

## ITWorks Service Desk Work Instruction

### Log ICT Incidents and Service requests

#### Purpose

The purpose of this document is to guide Service Desk staff on the correct procedure for logging, prioritising and escalating ICT Incidents and Service Requests for ITWorks.

#### Determine support call type – Incident or Service Request?

Analyse the information given to you by the user and look for key words in their communication to help determine whether they are experiencing an incident or are wanting something from the ICT Services department.

If you are unsure seek assistance from another team member or supervisor.

Once you have determined the type of the support call you can proceed to the next tasks of logging the Incident or Service Request.

#### Stages of incident resolution





## Adding, resolving and closing Incidents

*The data shown entered is for example purposes only.*

### Add a new Incident

To Add a new Incident:

1. Click on Incident Management in the navigation bar.
2. Click on the New Incident link to open a new incident ticket.

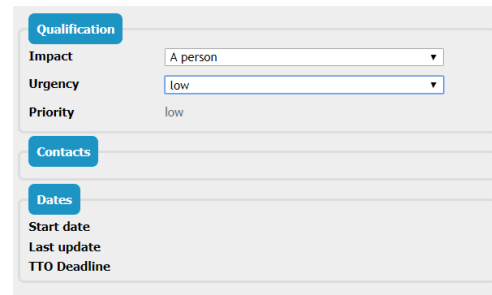


3. In the General Information section of the form complete the following fields from the support call.
  - a) Caller – verify the caller is an employee of ITWorks. If the caller is not found in the ITWorks service management system alert your supervisor.
  - b) Origin – is the service call being received via phone or email
  - c) Title – enter an appropriate title for the call which gives an idea of the nature of the call
  - d) Description – enter as detail as possible that you have received about the call at that point in time
  - e) Service – choose a service which matches the call details
  - f) Service subcategory – choose a service subcategory that matches the service and nature of the call

4. In the Qualification section of the form complete the following fields for the support call.

- Impact
- Urgency

[Refer to the Appendix 1 – Priority Response and Escalation Procedure to determine the correct priority.](#)



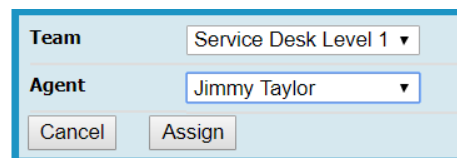
The Qualification section of the form includes the following fields:

- Impact:** A person (dropdown menu)
- Urgency:** low (dropdown menu)
- Priority:** low (text field)
- Contacts:** (empty text field)
- Dates:**
  - Start date
  - Last update
  - TTO Deadline

5. Click the Assign button in the top right-hand corner of the form and choose the appropriate support agent to assign the incident to and click the Assign button again.



A row of three buttons: Cancel, Create, and Assign.



The Team and Agent selection form includes the following fields:

- Team:** Service Desk Level 1 (dropdown menu)
- Agent:** Jimmy Taylor (dropdown menu)
- Buttons:** Cancel and Assign

## Accessing Knowledge Base for problems, possible causes and solutions

Prior to resolving an incident, you need to access the knowledge base to guide you on the cause of the problem, possible causes and solutions.

1. Click on Configuration Management in the navigation bar.
2. Click on the Documents link to access the Knowledge Base.



3. Select the knowledge base document that relates to the incident you are resolving.

### All documents

Total: 3 objects.

Document	Organization	Status	Document type	Description
<a href="#">KB_Internet_Problems</a>	ITWorks	Published	Knowledge Base	Common internet problems and solutions
<a href="#">KB_Maintenance_Requests</a>	ITWorks	Published	Knowledge Base	Procedure for completing Maintenance Requests
<a href="#">KB_Printer_MFD_Problems</a>	ITWorks	Published	Knowledge Base	Common problems with printers and multi-function devices

## Resolve and close Incidents

To resolve an Incident:

1. Click on Incident Management in the navigation bar.
2. Click on the Incidents assigned to me link to show the list of incidents assigned to you.

### Incidents assigned to me (as Agent)

Total: 1 objects.

