विशाखपट्टणम पोर्ट प्राधिकरण
यातायात विभाग
अम्बेडकर भवन, पोर्ट क्षेत्र,
विशाखपट्टणम - 530035 (आ.प्र.)

VISAKHAPATNAM PORT AUTHORITY
TRAFFIC DEPARTMENT
Ambedkar Bhavan, Port Area,
Visakhapatnam – 530035 (A.P)

SAGARMALA

No: ITRA/SHP/PCS 1x
Dt: 01-08-2023.

TRADE CIRCULAR: 1623

Sub: Open Source Ticket Request System (OTRS) – Reg.

***

It is to inform that Indian Ports Association (IPA) proposed the Open Source Ticket Request System (OTRS) for raising the ticket for the issues in Sagar Setu Portal. In this connection, all the Port Users are requested to utilize the said facility for resolving the issues in NLP Marine Portal.

The procedure for raising issues in ticket format is enclosed as **ANNEXURE.**

TRAFFIC MANAGER
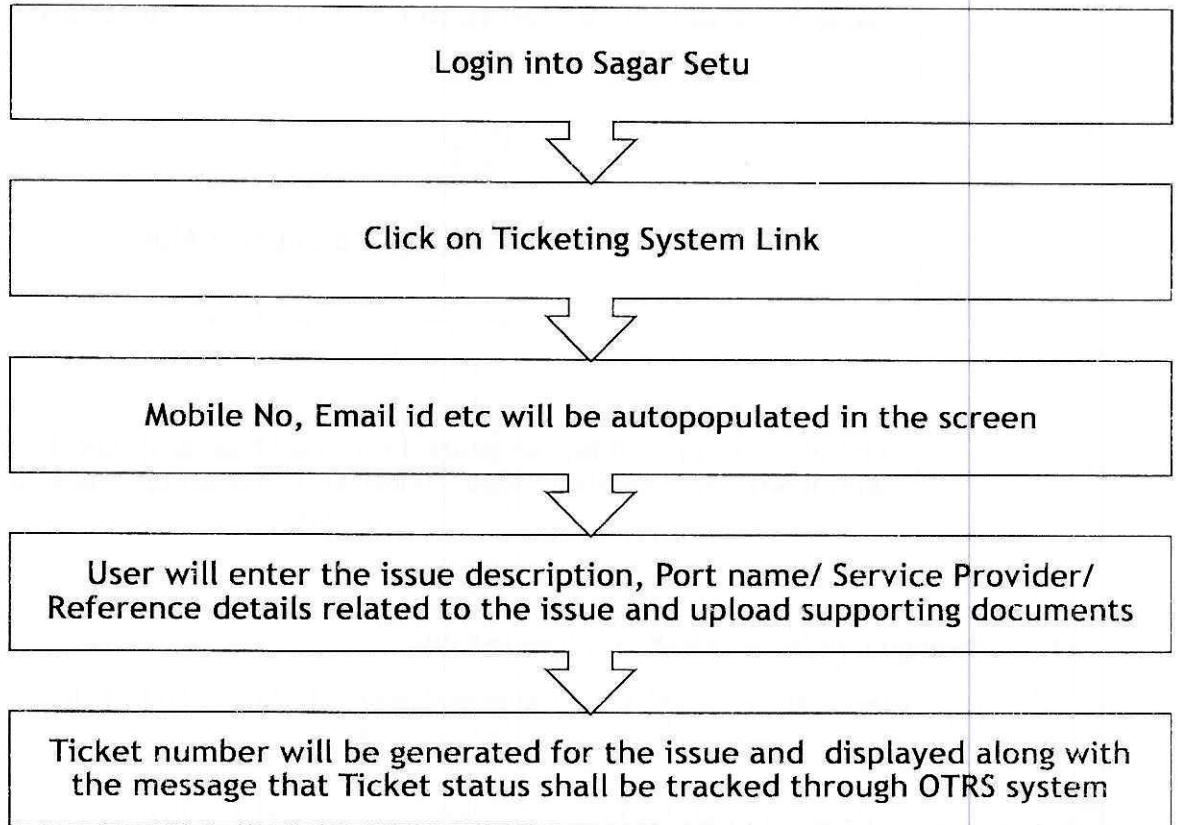
