## DOCUMENT REVISION HISTORY

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Description</th>
<th>Date</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1.0</td>
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<td>6/25/2015</td>
<td></td>
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1  **Accessing BMC Remedy 8.1**

To access BMC Remedy 8.1, go to [https://remedy.uncg.edu/](https://remedy.uncg.edu/) and log in with your username and password.

2  **New Features**

The following are highlights of new and improved features with our upgrade to BMC Remedy 8.1.

2.1  **Overview Console**

When you log into Remedy, you will be taken to the Overview Console. The Overview Console is a customizable dashboard that allows you to view your work assignments and important information across multiple Remedy applications. By default the Overview Console will display your open Incidents.

This console is customizable, and you may have up to four quadrants for viewing your data. Click on the plus sign in the upper right hand corner to add extra quadrants to the Overview Console.
This will populate four quadrants, in which you can select the data you wish to view.

Click on the drop down arrow next to Show to choose the data for each quadrant.
Click on the Close button in the right hand corner of the quadrant window to remove a quadrant.

Click on the Edit button on the right hand corner of the quadrant window to change the data in a quadrant.

Click on the Collapse button to minimize a quadrant.

Click on the Expand button to restore the quadrant.
Click on the Save button on the right hand corner of the Overview Console to save your layout changes.

The following image is an example of all four quadrants being used for Remedy data.
2.2 APPLICATIONS
There is an Applications list in the upper left corner of Remedy 8.1 that displays all of the modules you have access to.

Click on the Applications tab to view your Remedy modules.
2.3 INCIDENT MANAGEMENT CONSOLE

To open the Incident Management Console, hover over Incident Management in the Applications list. You will be provided with three options: Incident Management Console, New Incident, and Search Incident. Click on Incident Management Console.

The Incident Management Console is used to create Incidents and Requests, monitor the progress of Incidents and Requests, and record the work that was performed while solving an Incident or Request.
2.4 INCIDENT FIELDS

A. **Incident ID**: A unique number for the Incident generated automatically by Remedy.
B. **Kinetic ID**: A unique number for the Incident generated automatically by Kinetic.
C. **Requested For**: The identification of the client who is actually having the service interruption or needs a service request. This section is required.
D. **Requested By**: The identification of the person who is calling in and reporting the problem on behalf of the client, and/or will be the contact for the Incident. This section is optional.
E. **Name**: The name of the client. Type in the last name of the client to search for possible matches and select the correct identity match.
F. **User Name**: The client’s username. Type in the client’s username to search for possible matches and select the correct identity match.

G. **Pref Name**: The client’s preferred name as specified by the client in UNCGenie. This field is not editable in Remedy.

H. **UID**: The client’s University ID number. Type in the client’s University ID to search for the correct identity match.

I. **Phone**: The client’s phone number as fed by Banner.

J. **Campus OU**: The client’s Department short name, followed by the Department Organization Code.

K. **Department**: The client’s full Department name.

L. **Campus Address**: The client’s campus address listed by room number and building.

M. **Additional Information**: An open form to add additional contact, or client, information.

N. **Incident Type**: There are four Incident Types: User Service Restoration, User Service Request, Infrastructure Restoration, and Infrastructure Event. An Incident Type must be selected in order to determine which Summaries will populate.

O. **Master Incident**: The Yes checkbox indicates if the Incident is a Master Incident for a problem.

P. **Summary**: A brief description of the service request or service interruption.

Q. **Summary Addition**: An addendum to the summary.

R. **Notes**: A full description of the service request or service interruption. The notes are used to record the initial contact with the client, and should include the problem, troubleshooting steps taken, and the location of the client.

S. **Priority**: The Priority is determined by the urgency and impact of the problem, and has four levels: Critical, High, Medium, and Low.

T. **Reported Source**: How the Incident was reported.

U. **Assigned Group**: The support group that the Incident is assigned to.

V. **Assignee**: The person who the Incident is assigned to.

W. **Status**: The current status of the Incident. There are seven statuses for Incidents: New, Assigned, In Progress, Pending, Resolved, Closed, and Cancelled.

X. **Status Reason**: If the status is set to either Pending or Resolved, then it will require a status reason.

Y. **Resolution**: The resolution field is required to be filled out if the status is set to Resolved.

Z. **Could have been resolved at Tier 1**: Check the Yes button if the Incident was escalated to a Tier 2 or Tier 3 support group when it could have been resolved at Tier 1, the Service Desk.

AA. **Location**: Select a location if the location is an ITS Lab or Non-Billable Classroom.

BB. **Service**: The Service that is affected by the interruption or request.

CC. **CI**: A Configuration Item that is an Asset being tracked in Remedy Asset Management.
2.5 REQUESTED FOR AND REQUESTED BY

To accommodate clients that call the Service Desk for themselves and for clients that have other users calling for them, we have created two sections: Requested For and Requested By.

The Requested For section is for the client who is actually having the service interruption or needs a service request. The Requested For section is required to save an Incident.

The Requested By section is for the person who is calling in and reporting the problem on behalf of the client, and/or will be the contact for the Incident. The Requested By section is optional.

![Incident ID: INCO00000502600]

2.6 INCIDENT TYPE

There are four Incident Types that can be selected in order to determine which Summaries will populate:

- **User Service Restoration**: A user is experiencing a service outage.
- **User Service Request**: A user is requesting a service, a change in service or asking for information.
- **Infrastructure Restoration**: A service is experiencing a service outage.
- **Infrastructure Event**: A service has reached a threshold and should be reviewed.
2.7 SUMMARY, SUMMARY ADDITION, AND NOTES
The Summary of an Incident will be selected from a predetermined list generated by the Incident Type. Select the Summary that best fits the Incident. You may add a Summary Addition if a brief description is required. NOTE: The Summary Addition does not replace the Notes field. The Notes field will still be used for a complete description of the Incident.

