



# Manage service requests

NetApp Keystone

NetApp  
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# Manage service requests

## Overview

Place a service request for:

- Backup restoration
- Disaster recovery failover
- A technical issue with NetApp Service Engine
- Any other issue that is not covered in this list
- How to raise a service request
- How to track a service request
- The service request process

## Raise a service request

### Steps

1. From the menu, select Support > Service requests and click **New Service Request**.

The screenshot shows the NetApp Service Requests interface. The left sidebar contains a navigation menu with the following items: ADMINISTRATION, FILE SERVICES, BLOCK STORAGE, OBJECT STORAGE, REPORTS, SUBSCRIPTIONS, SUPPORT (highlighted), and Service Requests (highlighted). The main content area is titled 'Service Requests' and features a table with the following data:

ID	Priority	Status	Created	Updated	Actions
SRQ0038105999	Normal	Resolved	2020-09-02T06:17:15+0000	2020-09-02T06:32:21+0000	👁
SRQ0038105624	Normal	New	2020-09-02T05:56:25+0000	2020-09-02T05:56:25+0000	👁
SRQ0038105304	Normal	Pending	2020-09-02T05:42:36+0000	2020-09-02T05:57:23+0000	👁
SRQ0038105179	Urgent	New	2020-09-02T05:39:05+0000	2020-09-02T05:39:05+0000	👁
SRQ0038104959	Very Low	New	2020-09-02T05:27:09+0000	2020-09-02T05:27:09+0000	👁
SRQ0038101099	Very Low	New	2020-09-02T02:08:40+0000	2020-09-02T02:08:40+0000	👁
SRQ0038101084	High	New	2020-09-02T02:06:36+0000	2020-09-02T02:06:36+0000	👁
SRQ0038101069	Urgent	New	2020-09-02T02:05:26+0000	2020-09-02T02:05:26+0000	👁
SRQ0038079484	Normal	New	2020-09-01T06:53:05+0000	2020-09-01T06:53:05+0000	👁
SRQ0038067149	Low	New	2020-08-31T20:35:04+0000	2020-08-31T20:35:04+0000	👁

At the bottom of the page, there is a footer with '© 2020 NetApp' and a pagination control showing 'Items per page: 10' and '1-10 of 58'.

2. On the New Service Request page, select the category and priority for the request, and then click **Next**.

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## New Service Request

1 Category 2 Details 3 Review & Submit

Category: Technical issue

Priority: Select a priority

- Urgent
- High
- Normal
- Low
- Very Low

Information about the 'technical issue' category.

Cancel Next

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3. Select the subtenant and service type. If the Zone field is available, select the zone.

## New Service Request

1 Category 2 Details 3 Review & Submit

Subtenant: MySubtenant Service Type: File Services Zone: au-east1-a

Summary: Test - Please assist with my issue

I need some additional information on ...

41 / 500

Cancel Back Next

4. Enter a short summary of the request. In the larger text field, add a full description of the request. Then click **Next**.

# New Service Request

Progress: 1 Category (checked) — 2 Details (active) — 3 Review & Submit

Subtenant: MySubtenant | Service Type: File Services | Zone: au-east1-a

Summary: Test - Please assist with my issue

Comment: I need some additional information on ...

Buttons: Cancel, Back, Next (highlighted)

5. Review the request details. If you want to correct anything, use the Back button to return to the previous page and correct the details. If all the details are correct, click **Submit**.

# New Service Request

Progress: 1 Category (checked) — 2 Details (checked) — 3 Review & Submit (active)

Category	Priority	Subtenant
Technical issue	Normal	MySubtenant
Service Type	Zone	
File Services	au-east1-a	
Summary		
Test - Please assist with my issue		
Comment		
I need some additional information on ...		

Buttons: Cancel, Back, Submit (highlighted)

6. NetApp Service Engine creates the service request. The service request number displays on the screen, and the service request also appears in the Service Requests list.

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## Service Requests

New Service Request

ID	Priority	Status	Created	Updated	Actions
SRQ0038107664	Normal	New	2020-09-02T07:46:54+0000	2020-09-02T07:46:54+0000	👁
SRQ0038105999	Normal	Resolved	2020-09-02T06:17:15+0000	2020-09-02T06:32:21+0000	👁
SRQ0038105624	Normal	New	2020-09-02T05:56:25+0000	2020-09-02T05:56:25+0000	👁
SRQ0038105304	Normal	Pending	2020-09-02T05:42:36+0000	2020-09-02T05:57:23+0000	👁
SRQ0038105179	Urgent	New	2020-09-02T05:39:05+0000	2020-09-02T05:39:05+0000	👁
SRQ0038104959	Very Low	New	2020-09-02T05:27:09+0000	2020-09-02T05:27:09+0000	👁
SRQ0038101099	Very Low	New	2020-09-02T02:08:40+0000	2020-09-02T02:08:40+0000	👁
SRQ0038101084	High	New	2020-09-02T02:06:36+0000	2020-09-02T02:06:36+0000	👁
SRQ0038101069	Urgent	New	2020-09-02T02:05:26+0000	2020-09-02T02:05:26+0000	👁
SRQ0038079484	Normal	New	2020-09-01T06:53:05+0000	2020-09-01T06:53:05+0000	👁

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Created service request with ID SRQ0038107664 ✕

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7. View the status of the request. A newly opened service request has a status of New.