Incident	Title	Organization	Caller
I-000005	Printing problem	IT Works	Carl Fletcher

### Incident Management

- Overview
- New incident
- Search for incidents
- Shortcuts
- Incidents assigned to me
- Escalated incidents
- All open incidents

3. Click on the Incident number link in the Incident column to open the incident.

In the top right hand corner of the window click the Modify button

The ticket is now opened for you to add comments in the private and public logs. Use the Private Log for actions taken during the call for service agents only and the Public Log for actions and comments between the service agent and the client.













Private log



Stepped Carl through the process of resetting the printer.  
After the printer was reset the print jobs in the queue were processed.

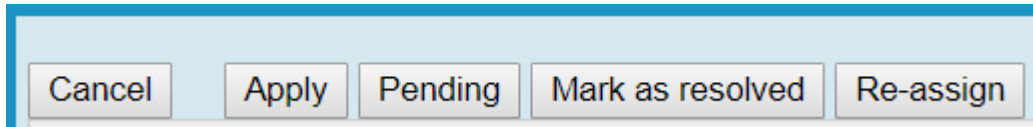
Public log



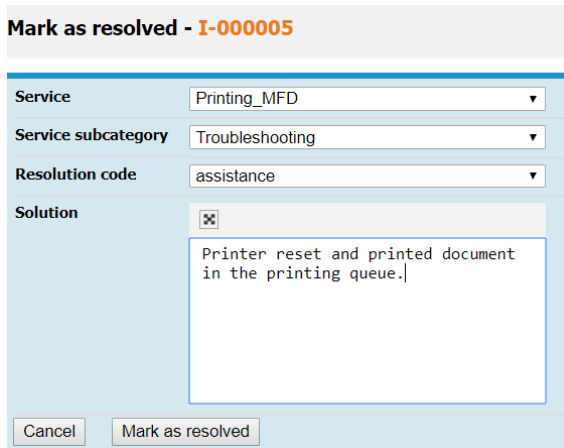
Advised Carl to reset the printer and he has reported that his document is now printing. Carl is happy to close the incident.

4. The incident can now be marked as resolved or re-assigned for escalation to another support agent or third party (e.g. hardware or software vendor).

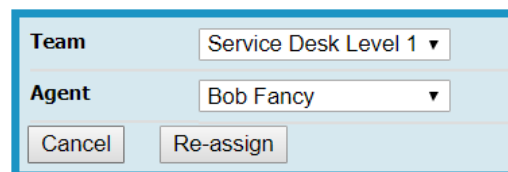
If the incident is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



Complete the Solution field with the actions taken to resolve the incident and then click the Mark as resolved button



If the incident needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.



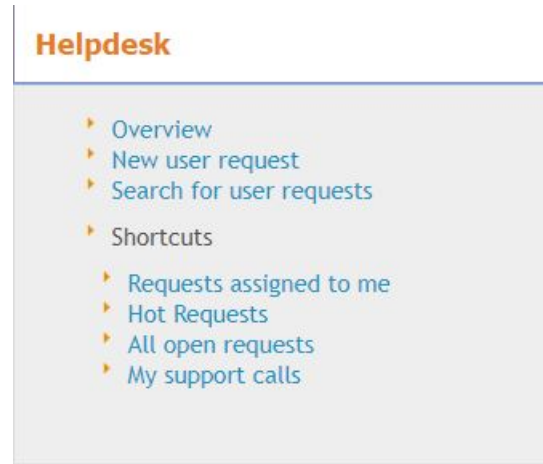
## Adding, fulfilling, and closing Service Requests

The data shown entered is for example purposes only.

### Add a new Service Request

To Add a new Service Request:

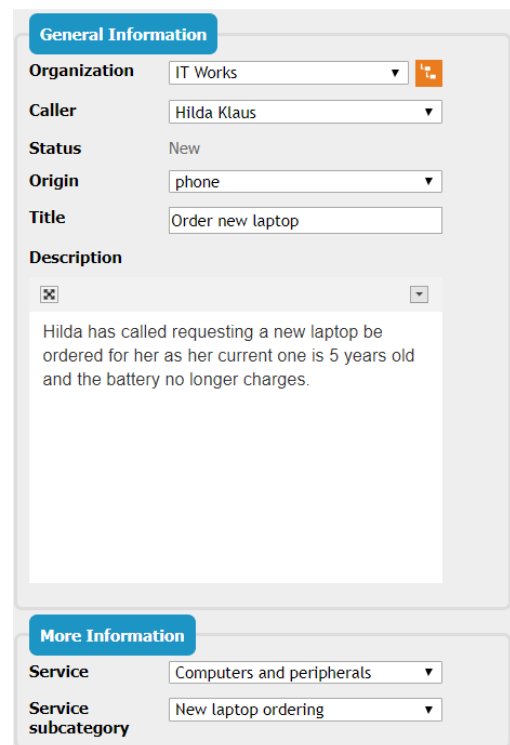
1. Click on Helpdesk in the navigation bar.
2. Click on the New user request link to open a new user request ticket.



