

# ACORD Help Desk v/s ASG Infrastructure v/s ASG Support Ticket SOP

## ACORD Help Desk (Internal requests - ACORD & ASG staff / Contractors onshore & offshore)

| Ticket Category                  | Ticket request type                                                                                                                                                                                                                                                                                                                                                                                                            | How to raise a ticket?                                                                            |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Access related requests /issues  | <ol style="list-style-type: none"> <li>1. AWS Workspace</li> <li>2. AWS Management Console</li> <li>3. TWProject</li> <li>4. Jira, Confluence (Project, Group, etc.)</li> <li>5. LucidChart</li> <li>6. Onsite Door Access</li> <li>7. SharePoint Wiki</li> <li>8. Distribution Lists</li> <li>9. Office 365</li> <li>10. File server permissions</li> <li>11. Silverlake</li> <li>12. Acordsource.visualstudio.com</li> </ol> | Send email to ACORD Help Desk <helpdesk@acord.org>. ACORD Helpdesk is available during EST Hours. |
| Hardware related requests/issues | <ol style="list-style-type: none"> <li>1. Laptop</li> <li>2. Peripherals (docking station, monitor, keyboard, etc.)</li> <li>3. Company issued cell phone</li> <li>4. Office Printer requests</li> </ol>                                                                                                                                                                                                                       |                                                                                                   |
| Software related requests/issues | <ol style="list-style-type: none"> <li>1. Office365 (Outlook, Word, Excel, etc.)</li> <li>2. Laptop Operating System</li> <li>3. MS Teams</li> <li>4. Silverlake</li> <li>5. VPN issues</li> <li>6. Misc Installations</li> </ol>                                                                                                                                                                                              |                                                                                                   |
| MFA authenticator access issues  | <ol style="list-style-type: none"> <li>1. AWS console login.</li> <li>2. AWS Workspace login.</li> <li>3. Office 365 login.</li> </ol>                                                                                                                                                                                                                                                                                         | Send email to ACORD Help Desk <helpdesk@acord.org>                                                |

## ASG Support (Internal requests - ACORD & ASG staff / Contractors onshore & offshore)

| Product                                    | URL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Request Type                                                                                                                                                       | How to raise a ticket? |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| ASG Product Access<br>(DEV, QA, UAT, PROD) | <a href="http://&lt;env&gt;-transcriber.acordsolutions.net">http://&lt;env&gt;-transcriber.acordsolutions.net</a> (Transcriber)<br><a href="http://&lt;env&gt;-&lt;client&gt;-adept.acordsolutions.net">http://&lt;env&gt;-&lt;client&gt;-adept.acordsolutions.net</a> (ADEPT PC)<br><a href="http://&lt;env&gt;-adept.acordsolutions.net">http://&lt;env&gt;-adept.acordsolutions.net</a> (ADEPT GRCLC)<br><a href="http://&lt;env&gt;-converter.acordsolutions.net">http://&lt;env&gt;-converter.acordsolutions.net</a> (Converter)<br><a href="http://&lt;env&gt;-class.acordsolutions.net">http://&lt;env&gt;-class.acordsolutions.net</a> (CLASS)<br><a href="http://&lt;env&gt;-placing.acordsolutions.net">http://&lt;env&gt;-placing.acordsolutions.net</a> (Placing)<br><a href="http://&lt;env&gt;-sdp.acord.org">http://&lt;env&gt;-sdp.acord.org</a> (SDP) | <ol style="list-style-type: none"> <li>1. Access <ol style="list-style-type: none"> <li>a. IP Add required</li> <li>b. Credentials required</li> </ol> </li> </ol> |                        |
|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                    |                        |

