

4. a) Create incident task

Task SLAs (1) Incident Tasks Child Incidents Incidents by Same Caller (60)

Incident Tasks **New** 1 to Number Search

Incident = INC0016424

Number ITASK0661201 4

Incident INC0017521

* Configuration item

Priority 4 - Low

* State Open

Opened by Andrew

* Assignment group 2

Assigned to

Breach Time 2018-04-25 11:30:51

* Title Telephone Problem

* Description 3

Incident tasks are created when you need another team to help you while you continue to work on the incident.

1. Click the **New** button under the **Incident Tasks** tab.
2. Set the **Assignment group**, but leave **Assigned to** empty; the assignment group will assign it to an individual.
3. Enter a **Description** of the task.
4. **Submit**.

The assignment group will be notified of the task by email.

4. b) Reassign the incident

Update 3 Save Misrouted Missing MDS On Hold Can

* Affected Service Telephony

* Assignment group NCS - Telecommunications Inf 1

Assigned to

* Title Telephony problem

* Description The following submission was made on 2/16/2018 10:

Notes Closure Information 2 Additional Impact Related Records

Work notes Work notes

1. Enter the **Assignment group**.
2. Explain the reason for the reassignment in the **Work notes**.
3. **Save**.

The assignment group will be notified of the reassignment by email.

5. Resolve

Missing MDS On Hold Restrict Incident Resolve Incident 5

* Configuration item 1

* Affected Service Training Support

Notes Closure Information* Additional Impact Related Records Deta

* Close notes 2

Knowledge Candidate * Close code Solved (Work Around) 3

Problem * Cause Known Error 4

1. Enter the **Configuration item**.
2. Enter the **Close notes**. These will be emailed to the client.
3. Select the **Close code**.
4. Some close codes require a **Cause**.
5. Click **Resolve Incident**.



Incident workflow

An incident is an unplanned interruption of service.

The goal of incident management is to restore normal service as quickly as possible.

Here are the steps you should take to resolve an incident assigned to your team.

1. Acknowledge
2. Review and update the information that has been logged.
 - a) Title, Description, Activity log
 - b) Priority
 - c) Affected Service, Configuration item
 - d) Details of the OS, browser, etc.
3. Log your work and communicate with the caller and affected user.
4. If you need help with the incident,
 - a) create an incident task or
 - b) reassign the incident.
5. Resolve the incident.

1. Acknowledge

Update Save Misrouted Missing MDS Acknowledge 2

* Assignment group ITC - IT Communications - IT Training

* Assigned to

Incidents will be assigned to groups, not individuals; the group must assign it to one member who must acknowledge it to begin work.

1. Use **My Groups Work** to find an incident assigned to your team, or **My Work** to find an incident assigned to you.
2. Click **Acknowledge** when you are ready to begin work.

2. a) Title, Description, Log

The screenshot shows an incident titled 'Telephone Problem'. The description includes fields for Defective Phone (514-398-3398), Defective Phone ID (15864), Building (3534 University), Room (30), Problem (Other), and Description (telephone has stopped working, no dial tone, no display). The activity log shows a user named Andrew Collier with a note about unplugging and plugging a phone back in. A filter dropdown is also visible.

Before beginning work on an incident, review the existing diagnosis.

1. **Title**
2. **Description**
3. The **Activity** log on the **Notes** tab displays a running account of **Work notes** (internal), **Additional comments** (visible to the customer), emails associated with the incident.
4. Use the filter to select what activity you want to see in the log. **Attachments** appear in the log and at top of page.

2. b) Priority

The screenshot shows three dropdown menus for 'Impact' (4 - Individual), 'Urgency' (4 - Work is only minimally affected), and 'Priority' (4 - Low). There is also a checkbox for 'Expedited incident'.

1. **Impact**: how big the incident is.
2. **Urgency**: how quickly it needs to be solved.
3. **Priority** will be calculated automatically.
4. An **Expedited incident** is a Priority 3 or 4 that requires quicker than normal resolution time.

2. c) Affected Service, CI

The screenshot shows the 'Configuration item' field with 'D2L Learning Management System' and the 'Affected Service' field with 'myCourses Learning Management System'. Search and filter icons are also visible.

1. **Configuration item.**
 - If CI is selected, Affected service will be automatically entered. Use the wildcard * when entering the name: e.g. *mail
 - Click “Look up” icon for other filters.
 - Additional **Affected CIs** may be listed at the bottom of the page.
2. **Affected Service.** enter the business service (application service if no business service exists, technology service if no application service exists).
 - Type the name of the service or the name of the manager.
 - Use the wildcard * when entering the name: e.g. *mail
 - A yellow line indicates a business service was selected.
3. If you find the application or technology service only, click “Dependency View” to find the business service associated with the selected service.

Generic CIs for computers, phones (used in place of computer/ phone name)

- Generic desktop computer
- Generic laptop computer
- Generic desk phone
- Generic mobile phone
- Generic tablet device

2. d) Details

The screenshot shows the 'Details' tab with fields for Telephone ID, Jack #, Operating System, and Browser.

- **OS, Browser, Telephone ID, Jack #.**

3. Communicate

The screenshot shows the 'Notes' tab with sections for Watch list, Work notes list, Additional comments, and Activity. A filter dropdown is also visible.

1. Use **Work notes** to document all troubleshooting steps. Someone else should be able to pick up the work where you left off by looking at the Work Notes.
2. Use **Additional comments** to communicate with the customer. Messages entered will be immediately emailed to them.
3. People added to the **Watch list** will receive posts made to the client in the **Additional comments** field.
4. People added to the **Work notes list** will receive posts made to the **Work notes** field. Customers should **not** be added to this list.
5. The **Activity** log displays a running account of work notes, comments to the customer, and tasks associated with the incident.
6. Use the filter to select what activity you want to see in the log. The log can be very long, so you may want to select the most essential fields: Additional comments, Work notes, Attachments, and Emails