

INTRODUCTION

This document, the *SRS Manager's Guide*, contains detailed descriptions of all the SRS ticket management functionality available to SRS users with *manager* status.

In general, there are three SRS user status types. Their titles and functions are as follows:

- **General user** – Generate and submit tickets, view status of tickets (anyone with a Goldman Sachs Kerberos ID can access SRS as a general user), limited reporting capability.
- **Assignee** – All general user functions, plus the ability to be *assigned* to SRS tickets for processing and resolution of the ticket; also, limited ability to generate and save SRS reports and charts.
- **Manager** – All user and assignee functions, plus all administrative tasks including , defining ticket fields, form layouts and default settings and email tools.

This document is segmented into three sections:

- **Getting started** (page 3) – Includes general user procedures and setting personal SRS options.
- **Administration Functions** (page 17) – Includes all SRS customization performed by managers, including creating ticket layouts (i.e., *schemas*), defining SLAs for tickets, specifying email notification subscriptions and related parameters and entering global SRS settings.
- **Generating reports and charts** (page 58) – Includes descriptions of all general SRS reports and charts.

SRS is a generic ticket submission and tracking system that is used in customized form by hundreds of applications across XYZ company worldwide. Each *instance* of the SRS system is formatted to reflect the need of its associated application, but all SRS instances essentially operate in the same, recognizable manner.

SRS (historically, the *Support Requisition System*) was developed and is supported by the SRS development team in Firmwide Technology's ET Application Development group. This document was prepared by the SRS development team in New York.