Australian Government

Department of Agriculture, Fisheries and Forestry

Export Systems Help Centre

Software Vendor User Guide

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Introduction

The Department of Agriculture Fisheries and Forestry (DAFF) Export Systems Help Centre platform was introduced during the release of the next export documentation (NEXDOC) system.

This platform allows vendors to directly engage with the teams that manage NEXDOC services and provides valuable tools and insights for the DAFF into the needs and trends within the vendor community.

The use of this platform is now being expanded to provide service management capabilities and equivalency of service across all clearance systems, including EXDOC and Plant Export Management System (PEMS). The platform will gradually replace many of the interactions that currently take place via the PEMS and EXDOC software liaison officer mailboxes.

This guide provides an overview of how to register for the platform and the typical use cases for the platform from the perspective of a software vendor.

Registration

To register for access to the DAFF Export System Help Centre, please follow this process:

1. **Send an email with the following structure:**

Address: ictenhancedtraceabilityproject@aff.gov.au

Subject: Please add me to the DAFF Export Systems help centre

> Body:
>
> - \<your full name\>
> - \<the email address for your account\>
> - \<the name of your organisation\>
> - \<your group membership **exclusions**\>.

Note: Requests are scoped to be visible only to the individual who raises the request, or to a group of members. Group memberships allow you to see issues raised against that group by other group members. These members could be other employees within your company, or employees of other firms.

The following groups are the **default** configuration:

All Export vendors: *requests raised against this group will be visible to all export vendor users.*

All NEXDOC vendors: *requests raised against this group will be visible to all NEXDOC vendor users.*

All EXDOC vendor: *requests raised against this group will be visible to all EXDOC vendor users.*

All PEMS vendors: *requests raised against this group will be visible to all PEMS vendor users.*

Your organisation: requests raised against this group will be visible to all members of your organisation.

Note: Please only list the groups that you **do not** wish to be included in.

For more information on this feature, see the Share With Field in the Request Form section.

2. **Follow the registration link in the email you receive. This emailed link will also take you to the portal landing page. Provide your name and set a password.**

That's it! You're ready to go

Note: Group membership is added manually after your registration is completed. Initially you will only be able to raise requests that can be seen by yourself and your organisation.

Portal

This is a screenshot of the Export Systems Help Centre Portal Landing Page:

EXDOC planned outage: 18-06-2023
Outage from 12 noon to 11:59pm AEST
more details at https://apps.agriculture.gov.au/exdocservicestatus/default.aspx?status=Planned%20Upgrades

The banner section includes a notification pane where important notices such as upcoming or unplanned outages are posted upcoming or unplanned outages are posted

Help Center
DAFF Export Systems

Welcome

Queries for existing requests:

- Approvals
- My requests
- All Requests

You can raise a service ticket from the options provided below.

The welcome section contains links to pending approval tasks, and query result lists for request raised by the current user, and all requests visible to the current user

What do you need help with?

Search 🔍

Task
Request action from a export support team

Enhancement
Request enhancement to an export system or process

Issue / Question
report an issue or raise a question about an issue you are encountering

Bug
Report a bug or suspected defect with an export system.

Service Request
request assistance from an export support team

The bottom section of the page is for raising different types of requests, each of which are detailed in the following section.

Powered by ⚡ Jira Service Management

Upon completion of registration, the portal is available at:

https://jira.efjc.cp1.agriculture.gov.au/servicedesk/customer/portal/1/user

Request Types

Task

To raise an ad-hoc piece of work for an export support team member.

Example: Requesting validation of test results.

Enhancement

To suggest or request an enhancement to a clearance system or process.

Examples: Requesting new features or changes to webservices, registration processes, REX processing, or issuing of certificates.

Issue / Question

To report an issue or to raise a question about an issue that you are encountering.

Examples: Unexpected system behaviour, evidence of an unplanned outage, or issues with integrated systems.

Bug

To report a system defect or bug that you have encountered within an export processing system or its integration services.

Example: Schemas or validation rules which do not accurately reflect legislation, business rules, or behaviours described in the Software Developer Guides.   Incorrect processing.

Service Request

To request assistance from one of our teams.

