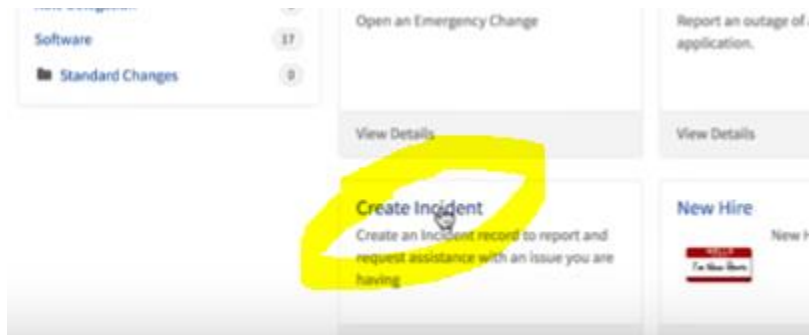


Let's say Joe Employee is logged in to the Service Portal:



...he accidentally deleted an important email from his boss and desperately needs to get it back:

### Create Incident

Create an Incident record to report and request assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution of progress.

\* Urgency

1 - High

Measure of the business criticality based on the impact and on the business needs of the Customer. Together with impact, it is the major means of assigning Incidents.

\* Please describe your issue below

I accidentally deleted an email message from my manager. How can I get it back?

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.

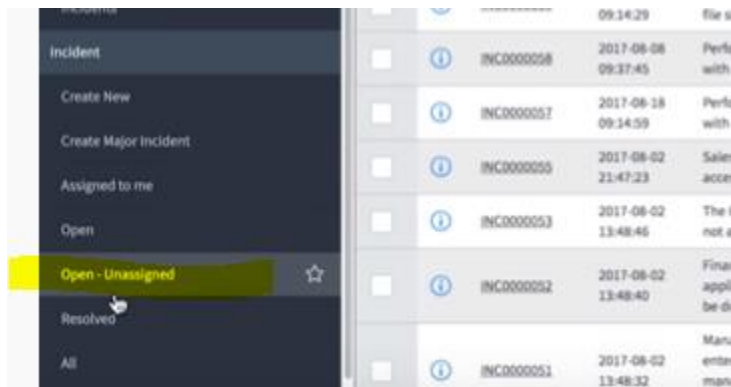
Awad, the Customer Service Agent, helps Joe by filling out an Incident form for him:

The screenshot shows a web-based incident management form. At the top, there is a header bar with a back arrow, a menu icon, and the text "Incident New record". Below this, the form is organized into two columns. The left column contains fields for "Number" (pre-filled with "INC0010002"), "Caller" (with a red asterisk icon and a search icon), "Category" (pre-filled with "Inquiry / Help"), "Subcategory" (pre-filled with "-- None --"), "Business service" (with a search icon), and "Configuration item" (with a search icon). The right column contains fields for "Contact type", "State", "Impact", "Urgency", "Priority" (with a blue question mark icon), "Assignment group", and "Assigned to". At the bottom left, there is a section for "Short description" with a red asterisk icon and a user icon, followed by a blue button labeled "Role required: itil" and a "Description" field.

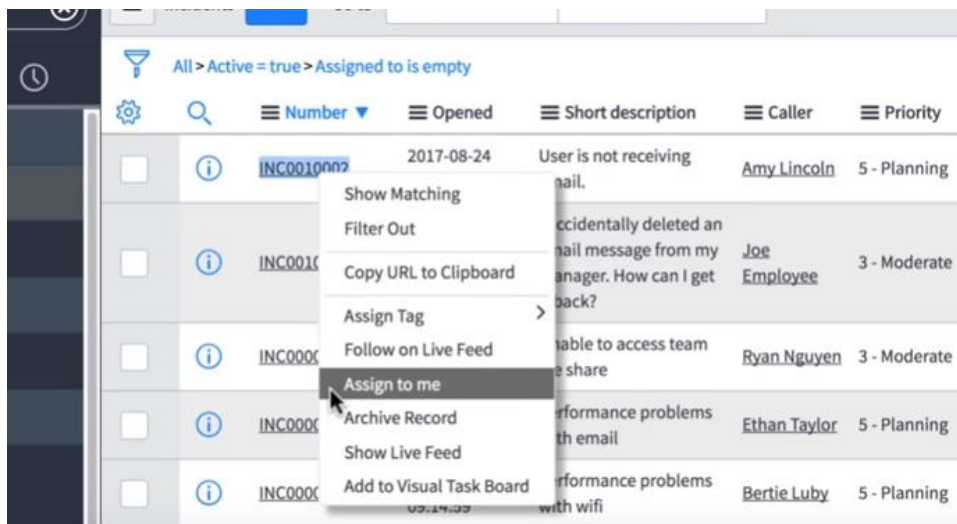
Number	INC0010002	Contact type
* Caller	<input type="text"/>	State
Category	Inquiry / Help	Impact
Subcategory	-- None --	Urgency
Business service	<input type="text"/>	Priority ?
Configuration item	<input type="text"/>	Assignment group
		Assigned to

