Tracking of assistance request
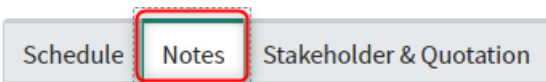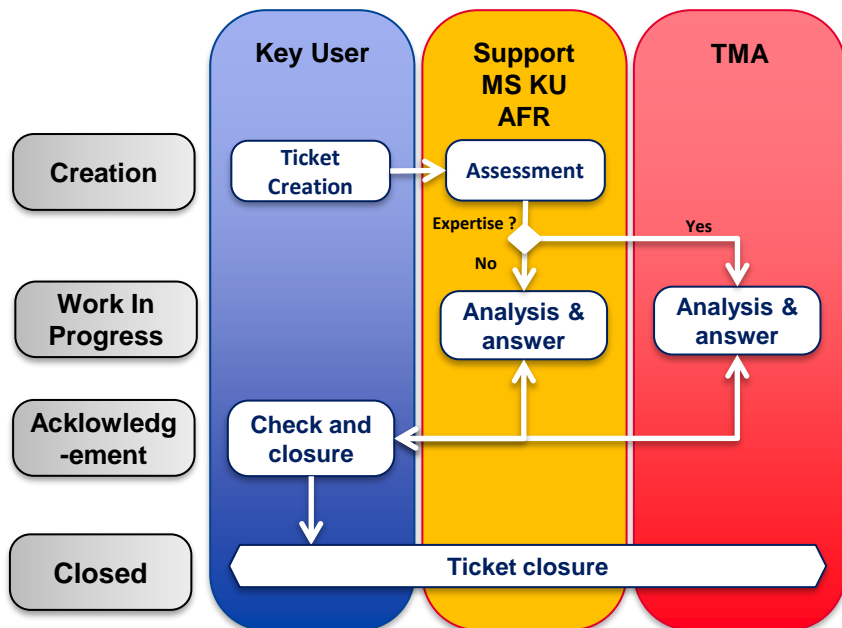
👉 **https://itsm.hubtotal.net/sp?id=index**

I click on **My application requests**. A list of current requests will be displayed.

I select the **desired request** that will automatically redirect me to the ticket in Servicenow.

I click on **Notes** to view / add comments.

| Schedule | Notes | Stakeholder & Quotation |

The lifecycle of an assistance request

Good practices

The key user must, throughout the life of this ticket, ensure to perform the required actions until the correct resolution of this ticket.

In order to facilitate the handling of the request, the creator of the ticket must:

❑ *Specify where it is in the process requiring assistance (example : grid code, inspector name, screen copy…)*

❑ *Indicate the entity or entities concerned*

❑ *Indicate the error message (screenshot highly recommended) if during a run there is an error message*

❑ *Fill in the criticality level of the request*

❑ *Add an attachment when necessary*

To help you create the ticket, do not hesitate to contact us at the email address:

sm.mksp-support.logistique@totalenergies.com

TotalEnergies

Manual for the creation of assistance tickets Safe to load via ServiceNow

arioflow innovation

A manual for Key Users to help them create a Safe to load support requests on ServiceNow.

Creation of an assistance request

👉 **https://itsm.hubtotal.net/sp?id=index**

I click on **Requests** to then choose **the type of ticket I want** to create

Ⓐ
Requests Tutorials News Your support   🇬🇧

Search in catalog

Sort on: The most viewed ▾

Ⓑ
Application Assistance Request
Application Assistance Request

Application Evolution Request
Application Evolution Request

Application Correction Request
Application Correction Request

👁 7428 · 4d ago   👁 4061 · 4d ago   👁 3389 · 4d ago

After submitting the form, a new screen will appear with the ticket number you just created that begins with « CHG ».

I fill in the form below

Ⓧ *Explanation of fields on next page*

I add parts to my ticket (screenshot, files, etc.) → 📎 Add Attachments

✳ Owner Group   ① 🔍

✳ Owner   ② 🔍

✳ Application   ③ 🔍

✳ Functional domain   ④ 🔍

Functional Subdomain   🔍

✳ Business   ⑤ 🔍

✳ Short Description   ⑥

✳ Description   ⑦

Acceptance desired delivery date
📅

Production desired delivery date
📅

✳ Gravity
3 - Normal ▾ | Specific time/SLA for SAP
                      | Realisation time = 5 days

I validate the creation of the ticket by clicking on **"Submit"** → Submit

* Mandatory fields

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① **The owner group:** The group allows to create tickets on certain applications
For Safe to load : KU.LOG.OPT_GLB_MS

② **The owner is the guarantor of the ticket and the validation of the proposed solution**

③ **The application** concerned by my ticket – Safe2load

④ **The functional area:** Enter **N/A**
Subdomain should be let blanked

⑤ **Business:** Enter MS/Logistics

⑥ **Short description:** Title of application

⑦ **Description:** Details of the request (Screenshot of the error message, the Transaction process step, document number, etc.)