4. a) Create incident task

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.

4. b) Reassign the incident

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

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.

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.

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

2. **c) Affected Service, CI**
   - **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.
   - **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.
   - 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**
   - OS, Browser, Telephone ID, Jack #.

3. **Communicate**
   - 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.
   - Use Additional comments to communicate with the customer. Messages entered will be immediately emailed to them.
   - People added to the Watch list will receive posts made to the client in the Additional comments field.
   - People added to the Work notes list will receive posts made to the Work notes field. Customers should not be added to this list.
   - The Activity log displays a running account of work notes, comments to the customer, and tasks associated with the incident.
   - 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.