

Support Central

- Link - https://supportcentral.pwc.com/internal_services
- All the functionality of EC Support Portal is rebuilt in Support Central including approval workflows
- Use SC to open general requests, change requests, and security access requests
- Use Cases for creating incidents

Internal Services – Home Page

pwc | Support Central

How can we help?

How can we help? 🔍

- Knowledge Base**
Browse our Self-help Library
- Internal Digital Services**
Browse the catalog for services and support from Digital Operations
- Create a Case**
Request Support for a PwC Product/Service

My Cases
No records found

Use “Internal Digital Services” for Requests

Use “Create a Case” for any Incidents

Enterprise Control – Support Requests

The screenshot displays the 'Enterprise Control' section of a support portal. On the left is a navigation sidebar with a 'Catalogs' dropdown set to 'All' and a 'Categories' list. The 'Enterprise Control' category is highlighted with a dashed red box. The main content area features three request cards: 'Catalog Request', 'Engagement Onboarding', and 'Security Access Request'. Each card includes a description and a 'View Details' button. A dashed line connects the 'View Details' button of the 'Security Access Request' card to a callout box on the right. Another dashed line connects the 'View Details' button of the 'Catalog Request' card to a second callout box at the bottom right.

Catalogs
All

Categories

- Access
- Bots
- Change and Release Services
- Cloud Managed Services
- Connected Deals Experience
- Customer Success
- DataDog Services
- DSO Services
- Enterprise Control**
- Flex Connect

Enterprise Control

Catalog Request
Please use this form to raise new catalog request Ticket
View Details

Engagement Onboarding
Please use this form to raise new engagement onboarding Ticket
View Details

Security Access Request
Raise a Security Request
View Details

Use this for Security Access related requests

Submit a ticket to request the following:

- Password Resets
- Analytic Integration to Command Center
- Migration of objects
- Deployment of code
- Executing SQL
- JupyterHub credentials

Catalog Request

Home > Search Catalog

Please use this form to raise new catalog request Ticket

- Migration of objects
- Deployment of code
- Executing SQL
- JupyterHub credentials

* Indicates required

*REQUESTOR USERNAME
Srinivas Pamarthy

*REQUESTOR EMAIL ADDRESS
srinivas.pamarthy@pwc.com

CALLBACK NUMBER

*COMPANY NAME

*APPLICATION / PRODUCT OFFERING

*CATALOG NAME

APPROVER DETAILS

COMMENTS

DESCRIPTION

Add attachments

Submit

Required information

- COMPANY NAME
- APPLICATION / PRODUCT OFFERING
- CATALOG NAME

Search Catalog

- EC - Demo
- EC - DEV
- EC - Gold
- EC - PRD
- EC - QA
- EC - Sandbox
- EC - Stage

*COMPANY NAME
MD Anderson

*APPLICATION / PRODUCT OFFERING

*CATALOG NAME
Analytics

Search Catalog

- AHS Cloud - New Account
- AHS Cloud - Password Reset
- Analytics App - Schedule - Deletion
- Application Configuration - Changes
- Change Requester Details - App Release
- Change Requester Details - Config
- Change Requester Details - Data Fix

Create a Case

Create a Case

Create a support Case regarding a PwC-owned Product or Service

* Indicates required

* Account

* Product Offering (i.e., Asset)


Product Model

Category

Priority

* Short Description

* Description

 Add attachments

Submit

Required information

Account Product Offering (i.e., Asset)

Short Description Description

* Account

EC

EC - Demo

EC - DEV

EC - DEV - MS Practice

EC - DevOps

EC - Gold

EC - PRD

EC - QA

* Account

 MD Anderson

* Product Offering (i.e., Asset)

EC - Enterprise Control Home

EC - Risk and Controls

Enterprise Control Portfolio - EC - Analytics

Ticket to the DevOps (non-Sprint related)

URL:

https://supportcentral.pwc.com/internal_services?id=sc_cat_item&sys_id=8f67616c87239950517d7556cebb3537&sysparm_category=771ca7311b42b410516b0ed2cd4bcb05

Digital DevSecOps & SRE (DDS) Support Team

* Indicates required

*Name
 x v

Cannot find my Name

*Platform
 v

*Request Type
 v

*Environment
 v

*Priority
 v

*Short Description

*Description

Add attachments

Request

Required information

PlatformRequest TypeEnvironmentPriority

Short DescriptionDescription

Select CR&R from the dropdown

Select appropriate option from the dropdowns

Enter the short description and description