Summary: A brief description of the Incident.

Summary Addition: A brief addendum to the Summary.

Notes: A complete description of the Incident.

2.8 EMAIL VIA WORK INFO
You may now send emails through the Remedy Work Info tabs in both Incident and Task. For instructions on how to send email through a Work Info entry please visit: 5.5 Sending An Email Via Work Info in Incident and 6.6 Sending An Email Via Work Info in Task.

2.9 RESOLUTION EMAIL REQUIREMENT
All Incident resolutions require that an email is sent to the client. The Incident will not resolve if you try to skip this step. For instructions on how to send a resolution email to a client using Remedy please visit 8. Resolving An Incident.

2.10 WATCH LIST
You may add Incidents from groups in which you are a member of to your Watch List in order to monitor the progress of these Incidents. For instructions on how to use the Watch List please visit: 4.12 Adding An Incident To The Watch List, 4.13 Viewing Incidents On The Watch List, and 4.14 Removing Incidents From The Watch List.

2.11 COUNTS
The Counts section in the Incident Management Console will help you keep track of your open Incidents, unassigned Incidents in your group, and your breached Incidents. The data in Counts will reflect the queue that you have open.
2.12 FUNCTIONS
The Functions section in the Incident Management Console provides easy access to tools used most often: New Incident, Search Incident, Advanced Search, Search Task, Reminders, and Reports.

![Incident Console](image)

2.13 QUICK ACTION
The Quick Action section within an Incident provides easy access to tools used most often: Create Relationship to, Create Related Request, Print, Customer’s Incidents, View Audit Log, Reminders, Assign to Me, and Request Reassignment.
3 CREATING INCIDENTS

3.1 CREATING A NEW INCIDENT FROM THE APPLICATIONS LIST
Click on the Applications list, hover over Incident Management, and click on New Incident.

3.2 CREATING A NEW INCIDENT FROM THE INCIDENT MANAGEMENT CONSOLE
There are two options for creating a new Incident if you are already in the Incident Management Console.

   A. Click on New Incident in the Functions menu.
B. Click on the Create icon in the Tool Bar.

3.3 Creating a New Incident While Working on Another Incident

If you need to create a new Incident while working on another Incident, click on the plus sign in the upper left corner.

Once you have saved the new Incident, click on the Incident ID of the previous ticket you were working on in order to return back to it.
3.4 **REQUIRED INFORMATION FOR CREATING A NEW INCIDENT**

A. **Requested For:** The Requested For section is for the client who is having the service interruption or needs a service request. To populate the client’s information in the Requested For section you may search for the client by their last name in the Name field, their username in the User Name field, or by their University ID number in the UID field. **NOTE:** These instructions also apply to the Requested By field, which is an optional field to use if another user is calling on behalf of the client or needs to be added as an additional contact for the Incident.
B. **Incident Type**: An Incident Type must be selected in order to populate the Summary options. There are four Incident Types: User Service Restoration, User Service Request, Infrastructure Restoration, and Infrastructure Event.

C. **Summary**: Select the appropriate Summary for your Incident or Request.

D. **Priority**: The Priority of an Incident is automatically determined by the name of the Summary. This field can be manually changed if necessary.

E. **Reported Source**: Select how the client reported the issue.

F. **Assigned Group**: The Assigned Group is automatically determined by the name of the Summary. The Service Desk has permissions in Remedy to select an alternate group when creating the Incident in the special case that an Incident needs to be routed somewhere else. However, once that Incident has been assigned to a group, the Service Desk does not have the permissions to reroute it. If a ticket gets routed incorrectly, use the Request Reassign button to have it sent to the Reassign queue.

G. **Status**: When creating a new Incident, the Incident will auto-route to the Assigned Group, and have an Assigned status.

### 3.5 Searching for a Client’s Name

There are three methods for searching for a client’s name when creating a new Incident: search for the client by their last name in the Name field, enter their iSpartan ID in the Login ID field, or search by their University ID number in the UID field. The following instructions apply to both the Requested For and Requested By sections.

A. **Search by Last Name**
   a. Type in the client’s last name in the Name field and select their name.
b. If you press enter, a People Search window will pop up on your web browser. The People Search allows you to search with both first and last name options.

B. Search by iSpartan ID
   a. Type in the client’s iSpartan ID in the Login ID field.
C. Search by University ID
   a. Type in the client’s University ID number in the UID field.

3.6 SAVING AN INCIDENT
Click on the Save button on the lower left hand corner of the screen.
NOTE: There is no Close button in Incident. To exit the current Incident you have the option to:

A. Click the back arrow located next to the Home icon.
B. Click on the Home icon to return to Overview Console.
C. Click on the Incident Console link.
D. Click on the IT Home link.*
E. Click on the previous Incident number if you have multiple Incidents opened.
F. Select Incident Management Console from the Applications tab.
4 SEARCHING FOR INCIDENTS

4.1 SEARCHING FOR AN INCIDENT FROM THE APPLICATIONS LIST
Click on the Applications List, hover over Incident Management, and click on Search Incident.

4.2 SEARCHING FOR AN INCIDENT FROM THE INCIDENT MANAGEMENT CONSOLE
Open the Incident Management Console, and select Search Incident from the Functions menu.
4.3 **SEARCHING FOR AN INCIDENT BY THE INCIDENT ID**

Type in the Incident number in the Incident ID field. **NOTE:** Do not include the zeros at the beginning of the Incident number.

```
Incident ID+  |
```

Press Enter after typing in the Incident number.

The top of the screen will display the search results.

4.4 **CREATING A NEW SEARCH FROM THE SEARCH FORM**

If you need to search for another Incident after just completing a search, click on New Search in the Search Form at the top of the screen.
4.5 Searching for an Incident by the Client's Name

There are three methods for searching for a client’s name when searching for an Incident: search for the client by their last name in the Name field, enter their username in the User Name field, or search by their University ID number in the UID field. The following instructions apply to both the Requested For and Requested By sections.

