

Create an Incident Record

At A Glance



Incident Management Process



Purpose

- An Incident is created to:
- Document all information and history of the record to provide service and support to the internal requestor and external customer (via case);
 - Request clear prioritization for proper diligence to facilitate swift and effective resolution.

Best Practice for Handling Incident with Multiple Issues

Each Incident record should only contain one issue. If an Incident has multiple issues reported, split the Incident into individual Incidents with each reporting only one issue. More information can be found [here](#).

1. Create a Incident

Option A: Create an Incident via Case

- 1a** Navigate to Case record to create new Incident record
- 1b** Navigate to Incident List
- 1c** Create Incident
- 1d** Add Attachment (if any)
- 1e** Save the Incident record

Option B: Create an Incident via Incident Module

- 1a** Navigate to Incident Module to create new Incident record
- 1b** Fill in the mandatory fields in the Incident
- 1c** Add attachment (if any)
- 1d** Save the Incident record

Option C: Create an Incident via Event Module

Available in future release

Notes



Incident is created when an event occurs planned/unplanned/alerts in nature.

In this document we describe different methods to log an incident in ServiceNow and step by step walkthrough of the same.

Creating Incident through Case

Creating Incident through Incident Module

Notes



Major Incidents can be created when you have the need to Bundle multiple incidents. Bundling is used to relate a common major incident for ease of resolution and communication to affected requestors.

More information on major incidents can be found [here](#)

1. Create an Incident Record

Incident Management

Option A: Create an Incident via Case

1a Navigate to Case record to create new Incident record

Click on the Case record through which you wish to create an Incident.

now

HE

Home

List

Inbox

Lists

My Lists

+

All 2379

Last refreshed 1m ago

New

CS0001288

status flow for cases AW2

4 - Low

Cancelled

Auto closure

(empty)

CS0001176

no snow

4 - Low

New

(empty)

CS0001084

snow test 2

4 - Low

Awaiting Info

In Progress by BCP

(empty)

CS0001085

snow test

4 - Low

New

(empty)

CS0001179

4 - Low

In progress

(empty)

CS0001182

test

4 - Low

New

(empty)

CS0001183

Test new ticket

4 - Low

Resolved

(empty)

Notes

The support engineer creates an Incident through a case for additional support from a specific team (incident processor).

