FINANCE - SAP CALL LOGGING PROCESS

FND DEPT USER HAS A SAP PROBLEM

GENERAL USER HAS A SAP PROBLEM

REFER TO
- UCT USER HELP
- LINE MANAGER
- OTHER SAP USERS.

1ST TRY AND RESOLVE INDEPENDENTLY

REFER TO
- UCT GENERAL USER HELP
- AREA FINANCE OFFICE
- OTHER SAP USERS.

HAS PROBLEM BEEN RESOLVED? — YES

HAS PROBLEM BEEN RESOLVED? — YES

NO

CONTACT SUPER USER IN THAT AREA

HAS PROBLEM BEEN RESOLVED? — YES

NO

GENERAL USERS MAY CONTACT ICTS HELPDESK, WHERE CALL WILL BE LOGGED ON HEAT AND REFERRED TO FINANCE HELPDESK

NO

ALL UNRESOLVED CALLS MUST BE REFERRED TO THE FINANCE HELPDESK

FINANCE HELPDESK x2111

fnd-finance@uct.ac.za

YES

IS REFERRAL TO 2ND LEVEL SUPPORT APPROPRIATE?

NO

HAS PROBLEM BEEN RESOLVED? — YES

WHEN LOGGING A CALL, PLEASE PROVIDE AS MUCH INFORMATION AS POSSIBLE
E.G. SCREEN SHOTS, ERROR MESSAGES, BACKGROUND, ARE YOU THE ONLY ONE WITH THE PROBLEM?

NO

PROBLEM LOGGED ON HEAT AND ASSIGNED TO
- SAP SUPPORT
- SAP AUTHORISATIONS
- OTHER AS APPROPRIATE

TEAM ASSIGNED WILL CONTACT YOU