C/- P.S to Chairperson, for favor of information of Chairperson.
C/- P.A to Dy. Chairman, for favor of information of Dy. Chairman.
C/- P.A to TM for information of Traffic Manager.
C/- CME/DC/ FA&CAO i/c /CE i/c / for information.
C/- President, Visakhapatnam Steamship Agents Association for wide publicity among Trade.
C/- President, Visakhapatnam Stevedores Association with a request for wide publicity among Stevedores.
C/- President, Visakhapatnam Customs Brokers Association for information.
C/- Jt. Director (R&P) for information and with a request to place in VPT Website.
C/- Shipping Asst. (Traffic Department), he is directed to circulate the above to All Trade through e-mail.
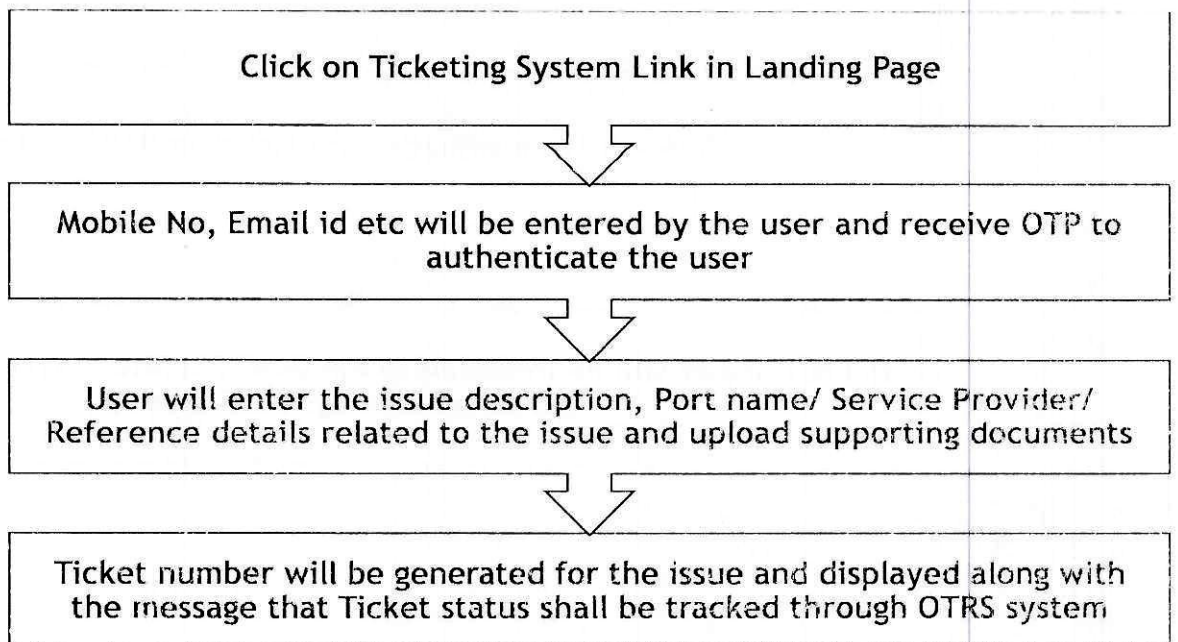
Proposed OTRS System