1. Create an Incident Record

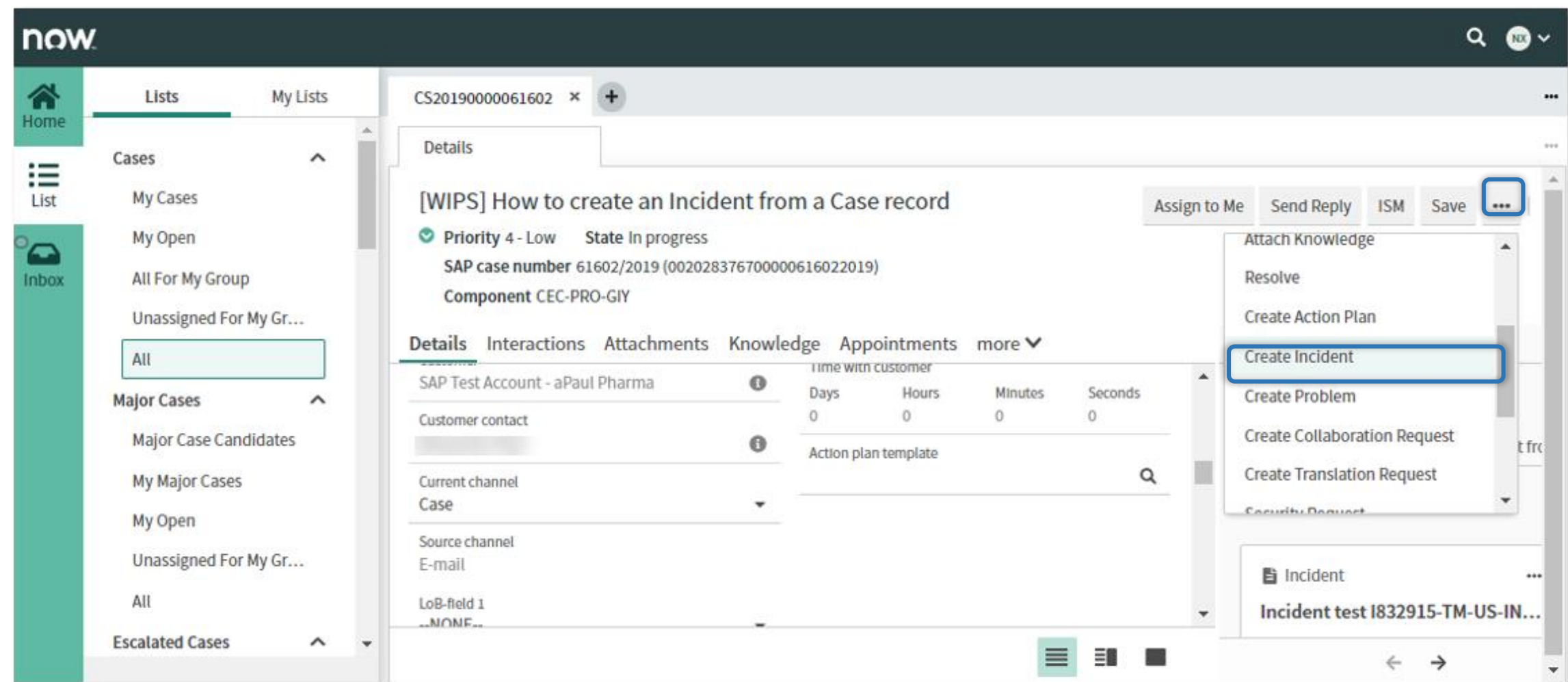
Incident Management

Option A: Create an Incident via Case

1b Navigate to Incident List

After Case record opens, Click More UI Actions (“...”)

Click Create Incident list item.



1. Create an Incident Record

Incident Management

Option A: Create an Incident via Case

1c Create Incident

Fill in mandatory fields and Save record

Mandatory information in the form:

- Requestor
- Component
- Subject
- Description

Notes



Fields that are common between Case and Incident form will be auto populated,

1. Create an Incident Record

Incident Management

Option A: Create an Incident via Case

1d Add attachments (if any)