\* Short description  
Role required: itil  
Description

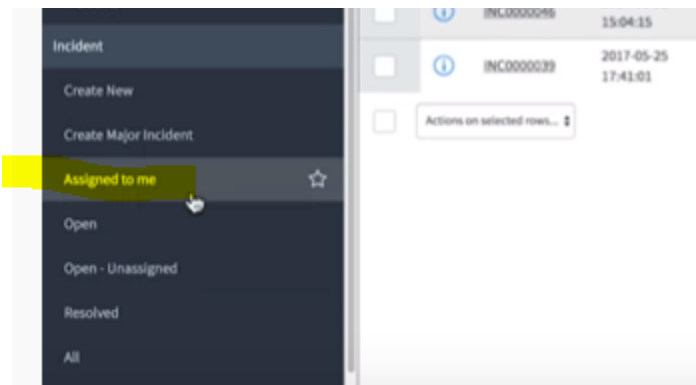
Suddenly, Awad receives Notification of new Incidents:



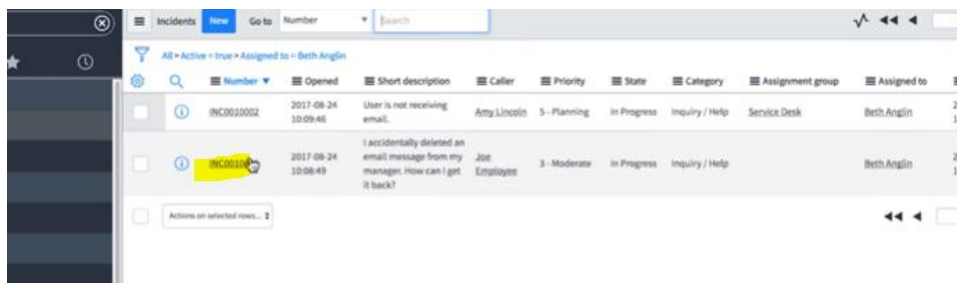
...he assigns them to himself:



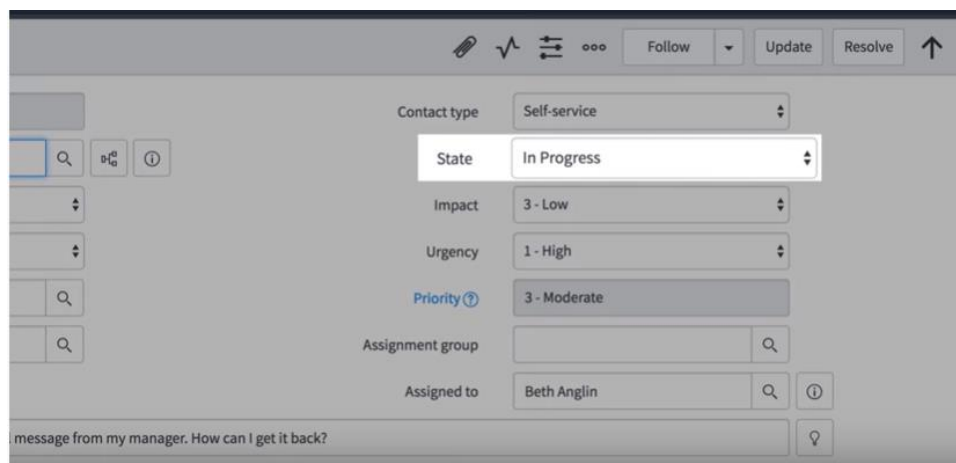
Now he gets to work on Incidents assigned to him:



