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

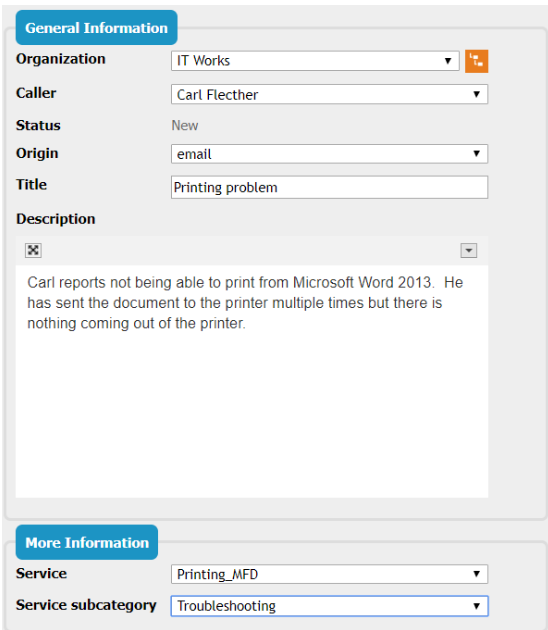
The data shown entered is for example purposes only.

Add a new Incident

To Add a new Incident:

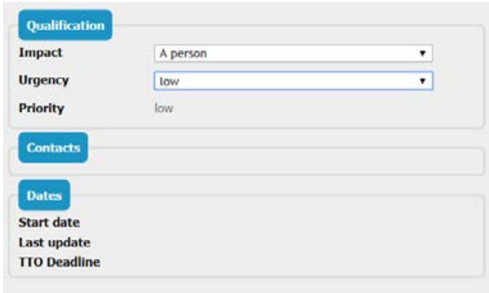
1. Click on Incident Management in the navigation bar.
2. Click on the New Incident link to open a new incident ticket.

3. In the General Information section of the form complete the following fields from the support call.
    - Caller
    - Origin
    - Title
    - Description
    - Service
    - Service subcategory

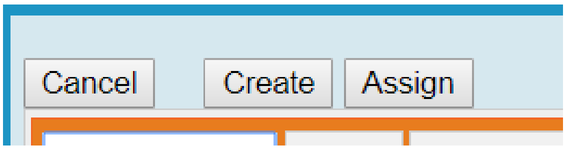


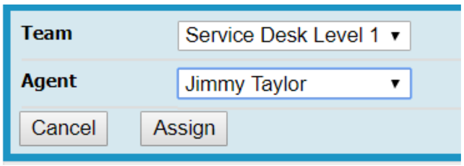
4. In the Qualification section of the form complete the following fields for the support call.

   - Impact
   - Urgency



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.





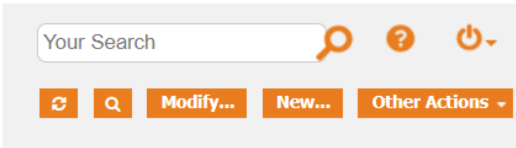
Resolve and close Incidents

To resolve an Incident:

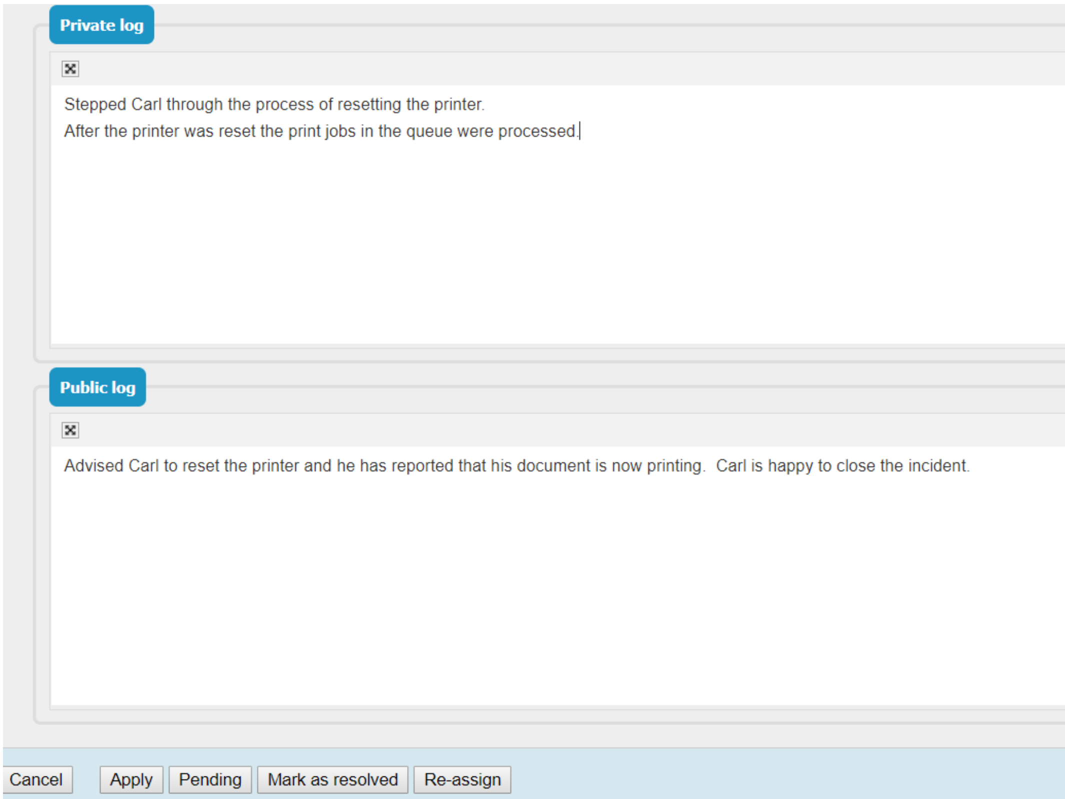
1. Click on Incident Management in the navigation bar.
2. Click on the Incidents assigned to me link to show the list of incidents assigned to you.

