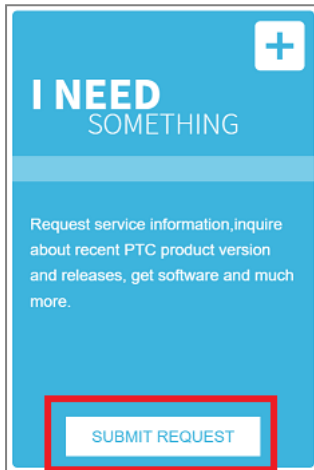
4. If no entry in the Service catalog matches your criteria, you can submit a new request by clicking the **Can't find what you're looking for?** button.

Service requests

Create a request for a postal operations service

Use this section as a reference to submit a service request if you are a postal operator or a UPU customer.

1. Click the **SUBMIT REQUEST** button from the UPU Service Desk Portal home page.



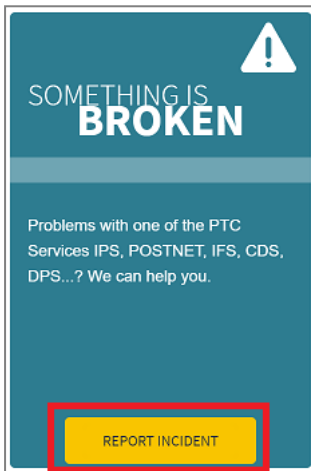
2. Select the **Services for Postal Operations** catalog and the relevant category to display the available services then click the desired service. Alternatively, you can do a search directly as described in "[Search for a service](#)" on the previous page.
3. To find out more information about the service, click the **More info** button. This displays a brief description of the service and a link to the document detailing the schedule of charges delivered to postal operators by the PTC for the current year.
4. Click the **New Request** button to fill out the request form. The fields in the upper portion of the form vary depending on the service you select. The 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.

Incidents

IB employees can report incidents on behalf of others. External users, such as the staff of postal operators or UPU customers, are not permitted to do so. They can only report incidents they experience or are directly involved in.

Create a new incident

1. Log in to the UPU Service Desk Portal.
2. Click the **REPORT INCIDENT** button from the home page.



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

A screenshot of a web form titled "New Incident". At the top left, there is a checkbox labeled "InfoSec Incident". Below it is a dropdown menu for "Service Category *" with "Services for Postal Operations" selected. The next field is "Requested by ? *" with a text input field containing a redacted name and a red "X" icon to its right. Below that is "Impacted Service ?" with a text input field and a red "X" icon. The "Title *" field is empty. The "Description *" field has a rich text editor toolbar with various icons. At the bottom right of the form are "Ok" and "Cancel" buttons.

InfoSec incident	<p>Check this box to report an Information Security incident. The UPU Service Desk Portal notifies the:</p> <ul style="list-style-type: none">• Support team to close the incident as soon as possible
-------------------------	--

	<ul style="list-style-type: none"> • Security Incident Manager (SIM) to alert the Information Security Response Team (SIRT)
Service Category	Select the service category from the drop-down list.
Requested by	<p>If you selected Services for Postal Operations or Services for UPU Members and Delegates in the Service Category field, this field is displayed with your name as the default value. If you are an IB employee reporting an incident on behalf of someone else, select the name of the person from the drop-down list.</p>
Impacted Service	Select the appropriate service impacted by the incident from the drop-down list. The options available in the list are the services for which you are eligible to raise an incident request. This is dependent on your organization's license agreement with the UPU. You can filter the entries of the incident catalog by typing text in the Search name field.
Title	Type the title of the incident.
Description	Describe the incident in details. You can make use of the available formatting tools and click the maximization icon to enlarge the screen.
Urgency	Assign the incident an urgency level. See " Urgency, Impact, and Priority " below.
Impact	Select the impact of the incident from the drop-down list. See " Urgency, Impact, and Priority " below.
Attachment	Attach supporting documents as necessary.

4. Click **Ok**.

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

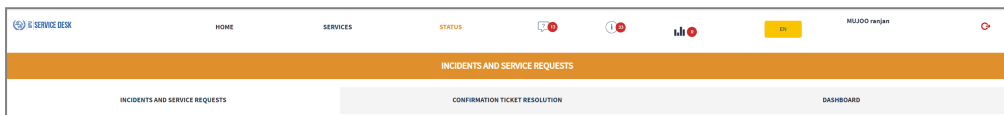
The priority is calculated accordingly.


