

Application Support – Technical platform



itelligence Intelligence Service Desk

Home Service Desk Extras

Service Request Monitor (162342)

My ToDo's My requests My open requests My closed requests

Item Monitor	Response Date	Response Time	Transaction ID	Priority	User Status	Description	Person
OOO	21.04.2009	15:44:24	9000000268	2 High	In Process	test	Philipp Wilmes
OOO	18.04.2009	06:47:10	9000000268	2 High	In Process	Test aus SolMan	Thomas
OOO	17.04.2009	06:28:15	9000000266	2 High	New	test	Philipp Wilmes
OOO	15.04.2009	14:00:48	9000000264	2 High	Processor changed	Testmeldung	Thomas
OOO	15.04.2009	12:17:34	9000000263	2 High	Confirmed	12345	Philipp Wilmes
OOO	15.04.2009	06:00:00	9000000262	2 High	Confirmed	meldung	Philipp Wilmes
OOO	15.04.2009	07:31:38	9000000261	2 High	New	Testmeldung Armin Eckert	Philipp Wilmes
OOO	15.04.2009	07:06:24	9000000260	2 High	Proposed Solution	test	Philipp Wilmes
OOO	14.04.2009	15:43:01	9000000259	2 High	Confirmed	test	Philipp Wilmes

itelligence support portal

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Service Request Monitor (162342)

Service Request Details

Transaction ID: 9000000268 Category: Application Support

Description: test Created By: Tobias Bröcher 15.04.2009 14:01:15

User Status: In Process

Subject: SAP Installation

System Name: 0000074780000 System Type: SAP

SAP Component: 0

Sub-Party: ITI itelligence AG

Message Processor: 108 Philipp Wilmes

Priority: 004 Tobias Bröcher

Light: Individual Requests

Current responsible: 108 Philipp Wilmes

Activity log (last update: 14.04.2009 16:02:44 - Philipp Wilmes):

Datum wurde geändert auf In Bearbeitung

Neuer Fehler wurde eingetragen (Zuständig: Tobias Bröcher 16 Philipp Wilmes)

Neuer Fehler wurde eingetragen (Zuständig: 16 Philipp Wilmes)

itelligence ticketing system

Business Blueprint Change for Project IT_DJ_EN_1

System Role Evaluation System

Structure Element Business Processes Administration Transactions

Process Name	Source	Original Name	Organizational Area
1.4.1 Customer quotation			
1.4.2 Scheduling agreement wt.			
1.4.3 Scheduling agreement wt.			
1.4.4 Scheduling agreement wt.			
1.4.5 Scheduling agreement wt.			
1.4.6 Scheduling agreement wt.			
1.4.7 Scheduling agreement wt.			
1.4.8 Customer order			
1.4.9 Sales Order processing			
1.4.10 Cross-company sales or.			
1.4.11 Billing			
1.4.12 Credit memo procedure			
1.4.13 Billing			
1.4.14 Credit memo			
1.4.15 Return with credit memo			
1.4.16 Return with subsequent			

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“One integrated, SAP based platform for support provisioning”