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

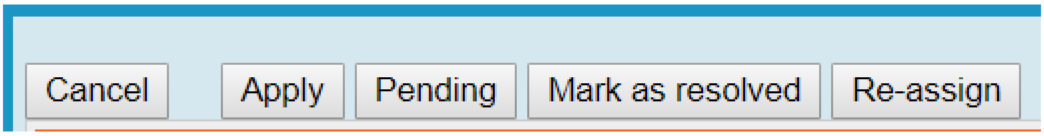


The ticket is now opened for you to add comments in the private and public logs. Use the Private Log for actions taken during the call for service agents only and the Public Log for actions and comments between the service agent and the client.

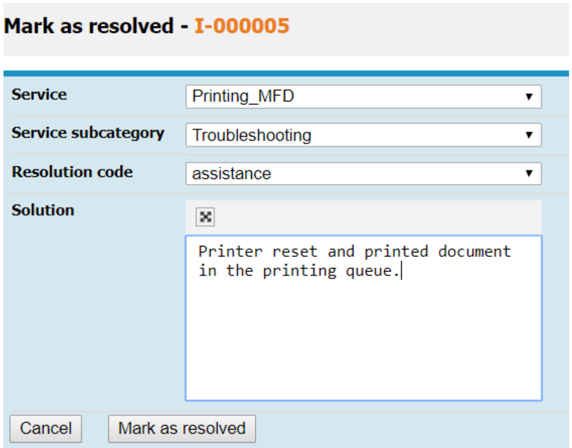


4. The incident can now be marked as resolved or re-assigned for escalation to another support agent or third party (e.g. hardware or software vendor).

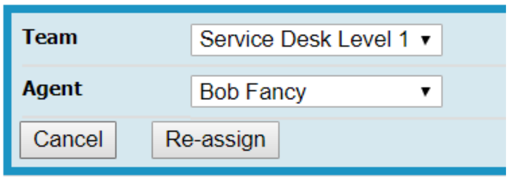
   If the incident is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



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.



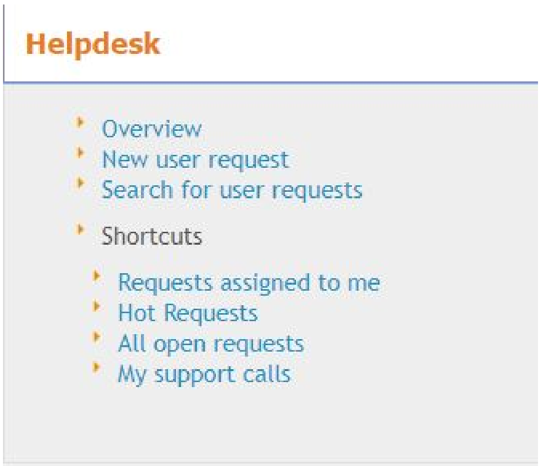
Adding, fulfilling and closing Service Requests

The data shown entered is for example purposes only.