1. Generating Tickets

1. a. Through OTRS system in Sagar Setu Application

i. Registered User

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┌─────────────────────────────────────────────────────────────┐
│                   Login into Sagar Setu                       │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│                Click on Ticketing System Link                 │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│     Mobile No, Email id etc will be autopopulated in the      │
│                          screen                               │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  User will enter the issue description, Port name/ Service    │
│  Provider/ Reference details related to the issue and upload  │
│                    supporting documents                       │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Ticket number will be generated for the issue and displayed  │
│  along with the message that Ticket status shall be tracked   │
│                    through OTRS system                        │
└─────────────────────────────────────────────────────────────┘
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ii. Non Registered User

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┌─────────────────────────────────────────────────────────────┐
│        Click on Ticketing System Link in Landing Page         │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Mobile No, Email id etc will be entered by the user and      │
│           receive OTP to authenticate the user                │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  User will enter the issue description, Port name/ Service    │
│  Provider/ Reference details related to the issue and upload  │
│                    supporting documents                       │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Ticket number will be generated for the issue and displayed  │
│  along with the message that Ticket status shall be tracked   │
│                    through OTRS system                        │
└─────────────────────────────────────────────────────────────┘
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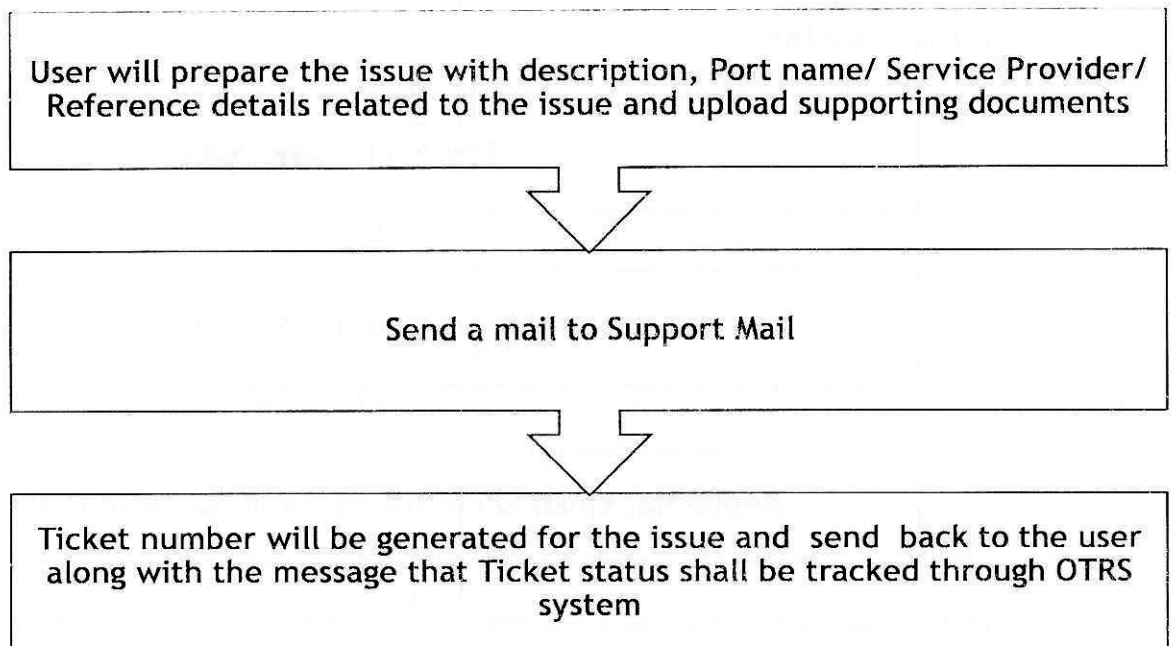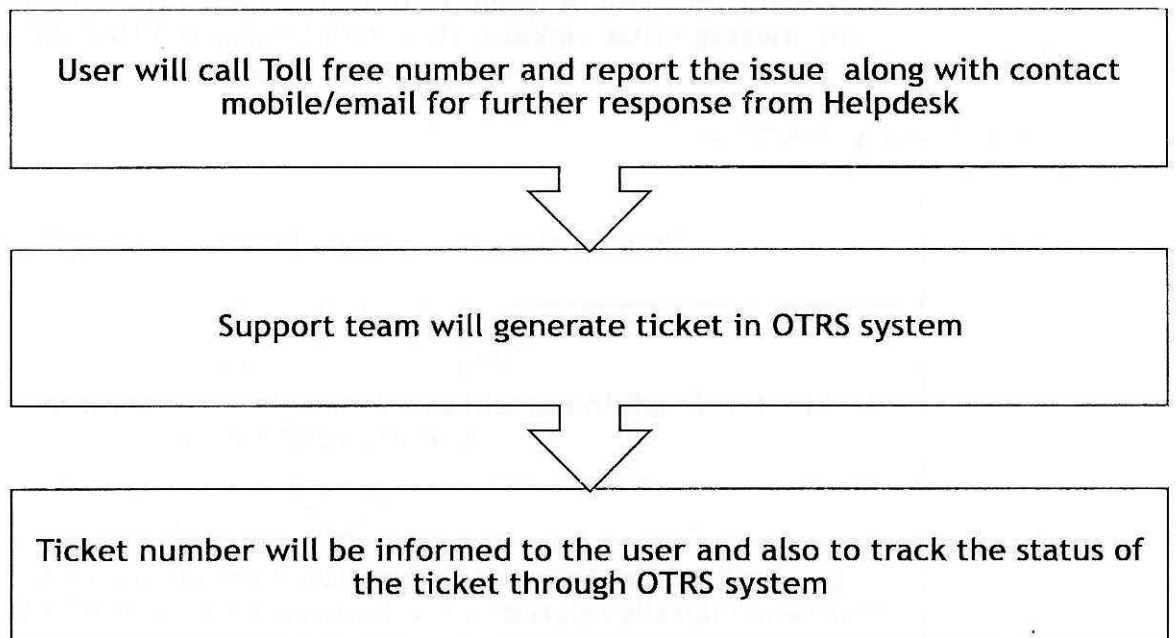## 1. b. Through Support Email

