

Using Supportworks

Introduction

This document gives brief instructions on how to log requests for work or to report faults with one of the IT systems in use by CFE such as Capita One (ICS, EMS, EMSONLINE, eSTART) and Impulse (SEN, SOCINC).

Overview

The work you have requested or the fault you need fixing is managed by a system called *Supportworks*. Using this people can log their own calls, review progress and past call details as well as rate the service provided.

Using Supportworks

You can access the *Supportworks* system from any PC connected to the Kent network by clicking on the *Start* button and selecting *Programs – Supportworks – Service Requests* from the *Start* menu or by typing <http://kent577w3/sw/selfservice/> into the address bar of *Internet Explorer*. Full instructions can be found on KNET by following this link <http://knet2/kcc-directory/services-and-support/it-service-desk/supportworks>.

For CFE business systems there are several forms available covering different types of request.

- *Support Request* – used to report a fault with one of the supported applications e.g. an error message being displayed or problems with a password
- *Report Request* – used to request either a new report or existing one be run e.g. ad-hoc queries, changes to an existing report you receive etc. If an error occurs when running a report this should be logged as a fault
- *Change Request* – used to request changes such as an access rights change that affects several people or groups or changes to lookup tables. Such calls may be subject to approval by the business / system owner as they may have far reaching effects. As a result this may only be able to specific people.

These are accessible by selecting *Request for service, ICS (Impulse, EMS, eStart)* from the menu on the left hand side of the supportworks screen.

When completing a form

1. Please provide as much detail as possible as this will help us determine what you request involves and may help us action it quicker.
2. Don't include personal information (i.e. names) of non-professionals, use id numbers and/or post codes and dates of birth to identify individuals.

Once it is completed it is automatically routed to the relevant team. When the related call is closed you will receive an e-mail describing how your call was completed e.g. "Password was reset"

If you have any queries about the use of any of the individual forms please contact the MIS team by e-mail at mis.el@kent.gov.uk and we will endeavour to answer any questions you may have.