Priority		<i>Urgency</i>		
		<i>High</i>	<i>Medium</i>	<i>Low</i>
Impact	Show stopper	Critical	High	Medium
	Major	High	Medium	Low
	Minor	Medium	Low	Low

Manage submitted incidents and requests

The **STATUS** page allows you to find and track submitted incidents and requests, see all tickets awaiting confirmation, and view a dashboard showing all incidents and requests submitted within the last 12 months in the form of graphs.

1. Click **STATUS** in the header section of the home page. The **INCIDENTS AND SERVICES REQUESTS** screen appears by default.

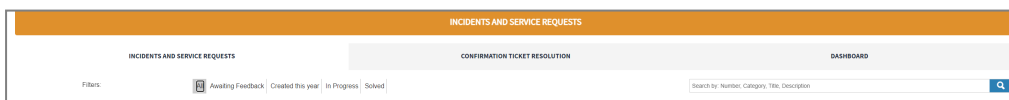


2. Click the relevant tab to display:
 - all incidents and service requests regardless of status
 - all tickets awaiting confirmation
 - the dashboard showing incidents and requests submitted over 12 months in a graph form The referenced time zone in the request/incident is set to Bern, Switzerland's time zone, the Central European Time (CET).

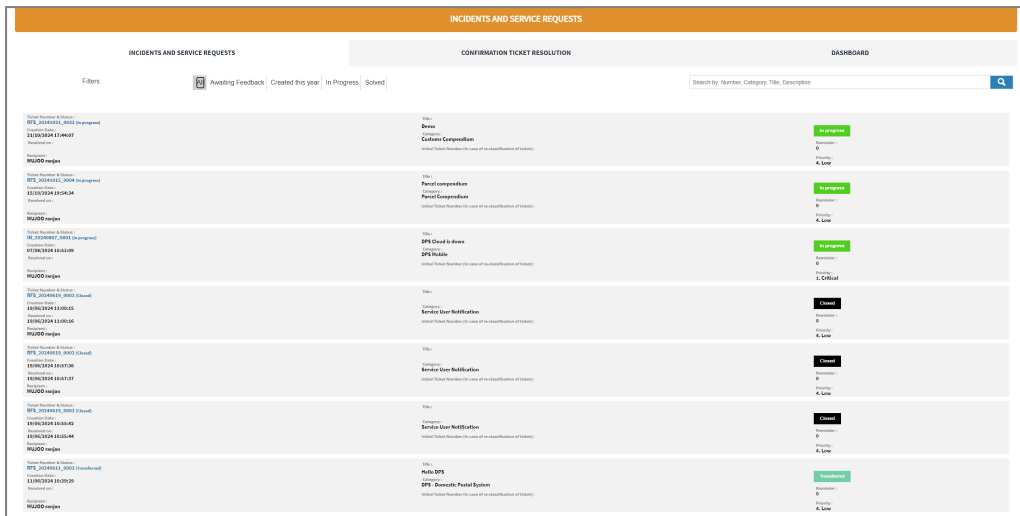
Update the details of a service or request

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

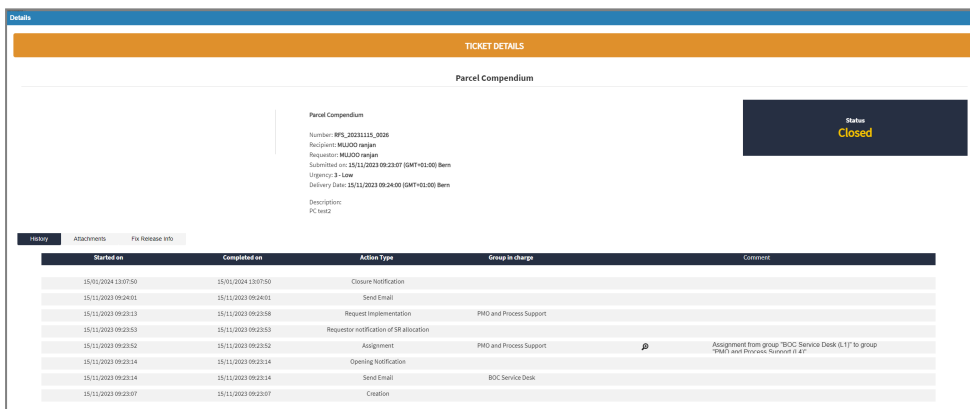
1. Find requests by using the available filters or by entering your criteria in the search field.