A. Search by Last Name
   a. Type in the client’s last name in the Name field and select their name.

   b. If you press enter, a People Search window will pop up on your web browser. The People Search allows you to search with both first and last name options.
C. Search by Username
   a. Type in the client’s username in the User Name field.

D. Search by University ID
   a. Type in the client’s University ID number in the UID field.

4.6 SEARCHING FOR AN INCIDENT BY ASSIGNED GROUP
Click on the drop down menu on the Assigned Group field.
Select the appropriate group from the list that populates.

<table>
<thead>
<tr>
<th>Incident ID</th>
<th>Kinetic ID</th>
<th>Requested For</th>
<th>Requested By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name+</td>
<td>&lt;Search using Last Name&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>User Name+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pref Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UID+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone*+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus OU</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident Type*</td>
<td></td>
<td>Master Incident</td>
<td></td>
</tr>
<tr>
<td>Summary*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summary Addition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority*</td>
<td></td>
<td>Reported Source*</td>
<td></td>
</tr>
<tr>
<td>Assigned Group*+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignee+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status*</td>
<td></td>
<td>Status Reason</td>
<td></td>
</tr>
<tr>
<td>Resolution</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Could have been resolved at Tier 1</td>
<td>Yes</td>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Service**</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CI-</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- ITS Service Consulting
- Learning Technology
- LMS
- LMS-Sync
- Managed Print Service
- Mgmt and Budget
- MIS
- Networks
- Office365
- CT-Bryan School
- CT-DCL
- CT-Education
- CT-HHS
- CT-Music
- CT-Nursing
- CT-ORED
- CT-SHS
- CT-URE
- Problem Management
- Project Mgmt
- Purchasing - ITS
- Purchasing - TSV
- Reassign
- Research Computing
- SD Students
- Security
- Service Catalog Management
- Service Desk
- Service Mgmt Systems
- Service Operators
- Software Licensing Coordinator
- SSL Certs
- Student Computing
- Systems
- Technology Support Center
- Systems Architecture
- Systems Management
- Tech Services
Click on the Search button.

The top of the screen will display the search results.

4.7 **Clearing Out The Client’s Details From The Search**

Click on the Clear Customer Details button next to the User Name field.

4.8 **Loading A Recent Search**

Click on Search Incident from either the Applications List or the Functions menu.

Click on the Searches button in the Search Form.
Click on Load Recent from the drop down menu. Click on the recent search that you want to run.

4.9 SAVING A SEARCH
Click on Search Incident, either from the Applications List or the Incident Management Console.
Run the search that you wish to save, and then click on the Searches button.

Click on Save Search.

A Save or Redefine Search window will pop up. Type in the name for the search in the Search Name field.
Click the Ok button.

Enter a new name, or select a saved search to redefine

4.10 Running A Saved Search

Click on the Searches button within Search Incident.

Hover over Run My Searches.
Click on the desired saved search.

4.11 MANAGING SAVED SEARCHES
Click on the Searches button within Search Incident.

Click on Manage My Searches.
The Manage Search window will pop up. Select the saved search that you wish to manage. You may choose to either disable or delete the saved search.

Click on the Save button.
If you have disabled a saved search that you wish to use again, you can return to Manage My Searches to enable the saved search.

Click on the Save button.
4.12 Adding an Incident to the Watch List.
Within the Incident Management Console, click on the Incident that you wish to add to the Watch List. Click on the Add to Watch List button. NOTE: You may only add Incidents from groups you are a member of to your Watch List.

4.13 Viewing Incidents on the Watch List
Within the Incident Management Console, click on the drop down menu for the Show field.

Click on Watch List.
Your Watch List will display.

4.14 REMOVING INCIDENTS FROM THE WATCH LIST

View your Watch List. Select the Incident that you wish to remove, and click on the Remove From Watch List button.

The Incident will disappear from your Watch List.
5  UPDATING INCIDENTS

5.1  ADDING WORK INFO
The Work Info tab is visible in an open Incident on the right hand side of the screen.

![Work Info Tab]

**Add Work Info**

- **Work Info Type**
- **Notes:**

**Attachment:**
- Attachment: `<File Name>`
- Attachment #2: `<File Name>`
- Attachment #3: `<File Name>`

**Buttons:**
- Send "Requested For" Email
- Send "Requested By" Email
Select a Work Info Type from the drop down menu. There are three Work Info Types: Customer Communication, Status Update, and Working Log. The Work Info Type is a required field to save a Work Info entry.

**Add Work Info**

**Work Info Type**
- Status Update
- Customer Communication
- Working Log

**Notes:**
- Status Update
- Working Log

**Attachment:**
- (clear)

**Attachment #2**:
- <File Name>

**Attachment #3**:
- <File Name>

Click in the Notes field to type the Work Info entry.
Click on the Save Incident button to save the Work Info entry.

The Work Info entry will be listed in the Work Info tab.

5.2 Viewing Work Info
The Work Info tab is visible in an open Incident on the right hand side of the screen.
Click on the Work Info entry that you wish to view.

<table>
<thead>
<tr>
<th>Type</th>
<th>Notes</th>
<th>Files</th>
<th>Submit Date</th>
<th>Submitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Update</td>
<td>Group Change Requested from Group:</td>
<td></td>
<td>3/5/2015 2:09:34 PM jegamble</td>
<td></td>
</tr>
</tbody>
</table>
The Work Info entry will appear in the area below the list of Work Info entries.
5.3 **ADDING AN ATTACHMENT**

Select a Work Info Type from the drop down menu.

![Add Work Info](image)

Click in the Notes field to type the Work Info entry.

