



*VCCS Client Services – Business Process Document
Business Process: Issue Submission*

Narrative:

Customers who have the authority may enter issues directly into the VCCS Issue Tracking System. The VCCS Issue Tracking System is an automated issue management system that is easily accessible from practically anywhere using the web based interface requiring only Internet access.

Process:

(For detailed instructions, refer to the CSL user manual and Issue Trak business process documents posted at

<http://helpnet.utility.vccs.edu/csc/IssueTrak/IssueTrakMenu.htm>.)

Using your assigned user ID and password, login to the VCCS Issue Tracking system. Choose **Submit an Issue**. You will be required to enter:

You may choose to select an item from the **Quick Pick** list. **Quick Pick** allows users to submit the most frequent and common issue types with out all of the manual intervention. Once an item has been selected from this list, the **Subject** and **Full Description** fields will populate. You will be required to provide the requested information in the **Full Description** field. As with manual issue submissions, users may alter or edit any of the form fields filled by the **Quick Pick** selection, however, it is not recommended.

Subject: a brief summary of the problem (*Example: Blackboard login failure*)

Full Description: a detailed statement of the problem and all supporting information *It is extremely important that you enter **complete** supporting information and documentation of the problem to avoid delays in the support process. (Examples would include emplid of affected user, navigation to the current SIS panel, screen captures of error messages, steps taken in a process prior to the problem occurring, etc.)*

Issue Type: selection of the category of problem, which determines the area of support *Please note in particular that **login problems to SIS, Blackboard, and Email all fall under the Directory Services types, not under the individual application types. The application types for SIS, Blackboard, and Email are to be used when there is a problem using the application **after a successful login.*****

Please do not enter anything for **Project** or **Issue Status**.

You have the option of entering both a **Target** (preferred) date and a **Required By** (absolute) date. Check the attachments box if you have any documents (such as screen captures, etc.) to add. An upload screen will subsequently appear upon submission.



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Choose **Submit Issue** to save. Once saved, your issue will be auto-assigned to a support representative and email notification will be sent to them.

You may update your issue with a note or additional attachments at any time by selecting the issue and choosing *Add Note to Issue* or *Attachments*. Any time you add a note to an issue, it is automatically emailed to the assignee; therefore, you do not need to send a separate email to anyone. Simply update the issue as you receive new information. Any time the assignee adds a note to the issue, you will automatically receive an email also. In this way the submitter and assignee can carry on a dialogue simply by updating the issue itself.

You will also receive an email notification of resolution when your issue is closed.