



STATE BANK OF PAKISTAN BANKING SERVICES CORPORATION

FOREIGN EXCHANGE OPERATIONS DEPARTMENT

SBP REGULATORY APPROVAL SYSTEM

SERVICE DESK - USER GUIDE

VERSION: 1.0

March 24, 2020

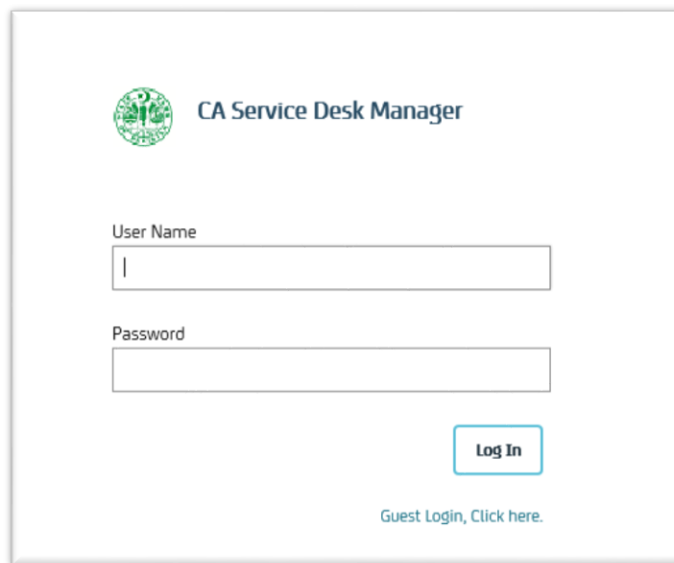
Service Desk

User Instruction Manual

1. Click on the following link

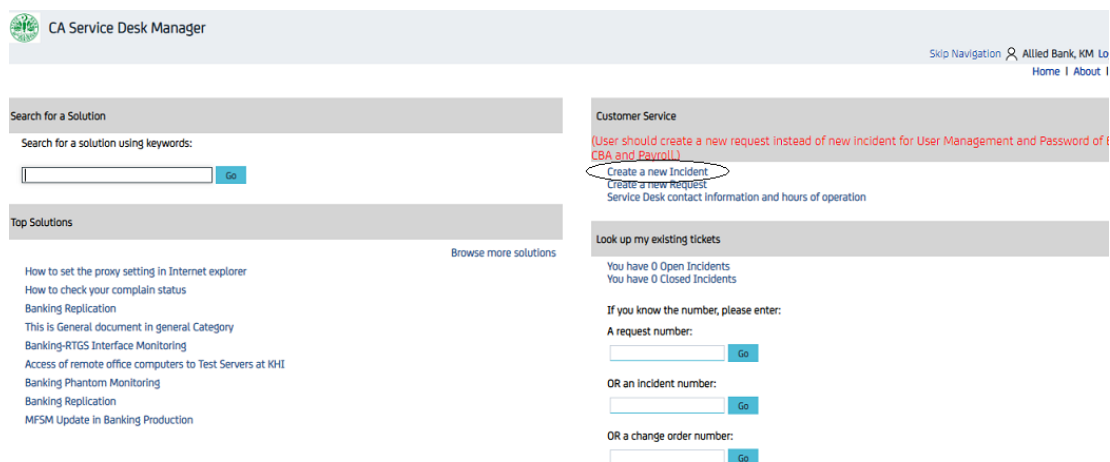
<https://support.sbp.org.pk>

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 that says "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, the text "CA Service Desk Manager", and links for "Skip Navigation", "Allied Bank, KM, Lo", "Home", and "About". The main content area is divided into several sections: "Search for a Solution" with a search bar and a "Go" button; "Top Solutions" with a list of links including "How to set the proxy setting in Internet explorer", "How to check your complain status", "Banking Replication", "This is General document in general Category", "Banking-RTGS Interface Monitoring", "Access of remote office computers to Test Servers at KHI", "Banking Phantom Monitoring", "Banking Replication", and "MFSM Update in Banking Production"; "Customer Service" with a red warning message "(User should create a new request instead of new incident for User Management and Password of CBA and Payroll)", a circled "Create a new Incident" link, and other links like "Create a new request" and "Service Desk contact information and hours of operation"; and "Look up my existing tickets" with a summary of open and closed incidents, a section for searching by request number, incident number, or 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.

The screenshot shows the 'Create New Incident' form in the CA Service Desk Manager. The form is titled 'Create New Incident 369618' and has 'Save' and 'Cancel' buttons. The 'Reported by' field is populated with 'AlBaraka Bank, KM'. The 'Phone Number (required)' field is populated with '03005500499'. The 'Email Address' field is populated with 'insarahmed@askaribank.com.pk'. The 'Priority (required)' field is set to 'None'. The 'Incident Area (required)' field is set to 'Applications Knowledge Management'. There is a 'Spelling' button next to the 'Incident Description' field. A 'Skip' link is visible in the top right corner.

