GMM/GMA : Create a Support Ticket
Quick Reference Guide (QRG)

IT CONNECT

OVERVIEW
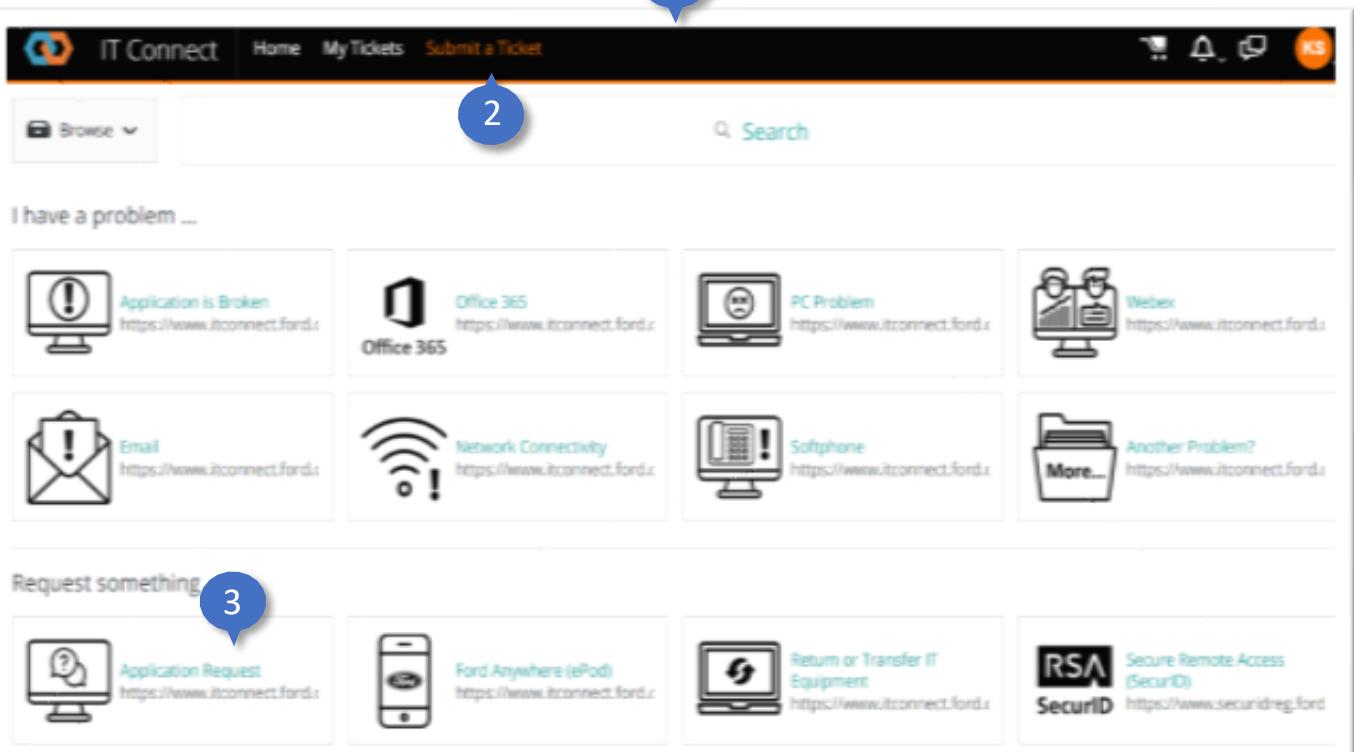
Audience: Ford Users / Manufacturers

The purpose of this QRG is to demonstrate where and how to create, submit, and monitor GMM/GMA Application Support Ticket using the *'IT Connect'* site.

QRG Contents

1. Access the IT Connect Site to Request a Support Ticket
2. Complete the Support Request, Submit, and Monitor

1. Access the IT Connect Site to Request a Support Ticket

1. Go to the IT Connect site: https://www.itconnect.ford.com
   [Note: Manufacturers can use their Covisint login to access the IT connect site]