3. In the General Information section of the form complete the following fields from the support call.

**Note: for website requests please refer to [Appendix 2 – Website Hosting](#) for Information about services, costs, additional procedures and key contacts.**

- Caller
- Origin
- Title
- Description
- Service
- Service subcategory



The screenshot shows a 'General Information' section of a service request form. The fields are as follows:

- Organization:** IT Works
- Caller:** Hilda Klaus
- Status:** New
- Origin:** phone
- Title:** Order new laptop
- Description:** Hilda has called requesting a new laptop be ordered for her as her current one is 5 years old and the battery no longer charges.

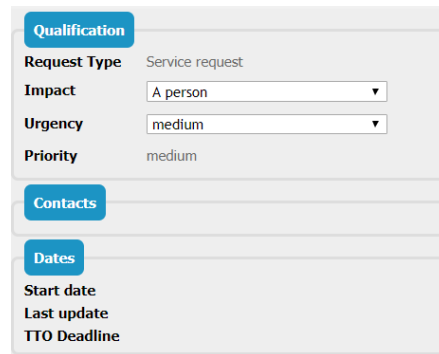
Below the 'General Information' section is a 'More Information' section with the following fields:

- Service:** Computers and peripherals
- Service subcategory:** New laptop ordering

4. In the Qualification section of the form complete the following fields for the support call.

- Impact
- Urgency

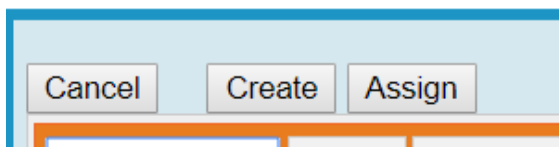
[Refer to the Appendix 1 – Priority Response and Escalation Procedure to determine the correct priority.](#)



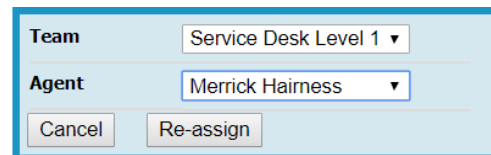
The Qualification section of the form includes the following fields:

- Request Type:** Service request
- Impact:** A person (dropdown menu)
- Urgency:** medium (dropdown menu)
- Priority:** medium
- Contacts:** (empty field)
- Dates:**
  - Start date
  - Last update
  - TTO Deadline

5. Click the Assign button in the top right hand corner of the form and choose the appropriate support agent to assign the incident to and click the Assign button again.



The bottom of the form shows three buttons: Cancel, Create, and Assign.



The Team and Agent selection section of the form includes the following fields:

- Team:** Service Desk Level 1 (dropdown menu)
- Agent:** Merrick Hairness (dropdown menu)
- Buttons:** Cancel, Re-assign



## Fulfil and close Service Requests

To resolve a Service Request:

1. Click on Helpdesk in the navigation bar.
2. Click on the Requests assigned to me link to show the list of requests assigned to you.

### Requests assigned to me (as Agent)

Total: 1 objects.

User Request	Title	Organization	Caller
R-000006	Order new laptop	IT Works	Hilda Klaus

### Helpdesk

- Overview
- New user request
- Search for user requests
- Shortcuts
  - Requests assigned to me
  - Hot Requests
  - All open requests
  - My support calls

3. Click on the Request number link in the Request column to open the request.

In the top right hand corner of the window click the Modify button

Your Search



Modify...

New...

Other Actions ▾

The ticket is now opened for you to add comments in the private and public logs. Use the Private Log for actions taken during the call for service agents only and the Public Log for actions and comments between the service agent and the client.

Private log

ⓧ

Hilda is having to plug in the power supply every time she turns on the laptop which is becoming very inconvenient for her particularly when she attends meetings. She has asked for a higher priority for the order so I have chosen medium for this request.

