



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 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.



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.



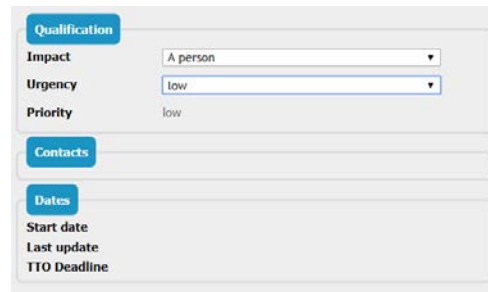
3. In the General Information section of the form complete the following fields from the support call.

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

A screenshot of an incident management form. The 'General Information' section is active, showing fields for Organization (IT Works), Caller (Carl Fletcher), Status (New), Origin (email), Title (Printing problem), and Description (Carl reports not being able to print from Microsoft Word 2013. He has sent the document to the printer multiple times but there is nothing coming out of the printer.). The 'More Information' section is also visible, showing Service (Printing_MFD) and Service subcategory (Troubleshooting).

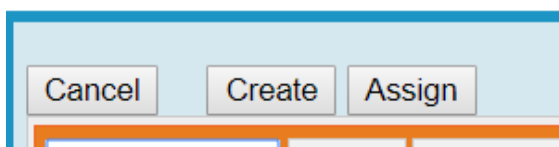
4. In the Qualification section of the form complete the following fields for the support call.

- Impact
- Urgency

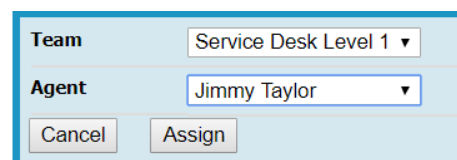


The Qualification section of the form contains three sub-sections: Qualification, Contacts, and Dates. The Qualification section has three fields: Impact (a dropdown menu with 'A person' selected), Urgency (a dropdown menu with 'low' selected), and Priority (a text field with 'low' entered). The Contacts section is empty. The Dates section has three fields: Start date, Last update, and TTD Deadline, all of which are empty.

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.



A form with two sections: Team and Agent. The Team section has a dropdown menu with 'Service Desk Level 1' selected. The Agent section has a dropdown menu with 'Jimmy Taylor' selected. Below the Agent dropdown are two buttons: Cancel and Assign.

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.

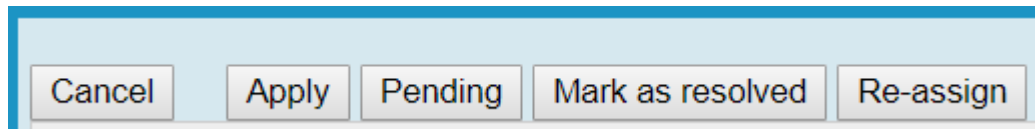
Public log



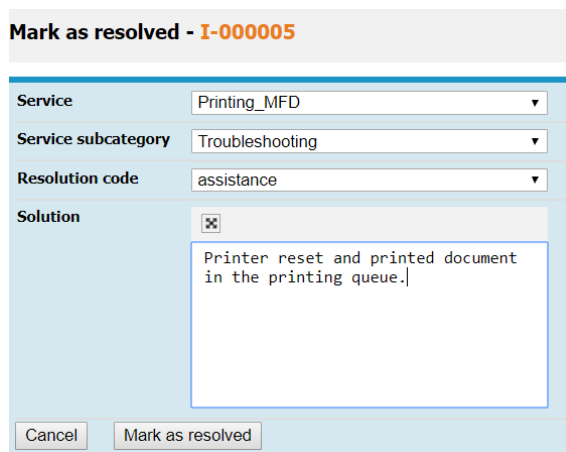
Advised Carl to reset the printer and he has reported that his document is now printing. Carl is happy to close the incident.

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).

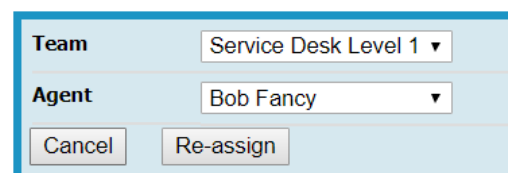
If the incident is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



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.



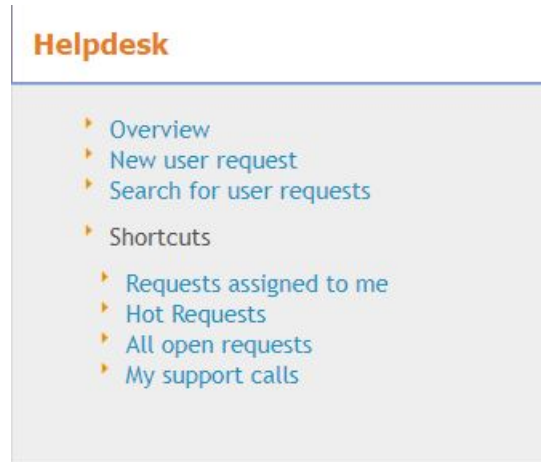
Adding, fulfilling and closing Service Requests

The data shown entered is for example purposes only.

