

के के शर्मा
महाप्रबंधक

K K Sharma
General Manager



डाक प्रौद्योगिकी उत्कृष्टता केन्द्र
मैसूरु 570 010

CENTRE FOR EXCELLENCE IN POSTAL TECHNOLOGY
MYSURU 570 010



Dear Sir / Madam,

D.O.Lr.No.NI/CEPT/SD
Dated 08.09.2017

This is regarding the migration of Helpdesk of Network through CSI Service Desk.

It has been decided by competent authorities to migrate the NI helpdesk to CSI Service Desk as per CSI RFP obligation effect from 15th Sep 2017.

The service tickets can be logged through service desk portal and phone number as below:

URL: www.servicedesk.indiapost.gov.in

Phone: 022 - 62312700

Anyone having IDAM credentials can raise the tickets through the above URL or through phone call.

The following points may be provided for effective resolution of tickets.

1. It is mandatory to put the correct WEG code of the location, where in which the network issue has been reported.
2. The description of tickets may please be furnished with screen shots wherever warranted.
3. The locations which is raising the tickets for other locations, should update the information sought by L1/ L2 and hence the portal be viewed periodically to provide updates.
4. Pending tickets will be available in the new URL, with remarks of the ticket number in the description field for reference.
5. Locations intend to raise tickets , but not provided with IDAM can call the above phone number to log tickets. It is mandatory to verify the WEG CODE while booking the tickets from L1 help desk resources.
6. The old tickets will be responded by Sify till 30th Sept 2017.

With this migration, CSI Service Desk will be fully operational from 15th Sep 2017 for all SIs and present NI help desk operated by Sify cease to function from 14th Sep 2016 11:59 PM for raising the NI tickets.

The above communication may be sent to all the offices and staff for smooth transition.

With regards

Yours Sincerely,

To

All Chief PMG's

& All Divisional Offices

K K Sharma