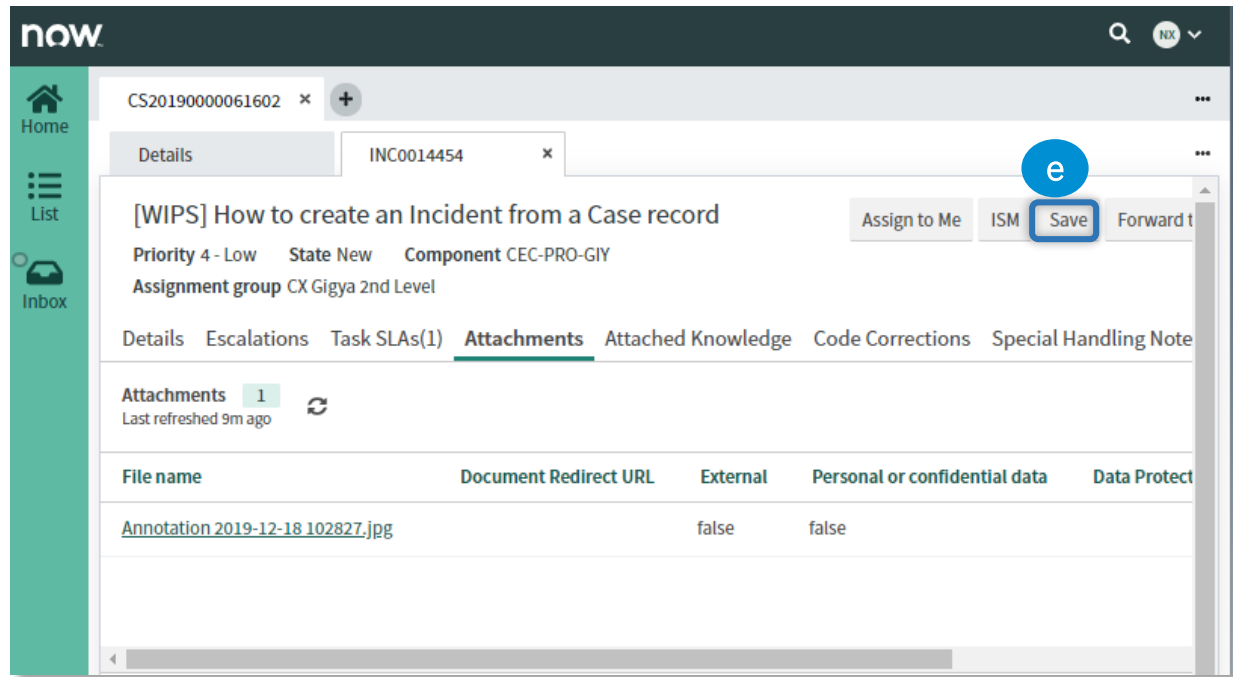
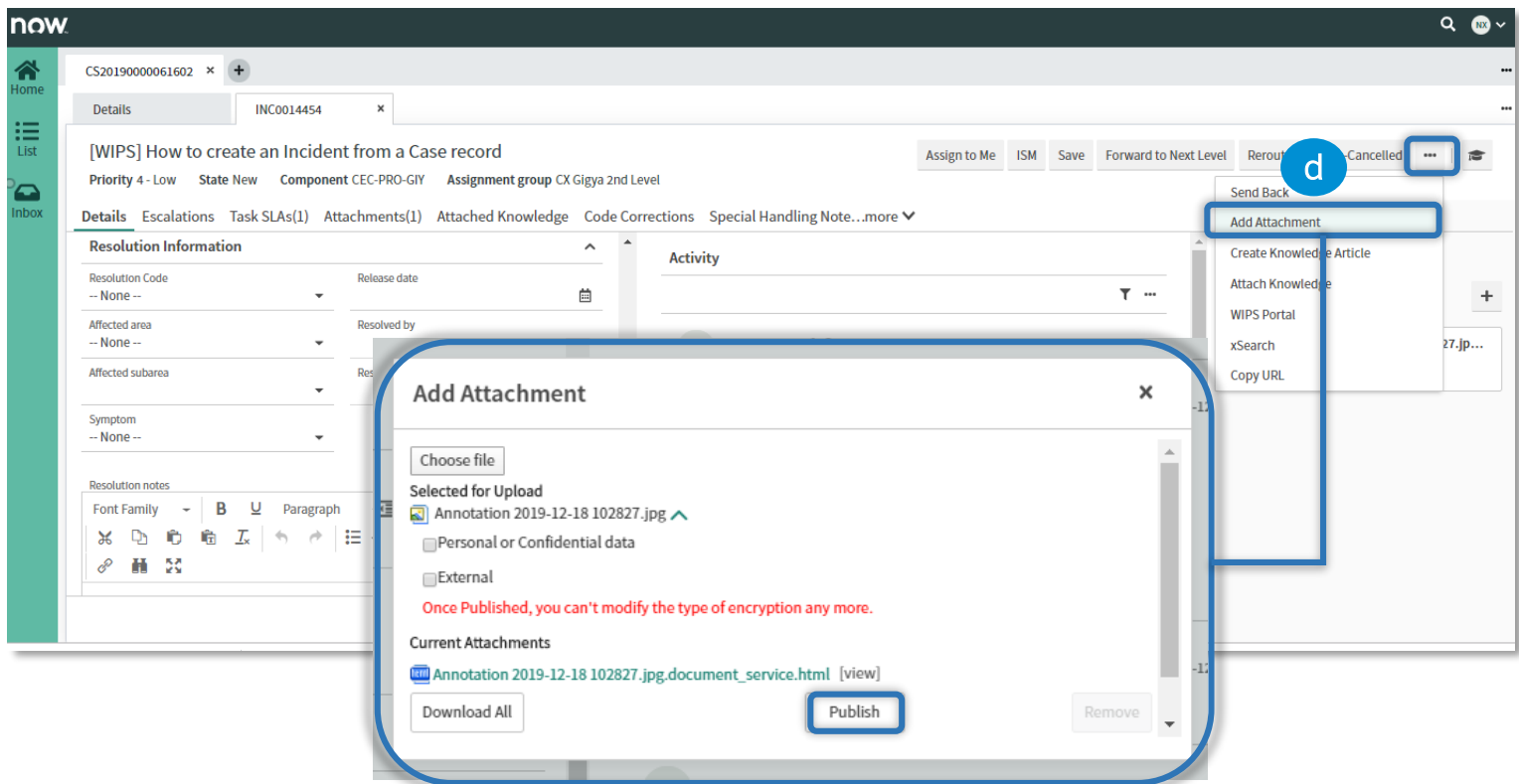
Click More UI Actions (“...”) and Add Attachment

Choose the file to be added.