![Add Work Info](image)

Send "Requested For" Email  Send "Requested By" Email
Click on the folder icon to browse for the file you wish to attach.

Click on the Browse button to search for your file.
Select the file you wish to upload and click on the Open button.

Click on Ok to add the attachment.
Click on the Save Incident button to save the Work Info entry.

The Work Info entry will be listed in the Work Info tab and the number of attached files will be listed under the Files column.
5.4 **VIEWING AN ATTACHMENT**

Double click on the Work Info entry that has an attachment you wish to view.

<table>
<thead>
<tr>
<th>Work Info</th>
<th>Categorization</th>
<th>Tasks</th>
<th>Relationships</th>
<th>Date/System</th>
<th>SLM</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Notes</th>
<th>Files</th>
<th>Submit Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Update</td>
<td>Test: Adding an attachment.</td>
<td>1</td>
<td>4/28/2015 4:44:12 PM</td>
</tr>
<tr>
<td>Working Log</td>
<td>Test: Adding Work Info log.</td>
<td>0</td>
<td>4/28/2015 4:26:50 PM</td>
</tr>
<tr>
<td>Customer Communication</td>
<td>jkk</td>
<td>0</td>
<td>4/16/2015 5:05:50 PM</td>
</tr>
<tr>
<td>Status Update</td>
<td>Assignee self/changed to Sleisha L Pinado</td>
<td>4/16/2015 4:50:54 PM</td>
<td></td>
</tr>
<tr>
<td>Status Update</td>
<td>Assignee self/changed to Jonathan R Dixon</td>
<td>4/16/2015 4:42:03 PM</td>
<td></td>
</tr>
</tbody>
</table>

Click on the eye glasses icon to view the attachment.

**Edit Work Info**

- **Notes:** Test: Adding an attachment.
- **Attachment:** Test_Work_Info_Attachment.PNG
- **Attachment #2**
- **Attachment #3**
- **Work Info Type:** Status Update

You may choose to open the file or save the file. Click on Ok to continue.
5.5 Sending an Email Via Work Info in Incident

To send an email to the client via Work Info, select either Send “Requested For” Email or Send “Requested By” Email.

---

**Add Work Info**

- **Work Info Type**: [Dropdown]
- **Notes**: 

**Attachment**:
- Attachment: [File Name]
- Attachment #2: [File Name]
- Attachment #3: [File Name]

**Send** “Requested For” Email  **Send** “Requested By” Email
A new web browser window will pop up with the email template form.
As a reminder, the Requested For is the client who is actually having the service interruption or needs a service request. The Requested By is the person who is calling in and reporting the problem on behalf of the client, and/or will be the contact for the Incident.

<table>
<thead>
<tr>
<th>Incident ID</th>
<th>Kinetic ID</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name+</th>
<th>Requested For</th>
<th>Requested By</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name+</td>
<td>&lt;Search using Last Name&gt;</td>
<td>&lt;Search using Last Name&gt;</td>
</tr>
<tr>
<td>Pref Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UID+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone++</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus CU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Information</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In this example, SLWOOD will be the client whom the Incident was Requested For, and JEGAMBLE will be the contact who requested the Incident (Requested By).

Select either Send “Requested For” Email or Send “Requested By” Email. The email template will automatically CC the other option (Requested For or Requested By). You have the option to delete the entry in the CC field if desired. The BCC field will automatically add you, the sender.

<table>
<thead>
<tr>
<th>Message</th>
<th>Attachments</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>To</th>
<th>Requested For</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:slwood@uncg.edu">slwood@uncg.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CC</th>
<th>Requested By</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jegamble@uncg.edu">jegamble@uncg.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BCC</th>
<th>Sender</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:sipintad@uncg.edu">sipintad@uncg.edu</a></td>
<td></td>
</tr>
</tbody>
</table>
You may edit the Subject field if necessary.

Type into the body of the email the message you wish to send.

Hello,
I would like to schedule an appointment to service your computer. Please reply to this email with your availability.
Thank you,
Steisha Pintado
Technology Support Analyst
UNCG ITS

Click on the Attachments tab if you need to add an attachment to the email.
Click on Add Attachment.

![Image of the Attachments section with 'Add Attachment' button highlighted]
An Attachment Information window will pop up for you to add the attachment. Type a brief description of the attachment in the Attachment Name field. Click on the Add button.

An Add Attachment window will pop up. Click Browse to search for your file.
Select the file you wish to upload and click on the Open button.

Click the Ok button in the Add Attachment window.
Click the Save button.

附件信息

类型*：Email
附件名称*：Test: Adding an attachment

文件名 | 大小 | 附加标签
---|---|---
Test_Work_Info_Attachment.PN | 1 KB | 附加

Add | Save | Cancel

点击消息信息窗口中的刷新表按钮。

消息信息

消息 | 附件
---|---

附件ID | 附件名称 | 类型
---|---|---

添加附件 | 修改附件 | 删除附件 | 刷新表

Add Existing

发送 | 取消

附件将被列在邮件模板的附件标签下。
Click on the Send button to send your email message.

Send  Cancel

Your email message will be recorded in the Work Info tab of the Incident.
5.6 Changing the Status of an Incident

Click on the drop down menu next to the Status field.

Select a Status from the drop down menu.

<table>
<thead>
<tr>
<th>Incident Statuses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status</strong></td>
</tr>
<tr>
<td>New</td>
</tr>
<tr>
<td>Assigned</td>
</tr>
<tr>
<td>In Progress</td>
</tr>
<tr>
<td>Pending</td>
</tr>
<tr>
<td>Resolved</td>
</tr>
<tr>
<td>Closed</td>
</tr>
<tr>
<td>Cancelled</td>
</tr>
</tbody>
</table>
If you change the Status or Priority of an Incident, a pop up window will prompt you to provide a reason for the status change. Type in your status change reason in the Notes field and click Save.

