Helpdesk Ticket for ICAM Launchpad Integration
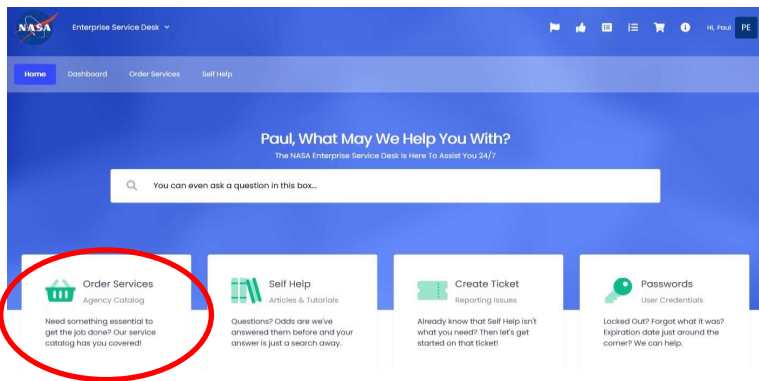
**User Ticket Submission:**

Bookmark https://esd.nasa.gov .

Submitting Change Request

Change requests are for new integration request

Select Order Services from the main dashboard.

- After the screen updates, select the graphic/box with Agency Applications Office. If you do NOT see the Agency Applications Office box, select Agency Applications Office (AAO) link from the menu on the left side of the screen.
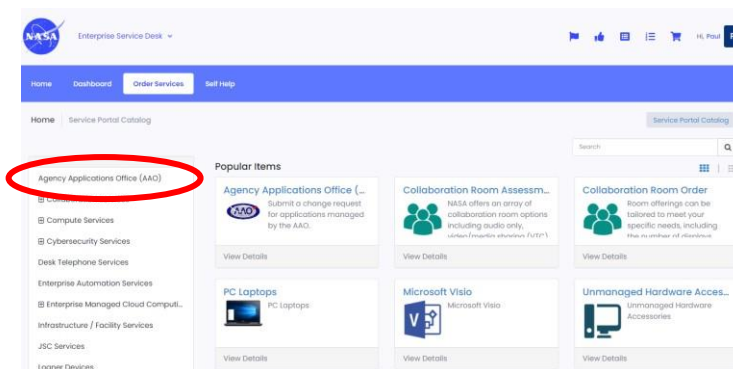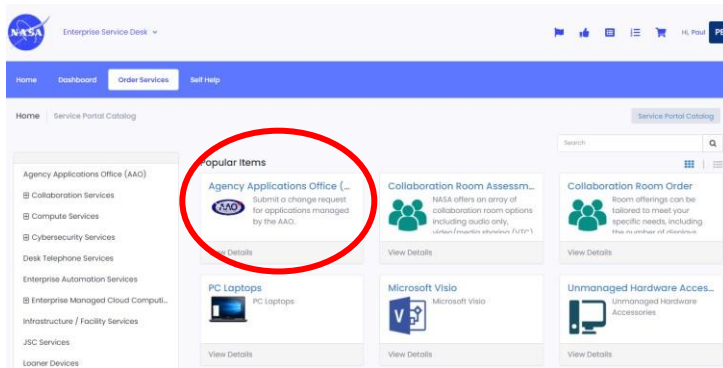
-OR-

- You will then see the form below.

- Enter the following data:
  - Do you work within AAO?
  - **No**
- Line of Business
  - **ICAM**
- Type of Change
  - **Job Request**
- Application Name
  - **LAM-Launchpad-Applications**
- Service Area
  - **Support Launchpad Integrations**
- Impact
  - 4
- Urgency
  - 3 or 4

Request Details

*Do you work within the Agency Applications Office (AAO)?
○ Yes   ○ No

*Line of Business
[-- None -- ▾]

*Type of Change
[-- None -- ▾]

*Application Name
[-- None -- ▾]

*Service Area
[-- None -- ▾]

*Impact
[-- None -- ▾]

*Urgency
[-- None -- ▾]
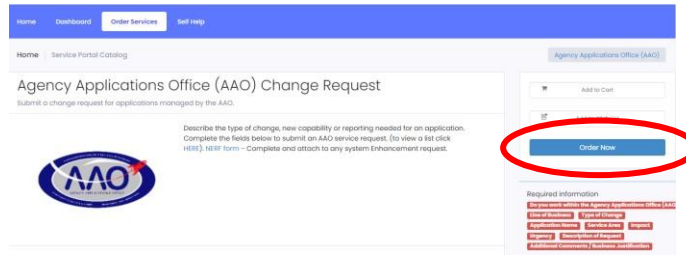
Requested Due Date
[🗓]

*Description of Request
[   ]

Business Justification
*Additional Comments / Business Justification
[   ]

- Requested Due Date – if left blank, it should fill in a date 7 days in the future.
- Description of Request
  - Enter basic description of change or request (limited to 100 chars). [e.g., Type of New Launchpad Integration (SAML, ADFS, Web Agent, Sandbox or Production Environment.
- Additional Comments / Business Justification
  - Enter detailed information about request Such as the SAML Service Provider details including Access Manager Value, EntityID, ACS URL, Attribute Values, etc.

- Attachments
 - Can include the XML file, Screen Shots of the error, etc

- Click Order Now

- At this point, after a moment or two, it will submit and give you an RITM (Request Item) Number.

  You may click the Request Item link with the RITM Number and you will see additional details about your submission, including the Vendor Ticket Number, which is the AAO NISM CRQ Number. This may take a few moments to populate as it sends the information to AAO and NISM.