Add a new Service Request

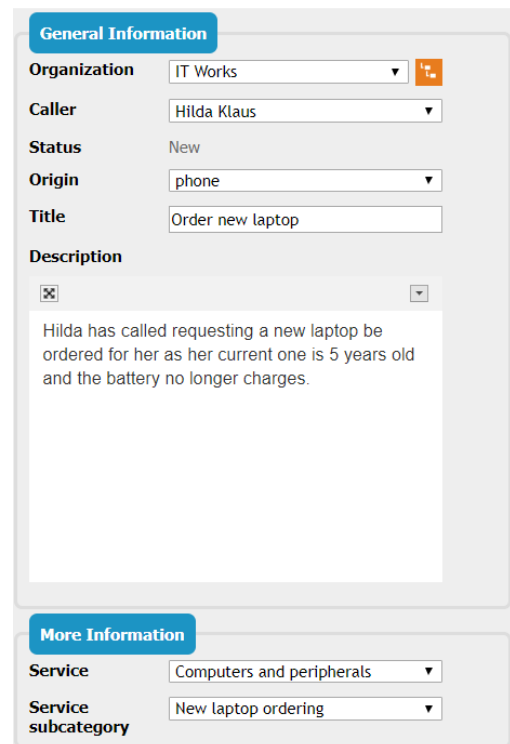
To Add a new Service Request:

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.

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



The screenshot shows the 'General Information' section of a service request form. The fields are filled with the following data:

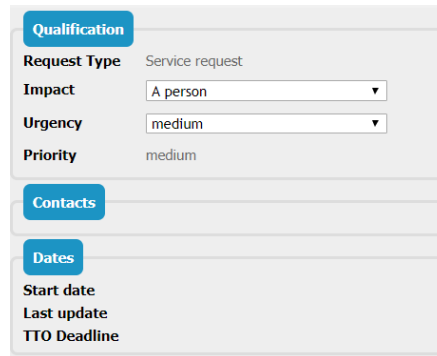
General Information	
Organization	IT Works
Caller	Hilda Klaus
Status	New
Origin	phone
Title	Order new laptop
Description	Hilda has called requesting a new laptop be ordered for her as her current one is 5 years old and the battery no longer charges.

Below the General Information section is the 'More Information' section, which contains the following fields:

More Information	
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



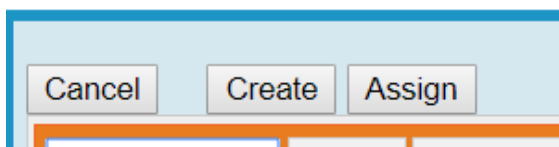
The Qualification section of the form contains the following fields:

- Request Type:** Service request
- Impact:** A person
- Urgency:** medium
- Priority:** medium

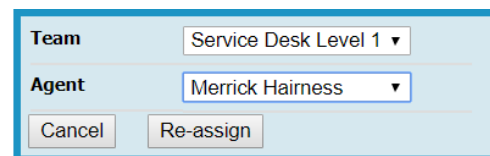
Below the Qualification section are three tabs: **Contacts**, **Dates**, and **Start date**. The **Dates** tab is currently selected, showing the following fields:

- 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 form contains the following fields:

- Team:** Service Desk Level 1
- Agent:** Merrick Hairness

Below the Agent field are two buttons: **Cancel** and **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










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.

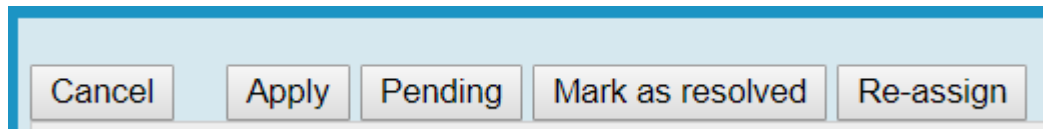
Public log



Re-assigning to procurement for ordering.


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>  <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> </div>
Service subcategory	New laptop ordering
<div> <div>Cancel</div> <div>Mark as resolved</div> </div>	

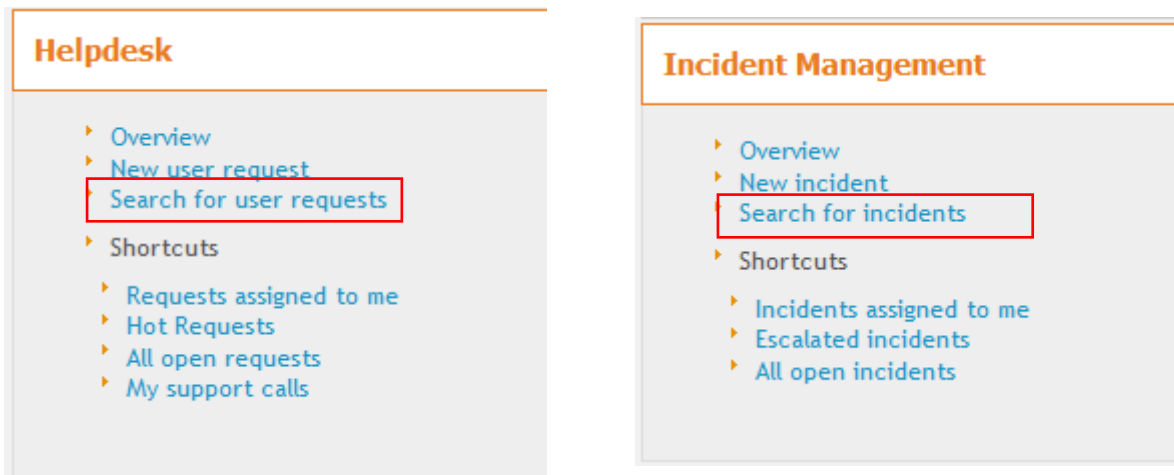
If the service request needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.

Re-assign - R-000006

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