Add a new Service Request

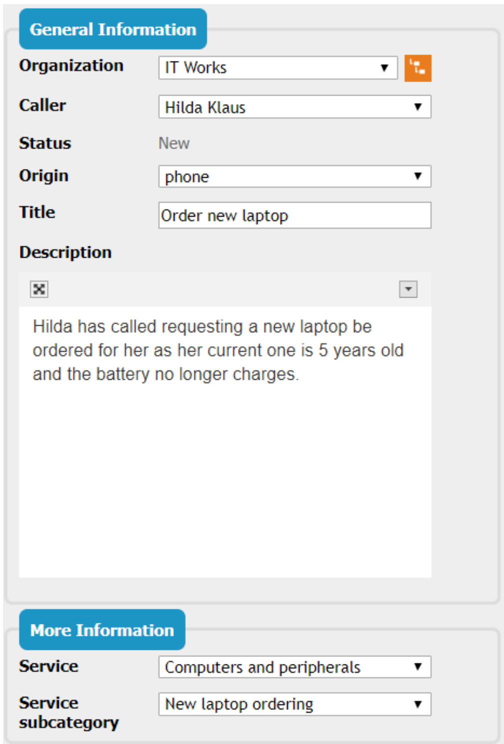
To Add a new Service Request:

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



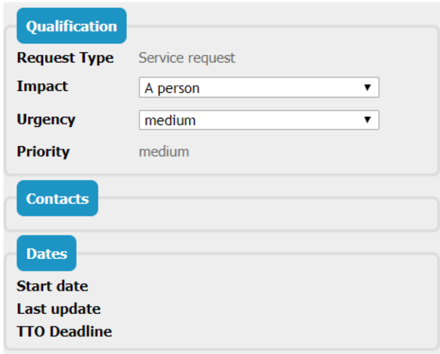
3. In the General Information section of the form complete the following fields from the support call.

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

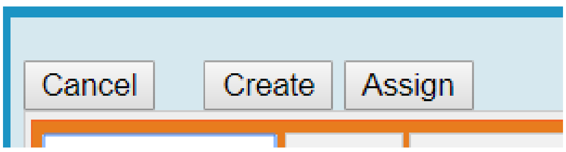


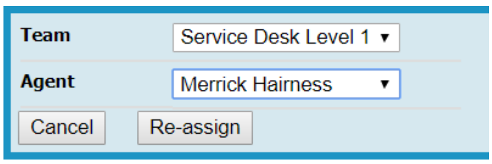
4. In the Qualification section of the form complete the following fields for the support call.

- Impact
- Urgency



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.

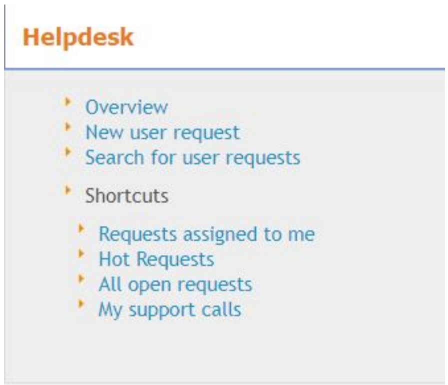




Fulfil and close Service Requests

To resolve a Service Request:

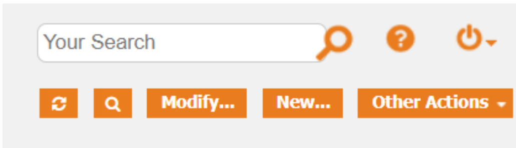
1. Click on Helpdesk in the navigation bar.
2. Click on the Requests assigned to me link to show the list of requests assigned to you.