  Note: You have an additional opportunity to add attachments here as well.
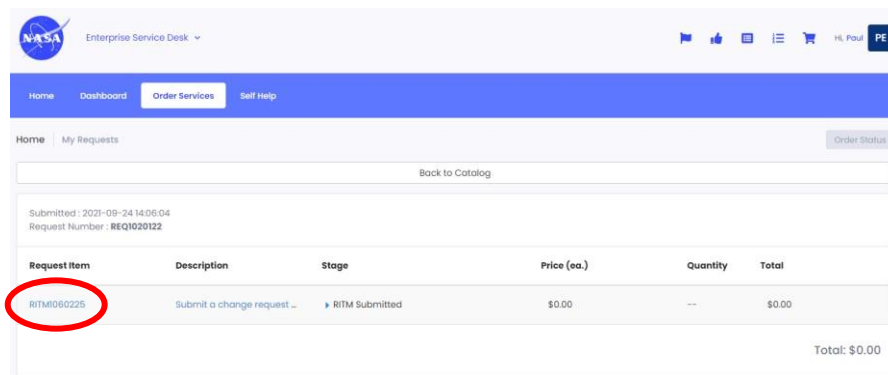
  You may also return to the main dashboard screen and select the Dashboard option. Under the My Requests header, you'll see the CRQ's you've submitted.
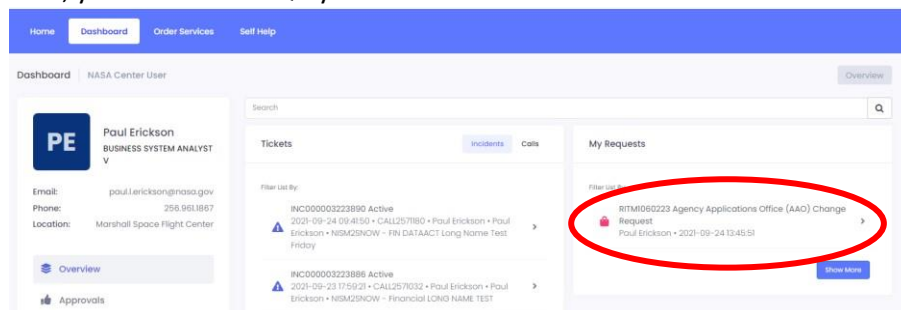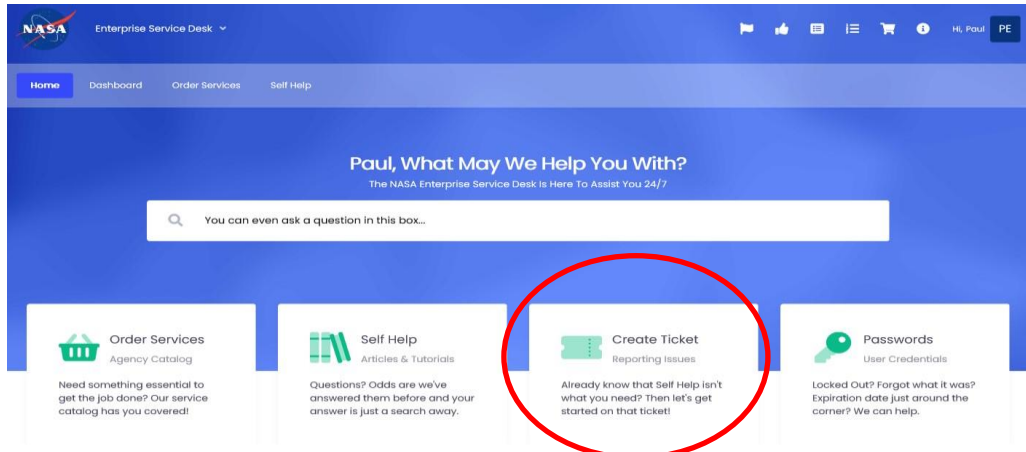

  At this point, you are done with the submission.

- Click on the RITM number of the request you just made.

Submitting an INCIDENT for Troubleshooting, or Updating an existing Launchpad integration

1. Select Create Ticket.

2. Enter the following data:
   - **This ticket is For**: Myself, though you may open on behalf of others.
   - **Impact:** 3 or 4
   - **Urgency:** 3 or 4
     - o **NOTE:** The system will allow you to enter Severity 1 or 2 tickets. However, an ESD analyst will follow up with AOM to verify before dispatching it to AAO and NISM.
   - **Enter Callback #** details for current contact # if at home.
   - **Short Description:** Enter basic description of change or request (limited to 100 chars). [e.g., Troubleshoot Launchpad, update SAML SP certificate for NAMS Access Manager Value. See add'l info.]
   - **Full Description:** Enter detailed information about request here due to limited description field. Provide the Integration environment (Sandbox, or Production) the type of integration, ADFS, Siteminder SAML, Web Agent, or Azure. Include the EntityID, Access Manager Value ID. Descript the issue and error
   - **Upload attachment:** You may add screen shots of the error in attachments, or XML metadata. Current file size is 1024 bytes.

3. Click the Submit button. You may need/want to collapse the Knowledge Results window to make it easier to find and see.

4. At this point, a Call number is created and you are still in the form. It is not yet an incident.

   ESD Agent will then triage, assess, and/or work. The ESD analyst may contact the submitter and/or AOM (for high severity calls) before dispatching to the AAO.

5. Once the incident is created by the ESD, you will receive an email with the information.

ESD / Service Now

ESD RITM

User submits via
Phone Call or
Web Submission

AAO / NISM

Assigned to
AAO LoB → Workflow → Closed