...and starts with Joe Employee's email mishap:



...when an Incident is inserted into the system its **State** is **New**; but when it's assigned to a user or group, its State is automatically set to **In Progress**:



As we begin working the Incident, we verify it's assigned to the right User or Group, and the Priority is set accordingly:

This screenshot shows a service desk incident form. The fields are as follows:

- Contact type: Self-service
- State: In Progress
- Impact: 3 - Low
- Urgency: 1 - High
- Priority: 3 - Moderate
- Assignment group: (empty search box with a dropdown menu showing "Recent selections" and "Service Desk")
- Assigned to: (empty search box)

Below the form, there are two text input fields, both containing the placeholder text "message from my manager. How can I get it back?".

This screenshot shows the same service desk incident form, but with the following fields filled out:

- Contact type: Self-service
- State: In Progress
- Impact: 3 - Low
- Urgency: 1 - High
- Priority: 3 - Moderate
- Assignment group: Service Desk
- Assigned to: Beth Anglin

Below the form, there are two text input fields, both containing the placeholder text "message from my manager. How can I get it back?".

We can't set the Priority field; its value comes from Impact and Urgency:

ITIL incident order

Field	Definition
Impact	The effect that the task has on business.
Urgency	The extent to which the task resolution can be delayed.
Priority	How quickly the service desk should address the task.

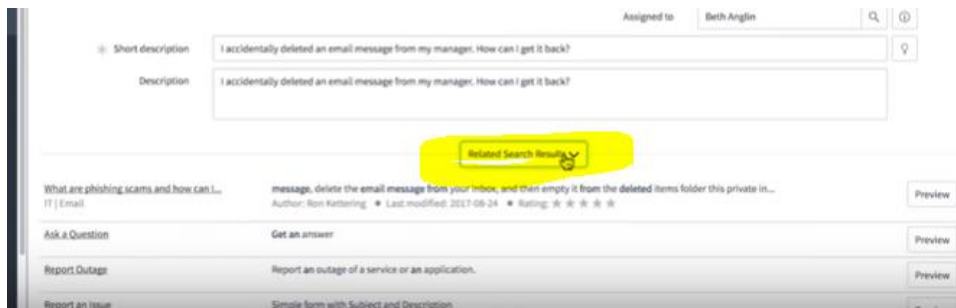
Priority is calculated according to the following data lookup rules:

Data lookup rules		
Impact	Urgency	Priority
1 - High	1 - High	1 - Critical
1 - High	2 - Medium	2 - High
1 - High	3 - Low	3 - Moderate
2 - Medium	1 - High	2 - High
2 - Medium	2 - Medium	3 - Moderate
2 - Medium	3 - Low	4 - Low
3 - Low	1 - High	3 - Moderate
3 - Low	2 - Medium	4 - Low
3 - Low	3 - Low	5 - Planning

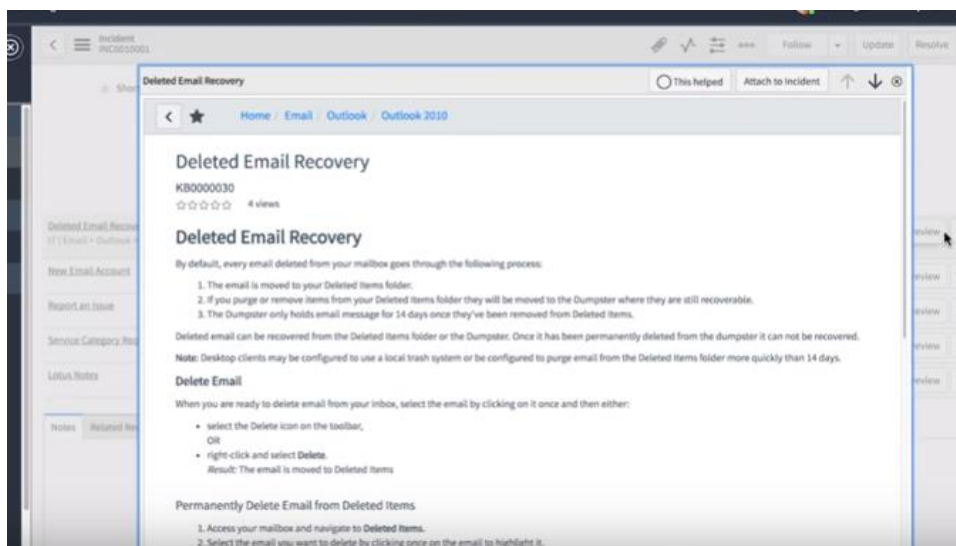
Then we select the Category and, if applicable, Subcategory, Business and Configuration Item:

