

CIRCULAR

TYPE & NUMBER EMR Circular 199

Date 10 January 2020

Purpose For information

Introduction of new Service Desk tool

EMRS, on behalf of [Low Carbon Contracts Company](#) (LCCC) and [Electricity Settlements Company](#) (ESC), would like to inform **EMR Stakeholders** that as part of our Continuous Improvement programme the Service Desk will be using a **new Service Desk tool from 13 January 2020**.

The new Service Desk tool will allow for a more automated, streamlined process for logging and resolving queries and requests for the [Service Desk](#) and the [EMRS Metering](#) team.

This circular provides further details to EMR Stakeholders of the changes.

Open Service Desk tickets

If you have an open Service Desk ticket this will continue to be managed in the existing system until it's been closed.

Raising a Service Desk ticket

The process for raising a ticket with the Service Desk has not changed and can be done either via email or telephone. Those familiar with the existing process will know that a unique reference is generated against each query or request that is raised.

A change that has occurred due to the new Service Desk tool is the ticket reference format will change to 'EMRSD-' or 'EMRSM-' followed by a number. The ticket reference will be created more quickly as this is now automated by the new tool.

PLEASE NOTE: The first time you raise a ticket using the new Service Desk tool you will receive a welcome email from the Service Desk asking you to confirm your account setup. You **do not** need to do anything at this stage. An account will be immediately created in the system on receipt of your email. **All correspondence from 13 January 2020 onwards will be managed using the new Service Desk tool.**

If you need to send attachments to the Service Desk via email, the new tool will now accept up to 33MB in size on all new emails and subsequent responses.

Management of a ticket

You will receive notifications from the **Service Desk Notifications (Jira)** account when an update to your ticket has been made. In some instances updates may be sent via direct email and/or followed up via telephone on occasion.

If you wish to reply to the notification or include additional information on your request either reply directly to the notification or send a new email including the ticket reference in the Subject Header.

Closing a ticket

In accordance with the current process, an EMRS Operator will resolve your ticket on completion of a request or if you communicate to us that you are happy with the response received.

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PLEASE NOTE: Within the new Service Desk tool the ticket will remain in the resolved status for 24 hours and during this period a response from the EMR Stakeholder will trigger a reopening of the ticket. It is important to only reply post resolution if further assistance is required.

After 24 hours the ticket status will be moved from 'Resolved' to 'Closed'. At this point the ticket cannot be reopened although correspondence received in the 'Closed' status will be logged. In these instances it is recommended that you send a new email in order to trigger a new ticket.

Feedback

A change that has occurred due to the new Service Desk tool is the link to the customer feedback survey will be removed from the resolution email.

EMRS will continue to welcome feedback from its EMR Stakeholders on the experiences of using the EMRS Service Desk. We'd welcome feedback via email or telephone. Please ensure you confirm your ticket reference and the EMRS Operator name for us to use your feedback constructively.

In addition, LCCC and ESC will also seek feedback from EMR Stakeholders on their experiences via their Annual Customer Survey.

Further information

If you have any questions about this circular, please email contact@emrsettlement.co.uk or call 020 7380 4333.