

ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide



CCSSIM INTRODUCTION

CCSSIM or Computacenter Self Service Incident Management is a Web Interface Tool. It enables its users raising Incident tickets on their own, updating and monitoring tickets without having the need to phone the Service Desk.

CCSSIM LOGIN

- Users can access CCSSIM using the following URL via Web browser:

<https://ccssim.computacenter.com>

Internet Explorer is the supported and recommended browser for CCSSIM.

- The following window is displayed:

Customer Web Logging

Enter your username and password and click the Login button. If you don't know your username or password click the Password Reset link below.

Username:

Password:

- Please enter your user name in upper case letters.
- Please enter your password.
- Click on (or press <ENTER>).
- CCSSIM's Incident Console is displayed:

Flag	Details	Incident Number	Company	Customer	Equipment	Status	Home	Date Reported	Product	Prod Code
	Priority	IC00001971088	KRZN [CNE] (0001015719)	Quinn Lennedy	CC2800206	Assigned	No	14/10/2020 07:34	HP D1460 64 GB 250GB 8GB 4GB 2TB	0706
	Priority	IC00001971089	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 07:37	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971091	KRZN [CNE] (0001015719)	Ben Hala	400	Assigned	No	14/10/2020 14:34		47476
	Priority	IC00001971092	KRZN [CNE] (0001015719)	Ben Hala	400	Assigned	No	14/10/2020 14:34		47476
	Priority	IC00001971093	KRZN [CNE] (0001015719)	Ben Hala	400	Assigned	No	14/10/2020 14:37		47476
	Priority	IC00001971094	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971095	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971096	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971097	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971098	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971099	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971100	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971101	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971102	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971103	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971104	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971105	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971106	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971107	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971108	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971109	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010
	Priority	IC00001971110	KRZN [CNE] (0001015719)	Ben Hala	12145	Assigned	No	14/10/2020 14:34	CS00 380704 CAT 3805 8 10104 1 10087	0010

RAISE A NEW INCIDENT

- Click on at the top of the Incident Console.
- A new window is displayed to log the incident:

Log New Incident

Customer Details Description Additional Information

Customer Details

Company Web Site: KRZN [CNE] (0001015719)

Logging For: Myself Someone else

Title:

Address:

Additional Location Details

Business Phone Number:

Mobile Phone Number:

Email Address:

Log By: Log By Category

Equipment Reference:

Product:

Contact:

Contact Line:

Printer Page Count:

Purchased From Computer: No Yes Unknown

RAISE AN INCIDENT ON YOUR BEHALF

- The right Company will be displayed automatically depending upon your access credentials.
- Please select the person on behalf of who you are going to raise the incident: Myself Someone else
- If you select **Myself**, your own data will be displayed.
- If you are not located at your default site, click on to amend your address.
- If you are raising an incident located at a big site, please specify additional location details to enable our engineers to find you quicker.

Please note: All address amendments are only recorded temporarily for this incident. Your master data are not being amended permanently.

RAISE AN INCIDENT ON BEHALF OF SOMEONE ELSE

- Please specify **First Name** and **Last Name** (or if you are unsure specify only a part of first and/or last name) of the person you are raising the incident for:

Search Users

Company: KRZN [CNE] (0001015719)

First name:

Last name:

Title	FirstName	LastName
No records found. Please use new search criteria or create a new user		

- Click on .
- A list of names will be displayed matching your search criteria:

Search Users

Company: KRZN [CNE] (0001015719)

First name:

Last name:

Select	Title	FirstName	LastName
<input type="button" value="Select"/>		Binh	Le
<input type="button" value="Select"/>		N.V.	Lea Paulus
<input type="button" value="Select"/>	Fr.	Gisela	Ledermann
<input type="button" value="Select"/>	Hr.	Günter	Leekes

Company:

Title:

First name:

Last name:

Business phone number:

Mobile phone number:

Email address:

Site address:

- If you are not able to find the desired person, please navigate to the next page(s) by using the navigation pane -
- Click on , if you have spotted the right person's name. You'll then will be navigated back to the incident logging form.
- If the affected user is not located at his/her default site, please click on to select another location address.

ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide



CREATE A NEW USER

If you are not able to lookup a user you are going to raise an incident for, you will be displayed a message that no matching user records can be found:

1. Please select a **Title** from the drop-down menu.
2. Specify the user's **First Name**.
3. Specify the user's **Last Name**.
4. Please specify the user's **Business Phone Number**.
5. Optionally, please specify the user's:
 - **Mobile Phone Number**.
 - **E-mail Address** – if not specified during record creation, CCSSIM will generate a temporary e-mail address.
6. Please select the user's **Location** by clicking on **Sites...**
7. Please specify the exact **Post Code** or parts of it.
8. Please specify any prefix of City and/or Street.
9. Click on **Search...**

Please note: If you do not specify the exact post code, CCSSIM will display any site matching your provided data as part of the post code, city and streets field.

