

Create a ticket in ServiceOne

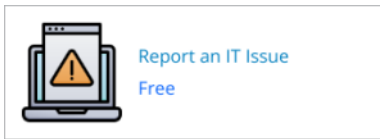
Before creating a ticket, have you checked the [Chatbot](#) ?

Chatbot checks the Knowledge Base articles and can help you to resolve your issue without raising a ticket.

1. Open Service ONE



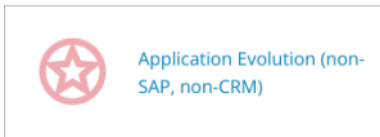
2. Select the type of ticket you need



Report an IT Issue
Free

[how to fill in](#)

You will create an **Incident** when the application is not working anymore or has an abnormal behavior, like missing data which used to be available in the past, very long response time, something which worked in the past and not anymore.

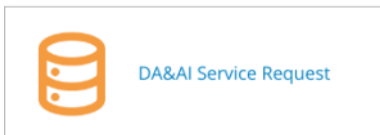


Application Evolution (non-SAP, non-CRM)

[how to fill in](#)

You will create an **Evolution/Change Request** in two situations:

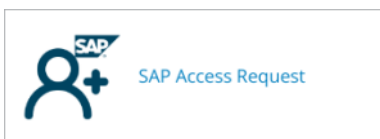
- When you have a **small change in something which already exists**, without changing the current scope. For example, change some format in a report or dashboard, make available data in the report....
- When **you need something new, even if it is part of an existing application** (e.g. create a BW query, add a new KPI in a dashboard). This is subject to validation under the TSA (Transactional Service Agreement) rules. [+ details](#)



DA&AI Service Request

[how to fill in](#)

You will create a **Service Request** when you need any other kind of support from DA&AI platform.



SAP Access Request

[how to fill in](#)

You will create an **Access Request** when you need:

- Access to a report or a given transaction in BW - "SAP Access Request"
- Access to a dashboard in Qlik, Tableau, etc - "Corporate Dashboard Access Request Form"



Corporate Dashboard
Access Request Form

[how to fill in](#)



Application Access Request
(Generic)

[how to fill in](#)

- Access to a specific tool, like the technologies we use in DA&AI for data manipulation, processing or visualization - "Application Access Request (Generic)"

3. We will take care of it

1. Your Service ONE request will generate a WO (work order) or INC (incident) in Helix, which will be automatically assigned to one of our [DA&A Helix Support Groups](#)
2. For each WO/INC, whenever there's a change to do, DA&AI team will [create a CRQ in Helix](#)
 - a. The CRQ should be created before the build starts
 - b. The CRQ "Summary" and "Description" must be clear about the change required
 - c. The "Change Coordinator" should be the developer or PM. The "Change Manager" should be one of these "[Contacts](#)"