ICT2U

Frequently Asked Questions

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PETRONAS ICT SDN BHD (527213-P)

DOCUMENT REVISION HISTORY

No	Version	Description of Changes	Effective Date
1	1.0	Initial Document	17 August 2016
2	1.1	Update SAP and Billing related issues.	14 November 2016
3	1.2	Update SAP and Access related issues	3 April 2017

ABOUT ICT2U PORTAL

ICT2U is the one-stop ICT self-service portal for PETRONAS staff to request for services as defined in the ICT service catalogue.

This ICT Service Catalogue describes the services that PETRONAS ICT Sdn. Bhd. (PET-ICT) provides, and the means for PETRONAS HCUs/OPUs to be back-charged. All items in the ICT service catalogue will be maintained in the ICT2U Portal.

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ANSWER

General and Access Related Questions

1.	Will the ICT Self Service Portal still be available?
	No. Effective 15 August 2016, ICT2U is the single place for all ICT services requests.

2.	How can I access ICT2U Portal?
	ICT2U is accessible via https://ict2u.petronas.com

3.	Can I access ICT2U from the internet?
	Yes.

4.	What services can I request in ICT2U?
	Common ICT Services as defined in the ICT Service Catalogue.

5.	What are the benefits of ICT2U?
	i. Enhanced user experience through a one-stop ICT self-service portal.
	ii. Single source of information for all common ICT orders and billings.
	iii. More accurate, transparent and timely billing for ICT Common Services.

6.	Do I need to register to access ICT2U?
	No registration is required for PETRONAS network domain. However, if you are unable to access the portal, please contact the ICT Service Desk.

Functionalities Related Questions

7.	How do I request for services in ICT2U?
	Requesting for services is as easy as online shopping. Please refer to Quick Guides in ICT2U located here for your reference.

8.	Will the approver be notified after I have made a service request?
	Yes. The requestor has to select an approver in the Approver Info page using the 'People Picker' feature.

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9.	Will I be notified of the service request status?

Yes, you will be notified upon 4 stages listed below:

    i.   Order has been received by ICT2U system,

    ii.   Order has been approved by selected approver

    iii.   MyGeniie+ SR No. has been created

    iv.   MyGeniie SR has been completed.

10.	How do I know my request status?

You can view the status of your order at 'My Account' page, and then click on 'My Request'.

11.	What is 'Transfer Item'? Can I transfer my ordered item to someone else?

Transfer item is to update beneficiary information and billing details. For example, to move item from billing cost centre A to billing cost centre B. Yes, you can transfer your item to anyone with PETRONAS ID.

Note: Only available for selected services.

12.	What is 'Terminate Item'?

'Terminate Item' is a function for users who want to return or discontinue the usage of product e.g. laptop device, or service subscription e.g. telephone extension number.

Note: Only available for selected services.

13.	Can I use multiple cost centres for a single order?

No. Order must only contain item meant to be billed for a single (1) cost centre. You need to create multiple orders if billing to multiple cost centres are required.

14.	Can I request for Individual and Department Order in a single order?

No. Order can only be made either for an Individual or Department. You need to create multiple orders if there are multiple users.

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15. What are the types of order?
i.   **Individual Order**: An item that are assigned to be used by an individual end user. Billings will be backcharged by PETRONAS to the HCU/OPU billing cost centre, as per the individual's latest staff record.   ii.   **Department Order**: An items that are assigned or shared by end users within the same Cost Centre/Department. Billings will be backcharged by PETRONAS to the HCU/OPU billing cost centre, as entered by the requestor in the order.

16. What are the types of order status?
i. Pending Approval Your order has been received by the system and it requires approval from the assigned approver ii.. Ready to Process Your order has been received by ICT2U to create Service Request (SR) ticket in MyGeniie+ system iii. In Progress MyGeniie+ Service Request (SR) has been generated, your request is waiting for service fulfilment or delivery process. iv. Rejected Your order is rejected. User can check the details by clicking the order number. v. Completed Your order has been completed.

17. I can't access to ICT2U Portal
Please email to ICT Service Desk or call at **+603-2331 3333.**

18. I can't locate my approver's name.
Please attempt to search by using approver's email address instead. If you still unable to find, please email to ICT Service Desk or call at +603-2331 3333.

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19.	I can't locate my department.
	Please attempt to search by using "Company ID" instead. If you still unable to find, please email to ICT Service Desk or call at +603-2331 3333.

20.	I can't locate my cost centre.
	Please attempt to search by using "OID" instead. If you still unable to find, please email to ICT Service Desk or call at +603-2331 3333.

21.	What type of services that require approval workflow?
	Following are the services that require approval workflow:

- Common ICT services that incur a charge require 1 level of approval:

    Requires minimum approval level (Manager)

Common ICT Services	Approval Level Required
Telephony Service - Call Authorisation Request (Class A)	1 approver - minimum Manager
Telephony Service - Call Authorisation Request (Class B)	1 approver - minimum Manager
Telephony Service - Call Authorisation Request (Class C) (Internal only)	1 approver - minimum Manager
Email Blast	1 approver - minimum Manager
Change Enterprise ID	1 approver - minimum Manager
Replacement Packaging Material	1 approver - minimum Manager
Common Directory Storage (Access) - Request to Access Existing Common Directory Folder	1 approver - minimum Manager

i. Enterprise Print Services:

- Only request for Access to color printing, New MFP Printer, Printer Relocation requires General Manager Approval.