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

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



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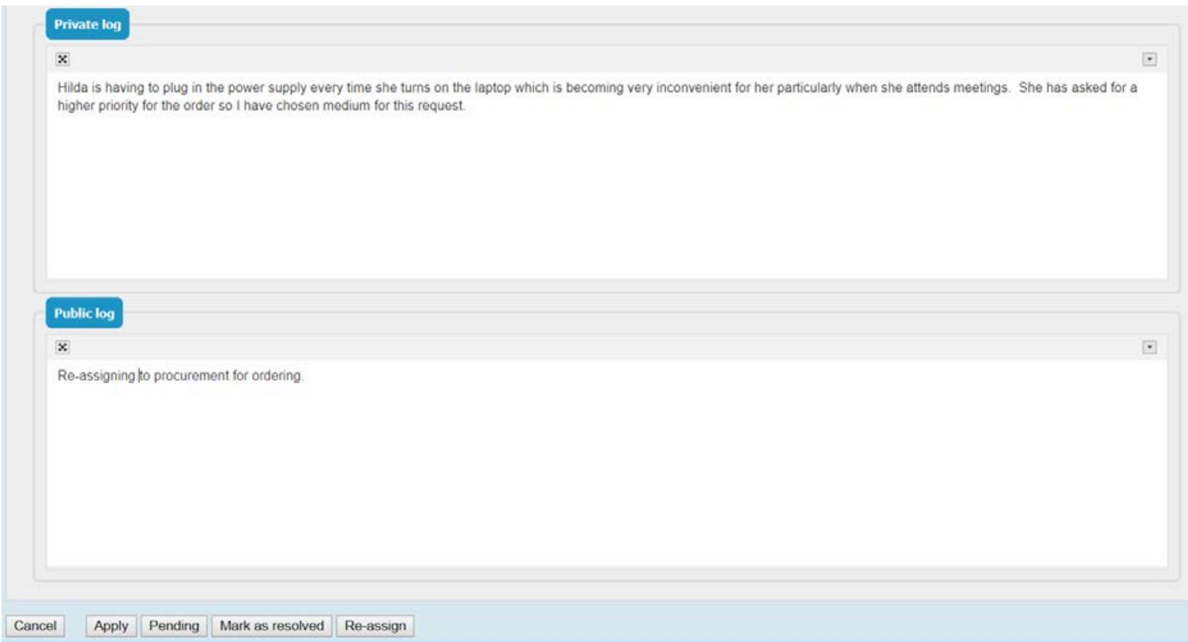
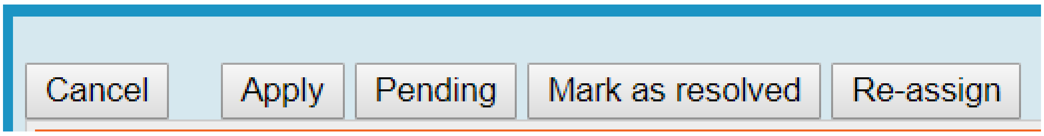
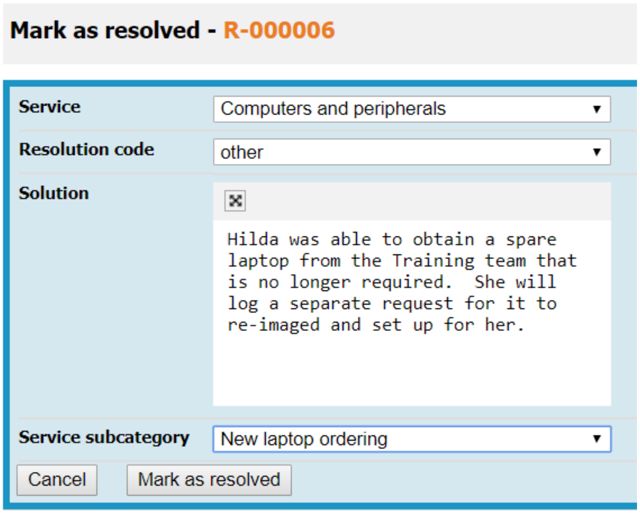


4. The service request can now be marked as resolved or re-assigned for escalation to another support agent.

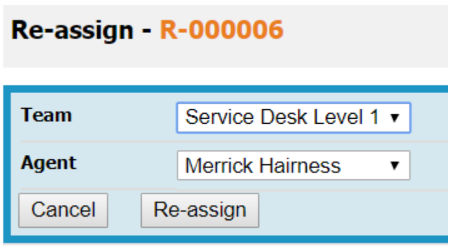
   If the service request is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



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

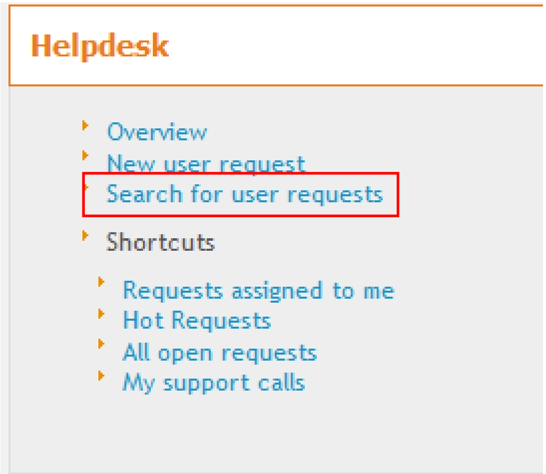


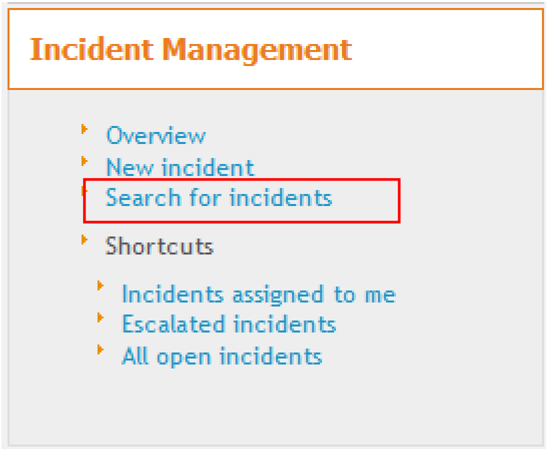
If the service request needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.



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