

A photograph of a modern, curved building facade made of glass and metal. The building is the central focus, with a grid of dark metal frames holding large glass panels. The sky is a clear, bright blue. In the background, other buildings are visible, including one with a prominent orange facade and another with a glass top. The overall scene is bright and clear.

Independent Society ITSD Improvements

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Logging calls with ITSD – Additional information capture

Please have this information available to share with the ITSD Analyst when logging a call

Template questions for ITSD colleagues

- Email Address of the Society raising an incident – give the best address e.g., shared email inbox is preferable.
- Five-digit Store no (multiple store numbers can be given) – more than one store may be affected
- SPONO no – if known
- Date of Order
- Expect Date of delivery at store
- Type of Order (Ambient/ Fresh) etc.
- Number of Stores Impacted
- Type of EDN missing: SAP or AS400
- File name e.g AS400.name
- Impact to business
- Does it need looking at urgently or can it wait?
- Is this going to become an issue in the next 3 hours?

ITSD team will send email to Level 2 team and the person who raised the incident. L2 will notify the user after the incident is being resolved.

SPONO number – if you are calling for a missing EDN you won't have one – make this clear to the analyst when you call

The Impact & Urgency questions help the Analyst to categorise the call – the impact is X and we have Y time to fix it (if you know)

The Escalation line should be used if you feel that your issues are not being resolved

Logging calls with ITSD – Telephone numbers

ITSD – 0330 606 9490 option 4 (Depot) – then option 3 (for all depot related issues).

IT Service Desk Duty Manager - 0330 606 9494 This is ITSD escalation line and for Food escalation, please select option 1.

IT Service Desk Manager – 0844 811 5042

Email address - IT.Service.Desk@coop.co.uk – logging issues and incidents through the email address means the calls are given Priority 4 status