

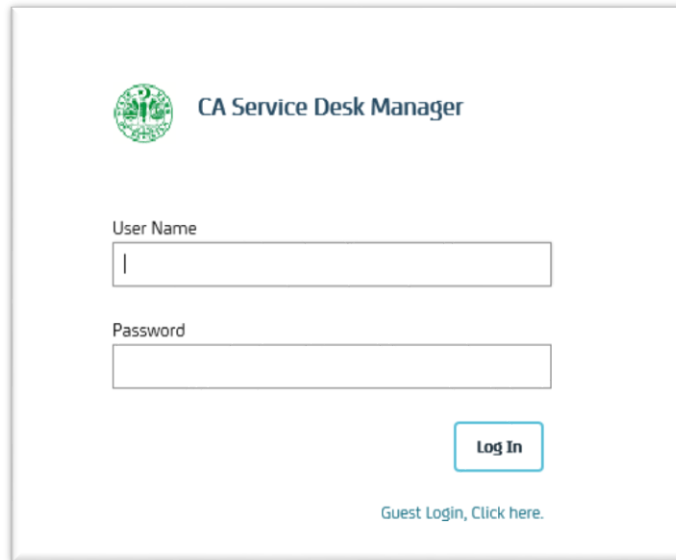
November 2021



Banking Policy and Regulations Department
State Bank of Pakistan

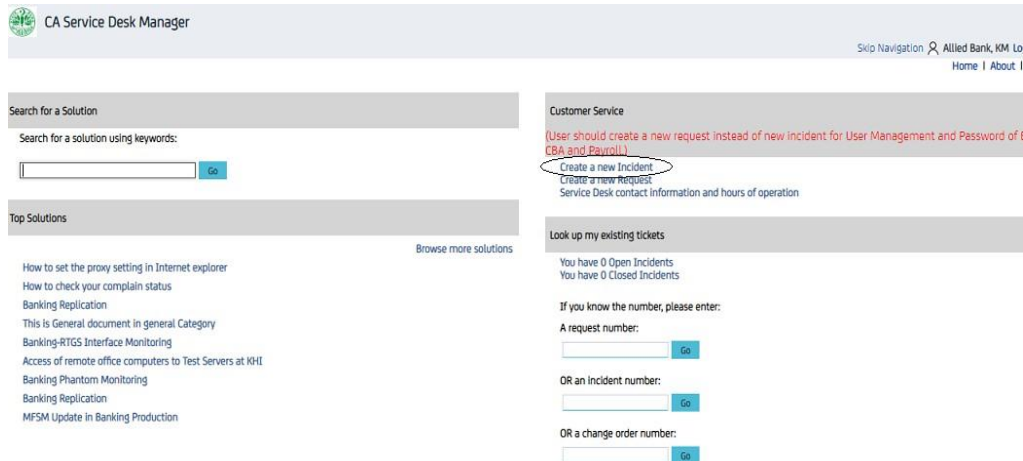
Service Desk – User Instruction Manual

1. Click on the following link: <https://support.sbp.org.pk>
2. CASD application will be started and the following page is shown.



The screenshot shows the login page for CA Service Desk Manager. It features the CA logo and the text "CA Service Desk Manager". Below this, there are two input fields: "User Name" and "Password". A "Log In" button is positioned to the right of the password field. At the bottom, there is a link for "Guest Login, Click here."

3. Enter the User Name and Password assigned to you and click login. The following screen will be shown to you.



The screenshot shows the dashboard of the CA Service Desk Manager. The header includes the CA logo and "CA Service Desk Manager" on the left, and "Skip Navigation" and "Allied Bank, KM Lo" on the right. Below the header, there are several sections: "Search for a Solution" with a search bar and a "Go" button; "Top Solutions" with a list of links and a "Browse more solutions" link; "Customer Service" with a red warning message and a "Create a new Incident" link circled in red; and "Look up my existing tickets" with fields for "A request number:", "OR an incident number:", and "OR a change order number:", each with a "Go" button.

4. You can either see the status of previously opened incident, or you can make a new instance by clicking on the "Create a new Incident" link in the above window.

5. When you click that link, the following screen will be shown to you.

CA Service Desk Manager

create New Incident 369610 Save Cancel Skip 1

Reported by
AlBaraka Bank, HM

Phone Number (required) Email Address

Priority (required) Incident Area (required) Approval Authority

Incident Description Spelling

6. Here you can see that Phone no and Email Address is auto populated. You can change the phone no for future correspondence (if required)

7. Click on the Incident Area from the above page, a new window will be shown having all the relevant incident areas.

- ▼ Applications
 - ▼ Knowledge Management
 - > Business Process Management
 - > Enterprise Content Management
 - ▼ Online Portal
 - ▼ BPRD
 - Business related Issue
 - Change Request
 - Document Issue
 - Error/Exceptions
 - Form/Field Issue

8. Select the Incident Area from the list.

Example: Applications → Knowledge Management → Online Portal → BPRD → Application not Available

9. The Incident Area field will be filled accordingly. Now enter the Problem description in “Incident Description” field.

CA Service Desk Manager

Skip Navigation AlBaraka Bank, KM Log Out

Home AlBaraka Bank

Create New Incident 369618 Save Cancel Reset Attach Document

Reported by
AlBaraka Bank, KM

Phone Number (required) Email Address
03005500499 insar.ahmed@askaribank.com.pk

Priority (required) Incident Area (required) Approval Authority
None Applications.Knowledge Managem

Incident Description Spelling

The Online Application portal is not opening and the following error is being shown. Please see the attachment for the details.

10. You can also attach the file containing screenshots, errors etc. To attach document click the “Attach Document” button. The following screen will be shown.

