OvalEdge Academy Transcript:
Data Discovery

Video: Raising a Service Desk Ticket

Hi, I'm Joanna, and today, I'm going to walk you through the process of raising a service desk ticket within the OvalEdge application.

When you are in various areas of the tool, there are service requests available for that specific area under 'Service Desk' in the nine dots icon. Some examples of what you might see here such as 'Report a PII exposure,' 'Suggest a new term,' or 'Request an impact analysis.'

Your list of services for the service desk is developed by your data governance team and is based on your organization's specific needs. For that reason, your experience may be different from what you see in this example today.

Raise a Data Quality Issue
For our example, we'll report a data quality issue. Let's say I noticed a data quality issue in the 'SuperstoreSummary' report.

By clicking on the nine dots icon and hovering over 'Service Desk,' I can select 'Report data quality issue.' As we can see, the name of the report is auto-populated. Select 'Continue.'

Fill out the required information and click 'Submit.' Please be detailed when describing the issue, as it will help your quality triage team respond with urgency.

You can also raise a data quality ticket by going to the service desk icon on the page header or by navigating there using the left panel menu. Once in the service desk, you can use the 'New Service Request' button to open a new ticket.

Your data governance team will have set up the workflow to route your data quality issue to the proper authority for remediation. Check with your organization's data governance office with specific questions.

If you are unsure if there is an issue, you can open the collaboration window and use the @ symbol to discuss the details with the data steward, owner, or other users.

Check the Ticket's Progress
From the service desk module, you can check the progress of your ticket.

Navigate to the 'Your Requests' tab to see the ticket's current status. You can click on the summary description to open and review the ticket for more details. If it is waiting to be

approved, you can see the next approver and reach out to them directly if you need to request an expedited response.

Thanks for watching!