![Image of status change pop up window]

This status change reason will be automatically entered into the Work Info log.

![Image of Work Info log]

### 5.7 Changing The Status Of An Incident To Pending

Click on the drop down menu next to the Status field, and select Pending from the drop down menu.
Select a Status Reason from the drop down menu: Task, Change, Business Approval, Client Action Required, Supplier Delivery, Third Party Vendor Action, Local Site Action Required, or Purchase Order Approval.

<table>
<thead>
<tr>
<th>Status Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task</td>
<td>A task must be completed before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Change</td>
<td>A change must take effect before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Business Approval</td>
<td>A business approval must take effect before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Client Action Required</td>
<td>Action is required by the client before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Supplier Delivery</td>
<td>A delivery from a supplier must be received before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Third Party Vendor Action</td>
<td>A third party vendor must complete a task before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
<tr>
<td>Local Site Action Required</td>
<td>Action is required by the Incident owner, or another member of ITS, before further work on the Incident can proceed or before it can be resolved.</td>
</tr>
<tr>
<td>Purchase Order Approval</td>
<td>A purchase order must be approved before further work on the Incident can proceed, or before it can be resolved.</td>
</tr>
</tbody>
</table>
Once you click Save to change the Incident’s status to Pending, a pop up window will prompt you to provide a reason for the status change. Type in your status change reason in the Notes field, select your Next Action Date, and click Save.

5.8 ASSIGNING AN INCIDENT TO YOURSELF
To quickly assign an Incident to yourself, click on the Assign to Me button in the Quick Action menu on the left hand side of the screen.
A window will pop up with the Support Groups that you are listed as a member. Select the appropriate Support Group. Click Ok.

Click on the Save button to save the change.

A Prompt Information message at the top of the screen will indicate that the previous Incident owner will be notified of the change.
5.9 REQUESTING REASSIGNMENT
Click on the Request Reassignment button in the Quick Action menu.

Click on the drop down menu next to the Requested Assigned Group field.
Select the group that the Incident should be reassigned to.

Type in the reason why the Incident needs to be reassigned in the Reason field.

Click on the Request Group Reassignment button.
The Work Info log will update with a Status Update showing the Requested Reassignment.

The Incident will be reassigned to the Reassign queue for approval.

6 TASKS

6.1 CREATING A TASK
Click on the Tasks tab in the Incident.
Click on the Create button to create a new Task.

The Task window will open to create the new Task.
Type in a short description of the Task in the Summary field.

Type in a full description of the Task in the Notes field.

Click on the drop down menu to select the Assignee Group.
Select the appropriate group from the list that populates.

Click on Save to save the Task.

The Task window will close, and you will see the new Task in the Tasks tab.
6.2 **ADDING WORK INFO**

The Work Info tab is visible in an open Task on the upper right hand side of the screen.

In the Add Work Info section, click on the drop down menu to select the Work Info Type. There are three Work Info Types: Customer Communication, Status Update, and Work Log. The Work Info Type is a required field to save a Work Info entry.
Type in a full description of the Work Info in the Notes field.

Click on the Save button in the bottom left corner of the Task to save the Work Info entry.

The Work Info will be listed in the Work Info tab.

6.3 Viewing Work Info
The Work Info tab is visible in an open Task on the upper right hand side of the screen.
Double click on the Work Info entry that you wish to view.

Alternatively you may also click on the View button to open the Work Info entry.

A Work Info window will pop up with the Work Info entry.
Click on the Close button when you are done reviewing the Work Info entry.

6.4 ADDING AN ATTACHMENT
Click on the Add Attachment button to upload an attachment with the Work Info entry.

The Add Attachment window will pop up. Click on Browse to select the file you wish to upload.
Select the file you wish to upload and click on the Open button.

Click on Ok to add the attachment.

Click on the Save button in the bottom left corner of the Task to save the Work Info entry.
The Work Info will be listed in the Work Info tab and the number of attached files will be listed under the Files column.

### 6.5 Viewing An Attachment

Double click on the Work Info entry that has an attachment you wish to view. Alternatively you may also click on the View button.
Select the file you wish to open in the Work Info, and click on the Display button.

You may choose to open or save the file. Click on Ok to continue.
6.6 SENDING AN EMAIL VIA WORK INFO IN TASK

To send an email to the client via Work Info, you may select either the Send “Requested By” Email or Send “Requested For” Email.

You may also use the mail buttons beside the Parent Assignee name or Login IDs of either the Requested For or Requested By. The Parent Assignee is the person who owns the Incident.
A new web browser tab will open with the email template form.

This email template will not automatically CC any other recipients. You will have to manually type in additional email addresses in the field. The email template will automatically BCC you, the sender.
You may edit the Subject field if necessary.

Type into the body of the email the message you wish to send.

Hello,
In order to fix your mapped network drives issue, I will need to perform a department change on your accounts. I have attached the Department Change Request form to this email. Please fill it out, sign it, and send it back to me so I can complete the task required to fix your service interruption.

Thank you,
Steisha Pintado
Technology Support Analyst
UNCG ITS

Click on the Attachments tab if you need to add an attachment to the email.
Click on Add Attachment.
An Attachment Information window will pop up for you to add the attachment. Type a brief description of the attachment in the Attachment Name field. Click on the Add button.

An Add Attachment window will pop up. Click on Browse to search your file.
Select the file you wish to upload and click on the Open button.

Click the Ok button in the Add Attachment window.
Click the Save button to add the attachment.

The attachment will be listed under the Attachments tab of the email template.
Click on the Send button to send your email message.

Your email message will be recorded in the Work Info tab of the Task.
6.7 Searching for a Task by Task ID

To Search for a Task, open the Incident Management Console. Click on the Search Task link in the Functions section.
A web browser tab will open with the Task Search fields. Type in the Task ID number and click Search.