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- Request for other Enterprise Print Services (e.g. Printer Add-Ons) only requires the minimum approval level of Manager

ii. Permission to Blocked Sites:

Only access to YouTube & Facebook requires VP/EVP, other than these sites suffice with minimum approval level of General Manager.

22.	Which services that do not require approval workflow?
	Common ICT services that do not incur a charge (e.g. low risk service enablement) will not require approval workflow.

23.	Is there any guideline on the approvals? Can I just choose anyone to become an approver?
	The approver must at least be at Manager level. However there are some order items that require different levels of approver. For more info on authorised approvers, click on 'Approver Info' page. ICT2U system does not provide auto-suggestion for approval therefore you may select the approver from the 'People-Picker' function. Please be informed that each individual (requestor and approver) is accountable for orders made in ICT2U

24.	How do I approve an order request?
	You can approve the order either via email notification sent to you or via 'My Account' page, and then click 'For Approval'.

25.	How do I know if my request has been approved or rejected?
	You can view the status of your order at 'My Account' page, and then click on 'My Request'.

ICT2U Services Offerings

26.	Where can I view the current services offered in ICT2U?
	You may view the current services offered in ICT2U portal

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27.	Where can I get the details of the service pricing?
	You may refer to the price section in every line items.

28.	How do I request for PETRONAS Enterprise ID?
	PETRONAS Enterprise ID will be automatically created/deleted/updated when a resource record is registered/updated into SAP Human Resource Information System (HRIS) or Contract Resource Information System (CRIS). For Permanent and Contract Direct Hire resources, the auto-creation/deletion/update of Enterprise ID will be done once the record is updated in SAP HRIS using Human Resource (HR) e-forms. For other resources categories like Interns and Third Party Contractors, the auto creation/ deletion/ update of Enterprise ID will be done when the record is updated in CRIS. Info: PETRONAS Enterprise ID is a username provided by organisation for you to login into PETRONAS mailbox, Lync and PETRONAS intranet. E.g. ; ali.ahmad.

29.	How do I request for SAP ID?
	Please visit SPV Portal

30.	I would like to request for the Telephony Services. But I get confused with all the services listed. Which one should I choose?
	Telephony Services will be based on your location.

i.   **Central Malaysia**: for users from Selangor, Kuala Lumpur and Putrajaya only.

ii.   **East Coast Malaysia:** for users from Kelantan, Terengganu and Pahang only

iii. **East Malaysia:** for users from Sabah and Sarawak only

iv.   **West Coast:** for users from Perlis, Kedah, Penang, Perak, Negeri Sembilan, Malacca and Johor only

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Technical Enquiries

31. **Why can't I view the page?**
Please ensure that you are accessing the correct URL, https://ict2u.petronas.com.   Please clear your cache (press CTRL + F5), close your browser and try to open it again.   If you are still unable to view the page, please contact the ICT Service Desk.
32. **Why do I get a JavaScript error?**
ICT2U is compatible with Internet Explorer version 10 and above.   Please clear your cache (press CTRL + F5), close your browser and try to open it back again.   For further assistance, you can contact the ICT Service Desk.

33. **Do I have to use a specific internet browsers to access ICT2U portal?**
It is recommended for you to use Internet Explorer version 10 or later for better user experience.

Billing

34. **How to access Billing Module in ICT2U?**
Go to ICT2U Portal. Select Admin and click 'Billing Management'

35. **How to get access to Billing Module in ICT2U?**
Current access is given to existing VPP users. To request for access, please send the request to ict.support@petronas.com.my .You need to include all the OPU Code or Cost Centre Code to be assigned to you.

36. **Can OPU outside of PETRONAS domain get access to ICT2U?**
Yes, ICT2U portal is also accessible by OPU listed in ADFS list. The list of ADFS OPU is available upon log-in to ICT2U Portal.

37. **Can International OPU on PETRONAS domain get access to ICT2U?**
Yes, ICT2U is accessible via internet.

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38.	Can OPU/HCU focal downloads previous billing details available in VPP from ICT2U?
	VPM billing dated before August 2016 are not available in ICT2U at the moment. OPU/HCU focal to download in VPP until further notice.

39.	What type of billing reports are available in ICT2U?
	i. Monthly Billing Summary for all product and services ii. Monthly Billing Details for all product and services iii. Year-To-Date Billing Summary iv. Year-To-Date Billing Details User is able to do pivot function to generate the required management report.

40.	How to download billing report in ICT2U?
	Click here for the quick guide.

41.	How to raise billing dispute?
	Click here for the quick guide.

42.	How to check the status of submitted billing dispute?
	Click here for the quick guide.

43.	What is the difference between billing dispute process in VPP and ICT2U?
	Previously dispute was raised via email to VPM team. With ICT2U, it provides the Dispute function with proper tracking.

Other

44.	Who do I contact for ICT Services enquiries?
	Please contact ICT Service Desk. Please email to ICT Service Desk or call at **+603-2331 3333.**

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