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**Digital Shared Services – Digital Transactional Toolkit Incident Logging Template**

User to complete information below and send email to IT Assist [itassist@finance-ni.gov.uk](mailto:itassist@finance-ni.gov.uk)

IT assist deliver initial triage and if application issue. They will then log and attach this to ticket with Stiona helpdesk <http://dtthelpdesk.stiona.com/support/home>.

PLEASE DO NOT ENTER CUSTOMER PERSONAL INFORMATION INTO THIS FORM.

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| **SERVICE AREA CONTACT DETAILS (N/A for PSNI staff)** | |
| * Name of staff member logging incident |  |
| * External phone number * Mobile Number |  |
| * Alternate Contact Number |  |
| * Contact Email address |  |
| **SERVICE IMPACTED** | |
| * NI Direct Service * (Digital Transaction Toolkit (DTT) | Digital Transaction Toolkit (DTT) |
| * Tenant being affected (e.g PSNI, LPS, DAERA, CAFRE etc.) |  |
| * DTT Service(s) Impacted (Book IT, Pay IT, Event Booking, Online Forms, Rate IT, Tell Us, Multiple) |  |
| **IMPACT DETAIL** | |
| * Description of fault (Please include as much detail as possible)   For Restricted user data - **Personal Citizen information SHOULD NOT** be included – please enter some or all of the following to allow us to identify issue - eg:   * **Application Ref** * **Applicant ID** * **Last 4 digits of mobile number** |  |
| * What happened /when |  |
| * What PC/OS/Browser are they using? |  |
| * Number of customers affected |  |
| * Please insert screen shots or provide error messages occurring |  |
| * Any additional information (i.e. users availability, Workarounds in place ) |  |
| **Information below is for IT Assist only (not to be completed by user logging call).** |  |
| * IT Assist Reference Number |  |
| * Name of IT Assist staff logging call. |  |
| * Priority assigned to IT Assist call. |  |
| * Details of initial triage completed (by user /IT Assist)Please provide as much detail as possible |  |