In the pop up window, flag if it contains personal or Confidential data

Click Publish

1e Save the Incident



Notes



Once you active the compliance settings , attachment cannot be deleted.

1. Create an Incident Record

Incident Management

Option B: Create an Incident via Incident Module

1a Navigate to Incident module

The support engineer creates an Incident through a Incident module

Click on NEW

now

Home

List

Inbox

Lists

My Lists

Escalated Cases

My Escalated Cases

My Open

Unassigned For My Gr...

All For My Group

All

Incidents

My Incidents

My Open

Unassigned for my gr...

All For My Group

All

Major Incidents

My Major Incidents

+

All 2382

Last refreshed just now

New

Number	Subject	Priority	State	Action status	Customer Contact
CS0003400	Can't login qacand & qaautocand Hana DB (BA1/BA2) (BB1/BB2)	4 - Low	Awaiting Info	Awaiting Requester	aaaaaaaaa ---TECH-USER---
CS0001266	SLA testing for CES	1 - Very High	In progress	Awaiting Requester	(empty)
CS0004050	Test Manfred Monthly Update Session 2019-04-16 01	3 - Medium	In progress	Awaiting Requester	DEMO Contact (Customer)
CS0005726	Testing MPT	4 - Low	Awaiting Info	Awaiting Requester	DEMO Contact (Customer)
CS0005791	DEFECT: case internal notification subject line should contain the record type UI16	3 - Medium	Awaiting Info	Awaiting Requester	(empty)
CS0005079	Test Case Record For Sprint Review - 2	4 - Low	Awaiting Info	Awaiting Requester	a seider
CS0001722	test	4 - Low	In progress	Awaiting Requester	(empty)

1. Create an Incident Record

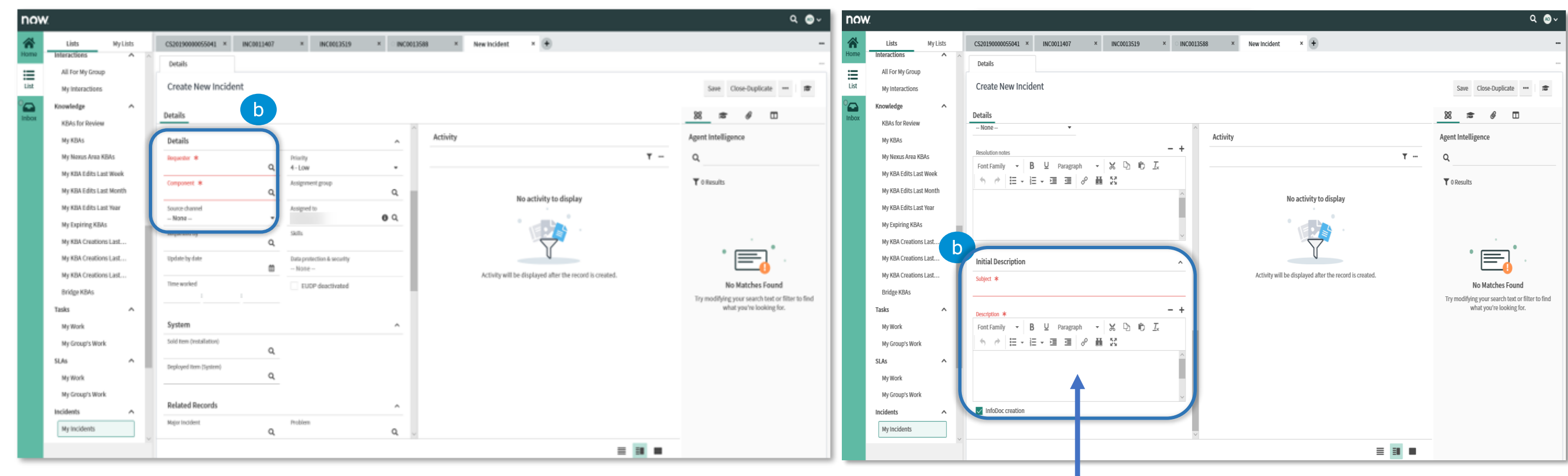
Incident Management

Option B: Create an Incident via Incident Module

1b Fill in the mandatory fields in the Incident

Mandatory information in the form:

- Requestor
- Component
- Subject
- Description



Notes

Format the Description field using the HTML editor, for example to add bullets or change font style



1. Create an Incident Record

Incident Management

Option B: Create an Incident via Incident Module

1c Add attachments (if any)

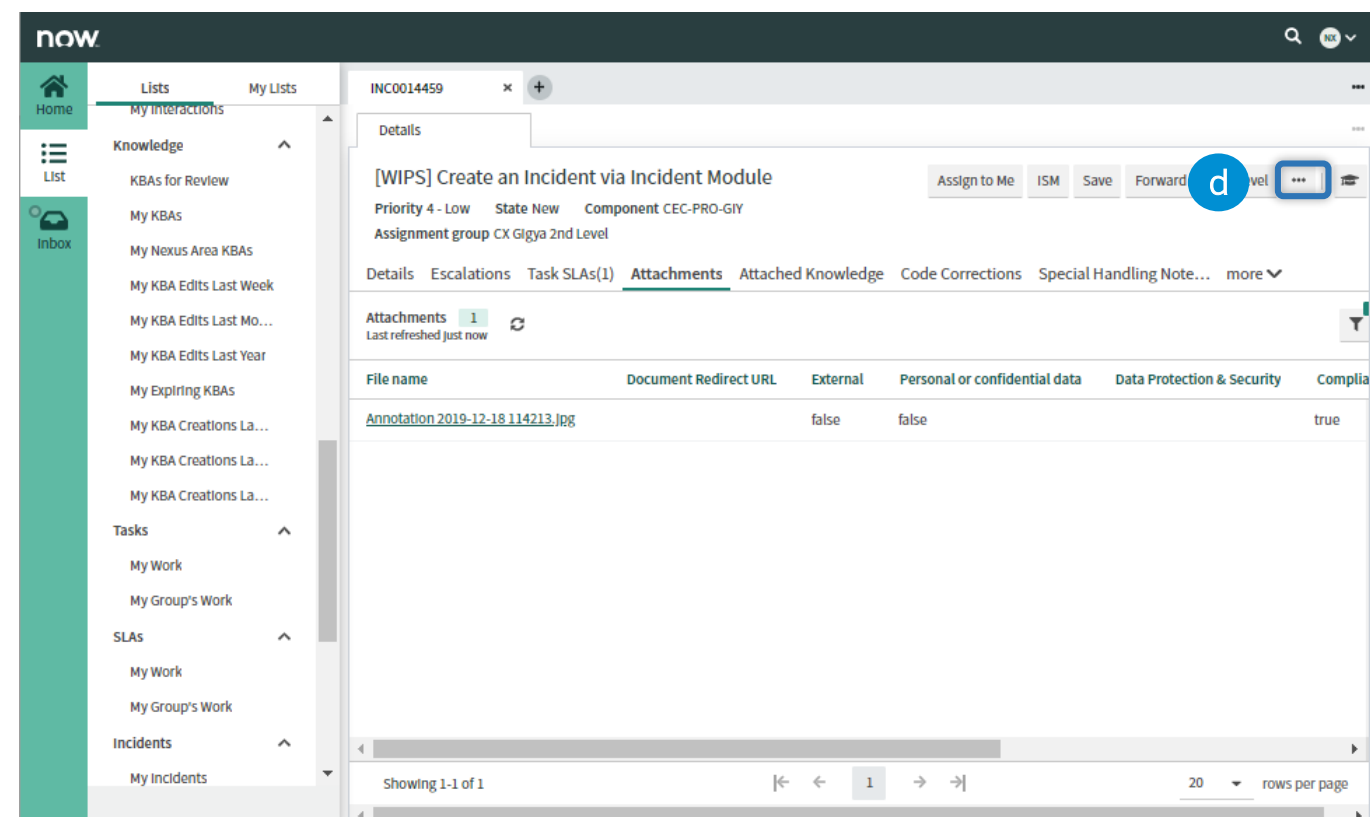
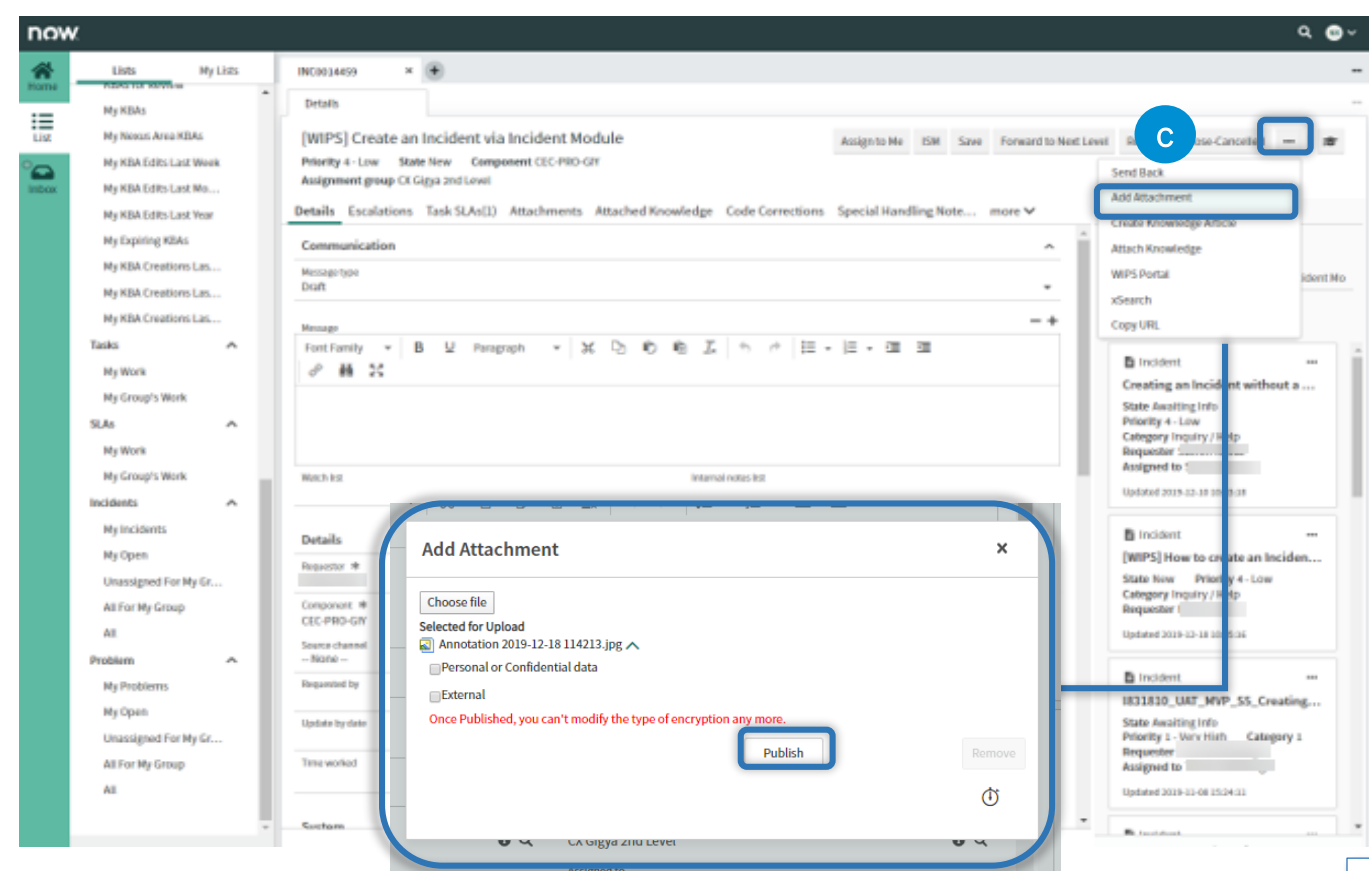
Click More UI Actions (“...”) and click Add Attachment

Choose the file to be added

In the pop up window, flag if it contains personal or Confidential data

Click Publish

1d Save the Incident



Notes



Once you active the compliance settings , attachment cannot be deleted.

1.3 Create an Incident via Event Module

Option C: Create an Incident via Event Module

Detail work instruction on create incident via event module will be available soon

Log an Incident

Change Log

What is a change log?

What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Blanca Serrano, [Madrid](#)
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Anthony Orr	November 10, 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released