The UPU Service Desk Portal displays results that correspond to your search criteria.

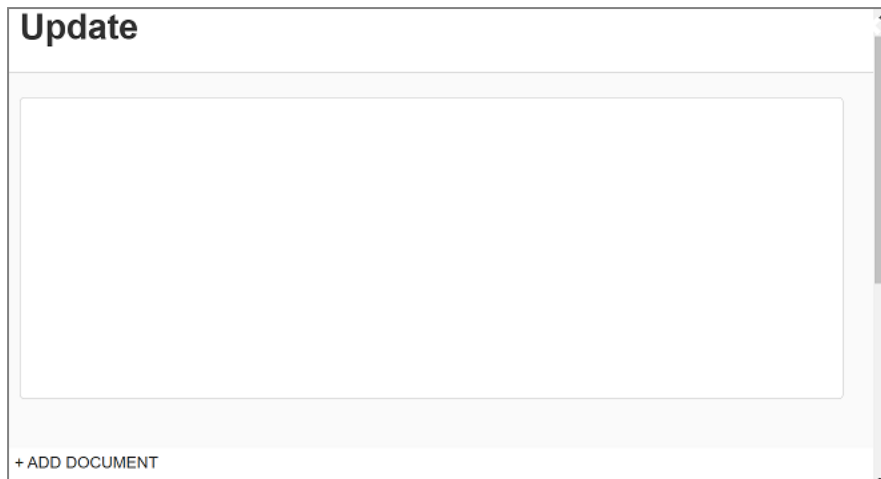



- Click on the ticket number to access the details of the request. The Details screen is displayed:

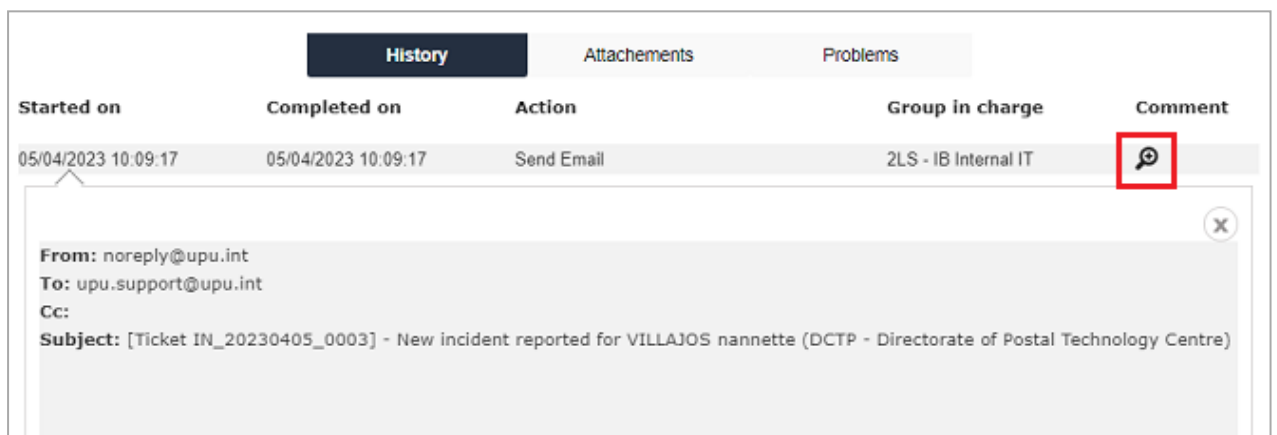


The page displays information on the:

- status of the request/incident
 - history or the actions that have been performed on the request/incident
 - actions that can be performed on the request/incident
- Click the **Update ticket** button to open a window in which you can make changes to the ticket description or insert documents.



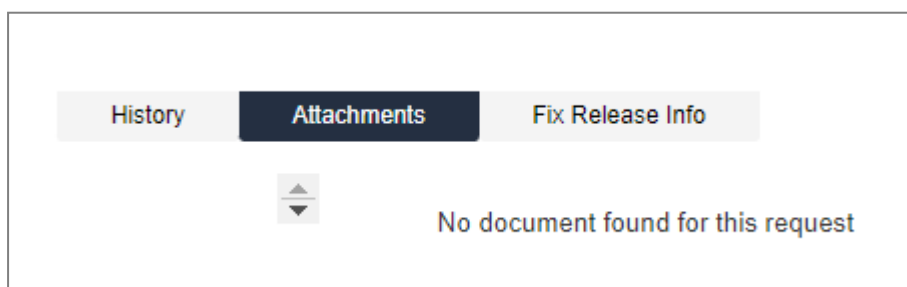
3. To view details of an entry, click the relevant Search icon with a cross  in the **Comment** column. To close the details, click the **X** icon.