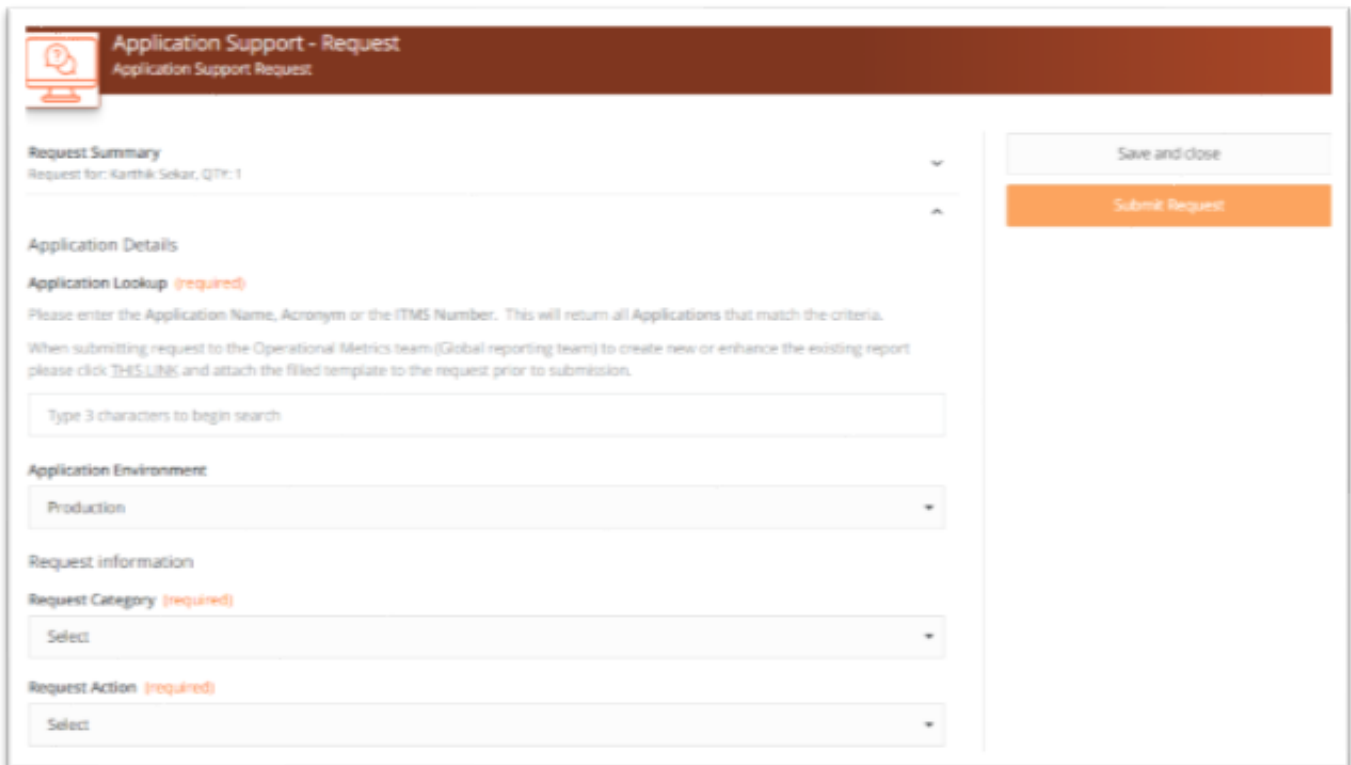2. Click **Submit a Ticket**

3. Select **Application Request**

1. Access the IT Connect Site to Request a Support Ticket (con't)

4. New **Request Form** will be displayed

TIP: Click **Favorite** to add *'Application Support Request' to your IT Connect Home page.*

Application Support - Request
Application Support Request

Request Summary	Save and close
Request for: Karthik Sekar, QTY: 1	Submit Request

Application Details

Application Lookup (required)

Please enter the Application Name, Acronym or the ITMS Number. This will return all Applications that match the criteria.

When submitting request to the Operational Metrics team (Global reporting team) to create new or enhance the existing report please click THIS LINK and attach the filled template to the request prior to submission.

Type 3 characters to begin search

Application Environment

Production

Request information

Request Category (required)

Select

Request Action (required)

Select

2. Complete the Support Request, Submit, and Monitor

Application Details:

1. Type '*GMM'* or '*GMA'* in the Application Lookup* search box

2. Select the appropriate GMM/GMA Application: **"21801-Global Material Management & Approval(GMM/GMA)"**

3. Under Application Environment, keep the default **Production**

Application Details

Application Lookup (required)

Please enter the **Application Name, Acronym** or the **ITMS Number**. This will return all **Applications** that match the criteria.