|                        |                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                       |                                                       |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| ACORD Standards Voting | <a href="https://voting.acord.org/">https://voting.acord.org/</a>                                                                          | <div>1. Application development &amp; issues.</div> <div>2. Application release.</div> <div>3. Admin User access to manage poll contents.</div> <div>4. Program Name and Standards mapping.</div> <div>5. Parent Billing Org and Program Name configurations.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div> | <a href="#">Submit a request – ASG Support Center</a> |
| ACORD.org              | <a href="https://www.acord.org/">https://www.acord.org/</a>                                                                                | <div>1. Application development &amp; issues.</div> <div>2. Application release.</div> <div>3. Sitefinity Configurations.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                                                                                                     |                                                       |
| ACORD Solutions Group  | <a href="https://www.acordsolutions.com/">https://www.acordsolutions.com/</a>                                                              |                                                                                                                                                                                                                                                                                                                                                       |                                                       |
| Standards Online Help  | <a href="https://standardshelponline.acord.org/">https://standardshelponline.acord.org/</a>                                                | <div>1. Application development &amp; issues.</div> <div>2. P&amp;C, L&amp;A &amp; NGDS online help file release.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                                                                                                             |                                                       |
| Online Help Management | Console Application Tool                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                       |                                                       |
| JIRA/Confluence        | <a href="https://jira.acord.org/">https://jira.acord.org/</a><br><a href="https://confluence.acord.org/">https://confluence.acord.org/</a> | <div>1. Troubleshooting site related issues</div> <div>2. User login issues.</div> <div>3. User directory sync issues.</div> <div>4. JIRA service unavailable issues.</div> <div>5. JIRA slows down issues.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                   |                                                       |
| Forms Portal           | <a href="https://formsportal.acord.org/">https://formsportal.acord.org/</a>                                                                | <div>1. Application development &amp; issues.</div> <div>2. Application release.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                                                                                                                                              |                                                       |
| ACORD360/ABILA CRM     | <a href="http://acord360/iWeb">http://acord360/iWeb</a>                                                                                    | <div>1. Backend data deletion.</div> <div>2. ABILA web service-related issues.</div> <div>3. Refreshable spreadsheet issues.</div> <div>4. ABILA ad hoc report requests.</div> <div>5. CRM data-related issues.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                               |                                                       |
| CROWD                  | <a href="http://10.10.10.170:8095/crowd">http://10.10.10.170:8095/crowd</a>                                                                | <div>1. CROWD Service-related issues.</div> <div>2. CROWD developer application issues &amp; IP whitelisting.</div> <div>3. User directory sync issues.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                                                                       |                                                       |
| L&A SE Utilities       | Console Application Tool                                                                                                                   | <div>1. Application development &amp; issues.</div> <div>2. Application release.</div> <div>(assign to: <a href="#">Unknown User (skudale@acordsolutions.com)</a>)</div>                                                                                                                                                                              |                                                       |
| AWS Workspace          | Offshore Virtual Machine                                                                                                                   | <div>1. Reboot during IST Time</div>                                                                                                                                                                                                                                                                                                                  |                                                       |
| Zendesk Account        | <a href="https://acordsolutions.zendesk.com/">https://acordsolutions.zendesk.com/</a>                                                      | Account Management                                                                                                                                                                                                                                                                                                                                    |                                                       |

## **ASG Infrastructure (Internal requests - ACORD & ASG staff / Contractors onshore & offshore)**

| Ticket Category | Ticket request type | How to raise a ticket? |
|-----------------|---------------------|------------------------|
|-----------------|---------------------|------------------------|

|                                             |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                         |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AWS Infrastructure related requests /issues | <ol style="list-style-type: none"> <li>1. Monitoring/Alerting/Canary Escalation</li> <li>2. AWS Infra Provisioning</li> <li>3. AWS IAM Access updates</li> <li>4. AWS Infra Restarts</li> <li>5. Change Ticket Approvals</li> <li>6. Create Code Repositories</li> </ol> | <p>Open Infra Request Ticket in <a href="#">JIRA</a> Project = <a href="#">ASG   Infrastructure (INFRA)</a></p> <p>(assign to <a href="#">Calajoe, Corey</a> &amp; ticket will be assigned to the correct resource)</p> |
| ACORD & ASG Database requests /issues       | <ol style="list-style-type: none"> <li>1. Report requests</li> <li>2. Database changes</li> <li>3. Product Deployments</li> <li>4. Product SQL Script execution</li> </ol>                                                                                               | <p>Open Infra Request Ticket in <a href="#">JIRA</a> Project = <a href="#">ASG   Infrastructure (INFRA)</a></p> <p>(assign to CC <a href="#">Calajoe, Corey</a>)</p>                                                    |
| Jenkins                                     | Automation tool                                                                                                                                                                                                                                                          | Credentials assistance for the app                                                                                                                                                                                      |
| Grafana                                     | Reporting Tool                                                                                                                                                                                                                                                           | <p>Open Infra Request Ticket in <a href="#">JIRA</a> Project = <a href="#">ASG   Infrastructure (INFRA)</a></p> <p>(assign to <a href="#">Calajoe, Corey</a> &amp; ticket will be assigned to the correct resource)</p> |

