

Ways to resolve issues Self help

Mail to the trouble ticket system (TTS) Addressing

Guidelines for getting help in case of IT related incidents

Often self help is possible with information from <https://www.gsi.de/it-service>

In person / by call at User Help Desk

Describe your issue to User Help Desk during opening hours (daily 9 to 5, fridays and wednesdays until 3 pm)
☺ direct contact

Open a ticket via login

Log in as customer via GSI Web Login on <https://it-tts.gsi.de/otrs/customer.pl>
☺ Notes and all own tickets at a glance

Open a ticket via email

Addresses:
see also showcase "TTS e-mail addresses"
<https://www.gsi.de/TTS-Adressen>
☺ Direct notification to the relevant persons working on this subject

- * TTS-address ONLY in "To" -field ! (never in CC!)
- * Only one ! TTS-address
- * If necessary put contact in "CC", "To" or in the mail's body.

Meaningful subject!

- * Meaningful keywords as e.g.: Malfunction and hostname, "paperjam printer p123", "Network device not reachable", etc
- * Avoid exaggeration - use "Emergency" or "Urgent" sparingly.

Content

- * Only 1 issue per ticket / mail !
- * Include "Necessary information" (see showcase)

Information and guidelines:

<https://www.gsi.de/it-service>

<https://it-tts.gsi.de>

Necessary information

- * What exactly is the matter? (needs, function, disconnection, etc)
 - * Application + version (Office, Mail, etc)
 - * Operating system + version (Windows, Linux)
 - * IP-name of the device (P123, DEPC123)
 - * The user's name/loginname
- Where applicable:
- * Network outlet, building
 - * Person responsible for approval
 - * Time limits for e.g. authorisation
 - * Contact person for processing.

Additionally in case of an incident

- * Error message / screenshot
- * Consequences of this incident
- * Severity (colleagues, location area)
- * Duration / regularity of the incident
- * Where applicable: current situation, urgency (beamtime, running conference, etc)

TTS email addresses

printer-service@gsi.de
windows-service@gsi.de
linux-service@gsi.de
wlan-service@gsi.de
ms-office-service@gsi.de
mail-service@gsi.de
it-sec-service@gsi.de
network-service@gsi.de
phone-service@gsi.de
accounts-service@gsi.de
storage-service@gsi.de
web-service@gsi.de
pc-hardware-service@gsi.de
ebiss-service@gsi.de
sap-service@gsi.de
indico-service@gsi.de
invenio-service@gsi.de
proz-service@gsi.de
listserv-service@gsi.de
subversion-service@gsi.de
laptops-service@gsi.de
localadmin-service@gsi.de
typo3-service@gsi.de
wiki-service@gsi.de
scientific-computing-service@gsi.de
medientechnik-service@gsi.de

Not classifiable requests:
it-service@gsi.de

Find more addresses for special topics under „email addresses“ on: <https://it-tts.gsi.de/> under the link „Information“

Communication about existing tickets

Every customer receives:

- * an automatic acknowledgement that a ticket has been created.
- * Information or News from the person in charge, as well as an email containing results or information about the ticket being closed.

Every email to the ticket system will create a ticket with an unique Ticket-No.

Enquiries / answers to a ticket

- * Answer an email by keeping the original subject, so as to retain the correlation of the ticket emails.
- * An already closed ticket will then be reopened automatically and the assigned staff will be informed.
- * But: New case - new ticket!

More questions?

Phone call to User Help Desk under -2515 or via email to it-service@gsi.de

Opening hours:
Mo - Fr: 9-15