10. Please navigate through the list of search results by using **Navigation** to find the correct **Site**.
11. Click on **Select**, if you have found the correct site.
12. If you are not able to find the correct address, please specify all address details and click on **Create** to add a new site.
13. Click on **Close** to continue with the user creation step.
14. Click on **Create** to add the new user record and to return to the Logging form.

UPDATE USER DATA

15. Click on **Update Person** if you need to amend the user data permanently.
16. A dialog box containing the current user data pops up. You are now able to make your amendments.

17. Please click on **Update** to save your amendments.

LOGGING ABOUT

18. Please select how you are going to raise the incident:
 - Log By CI** **Log By Category**
 - **CI** – e.g. serial number as printed on the asset tag of your laptop
 - **Category** – e.g. Software with issues in data or functionality

LOGGING BY CI

19. Please specify the **Serial Number** or **Equipment Reference (CI)** of your device (at minimum the first five characters).
20. Click on **Search**.

21. If you have found your Serial Number or Equipment Reference, click on **Select**. The device will be selected and populated into the Logging form.
22. If you have contracted support, **Product, Contract** and **Contract Line** will be displayed in the Logging form.
23. Please specify if the device have been sold by Computacenter: **Yes** **No** **Unknown**

ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide



LOGGING BY CATEGORY

Please select this option if you are not able to log the incident via serial number (CI):

24. Click on the drop-down menu next to **Tier 1** and select from the list.
25. Click on the drop-down menu next to **Tier 2** and select from the list.
26. Click on the drop-down menu next to **Tier 3**. Select a **Product** from the list. **Contract** und **Contract Line** will be displayed. (Optionally, you need to select a further value for **Tier 4**.)
27. Please specify the **Product** (e.g. MS Word).
28. Please specify **Model / Version** (z.B. 7).
29. Please select if the product has been purchased from **Computacenter**: Yes No Unknown

Logging About	
Log By:	<input type="radio"/> Log By CI <input checked="" type="radio"/> Log By Category
Tier 1:	Hardware
Tier 2:	Workstation
Tier 3:	Desktop
Tier 4:	HP
Product:	HP Pavilion HPE h8-1075uk i7 8gb 2TB
Model / Version:	V 7
Equipment Reference:	123456789
Contract:	11068563 - 3502 - KRZN SLA
Contract Line:	3900 - HP_ETS8x5xNBD HP CP 5
Printer Page Count:	150
Purchased From Computacenter:	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

DESCRIPTION OF INCIDENT / REQUIREMENT

30. Please provide us with a summary and describe as detailed as possible of your issue or requirement. This will allow us to increase accuracy and speed of fulfilment of your contracted Service Levels:

Summary

<Describe Summary of the Incident>

198 character(s) left

Description

<Describe the Symptoms>

<Error Codes and Messages Displayed on Screen, Any Power Indications>

<Additional Information Regarding Fault>

<How long resource is required for, what skills are needed>

2000 character(s) left

USER AVAILABILITY IN CASE OF ENGINEER VISIT

31. Please tell us your working hours or unavailability times. This enables us to fit your needs with regards to scheduling of an onsite visit if required:

User availability if engineer visit required

<Please specify your work availability period>

2000 character(s) left

ADDITIONAL INFORMATION

Additional information are non-mandatory data, but allows you to add a file – or more than one file in a ZIP archive – to your incident data.

Additional Information

My Reference:

My PO Number:

Select files... Drop files here to upload

(Only .txt, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .pdf, .zip extensions allowed)

32. Specify your own reference number in **My Reference**.
33. Specify your own **PO Number** if required.
34. Depending upon your requirements, you can provide us with a file attachment of one of the file types specified by clicking on .
35. Click on . After the incident has been successfully submitted, you will be displayed the following message:

✔ Successfully created Incident: INC000019711115

An Incident Number has been assigned to your incident or requirement (see above) and thus confirms, that the incident has been submitted for further processing. You can find the new incident in the CCSSIM Console as well.