The top of the screen will display the search results.
6.8 Changing the Status of a Task

Click on the drop down menu next to the Status field. Select a Status.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staged</td>
<td>These are automated tasks created by Kinetic or Remedy Workflow. Do not manually update tasks with a Staged status.</td>
</tr>
<tr>
<td>Assigned</td>
<td>Once the task is assigned to an individual in a group, the Task Assignee, then the task will automatically change to the Assigned status.</td>
</tr>
<tr>
<td>Pending</td>
<td>Once the task is assigned to a group, but has not been assigned to an individual, it will automatically go into the Pending status. Once the task has been assigned to an individual, it will then go into the Assigned status. This status can also be set manually by the Task Assignee, and can be used for tasks that are waiting for the following status reasons: Assigned, Error, Parts, or More Info.</td>
</tr>
<tr>
<td>Work in Progress</td>
<td>Once the task is assigned to an individual and a Work Info entry has been logged, then the task’s status will automatically change to Work in Progress.</td>
</tr>
<tr>
<td>Waiting</td>
<td>This status is not in use. Do not select this status.</td>
</tr>
<tr>
<td>Closed</td>
<td>This status is manually set by the Task Assignee, and is for tasks that have been resolved for the following status reasons: Success, Failed, or Canceled.</td>
</tr>
<tr>
<td>Bypassed</td>
<td>This status is not in use. Do not select this status.</td>
</tr>
</tbody>
</table>
6.9 CLOSING A TASK

Click on the drop down menu next to the Status field. Select the Closed status from the drop down menu.

The Status Reason field will auto populate to Success.

Click on the Save button on the bottom left corner of the screen to save the changes.
7 RELATIONSHIPS

7.1 RELATING AN INCIDENT TO ANOTHER INCIDENT
Click on the Relationships tab in the Incident.

Click on the drop down menu in the Search field.
Select Incident from the drop down menu.

Click on the magnifying glass icon to search.

Type in the Incident number into the Incident ID field.

Click on Search.
Your search results will appear in the box below the Search Criteria.

Click on the Relate button to relate the two Incidents.

A pop up window will indicate if the new relationship was a success. Click on Ok to continue.

The related Incident will now be listed in the Relationships tab of the Incident.
7.2 RELATING AN ASSET TO A TASK
Click on the Relationships tab in the Task.

Click on the Search button next to the Configuration Item Request Type field.
Type in any of the following information to search for the asset: CI ID, CI Name, or Serial Number. Click on the Search button.

Your search results will appear in the box below the Search Criteria.

Click on the Relate button to relate the Asset to the Incident.
A pop up window will indicate if the new relationship was a success. Click on Ok to continue.

Click on the Close button to close the Relationship Attributes window.

The related Asset will now be listed in the Relationships tab of the Task.
7.3 RELATING AN INCIDENT TO AN ASSET

Click on the drop down menu in the Search field of the Incident’s Relationships tab.

Select Configuration Item from the drop down menu and click on the magnifying glass icon to begin the search.
Type in any of the following information to search for the asset: CI ID, CI Name, or Serial Number. Click on the Search button.

Your search results will appear in the box below the Search Criteria.

Click on the Relate button to relate the Asset to the Incident.
A pop up window will indicate if the new relationship was a success. Click on Ok to continue.

The related Asset will now be listed in the Relationships tab of the Incident.
7.4 RELATING AN ASSET TO A PERSON

Go to the Asset Manager Console from the Applications List.

The Asset Management Console will open, displaying Configuration Items (CIs). Click on the Advanced Filter.
Click on the drop down menu for the Display CIs where field. Select the option that you wish to search by.

Click on the next drop down menu and select “contains.”

In the next field, type in the appropriate information for your search. Click on the magnifying glass icon to begin the search.

Your search results will appear in the Configuration Items (CIs) window. Double click on the CI to open it.
The Configuration Item will open. Click on the People tab.

Click on the Add button.
The CI Person Type window will pop up. Select for Yes for Primary Contact if that is applicable. Click on the Ok button.

The People Search window will pop up. You can search by name, UID, or Spartan ID. Click on the Search button.
The People Record should appear below the Search Criteria. Click on the Select button.

The Asset Person Role window will pop up. Click on the drop down menu for the Role field.

Select the appropriate Role.
Click on the Ok button.

The People tab will update showing the People Record relationship to the Asset.

To remove the People Record, select it and click on the Remove button.
A Message Box will pop up to verify that you wish to delete the record. Click on the Yes button.

The People Record will now be removed from the Asset.

7.5 CREATING A MASTER INCIDENT

Master Incidents are used to track the quantity of a problem. Master Incidents are typically created at the Service Desk and assigned to the Problem Management queue. If the Service Desk is receiving a large number of calls related to one specific issue, then a Master Incident may be created to help track how many clients are affected by the problem. Once the Master Incident has been created, all Incidents related to this problem should be related in Remedy to the Master Incident. The Master Incident will display all related Incidents in the Relationships tab. Once the problem has been fixed, the clients of the related Incidents should be notified that the problem has been resolved.

In the Incident that you wish to make a Master, click on the box in the Master Incident field to check Yes.

Click on the Save button on the bottom left of the screen to save the changes.
NOTE: Follow the instructions in 7.1 Relating An Incident To Another Incident to relate an Incident to a Master Incident.

NOTE: Follow the instructions in 7.6 Viewing Relationships in Incident to view all Incidents related to a Master Incident.

### 7.6 Viewing Relationships in Incident

Click on the Relationships tab in the Incident to view all related Incidents and Assets.

![Relationships Tab in Incident](image)

### 7.7 Viewing Relationships in Task

Click on the Relationships tab in the Task to view all related Assets.

![Relationships Tab in Task](image)

### 8 Resolving An Incident

Click on the drop down menu next to the Status field.