Example: transfer of client group administrator role from one staff member to another. Intervention in a broken / stuck production case.

Request Form

All tickets have the same form, which is required to be completed and submitted, to collect information about the issue or request:

Request Form Fields:

Summary

Definition	A short but meaningful description of the request which will be used in identifying the issue by the initiating organisation and the department.
Format	Text Entry.
Cardinality	Mandatory.

Export System

Definition	The export system that the request is related to.
Format	Mandatory, Single Select Single Select drop Down.
Cardinality	Mandatory.

Note: Select which system this issue effects (e.g., NEXDOC / EXDOC / PEMS). Use **N/A** if the request doesn't relate to a specific system.

Select Components

Definition	The functional and/or technical aspects of the export system that are related to the request.
Format	Multiple Select drop Down.
Cardinality	Optional.

Note: one at a time select all components that relate to the request

Description

Definition	The detailed description of the item. This needs to contain enough information for the request to be triaged, analysed, or investigated, and developed.
Format	Text entry with formatting options.
Cardinality	Optional.

Note: add as much information as you can. This assists our team in resolving requests quickly. In cases where investigation or analysis is needed the description may evolve as the request is processed.

Attachment

Definition	Supporting files or evidence. If possible, include screenshots, logs, configuration files etc. *Be careful not to include files that contain sensitive information like customer data or system passwords.*
Format	Multiple file upload.
Cardinality	Optional.

Phone number

Definition	The best contact number for the party who is raising the issue.
Format	Text Entry.
Cardinality	Optional.

Share With

Definition	The group of users who will be able to see the issue (in addition to DAFF staff) once it is created. Items can be marked as private, which restricts access to the individual who raised the issue. If not marked as private, your item can be shared with: • your organisation • all export vendors, • all NEXDOC vendors, all EXDOC vendors, or all PEMS vendors. Note that the ability to assign to share with these groups is dependent on the group membership you registered with.
Format	Single Select drop Down.
Cardinality	Mandatory.

Viewing Requests

The links in the top part of the portal take you to the requests page which contains several fields that allow filtering and scoping of the results list:

The "created by" field allows the list to be displayed based on what group was chosen in the "Share With" field when the request was raised:

The request can be selected and displayed:

All users who have access to view the request can add comments and can subscribe to event notifications on the issue. The creator has the additional option to revise the visibility back to only the party who raised the issue.

Workflow

For simplicity, all the request types follow the same workflow process at present:

The definitions of each status are as follows:

Status	Details
Waiting for Triage	The request has been raised and is awaiting review by the department.
Triaged	An initial analysis has been undertaken and is assigned to a support team member.
In Progress	The request is actively being worked on.
Vendor UAT	The request has been reassigned back to the vendor for action.
Reopened	The item has been reopened as the resolution was insufficient and is awaiting reassignment.
Done	Complete and closed but can be reopened if it was closed in error.

This workflow will continue to be reviewed and updated as required.

Event notifications

When certain events happen during the progression of the workflow, email notifications will be sent to the individual who raised the issue:

Name	Description
Request created	When customers create requests in the portal or send an email to your email channel, your service project sends a confirmation that their request was received.
Public comment added	When a comment that is visible to your customers is added to the request/issue, your service project sends all the customers involved on the request a notification.
Public comment edited	When a comment that is visible to your customers is edited, your service project sends all the people involved on the request a notification.
Request resolved	When a request resolution field is set, your service project notifies the reporter and all customers involved. This notification is sent to the reporter even if they have turned off notifications for a request.
Request reopened	When a request's resolution field is cleared, your service project notifies all people involved.
Participant added	When participants are added to a request, your service project notifies the new participants.
Organization added	When a request is shared to an organization, your service project notifies the organization's members so they can opt-in to further updates.
Approval required	When a request transitions to an approval stage of its workflow, your service project notifies approvers that they must act on the request.
Customer-visible status changed	When a request transitions to a status that is visible to the customer, your service project notifies the customers involved.

Notifications are sent at regular intervals.

If a request is visible to you but you're not the initial creator, it is also possible to subscribe to event notifications. See the viewing requests section for details.