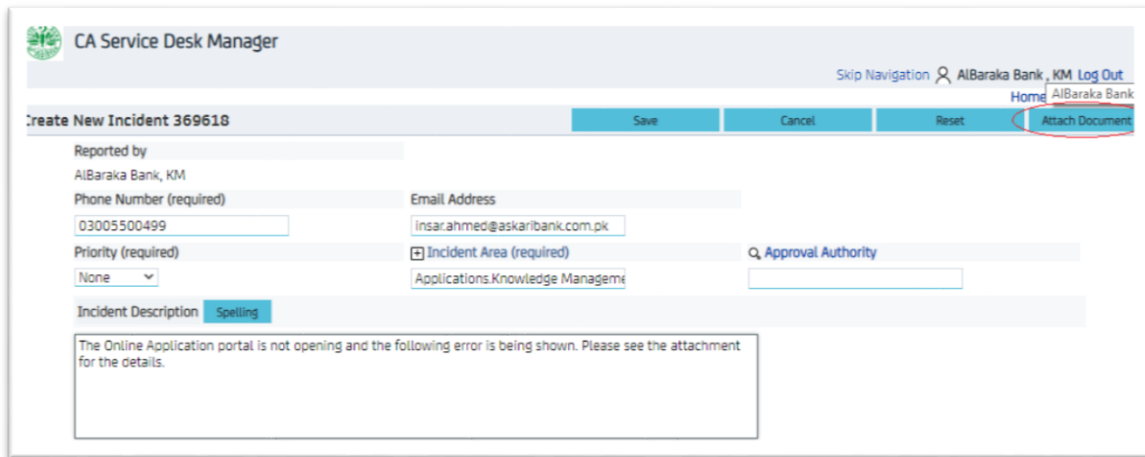
6. Here you can see that Phone no and Email Address is auto populated. You can change the phone no for future correspondence (if required)
7. Click on the Incident Area from the above page, a new window will be shown having all the relevant incident areas.

The screenshot shows the 'Incident Area' selection screen in the CA Service Desk Manager. The screen has a tree view on the left with the following structure: 'Applications' (expanded) -> 'Knowledge Management' (expanded) -> 'Online Portal' (expanded) -> 'FEOD' (selected). On the right side, there is a list of incident areas: 'Application not Available', 'Buisness related Issue', 'Document Issue', 'Error/Exceptions', and 'Form Field Issue'.

8. Select the Incident Area from the list.

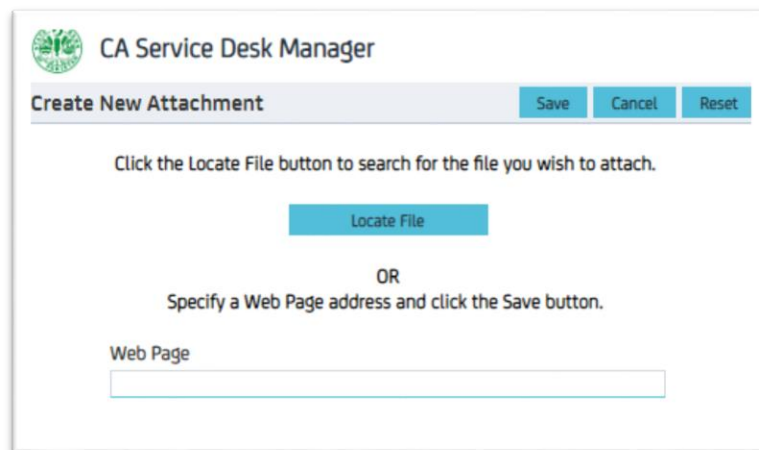
e.g. Applications → Knowledge Management → Online Portal → FEOD → Application not Available

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



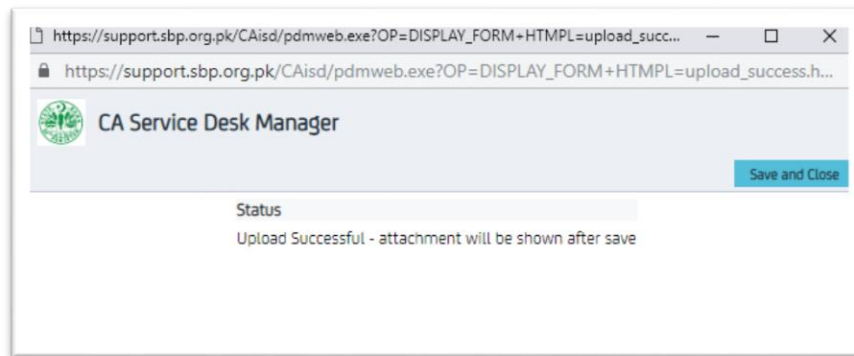
The screenshot shows the 'CA Service Desk Manager' interface for creating a new incident. The title bar reads 'Create New Incident 369618'. The form includes fields for 'Reported by' (AlBaraka Bank, KM), 'Phone Number (required)' (03005500499), 'Email Address' (insar.ahmed@askaribank.com.pk), 'Priority (required)' (None), and 'Incident Area (required)' (Applications Knowledge Management). There is also an 'Approval Authority' field. The 'Incident Description' field is highlighted with a blue bar and contains the text: 'The Online Application portal is not opening and the following error is being shown. Please see the attachment for the details.' The 'Attach Document' button is circled in red in the top right corner.