Number	INC0010001	Contact
* Caller	Joe Employee	SI
Category	Inquiry / Help	Imp
Subcategory	-- None --	Urge
Business service		Priority
Configuration item		Assignment gr
* Short description	I accidentally deleted an email message from my manager. How can I get it back?	
Description	I accidentally deleted an email message from my manager. How can I get it back?	
	Assigner	

...after we save it, we see if there is a Knowledge Article as a reference point to solve the Incident:

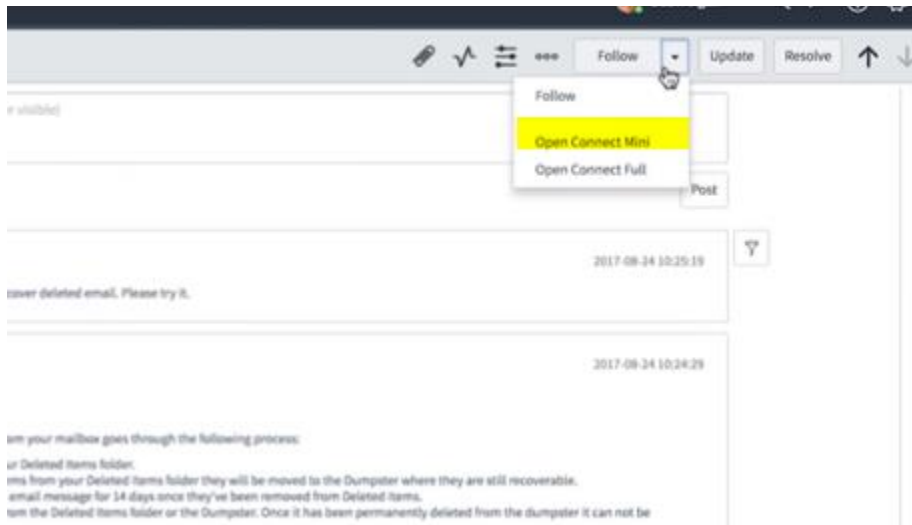


...generally, a short, concise search keywords yield more relevant KB Articles. When we find it, we Preview and attach it to the Incident:

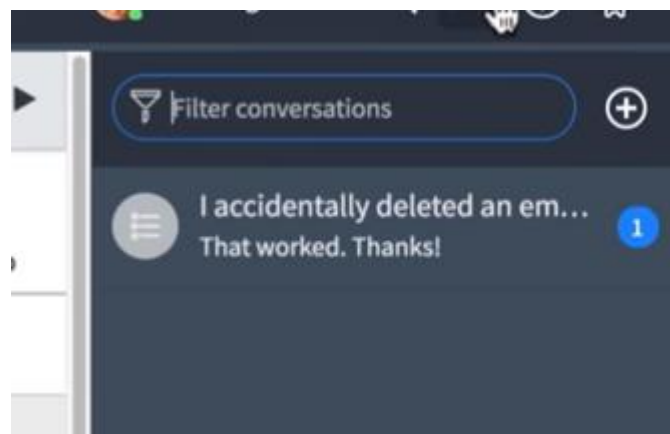
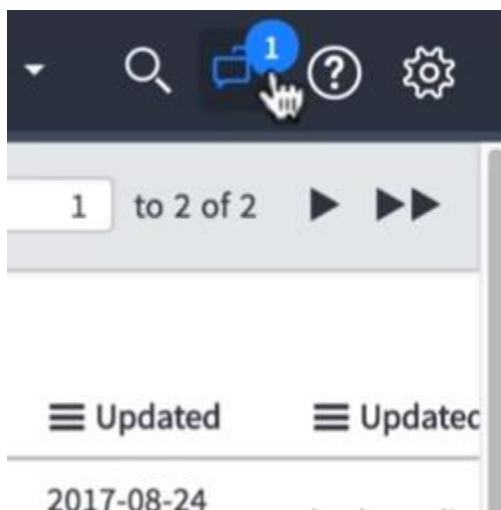


...when it is attached, it is initially in HTML, but after we post it, it displays. We write this to the Caller as a proposed solution to his email mishap.