![Status Tab](image)
Select the Resolved status from the drop down menu.

Select a Status Reason from the drop down menu: Customer Fixed Problem, Work Around Provided, Future Enhancement Request, No Further Action Required, Incident Escalated to Problem Management, Request Denied, or No Customer Response. You are required to manually select a Status Reason when resolving an Incident.

<table>
<thead>
<tr>
<th>Incident: Resolved Status Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status Reason</strong></td>
</tr>
<tr>
<td>Customer Fixed Problem</td>
</tr>
<tr>
<td>Work Around Provided</td>
</tr>
<tr>
<td>Future Enhancement Request</td>
</tr>
<tr>
<td>No Further Action Required</td>
</tr>
<tr>
<td>Incident Escalated to Problem Management</td>
</tr>
<tr>
<td>Request Denied</td>
</tr>
<tr>
<td>No Customer Response</td>
</tr>
</tbody>
</table>
Click on the Save button on the bottom left of the screen to save the changes.

A new browser tab will open an email template. All Incident resolutions require an email to the client. The Incident will not resolve if you try to skip this step.

The email template will automatically send to the Requested For client and it will CC the Requested By client. You have the option to delete the Requested By entry in the CC field if desired, or add other email addresses to the CC field. The BCC field will automatically include you, the sender.
As a reminder, the Requested For is the client who is actually having the service interruption or needs a service request. The Requested By is the person who is calling in and reporting the problem on behalf of the client, and/or will be the contact for the Incident.

You may edit the Subject field if necessary.

Type into the body of the email the message you wish to send.

Hello,

I have completed the repairs to your computer. I installed an additional 4 GB of RAM and reimaged your computer with the 64-bit version of Windows 7. These service repairs should help improve your computer’s performance. Please reply to this email if you have any questions.

Thank you,

Steisha Pintado
Technology Support Analyst
UNCG ITS
Click on the Attachments tab if you need to add an attachment to the email.

Click on Add Attachment.
An Attachment Information window will pop up for you to add the attachment. Type a brief description of the attachment in the Attachment Name field. Click on the Add button.

An Add Attachment window will pop up. Click Browse to search for your file.
Select the file you wish to upload and click on the Open button.

Click the Ok button in the Add Attachment window.
Click the Save button to add the attachment.

Click the Refresh Table button in Message Information window.

The attachment will be listed under the Attachments tab of the email template.
Click on the Send button to send your email message.

Your email message will be recorded in the Work Info tab of the Incident.
9  SERVICE LEVEL MANAGEMENT

9.1  SERVICE LEVEL STANDARDS
All tickets are subject to the service level targets which are defined based on the priority of the ticket. The three standards are:

<table>
<thead>
<tr>
<th>Service Level Target</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Acceptance Standards</td>
<td>Allowed time lapse before a ticket should be assigned to an individual and work begin</td>
</tr>
<tr>
<td>Client Contact Standards</td>
<td>How frequently a client should be contacted &amp; a client contact entry should be made</td>
</tr>
<tr>
<td>Case Update Frequency Standards</td>
<td>How frequently a ticket should have a status update – a meaningful work log entry – to determine the status the case</td>
</tr>
</tbody>
</table>

Details of determining whether or not the processing of a ticket is in compliance with these standards and what monitoring steps are taken in association with these standards are also included. Compliance to these standards is expected on all ITS incidents and service requests.

9.1.1  Case Acceptance Standards
Tickets that are not resolved at first client contact will be assigned to a group. The Case Acceptance Standard refers to the allowed time lapse before a ticket should be assigned to an individual and work begin. Any case with functional escalation from the Service Desk or transferred to a different group via the reassign process is subject to the Case Acceptance Standards. All tasks are subject to the Case Acceptance Standards. Elapsed time is business hours; i.e. the clock is only ticking M-F 8am – 5pm.

To meet the Case Acceptance Standards the case must be assigned to an individual. Failure to meet standards results in notification sent to Group Manager at listed frequency.

The elapsed time permitted depends on the Priority level of the Case as shown below:

<table>
<thead>
<tr>
<th>Case Acceptance Standards</th>
<th>Acceptance Standard in Elapsed Business Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority</td>
<td></td>
</tr>
<tr>
<td>1 - Critical</td>
<td>• 15 minutes</td>
</tr>
<tr>
<td></td>
<td>• Failure notification frequency: 15 minutes</td>
</tr>
<tr>
<td>2 - High</td>
<td>• 30 minutes</td>
</tr>
<tr>
<td></td>
<td>• Failure notification frequency: 30 minutes</td>
</tr>
<tr>
<td>3 - Medium</td>
<td>• 4 business hours</td>
</tr>
<tr>
<td></td>
<td>• Failure notification frequency: 1 business hour</td>
</tr>
<tr>
<td>4 - Low</td>
<td>• 9 business hours</td>
</tr>
<tr>
<td></td>
<td>• Failure notification frequency: 1 business hour</td>
</tr>
</tbody>
</table>
9.1.2 Client Contact Standards
Tickets that are not resolved at first client contact require frequent contact with the client to keep them apprised of the progress on their request. These standard refer to the allowed time lapse between each contact with a client. Elapsed time is business hours; ie the clock is only ticking M-F 8am – 5pm.

To meet the Client Contact Standards the client must be contacted via approved mechanisms and that contact recorded in the Work Info. Failure to meet standards results in notification sent to Group Manager at listed frequency.

Acceptable forms of contact are based on priority.

The elapsed time permitted depends on the priority level of the case as shown below.