In case of Sagar Setu Application down, issues shall be reported to Support Email id which will be displayed in landing page
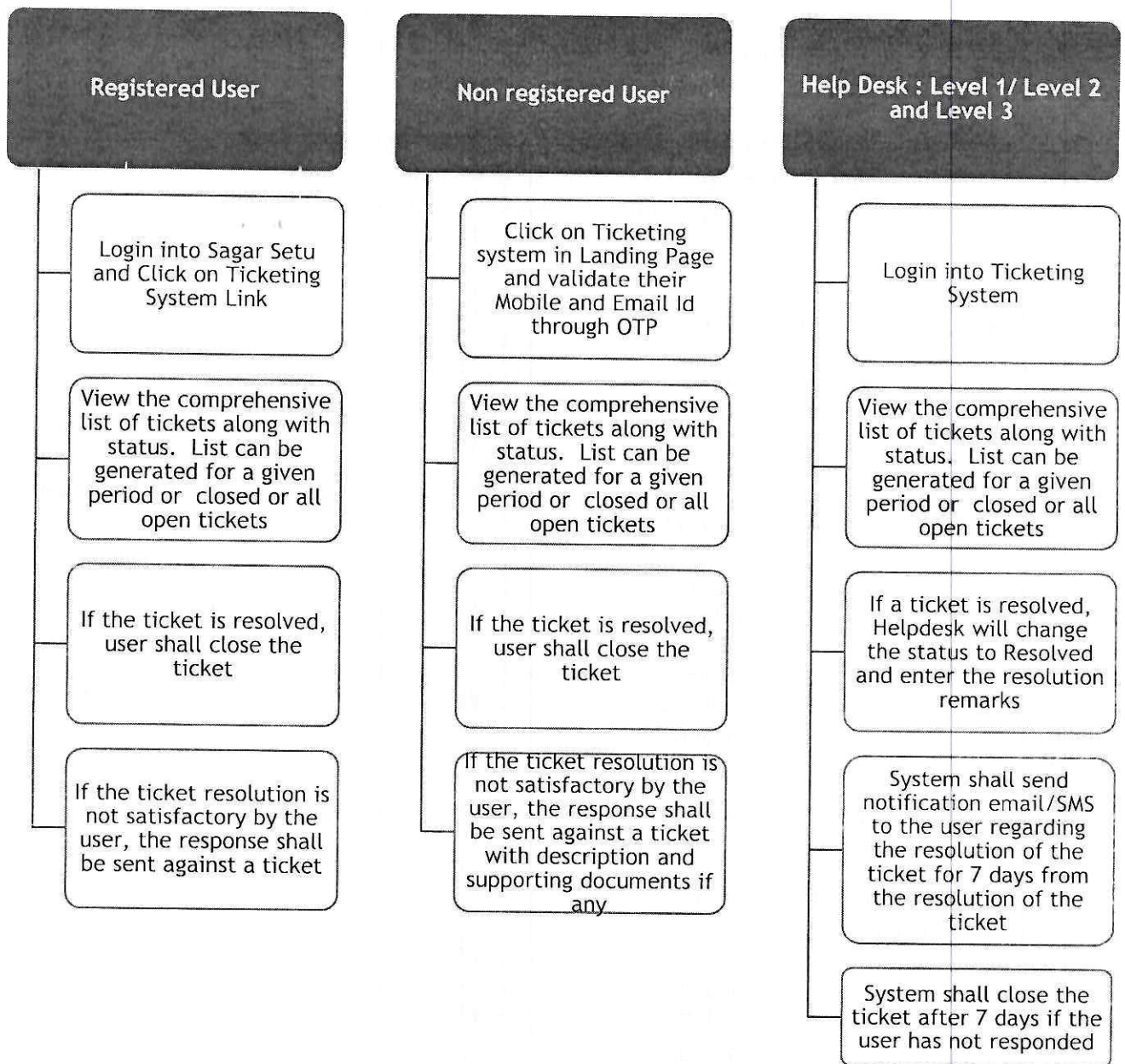
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┌─────────────────────────────────────────────────────────────────┐
│  User will prepare the issue with description, Port name/ Service │
│  Provider/ Reference details related to the issue and upload      │
│  supporting documents                                             │
└─────────────────────────────────────────────────────────────────┘
                                │
                                ▼
┌─────────────────────────────────────────────────────────────────┐
│                    Send a mail to Support Mail                    │
└─────────────────────────────────────────────────────────────────┘
                                │
                                ▼
┌─────────────────────────────────────────────────────────────────┐
│  Ticket number will be generated for the issue and send back to   │
│  the user along with the message that Ticket status shall be      │
│  tracked through OTRS system                                      │
└─────────────────────────────────────────────────────────────────┘
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1. c. Through Call to Helpdesk Toll free Number