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## Service Requests

New Service Request

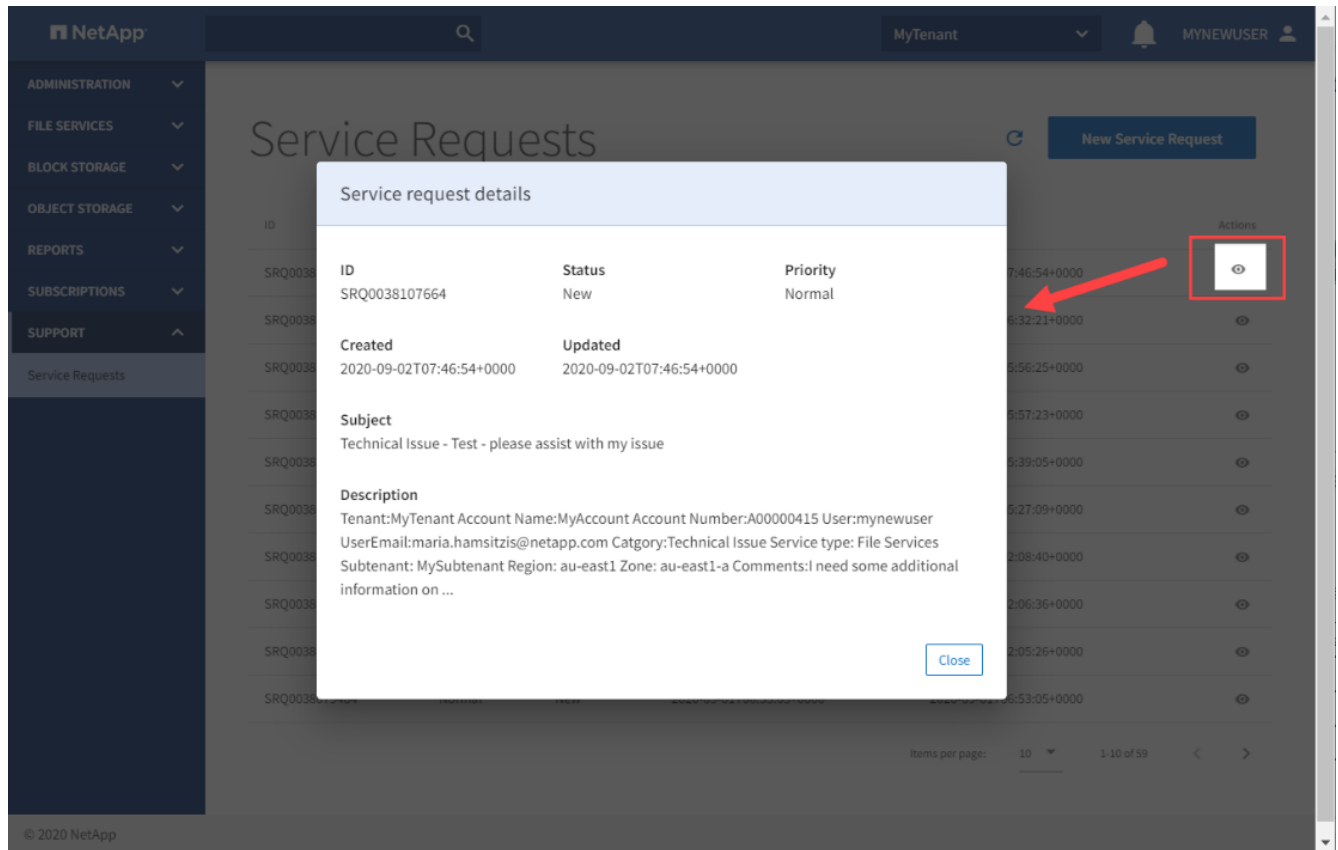
ID	Priority	Status	Created	Updated	Actions
SRQ0038107664	Normal	New	2020-09-02T07:46:54+0000	2020-09-02T07:46:54+0000	👁
SRQ0038105999	Normal	Resolved	2020-09-02T06:17:15+0000	2020-09-02T06:32:21+0000	👁
SRQ0038105624	Normal	New	2020-09-02T05:56:25+0000	2020-09-02T05:56:25+0000	👁
SRQ0038105304	Normal	Pending	2020-09-02T05:42:36+0000	2020-09-02T05:57:23+0000	👁
SRQ0038105179	Urgent	New	2020-09-02T05:39:05+0000	2020-09-02T05:39:05+0000	👁
SRQ0038104959	Very Low	New	2020-09-02T05:27:09+0000	2020-09-02T05:27:09+0000	👁
SRQ0038101099	Very Low	New	2020-09-02T02:08:40+0000	2020-09-02T02:08:40+0000	👁
SRQ0038101084	High	New	2020-09-02T02:06:36+0000	2020-09-02T02:06:36+0000	👁
SRQ0038101069	Urgent	New	2020-09-02T02:05:26+0000	2020-09-02T02:05:26+0000	👁
SRQ0038079484	Normal	New	2020-09-01T06:53:05+0000	2020-09-01T06:53:05+0000	👁