▾

Public log

ⓧ

Re-assigning to procurement for ordering.

▾

Cancel

Apply

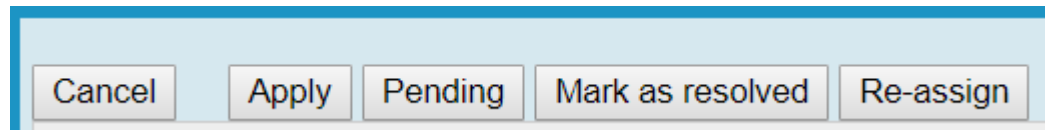
Pending

Mark as resolved

Re-assign

4. The service request can now be marked as resolved or re-assigned for escalation to another support agent.

If the service request is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



Complete the Solution field with the actions taken to resolve the incident and then click the Mark as resolved button

**Mark as resolved - R-000006**

Service	Computers and peripherals
Resolution code	other
Solution	<div>✖</div> <p>Hilda was able to obtain a spare laptop from the Training team that is no longer required. She will log a separate request for it to re-imaged and set up for her.</p>
Service subcategory	New laptop ordering
<div>Cancel</div> <div>Mark as resolved</div>	

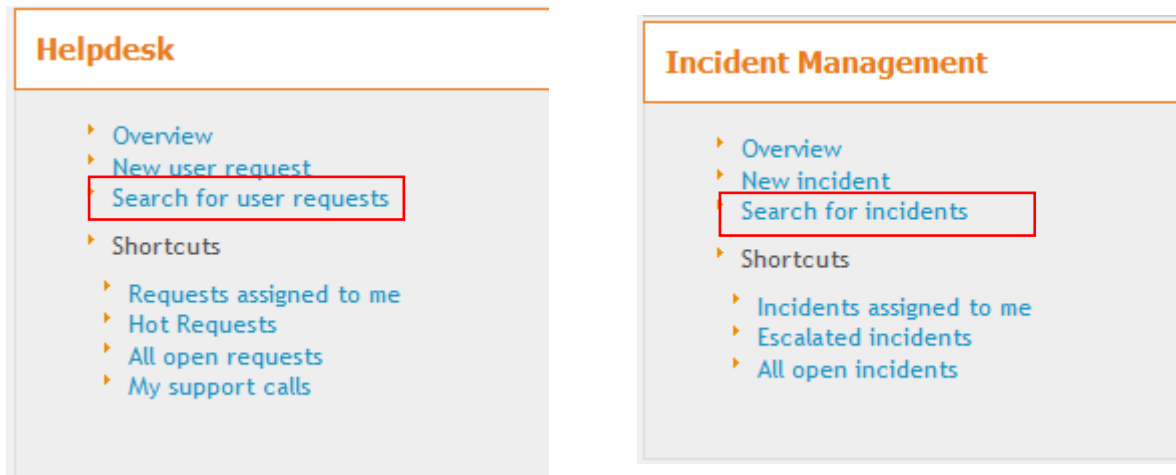
If the service request needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.

**Re-assign - R-000006**

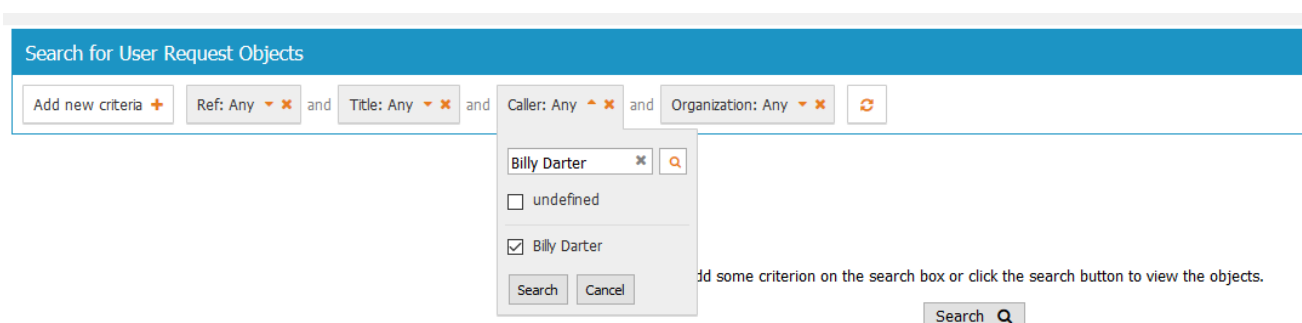
Team	Service Desk Level 1
Agent	Merrick Hairness
<div>Cancel</div> <div>Re-assign</div>	

## Search for Incident or Service Request

To search for an incident or service request in iTop click on the Search link located in either the Helpdesk or Incident Management menus.