Issues shall be reported to Toll free number of Sagar Setu Helpdesk

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┌─────────────────────────────────────────────────────────────────┐
│  User will call Toll free number and report the issue along with  │
│  contact mobile/email for further response from Helpdesk          │
└─────────────────────────────────────────────────────────────────┘
                                │
                                ▼
┌─────────────────────────────────────────────────────────────────┐
│          Support team will generate ticket in OTRS system         │
└─────────────────────────────────────────────────────────────────┘
                                │
                                ▼
┌─────────────────────────────────────────────────────────────────┐
│  Ticket number will be informed to the user and also to track the │
│  status of the ticket through OTRS system                         │
└─────────────────────────────────────────────────────────────────┘
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2. Tracking Status of the Tickets & Resolve/Close the tickets through OTRS system

Registered User	Non registered User	Help Desk : Level 1/ Level 2 and Level 3
Login into Sagar Setu and Click on Ticketing System Link	Click on Ticketing system in Landing Page and validate their Mobile and Email Id through OTP	Login into Ticketing System
View the comprehensive list of tickets along with status. List can be generated for a given period or closed or all open tickets	View the comprehensive list of tickets along with status. List can be generated for a given period or closed or all open tickets	View the comprehensive list of tickets along with status. List can be generated for a given period or closed or all open tickets
If the ticket is resolved, user shall close the ticket	If the ticket is resolved, user shall close the ticket	If a ticket is resolved, Helpdesk will change the status to Resolved and enter the resolution remarks
If the ticket resolution is not satisfactory by the user, the response shall be sent against a ticket	If the ticket resolution is not satisfactory by the user, the response shall be sent against a ticket with description and supporting documents if any	System shall send notification email/SMS to the user regarding the resolution of the ticket for 7 days from the resolution of the ticket
		System shall close the ticket after 7 days if the user has not responded

Notes :

- Final closure of ticket will be made by the user after validation and user satisfaction on the resolution.

- If the ticket is not resolved within 24 Hrs, email notification to be sent to the L2 officer of helpdesk team with a consolidated list of open tickets once a day.
- If the ticket is not resolved within 72 Hrs, email notification to be sent to the L3 office rof helpdesk team, along with IPAofficial with a consolidated list of open tickets once a day.
- If the user doesn't close the ticket after resolution of the issue by Helpdesk, a reminder mail should be triggered to prompt action from the user for 7 days.
- The user can close the ticket or reinitiate for action from helpdesk providing further information about the persisting issue.
- The ticket will be closed automatically by 7th day if the user does not respond to the resolution remarks of helpdesk.

S.No	Level	Description
1	Level 1(L1)	This level of support is where the user phone calls/e-mails requests are logged into the Help Desk. This shall be manned by the helpdesk executives positioned at the helpdesk.
2	Level 2(L2)	If the issue is not resolved by the Helpdesk within 24 Hours, the ticket will be escalated to L2. A one level senior official to be appointed at L2 level
3	Level 3 (L3)	Helpdesk Nodal Officer: The helpdesk nodal officer shall maintain strategic control over the helpdesk. All queries which remain unresolved at Level 2 within the 72 hours shall be escalated to the helpdesk nodal officer along with IPA officials. It shall be his/her responsibility to ensure immediate closure of such tickets

Incident Priority: Issues logged under any incident category shall be classified under one of the following incident categories:

S.No	Incident Category	Description
1	Critical	• Any issue impacting significant group of users • Any showstopper issue impacting a single user • Outage that impacts PORT SERVICES
2	High (Significant Impact)	• Outage that does not impact PORT SERVICES but affects department services • Non-critical but significant issue impacting a single user • Issue degrading the performance or reliability of the system
3	Low	• Any common issue which is not impacting the business of the user

3. Reporting

Various Reports for review tickets to be made available in OTRS system based on date range, Portwise, issue wise etc as follows.

a. Daily report for no of tickets received and resolved for various stakeholders

b. Age analysis report (Open tickets for more than 7 days, 15 days and 1 month)
c. Ticket Type (Issue type) wise report to know the details of issues reported on each category of issues