4. To view details of any problems (corrections or code fixes to be made) linked to the request/incident, click the **Fix Release Info** tab. This section contains the release information about the potential fix.



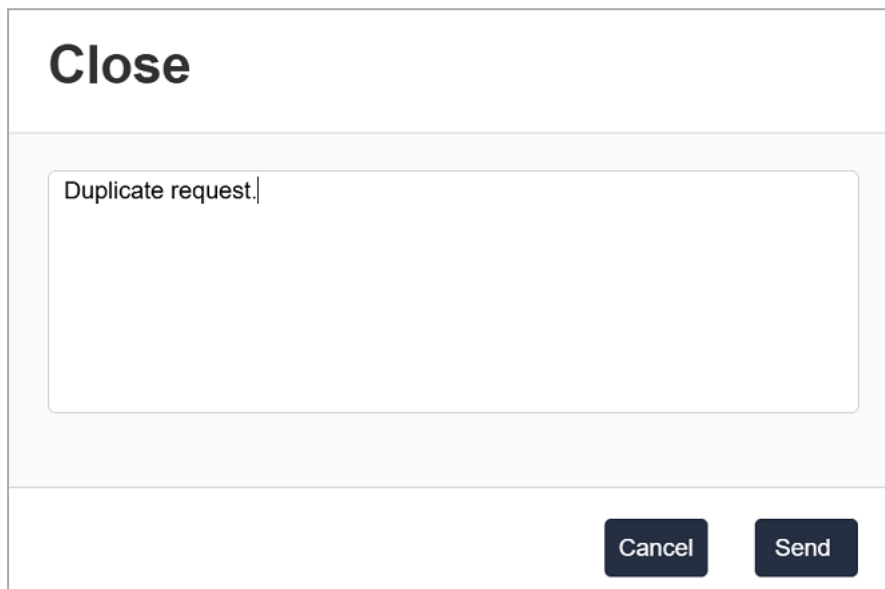
5. To access the uploaded files, click the **Attachments** tab. You can open the existing file by clicking on the document name.



Close a request/incident


You can close your request/incident at any time although it is still in the **In Progress** status.

1. Open the relevant request/incident.
2. Click the **Close ticket** button.
3. Enter the reason for closing in the **Close** text box.



The image shows a modal dialog box titled "Close". It features a text input field with the placeholder text "Duplicate request.". At the bottom right of the dialog, there are two buttons: "Cancel" and "Send".

4. Click **Send** to confirm closing, otherwise, click **Cancel**. Once transmitted, a new entry is added in the **History** tab.

 As long as the request/incident is being processed, the support team can ask you to perform certain tasks relating to the approval or resolution of the request/incident. You can access the details of the request/incident by clicking on the **Edit** icon.

Notifications

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

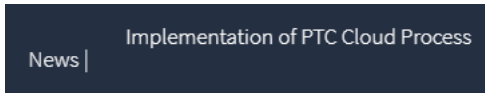
- with the reference of the request/incident as soon as you submit it
- when the request/incident is assigned to the support team/support team member
- to request an action (i.e. approval) or information (i.e. log files)

News

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

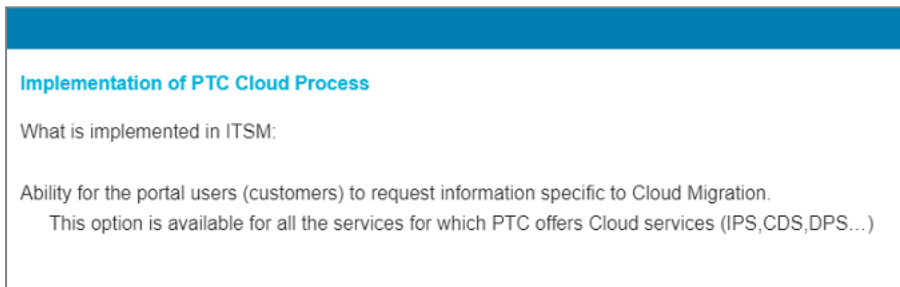
Access the news history

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



To scroll through the list of published news, click the back and forward arrows .

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.