Add your search requirements to assist you to find the incident or request you are looking for and click the Search button



## Appendix 1 – Priority Response and Escalation Procedure

The following matrix provides the Priority levels, Response times and Target Resolution times.

Priority	Definition	Response times	Target Resolution time
1 – Critical	The loss of one or more critical components of a system resulting in a major impact on the Client's business. Typically a whole application, Operating System or server would be unavailable. The problem would have a high visibility to the Client and their business operations, with no work around possible.	15 minutes	80% in 4 hours
2 – High	<p>The loss of one or more critical components of a system resulting in serious degradation of services to Client's business. Priority 2 incidents are usually characterised by:</p> <ul style="list-style-type: none"> <li>• The client cannot work as normal but a workaround is available</li> <li>• The client is not yet experiencing serious disruptions, however, there is a potential to do so if the request is not solved.</li> </ul>	1 hour	80% in 1 NWD

Priority	Definition	Response times	Target Resolution time
3 – Medium	<p>Minor impact on service delivery. A non-critical part of an application, Operating system or server is affected by the problem. The problem has a moderate visibility to the client and a low impact on their business operations. Normal incident calls fall into this category.</p> <p>This is the default priority level assigned to incidents and requests. Note: All calls logged by email automatically become Priority 3 or lower.</p>	4 hours	80% in 4 NWD
4 – Low	Incident or request has little or no operational impact. Included in this area are requests for information and minor changes.	1 NWD	80% in 11 NWD

### Priority Matrix

		Impact		
		Department	Service	Person
Urgency	High	1 - Critical	2 - High	3 - Medium
	Medium	2 - High	3 - Medium	3 - Medium
	Low	4 - Low	4 - Low	4 - Low
		Priority		

The following matrix provides the escalation procedure for ticket resolution:

Priority	Time Limit Before Escalation	Escalated To
4 – Low	3 business days	Service Desk Manager
3 – Medium	4 hours	Service Desk Manager
	If on call contact can not be reached during non-business hours	Service Desk Manager
	If neither on call contact or their manager can not be reached during non-business hours	Service Delivery Manager
2 – High	48 hours	Service Delivery Manager
	2 hours	Service Desk Manager
	If on call contact can not be reached during non-business hours	Service Desk Manager
	If neither on call contact or their manager can not be reached during non-business hours	Service Delivery Manager
1 – Critical	24 hours	Service Delivery Manager
	Immediate	Service Desk Manager
	If Service Desk Manager cannot be reached or a major incident is indicated	Service Delivery Manager
<b>Third Party Escalation</b>		
For escalation of third-party incidents use the escalation matrix as in the above table.		

## Appendix 2 – Website Hosting

### Procedure

1. All website requests must be assigned to the Website Development Manager in the first instance for re-assignment within the website development team.
2. All clients must be offered the following services prior to any website change request being resolved:
  - Backup to cloud storage
  - Web content accessibility compliance check
  - Website security test
  - Website security compliance ISO 27001 assurance
3. All clients are to be offered 20% discount on the cost of backup to cloud storage for the first twelve months.

Service	Pricing
Website development	\$230 per hour
Website hosting	\$140 per month
Website change requests <ul style="list-style-type: none"> <li>• add web page – 5 hours</li> <li>• remove web page – 2 hours</li> <li>• add functionality – 3 hours</li> <li>• remove functionality – 2 hours</li> </ul>	\$200 per hour for the first hour, \$50 per hour for any subsequent hours
Backup to cloud storage	\$13.90 per month
Web content accessibility compliance check -	\$200
Website security test	\$500
Website security compliance ISO 27001 assurance	POA

### Key contacts for website hosting services

John Wayout – Website Development Manager

Petra Singleton – Website Designer

Oscar Ridgely – Website Developer