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Created service request with ID SRQ0038107664 ✕

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8. To view details of the request, click the View icon. Click **Close** to return to the Service Request List.



9. An email is sent to the requestor indicating the request has been created. The email is sent to the email address registered for the requesting NetApp Service Engine user.

## Track a service request

A service request follows the process described in this section.

The following table provides a list of the service request statuses.

Status	Description
New	This is a newly created request.
Open	The request is under review/fulfilment.
Pending	The request is waiting on action from a third party (i.e. waiting for additional information).
Resolved	The request has been resolved.
On hold	The request is waiting for an activity that is outside the control of support and can take some time before the request can be addressed.
Closed	The request is closed.

You can follow the status of a service request by reviewing the status in NetApp Service Engine, as described below, or you can follow the status in the automated emails sent as part of the process.

1. From the menu, select Support > Service requests. The Service Requests list is displayed.

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# Service Requests

[New Service Request](#)

ID	Priority	Status	Created	Updated	Actions
SRQ0038105999	Normal	Resolved	2020-09-02T06:17:15+0000	2020-09-02T06:32:21+0000	👁
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SRQ0038101099	Very Low	New	2020-09-02T02:08:40+0000	2020-09-02T02:08:40+0000	👁
SRQ0038101084	High	New	2020-09-02T02:06:36+0000	2020-09-02T02:06:36+0000	👁
SRQ0038101069	Urgent	New	2020-09-02T02:05:26+0000	2020-09-02T02:05:26+0000	👁
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SRQ0038067149	Low	New	2020-08-31T20:35:04+0000	2020-08-31T20:35:04+0000	👁

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2. Locate the service request in the list and view the status in the Status column.

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# Service Requests

[New Service Request](#)

ID	Priority	Status	Created	Updated	Actions
SRQ0038107664	Normal	New	2020-09-02T07:46:54+0000	2020-09-02T07:46:54+0000	👁
SRQ0038105999	Normal	Resolved	2020-09-02T06:17:15+0000	2020-09-02T06:32:21+0000	👁
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SRQ0038105304	Normal	Pending	2020-09-02T05:42:36+0000	2020-09-02T05:57:23+0000	👁
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SRQ0038101099	Very Low	New	2020-09-02T02:08:40+0000	2020-09-02T02:08:40+0000	👁
SRQ0038101084	High	New	2020-09-02T02:06:36+0000	2020-09-02T02:06:36+0000	👁
SRQ0038101069	Urgent	New	2020-09-02T02:05:26+0000	2020-09-02T02:05:26+0000	👁
SRQ0038079484	Normal	New	2020-09-01T06:53:05+0000	2020-09-01T06:53:05+0000	👁

