

# INTRANET - Reporting an Incident (GOLIVE & Hypercare)

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### HOW TO REPORT AN INCIDENT ON ECO OR SCO INTRANET

| Step-by-Step                                                                                                                                                                                                                              | Screenshots                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.Go to Service One Digital Workplace with this <a href="#">link</a> .                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                    |
| 2. Click on this tile " <b>Report Application / Software Incident</b> "                                                                                                                                                                   |                                                                                                                                                                                                                                   |
| 3. Read through carefully that you are raising an Incident due to Application issue and not related to Infrastructure issue.<br><br>Tick on the checkboxes.                                                                               | <p>I confirm that have checked the service catalog and did not find anything related to my request. (required)</p> <p><input checked="" type="checkbox"/> Yes</p> <p>I confirm that this issue is related to an Application / Software on my device. (required)</p> <p><input checked="" type="checkbox"/> Yes</p> |
| <div> If failure to do so, your ticket will be routed to the wrong group, and hence might take more time to reach the right team for RESOLUTION.</div> |                                                                                                                                                                                                                                                                                                                    |

4. Enter **Summary**

This is the title of the ticket that needs to be meaningful.



Please use prefix **ECO** or **SCO** so that it can be clearly identified and speed up our resolution.

Summary **(required)**

Please provide a short description of your issue.

5. Enter **Description**



The more information you provide, the easier for us to detect the root cause of the issue.

Please provide information like:

Description **(required)**

Please enter the full description of your issue.

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■ **WHAT** is the problem (financial objective that you are wanting to do in ECO or SCO Intranet)

▪ **HOW** is the problem encountered (describe the steps to reproduce)

6. Enter **Affected Application** = "Drupal Solvay One (Intranet)"



Important to select "Drupal Solvay One (Intranet)" so that it can be routed to the right team for RESOLUTION.

Select

Q drupal Solvay

Filtered to 1

Drupal Solvay One (intranet)

7. Enter **Urgency**.

Urgency (required)

The issue is bothering me, but it is not affecting my work. ▼

8. Enter **Attachm  
ents**.

Please take a  
screen shot of  
where the error  
is so that it  
proves as an  
evidence for us  
to identify the  
rootcause.

Attachments

 Attach Files

or drag and drop files here