**Initiate Trouble Ticket**

Revision 2: 30 January 2024

**INSTRUCTIONS**

1. Save this document to desktop or computer.
2. Create trouble ticket using provided format below. Users must submit one issue per trouble ticket for efficiency of resolutions/fixes.
3. Send trouble ticket to the PIEE Help Desk at: [disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil](mailto:disa.global.servicedesk.mbx.eb-ticket-requests@mail.mil)

**Trouble Ticket DETAILS**

**Date:** Click or tap here to enter text.

**Submitter Email:** Click or tap here to enter text.

**Submitter Phone:** Click or tap here to enter text.

**Submitter Organization:** Click or tap here to enter text.

**PIEE Application:** Delivery Schedule Manager (DSM)

**Location of the Issue:** *(Options: Dashboard, Delivery Forecast, Customer Requests, Delay Notices, Deliverable & Communication, Search, Reports)* Click or tap here to enter text.

**PIEE version** *(Located top left corner of the PIEE Home Screen after login, e.g., 6.18.1)*:

Click or tap here to enter text.

**Role** (*Options: Standard User, Customer User, View Only*): Click or tap here to enter text.

**Title (Issue Discovered):** Click or tap here to enter text.

**Contract Number:** Click or tap here to enter text.

**Description of the Issue:** *(Please include specific steps taken to reach the issue. Include screenshots or relevant attachments).* Click or tap here to enter text.