Helpdesk Ticket for ICAM Launchpad Integration

User Ticket Submission:

Bookmark <u>https://esd.nasa.gov</u>.

Submitting Change Request

Change requests are for new integration request

Select Order Services from the main dashboard.

Enterprise Service Desk 🛩		-	🐞 🖽 💷 🦮 😗 на
me Dashboard Order Services	Self Help		
	Paul, What May M	Ve Help You With?	
Q. You can ev	ven ask a question in this box		
Order Services	Self Help	Create Ticket	Passwords
Need something essential to get the job done? Our service settles has you served!	Questions? Odds are we've answered them before and your answer is lust a search away.	Already know that Self Help isn't what you need? Then let's get stated on their liking	Locked Out? Forgot what it we Expiration date just around the

• 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.



Enterprise Service Desk +			P 16 🗉 🗮 1 16 19	out PE
Home Doshboard Order Services	Self Help			
Home Service Portal Catalog			Service Portal Ca	tolog
			Search	Q
	Popular Items			1 =
Agency Applications Office (AAO) Collaboration Services Compute Services	Agency Applications Office (Submit a change request for applications managed by the AAC.	Collaboration Room Assessm NASA offers an array of collaboration room options including audio only, united meetine strueture (UTP)	Collaboration Room Order Room offerings can be tailored to meet your specific needs, includie the number of citedwar	ng.
Book Telephone Comices	wy Detoils	View Details	View Details	
Desk teophone services Enterprise Automotion Services B Enterprise Managed Cloud Computi Intrastructure / Facility Services	PC Laptops PC Laptops	Microsoft Visio	Unmanaged Hardware Acc	es
JSC Services	View Details	View Details	View Details	

-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
- Requested Due Date if left blank, it should fill in a date 7 days in the future.

Request Details

O Yes O No

• Line of Business

Type of Change
 --- None ---

* Application Name

-- None ---

* Service Area

• Impact

-- None -

• Urgency

Requested Due Date

Description of Reques

Business Justification

ments / Bus

--- None ---

* Do you work within the Agency Applicatio

- 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

me Service Portal Catalog		Agency Applications Office (AAO)
gency Applicatio	ons Office (AAO) Change Request	R Add to Cort
	Describe the type of change, new capability or reporting needed for an application. Complete the fields below to submit an AAD service request. (to view o list click HEBS). HEBF form - Complete and attach to any system Enhancement request.	Crider Now
AAO		Required information

• 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.

Enterprise	Service Desk 👻			H 4 1	3 IE	Hi, Poul PE
Home Dashboard	Order Services Self Help					
Home My Requests						Order Status
		Back to Ca	tolog			
Submitted : 2021-09-24 Request Number : REQN	14:06:04 020122					
Request Item	Description	Stage	Price (ea.)	Quantity	Total	
RITMI060225	Submit a change request	RITM Submitted	\$0.00	-	\$0.00	
						Total: \$0.00

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.

Home	Dashboard	Order Services	Self Help			
Dashboard	NASA Cente	r User				Overview
_		Search				
PE	Paul Eri BUSINESS V	CKSON SYSTEM ANALYST	Tickets	Incidents	Calls	My Requests
Email: Phone: Location:	paul.Ler Marshall Sp	icksonginasa.gov 256.961.1867 sace Flight Center	Filer bit By: INC000003223890 Active 2021-09-24 09:4150 + CAL Erickson + NISM2SNOW - F Fridoy) 12571180 + Paul Erickson + Paul IN DATAACT Long Name Test	>	Revise 2 RTM8066223 Agency Applications Office (AAC) Change Request Poul Erickson - 2021-09-24 TB 4551
S OV	erview provals		INC00000323886 Active 2021-05-2317:59:21 • CALL Erickson • NISM25NOW - I) 2571032 • Paul Erickson • Paul Inancial LONG NAME TEST	>	Show More

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
 - 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.

Enterprise Service Desk ~		🍽 🎍 🗉 🗐	🛒 Hi, Paul
Home Dashboard Order Services Self Help			
Home NASA Center User			Create New Tick
Online Ticket Submission Form Creates a new ticket that is assigned to the NASA Enterprise Service Desk			
* This Ticket Is For: Myself Someone Else		* Primary Contact: Myself () Someone Else	
*Impact:		*Urgency:	
4 - Minor/Localized	•	4 - Low	v
Callback Number:		* Short Description:	
(256) 830-1234		Description of issue, citing application, if known	
*Full Description: More details may be included here, including impacts, problems, etc.			
'ile Upload:			
Please review the following information before attaching a file to your ticket submission. F The maximum file size for uploads is 5 MB. Only approved file types (XLS, XLSX, DOC, D	allure to OCX, PP	follow the below instructions could cause your uploaded file to be deleted: F, PPTX, PDF, TXT, JPO, GIF, PNO, BMP, TIFF, PSD & MSO) are allowed.	0
Knowledge results 🗸			
Submit		Ø A	dd attachment

- 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.