## **ASG Support (External Clients / Customers)**

| Product     | Environment | URL                                                     | Request Type                                                                                                                                                                                                                                                                                                    | How to raise a ticket?                                |
|-------------|-------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Transcriber | UAT         | https://uat-transcriber.acordsolutions.net/transcriber/ | <ol style="list-style-type: none"><li>1. Access</li><li>2. API Set Up</li><li>3. Client Onboarding</li><li>4. Data Issue/Data Quality</li><li>5. Mapping</li><li>6. Monitoring</li><li>7. Product Customization</li><li>8. Product Degrade/Unavailable</li><li>9. Release</li><li>10. Service Request</li></ol> | <a href="#">Submit a request – ASG Support Center</a> |
| Converter   | UAT         | https://uat-converter.acordsolutions.net/#/login        | <ol style="list-style-type: none"><li>1. Access</li><li>2. API Set Up</li><li>3. Client Onboarding</li><li>4. Data Issue/Data Quality</li><li>5. Mapping</li><li>6. Monitoring</li><li>7. Product Customization</li><li>8. Product Degrade/Unavailable</li><li>9. Release</li><li>10. Service Request</li></ol> |                                                       |
| GRLC        | UAT (US)    | https://uat-adept.acordsolutions.net                    | <ol style="list-style-type: none"><li>1. Access</li><li>2. API Set Up</li><li>3. Client Onboarding</li><li>4. Data Issue/Data Quality</li><li>5. Mapping</li><li>6. Monitoring</li><li>7. Product Customization</li><li>8. Product Degrade/Unavailable</li><li>9. Release</li><li>10. Service Request</li></ol> |                                                       |
|             | UAT (Milan) | https://uat-eu-adept.acordsolutions.net/#/login         |                                                                                                                                                                                                                                                                                                                 |                                                       |
| Conductor   | UAT         | https://asg-uat-eu-conductor.acordsolutions.net/        | <ol style="list-style-type: none"><li>1. Access</li><li>2. API Set Up</li><li>3. Client Onboarding</li><li>4. Data Issue/Data Quality</li><li>5. Mapping</li><li>6. Monitoring</li><li>7. Product Customization</li><li>8. Product Degrade/Unavailable</li><li>9. Release</li><li>10. Service Request</li></ol> |                                                       |
|             | SIT         | https://asg-sit-eu-conductor.acordsolutions.net/#/login |                                                                                                                                                                                                                                                                                                                 |                                                       |
| TestHarness | Dev         | https://testharness-dev.acord.org/login.html            |                                                                                                                                                                                                                                                                                                                 |                                                       |

|                       |            |                                                                                                                     |                                                                                                                                                                                                                                                                                                                            |
|-----------------------|------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | UAT        | <a href="https://testharness-uat.acord.org/login.html">https://testharness-uat.acord.org/login.html</a>             | <ol style="list-style-type: none"> <li>1. Access</li> <li>2. Service request(Reboot)</li> <li>3. Set Up Testing</li> </ol>                                                                                                                                                                                                 |
| ADEPT Placing         | UAT        | <a href="https://uat-adept.acordsolutions.net/grlctreaty/v1">https://uat-adept.acordsolutions.net/grlctreaty/v1</a> | <ol style="list-style-type: none"> <li>1. Access</li> <li>2. API Set Up</li> <li>3. Client Onboarding</li> <li>4. Data Issue/Data Quality</li> </ol>                                                                                                                                                                       |
| ADEPT PAR             | UAT        |                                                                                                                     |                                                                                                                                                                                                                                                                                                                            |
| JSP/Blue Print 2/ SIT | UAT        | <a href="https://jsp-sit-adept.acordsolutions.net/#/login">https://jsp-sit-adept.acordsolutions.net/#/login</a>     | <ol style="list-style-type: none"> <li>1. Access</li> <li>2. API Set Up</li> <li>3. Client Onboarding</li> <li>4. Data Issue/Data Quality</li> <li>5. Mapping</li> <li>6. Monitoring</li> <li>7. Product Customization</li> <li>8. Product Degrade/Unavailable</li> <li>9. Release</li> <li>10. Service Request</li> </ol> |
| SDP                   | UAT        | <a href="https://uat-sdp.acord.org/#/login">https://uat-sdp.acord.org/#/login</a>                                   | <ol style="list-style-type: none"> <li>1. Access</li> <li>2. Monitoring</li> <li>3. Service Request</li> </ol>                                                                                                                                                                                                             |
| ASG Support Portal    | Production | <a href="https://support.acordsolutions.com/hc/en-us">https://support.acordsolutions.com/hc/en-us</a>               | <ol style="list-style-type: none"> <li>1. Support Portal UI Customizations</li> <li>2. Add/Update Support Related Documents</li> </ol>                                                                                                                                                                                     |
| Silverlake Forms      | Production | N/A                                                                                                                 | <ol style="list-style-type: none"> <li>1. Data Issue/Data Quality</li> <li>2. Elabel Mapping</li> <li>3. Product Customization</li> <li>4. Service Request</li> </ol>                                                                                                                                                      |