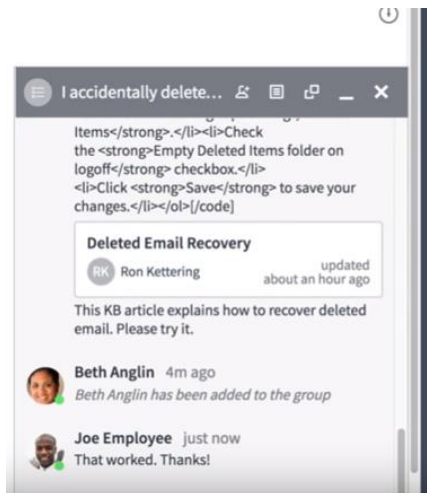
Then we may follow it in the Connect Mini window:



...even after we close it, we're still following the Incident as we work on other Incidents:







Now let's resolve the Incident. How? We fill out the fields for Resolution Information:

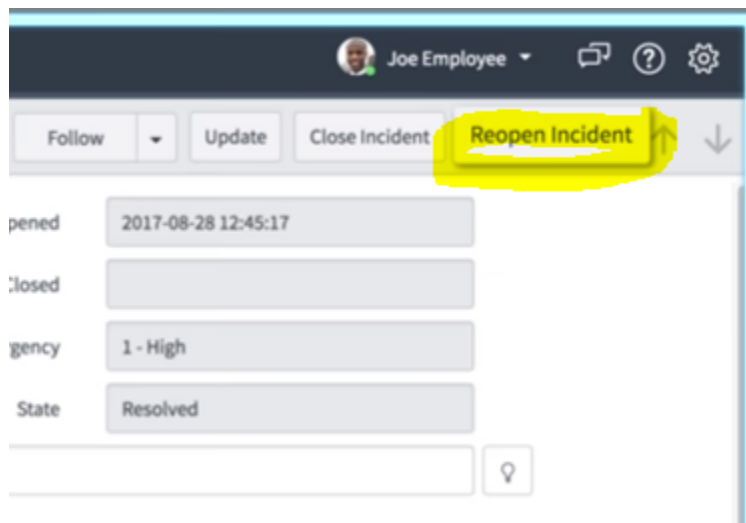
The screenshot shows the "Incident" form for incident INC0010001. The form has two main sections. The top section contains fields for: Number (INC0010001), Caller (Joe Employee), Category (Inquiry / Help), Subcategory (Email), Business service, Configuration item, Contact type (Self-se), State (In Prog), Impact (3 - Low), Urgency (1 - Hig), Priority (3 - Mo), Assignment group (Servic), and Assigned to (Beth A). The bottom section contains fields for: Short description (Recover deleted email), Description (I accidentally deleted an email message from my manager. How can I get it back?), Related Search Results, Notes, Related Records, Resolution Information (highlighted in yellow), Knowledge, Resolution code (None), Resolved by, and Resolved.

...the notes we leave behind may be useful for future reference.

Joe will receive the Notification that his Incident has been Resolved.

He has ample time to close it; otherwise, even with Joe's inaction, the Incident will close after 24 hours in the Resolved State.

If Joe feels the proposed solution didn't work, he can reopen the Incident in the future:



The screenshot shows a user interface for incident management. At the top, there is a header bar with a user profile icon and the name "Joe Employee". Below the header, there is a row of buttons: "Follow", "Update", "Close Incident", and "Reopen Incident". The "Reopen Incident" button is highlighted with a yellow box. Below the buttons, there are several input fields and labels: "opened" with a date/time value "2017-08-28 12:45:17", "closed" with an empty field, "priority" with a value "1 - High", and "State" with a value "Resolved". At the bottom, there is a search bar and a magnifying glass icon.

Label	Value
opened	2017-08-28 12:45:17
closed	
priority	1 - High
State	Resolved