CA Service Desk Manager

Create New Attachment Save Cancel Reset

Click the Locate File button to search for the file you wish to attach.

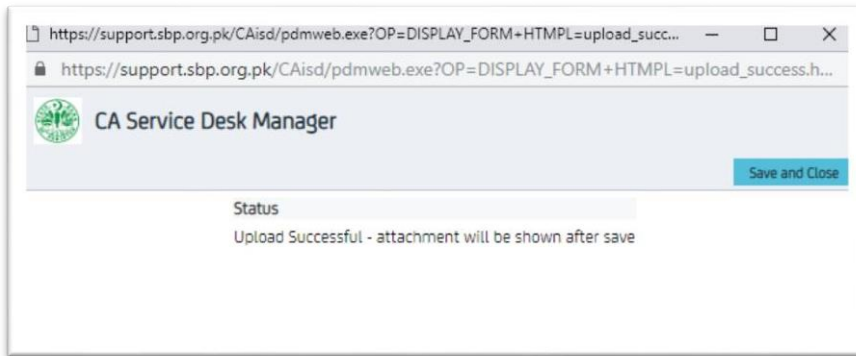
Locate File

OR

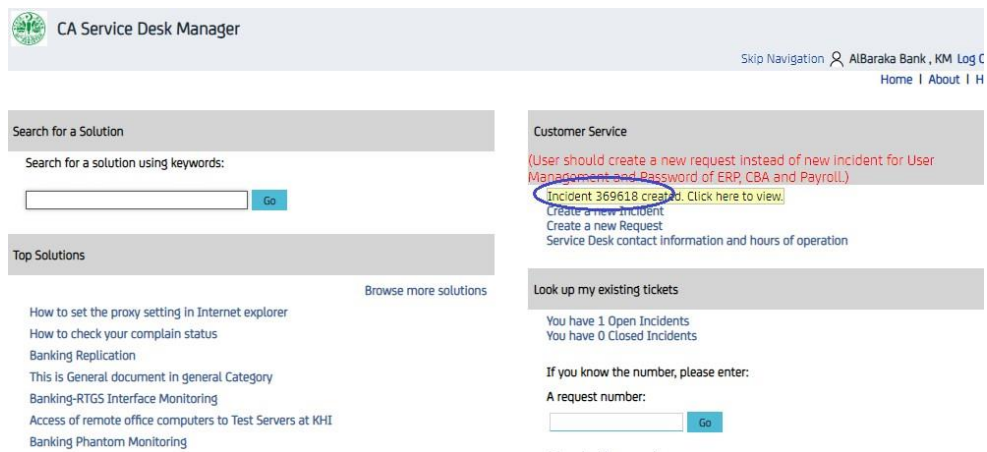
Specify a Web Page address and click the Save button.

Web Page

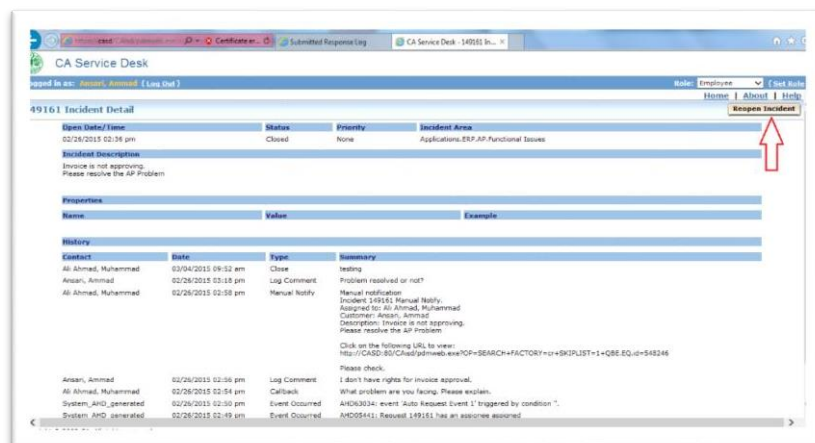
11. Here you can either attach a document by clicking the “Locate File” button or mention the web link in “Web Page” field.
12. Click the Locate File button and chose the file from the explorer and click OK button. Following screen will beshown.



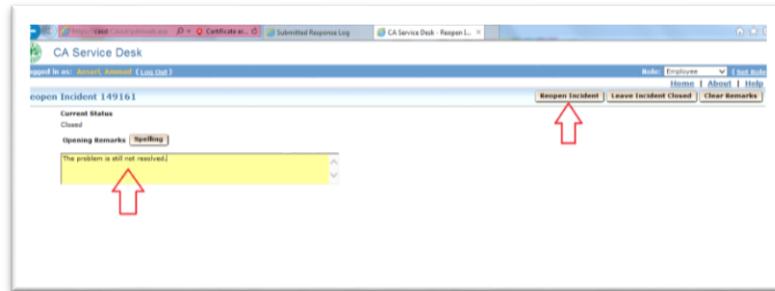
13. Click the Save button from the main incident screen. A new incident will be generated and will be assigned to concerned engineer automatically. The assigned engineer will contact you on your mentioned email as well as phone no. you can save the incident no for future references.



14. If you want to know the status of any incident. Enter the incident no in the above field and click OK button.



15. If the Incident is “Closed” by the engineer and you feel that the call is still not resolved, you can click on the “Reopen Incident” button above.



16. Enter your remarks in the field above and click on the “Reopen Incident” button.

Note:

The assigned engineer will contact you either by contact no or email address regarding the raised incident by you.

You need to have the email conversation with the assigned engineer on email only with the reference of the Incident No. The incident no should always be shown on the subject of email for any further conversation. **“Incident No: xxxxxxxx”**