INCIDENT CONSOLE

The Incident Console allows you to access incidents or requirements already raised. You can sort and apply filters fitting your needs:

Incident Number	Company	Customer	Equipment	Status	Product
INC00001971	CompuLaxer	John Doe	HP Pavilion	Assigned	HP Pavilion HPE h8-1075uk i7 8gb 2TB
INC00001972	CompuLaxer	John Doe	HP Pavilion	Assigned	HP Pavilion HPE h8-1075uk i7 8gb 2TB
INC00001973	CompuLaxer	John Doe	HP Pavilion	Assigned	HP Pavilion HPE h8-1075uk i7 8gb 2TB
INC00001974	CompuLaxer	John Doe	HP Pavilion	Assigned	HP Pavilion HPE h8-1075uk i7 8gb 2TB
INC00001975	CompuLaxer	John Doe	HP Pavilion	Assigned	HP Pavilion HPE h8-1075uk i7 8gb 2TB

The set of incidents accessible to you is displayed dependent upon selection in Console Filter:

- Open Incidents
 Closed Incidents
 All Incidents

The progress of incident processing is described in the Status column of the Incident Console, please see below the most important status values:

- **New** – Incident recorded in system.
- **Assigned** – Incident under evaluation of the Service Desk to derive the most appropriate solution approach.
- **In Progress** – Incident under investigation.
- **Awaiting Scheduling** – Scheduling in preparation.
- **Scheduled** – Onsite visit scheduled.
- **With Engineer** – Onsite visit in processing.
- **Resolved** – Incident has been resolved.
- **Closed** – Incident has been closed in system.
- **Cancelled** – Incident has been cancelled in system.

ITSM Self Service Incident Management (CCSSIM) - Quick Reference Guide



INCIDENT SUMMARY

After the incident has been updated, you can make visible the new work log using the console. You can also see, when and by whom your update message has been confirmed:

1. Click on to the left of the incident record to expand a **short summary** of the incident. The **most recent details** about work logs and engineer activities or visits are being displayed:

Detail info for Customer:

Summary		Work Log		Engineer Task	
Summary					
Summary					
Type	Submit date	Acknowledged on	Acknowledged by	Scheduled start date	Notes
Details			Status reason	Signed off by	

Please note: If you need to see **all** incident details, please click on instead (as already been described under **View Incident Details**).

2. Click on to collapse the Incident Summary.

INCIDENT FLAG

Please have a look into the **Flag** column in CCSSIM's Console. Incidents may have one of the following flags (or an empty value):

- Data Required
- History Update
- Status Update

If an incident has one of the flag values as described above, you should click on and update the incident if required (as already been described under **Update Incident**).

INCIDENT ON HOLD

If the incident processing has been interrupted for any specific reason, the analyst sets the incident on **'Hold'**. You can identify this by looking into the **Hold** column in the console. Valid reasons for incident suspension may be your own non-availability or the lack of further information required for incident processing.

CHANGE PASSWORD

If you are logged in into CCSSIM, you are able to change your password at any time by clicking the link **'Change Password'** in the console.

1. Click on to the lower left of the incident console.
2. Specify your current password in the dialog box:

Change Your Password

Current Password:

New Password:

Confirm New Password:

3. Type in your **new password**.
4. Confirm your **new password**.
5. Click on .
6. Please use your new password from now on to log into CCSSIM.

YOU HAVE FORGOTTEN YOUR PASSWORD

If you feel you have forgotten your password and may not be able to log into CCSSIM, you can request a new password.

1. Click on link to the lower left of CCSSIM's login page. A new dialog box displays:

Change Your Password

! If you would like to reset your password please enter your username in the box below and click the Request Password Reset button. An email will be sent to the address registered against the username containing instructions on how to proceed.
Hint: If you can't remember your username please contact the Help Desk.

Username:

2. Please specify your **Username**.
3. Click on .
4. An e-mail containing a URL link for password reset will be sent to the e-mail address as hold in your person details:

Dear Guido Lesszinsky (test),

A password reset for SSIM was requested for your account. Please click on the following link to continue with the process to set a new password.

<https://ccssim.computacenter.com/PasswordReset.aspx?875d38d2-2caf-43a1-a873-d4466e1a21f>

PLEASE NOTE: This link is only active for a maximum of 15 minutes after the reset was requested. If you click the link after this time you will be prompted to request a password reset again.

If you did not request this password reset please contact your Help Desk.

5. You will be required to specify and confirm a new password when you try to log into CCSSIM the next time:

Change Your Password

! Enter a new password into the boxes below to complete your password reset. Once your password is reset successfully you will be redirected to the login page.

New Password:

Confirm New Password:

6. Specify a new password and confirm it.
7. Click on .

Please note: The link to reset your password is only **valid for 10 minutes**. If you haven't used the link in this interval, you need to request a new link to reset your password as you did it previously.

YOU HAVE FORGOTTEN YOUR USERNAME

If you have forgotten your username, you are required to phone the Service Desk. The phone number is displayed to the lower right on both the CCSSIM Login Page and Console.

Please note: Your individual Service Desk phone number may differ from the phone number as it is displayed in CCSSIM.

LOGOUT

If you would like to logout from CCSSIM, please click on .

Please note: After any inactivity in CCSSIM for **more than 20 minutes** you will be **logged out automatically** from CCSSIM for security reasons.