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.

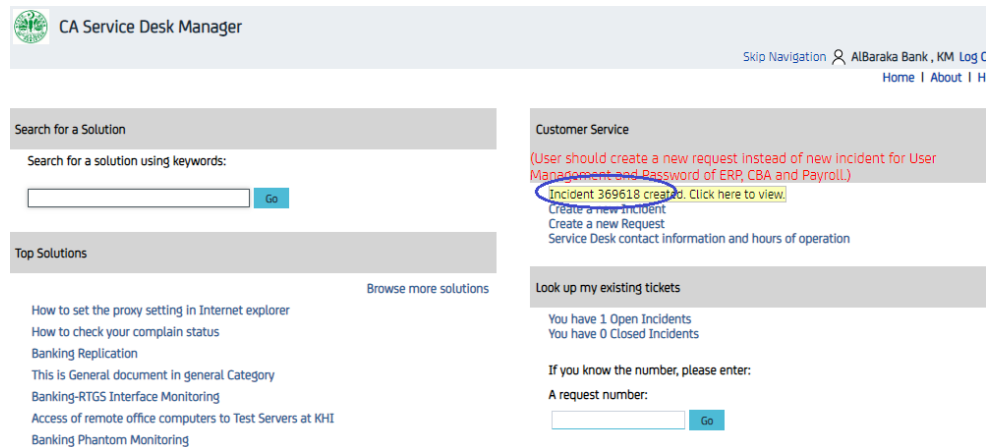


The screenshot shows the 'CA Service Desk Manager' interface for creating a new attachment. The title bar reads 'Create New Attachment'. The form includes a 'Locate File' button and an 'OR' section with a 'Web Page' field. The text 'Click the Locate File button to search for the file you wish to attach.' is displayed above the 'Locate File' button. The text 'Specify a Web Page address and click the Save button.' is displayed below the 'OR' section.

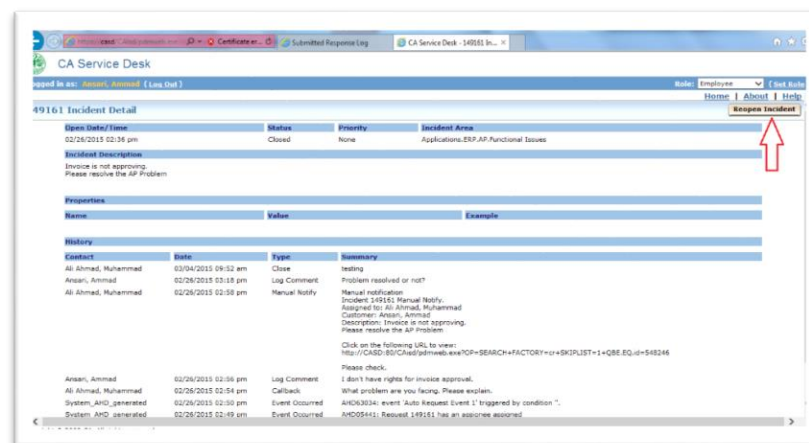
11. Here you can either attach a document by clicking the “**Locate File**” button or mention the web link in “**Web Page**” field.
12. Click the Locate File button and chose the file from the explorer and click OK button. Following screen will be shown.



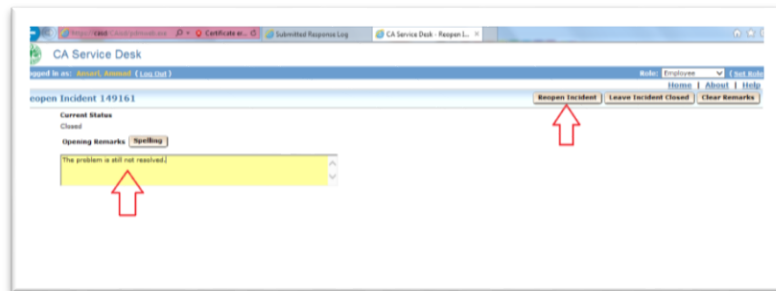
13. Click the Save button from the main incident screen. A new incident will be generated and will be assigned to concerned engineer automatically. The assigned engineer will contact you on your mentioned email as well as phone no. you can save the incident no for future references.



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”**