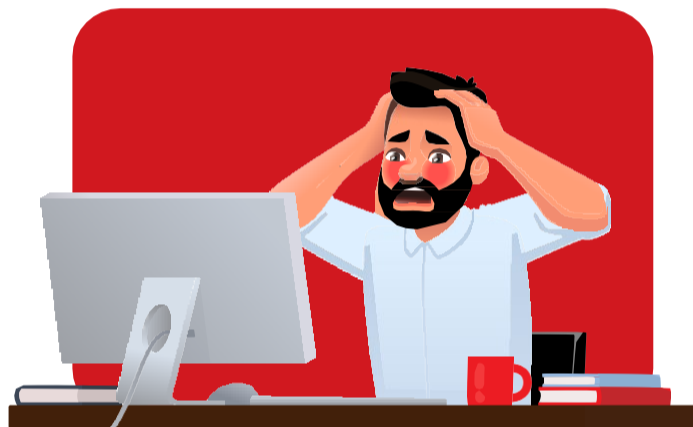


How to log a ticket with IT Help Desk

URL: <https://www.groupitsupport.co.za/digicall/>

Issue/Problem/Request



LOG A CALL with the Service Desk via Online ITSM platform with a brief description of what is being experienced

2

ITSM system emails a reference number, provided you have an email address

NB:
No Call Reference,
No Service!

3

Call is assigned to an Engineer responsible for area in which difficulty is being experienced.

5

Once the call has been attended to and resolved, you will receive an email confirming your problem has been fixed or request has been attended to

4

Engineer to whom the call is assigned to will make contact to resolve. If you are not available, you are required to provide a time that you are available for the responsible person to tend to your call within reasonable notifiable time frame

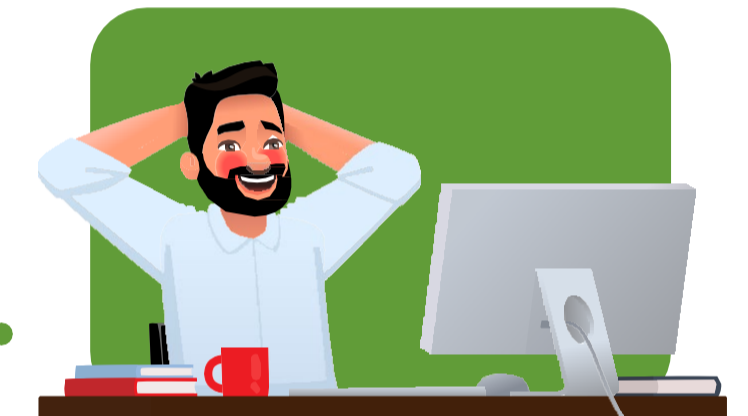
6

SATISFIED?
Satisfied with the repair?
If yes, no further action required.

If no, see below:

7

Call Closed



Issue/Problem Resolved

REQUEST NOT RESOLVED?

- Contact service desk with the reference number previously provided
- Service desk will then **escalate** the matter.

DISSATISFIED?

- With the type of service?
- Service delivery not delivered to your expectation?

Escalate via the process alongside

BUSINESS CRITICAL CALLS

- Log a call as above and then use the **escalation process** alongside

ESCALATION PROCESS

Please ensure you have your call reference number when escalating.

1. Contact Service Desk: 0800 600 911 (request status update)
2. Service Delivery Manager: Jacques Agenbach | 083 325 2472
3. Group IT Infrastructure Manager: Ameet Ranchod | 082 800 6222
4. Group CIO: Johan Kriel | 082 854 3580

CAN I CALL AFTER HOURS?

YES!

After hours telephone calls are routed to a Service Desk Agent who is on standby. The Service Desk Agent will troubleshoot with you and if unresolved, a call will be logged and attended to the following business day.