Items per page: 10 1-10 of 59

Created service request with ID SRQ0038107664

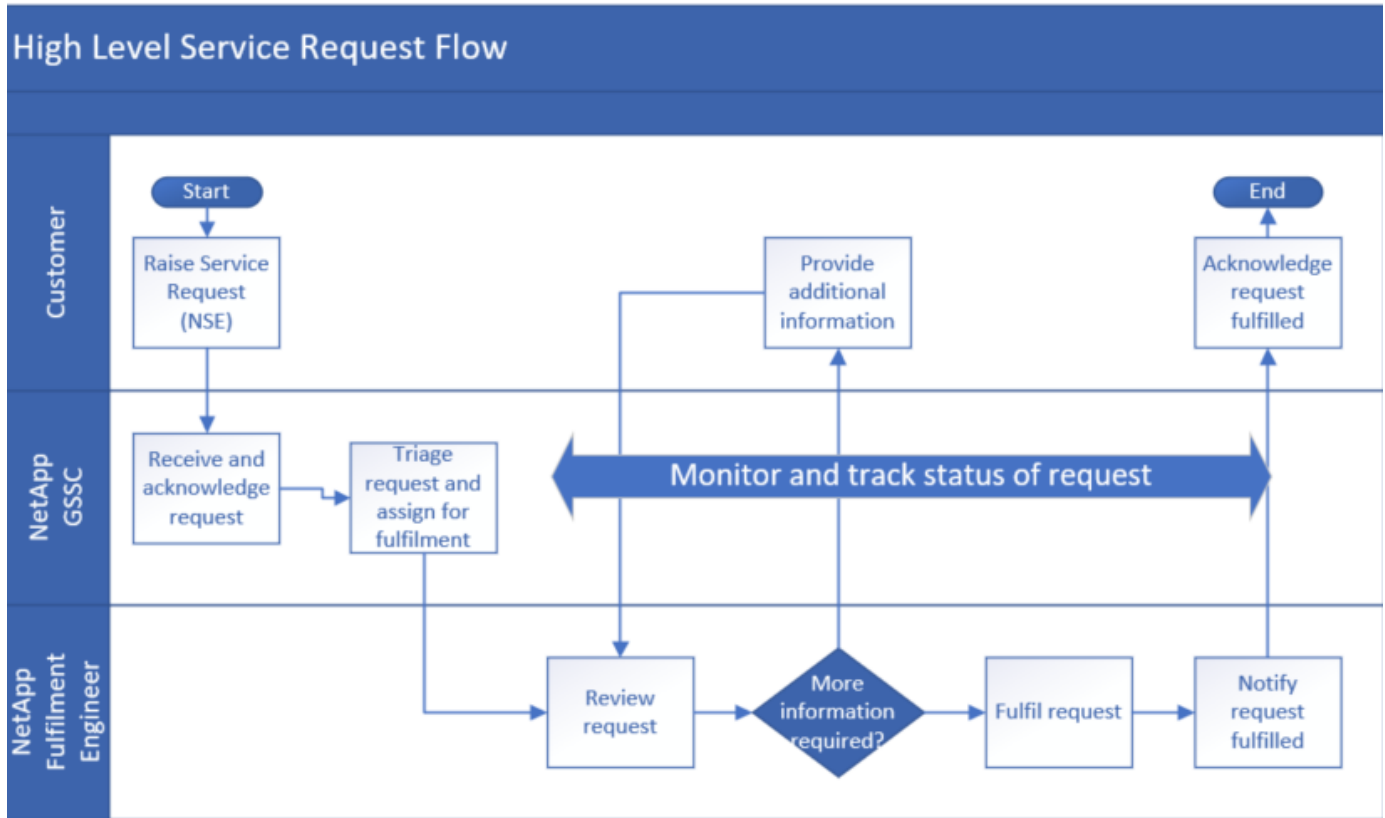
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# Service request process

This section describes a simplified service request process flow.

The figure below shows the flow as a diagram, and the table below it describes the actors, actions, and status of the service request as a result of the action.



	Who	Action	Status of Request in NetApp Service Engine after action	Notification
1	NetApp Service Engine	Generate a new service request.	New	Automated email confirming request has been created
2	NetApp GSSC	Acknowledge the request.	Open	<ul style="list-style-type: none"> <li>Acknowledgement email: GSSC</li> <li>Automated email indicating status in Open</li> </ul>
3	NetApp GSSC	Triage and assign to the Fulfilment Engineer.	Open	–

	Who	Action	Status of Request in NetApp Service Engine after action	Notification
4	NetApp GSSC	Monitor and track the request throughout the request fulfilment process.	–	–
5	NetApp Fulfilment Engineer	Review the request.	Open	–
6	NetApp Fulfilment Engineer	If additional information is required, email the requestor for additional information.	Pending	<ul style="list-style-type: none"> <li>Automated email indicating status is Pending.</li> <li>Communicate via email to request additional information</li> </ul>
7	Customer	Provide more information.	Pending	Communicate via email
8		Repeat steps 6 and 7 until there is sufficient information to progress the request.	Pending	Communicate via email to request additional information
9	NetApp Fulfilment Engineer	Fulfil request	Open	Automated email indicating status is Open.
10	NetApp Fulfilment Engineer	Resolve request and advise customer request is resolved.	Resolved	<ul style="list-style-type: none"> <li>Email to request confirmation Service Request is resolved</li> <li>Automated email indicating status is Resolved.</li> </ul>
11	Customer	Advise Service Request is resolved.	Resolved	Email to confirm Service Request is resolved.
12	Automatic	If there is no further action required after three day , the Service Request is automatically closed.	Closed	Automated email indicating status is Closed.

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