<table>
<thead>
<tr>
<th>Client Contact Standards</th>
<th>Standard in Elapsed Business Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority</td>
<td></td>
</tr>
<tr>
<td>1 - Critical</td>
<td>• Initial contact: within 15 minutes&lt;br&gt;• Ongoing: every 2 hours&lt;br&gt;• Failure notification frequency: every 30 minutes</td>
</tr>
<tr>
<td>2 - High</td>
<td>• Initial contact: within 30 minutes&lt;br&gt;• Ongoing: every 4 hours&lt;br&gt;• Failure notification frequency: every hour</td>
</tr>
<tr>
<td>3 - Medium</td>
<td>• Initial contact: within 4 hours&lt;br&gt;• Ongoing: every 2 business days&lt;br&gt;• Failure notification frequency: once a business day</td>
</tr>
<tr>
<td>4 - Low</td>
<td>• Initial contact: within 8 hours&lt;br&gt;• Ongoing: every 3 business days&lt;br&gt;• Failure notification frequency: once a business day</td>
</tr>
</tbody>
</table>

Notes:
Exemption: A Case may be exempted from the Client Contact Standards if the date of next expected action on the Case is documented within the ticket (using the field “Next Activity”, which requires a Client Contact entry to be made)

9.1.3 Case Update Frequency Standards
Tickets that are not resolved at first client contact require frequent updates so that the status and progress is noted. These standard refer to the allowed time lapse between each update to the case. Elapsed time is business hours; ie the clock is only ticking M-F 8am – 5pm.

To meet the case update standards an entry must be made in the work info. This entry can be made by either the assignee or any member of the group. The required frequency depends on the priority level of the case as shown below:

<table>
<thead>
<tr>
<th>Case Update Frequency Standards</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority</td>
<td></td>
</tr>
<tr>
<td>1 - Critical</td>
<td>• Update frequency: every 60 minutes&lt;br&gt;• Failure notification frequency: every 60 minutes</td>
</tr>
</tbody>
</table>
9.2 SERVICE TARGETS

Service Targets are used to measure how long it takes to complete a process. For example: the Client Contact Standard for a Priority 4 – Low Incident requires that the client be contacted every 3 business days after the initial contact. These service targets apply to both Incident and Task.

9.2.1 Service Targets in Incident

Select the SLM tab in the Incident to view the Service Targets.

To continue with the Client Contact Standard example, you will notice that the Contact Service Target was missed.

The Hours column displays how many hours you have to complete that target. You should note that the Hours column has 9 hours in a day to allow for the expected lunch/dinner break an employee will take.
<table>
<thead>
<tr>
<th>SVT Title</th>
<th>Hours</th>
<th>Min Due Date/Time</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptance Low - UNCG</td>
<td>9.00</td>
<td>0.00</td>
<td>9/9/2015 10:11:30 PM</td>
</tr>
<tr>
<td>Contact Low - UNCG</td>
<td>27.00</td>
<td>0.00</td>
<td>4/10/2015 10:44:32 PM</td>
</tr>
<tr>
<td>Update Low - UNCG</td>
<td>27.00</td>
<td>0.00</td>
<td>4/16/2015 3:22:13 PM</td>
</tr>
</tbody>
</table>
The Due Date/Time column displays when the target is due.

9.2.2 Service Targets in Task
Select the SLM tab in the Task to view the Service Targets.

9.3 SLM HISTORY
The SLM History table displays all SLM entries for the Incident. Use the scroll bars to view all of the columns and rows in the table.
Click on specific entries that you wish to create a report on (use the Control keyboard shortcut to select multiple entries).

You may also use the Select All button, or the DeSelect All button.
Click on Report to generate the report on the Incident’s SLM entries.

A new window with the Report Console will pop up. Select the plus sign icon in the top right corner.

The New Report window will pop up. Give the new report a name. Select Ok.
A new window will pop up for the new report you created that will give you the option to edit/add sorting fields. Select Preview to view your report.

A new window will pop up with your report.
The icons on the top left of the report give you the options to Toggle Table of Contents, Export Report, and Print Report.

Click the X to close the report.

Select Save to save the report.

Once you save the report, you will be able to select the report again in the Report Console.
9.4 SLM BREACHES

9.4.1 SLM Breaches in Incident
The SLM Breaches in Incident are located below the SLM History. This section will show how many times each status has been breached, and will show its current status.
9.4.2 SLM Breaches in Task
The SLM Breaches in Incident are located below the Service Targets. This section will show how many times each status has been breached, and will show its current status.

<table>
<thead>
<tr>
<th>SVT Title</th>
<th>Hours</th>
<th>Min Due Date/Time</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task Update, 4-Low</td>
<td>27.00</td>
<td>0.00</td>
<td>4/17/2015 8:01:21 PM Detached</td>
</tr>
</tbody>
</table>

9.5 SLM Status
On the left hand side of the Incident, the SLM Status icon will display the Incident’s current status.

Click on Details to view the Related Service Targets.
The Service Targets section will display the entries for the Service Targets in the Incident and will display in a when the target’s due date is, or how long the target has been past due.

The Milestones are located below the Service Targets. The Milestones display the percentage of the service target goal in which the entry was completed.
10 Queue Management

10.1 Managing Your Personal Queue
Open the Incident Management Console. Click on the drop down menu for the Show field.

Select Assigned To Me.

The Incidents assigned to you will display.
10.2 MANAGING YOUR SELECTED GROUPS’ QUEUES

Click on the drop down menu for the Show field.

Select Assigned To My Selected Groups from the drop down menu.

Click on the drop down menu in the Filter By field to filter the results in your queue.
A pop up window will display the groups that you are a member of. Check which groups’ queues you would like displayed under the View Group column. Click on the Ok button.

Your selected groups’ Incidents will display.

Click on the drop down menu in the Filter By field to filter the results in your selected groups’ queue.
10.3 MANAGING ALL OF YOUR GROUPS’ QUEUES

Click on the drop down menu for the Show field.

Select Assigned To All My Groups from the drop down menu.

All of your groups’ Incidents will display.
Click on the drop down menu in the Filter By field to filter the results in your groups’ queue.