When submitting request to the Operational Metrics team (Global reporting team) to create new or enhance the existing report please click THIS LINK and attach ___ ed template to the request prior to submission.

GMM

1

21801-Global Material Management & Approval(GMM/GMA) **2**

Application Environment

Production **3**

Ford

2. Complete the Support Request, Submit, and Monitor (con't)

4. Click the **Request Category* drop-down**

5. Select **Application Task**

6. Click **Request Action* drop-down**

7. Select **General**

Request Category (required)

Application Task ▼

④

Clear

Application Access

Application Monitoring (Sitescope / BSM)

Application Task ⑤

Business Continuity

Chatbot

Data Management

Ford Credit Deployment

Functionality

How To

Job

Request Action (required)

Select ▼

⑥

Clear

DCx Migration

General ⑦

2. Complete the Support Request, Submit, and Monitor (con't)

8. Enter the **Request Summary*** and the **Detailed Description of the Request**

Request Summary (required)
Please enter a brief description of the request upto 100 characters

Detailed Description of the Request
If you have any special requirements or instructions please include them here. You may also upload a file below if needed.

9. Notify Others by adding their emails, including yourself

10. Add **screenshots/attachments**, if needed

11. Click **Submit request**

Others to Notify

Others To Include On Notifications
Enter the email IDs of those to whom you wish to include on notifications. The email IDs should be in the format xyz@domain.com.
E.g. cdsid@ford.com. Separate each ID consistently with a comma (,)

Save and close

Submit Request

Attachments

Attachments
Information categorized as confidential or secret should not be attached.

The attachment and transmission of confidential and/or secret information is not necessary on this system as per Global Information Management (GIM) guidelines. This includes Personally Identifiable Information. For additional details, please see the GIM guideline document.
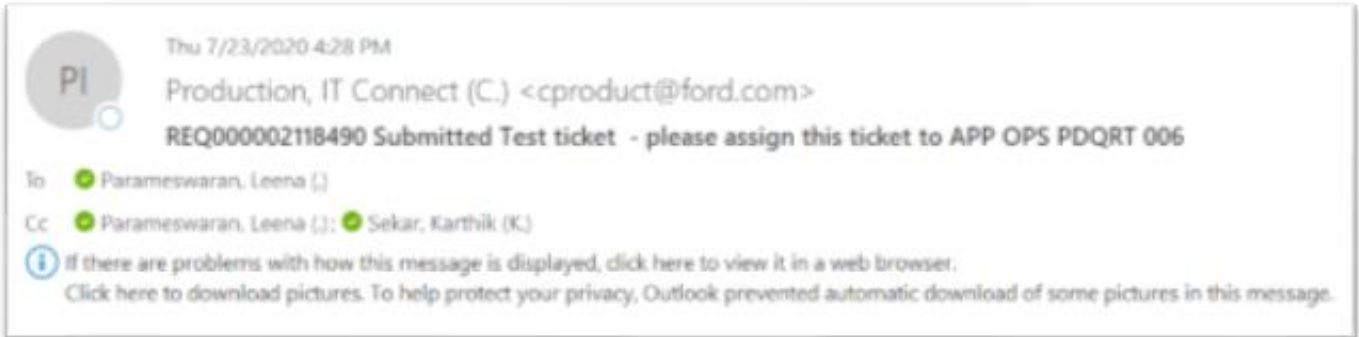
Attach Files   or drag and drop files here

Maximum fi... ...MB
Maximum...

2. Complete the Support Request, Submit, and Monitor (con't)

12. You will receive email notification confirming your request

Thu 7/23/2020 4:28 PM

Production, IT Connect (C.) <cproduct@ford.com>

REQ000002118490 Submitted Test ticket - please assign this ticket to APP OPS PDQRT 006

To ● Parameswaran, Leena (.)

Cc ● Parameswaran, Leena (.); ● Sekar, Karthik (K.)

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

13. To monitor your request, click My Tickets

IT Connect Home **My Tickets** Submit a Ticket

13

🔍 Search

Active Tickets

Application Hosting - Report an Incident `URGENT`
Closed

For: You

Request ID: REQ000000994344
Expected by: Oct 12, 2019

Details

Unified Communications - Report an Inci `HIGH`
Closed

For: You
By: C Subraja

Request ID: REQ000000984664
Expected by: Oct 10, 2019

Details

Unified Communications - Telephone and Voic
Closed

For: You

Request ID: REQ000000654516

Details