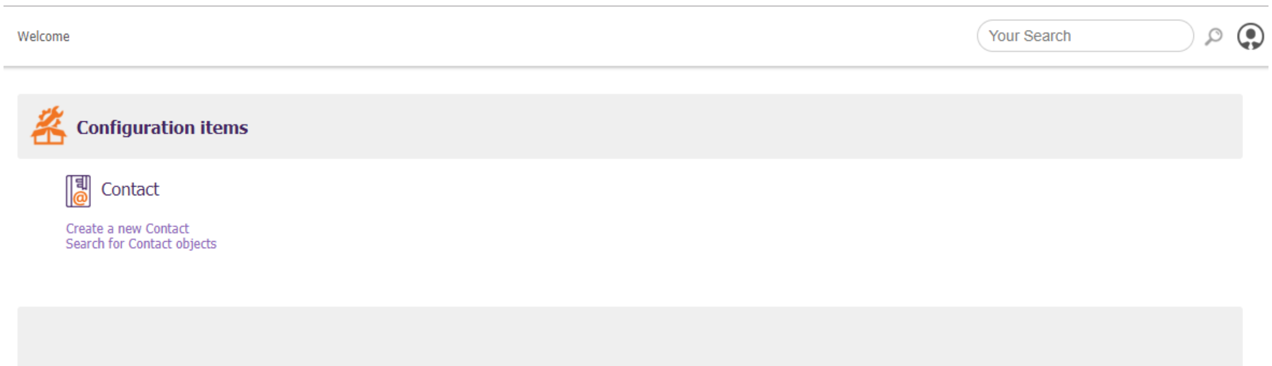
# Trouble Ticketing Tool

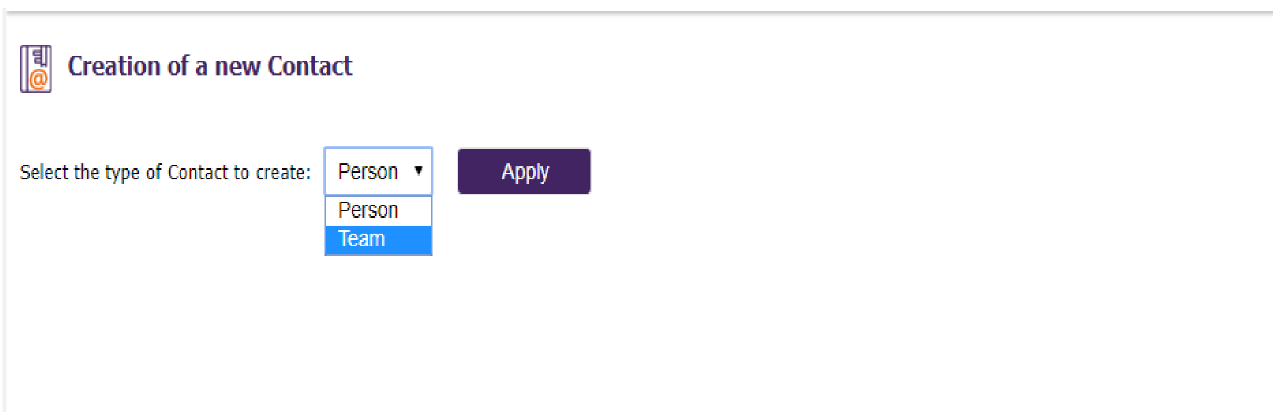
**INDEX**

## Welcome

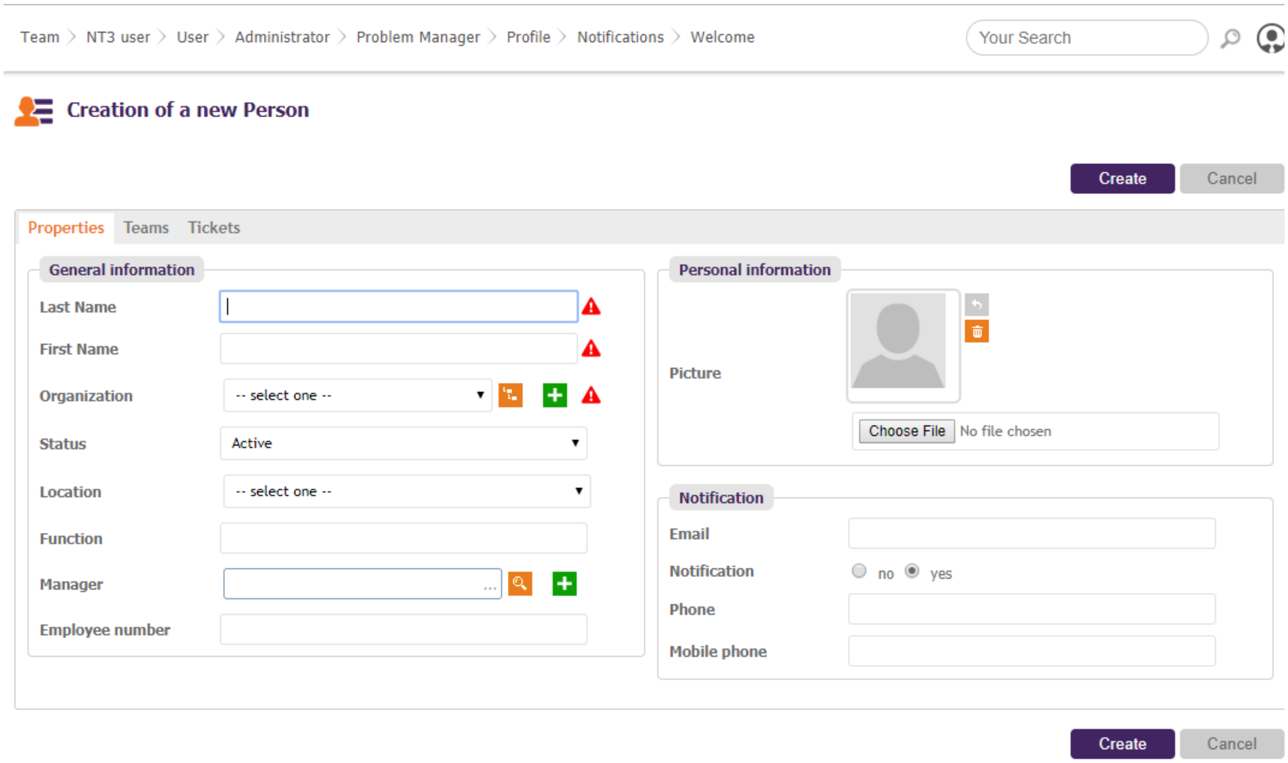
When user logged in to the NT3 then first tab from menu is welcome. This is the page where we can create new contacts, view contacts, search contacts etc. In order to create new contact click on the welcome link under welcome tab then click on the




After clicking on the create new contact we have to select a person or team from dropdown.




**Person:** We can add new contact person by selection of person from above dropdown list. We can add contact person in team only after creating team. Below is a screenshot of adding contact person form.




**Last & First Name**: It is the name of the person.

**Organization/Department**: It is organization (Note: Organization is also considered as department) assignment to the contact person. We can add organization by clicking + icon next to the textbox of organization or from dropdown list.

**Status**: It is active or inactive status.

**Location**: Location is added from welcome module. All list of locations in dropdown is belongs to organization. You can assign location to organization from Welcome>My Shortcuts > Locations tab.

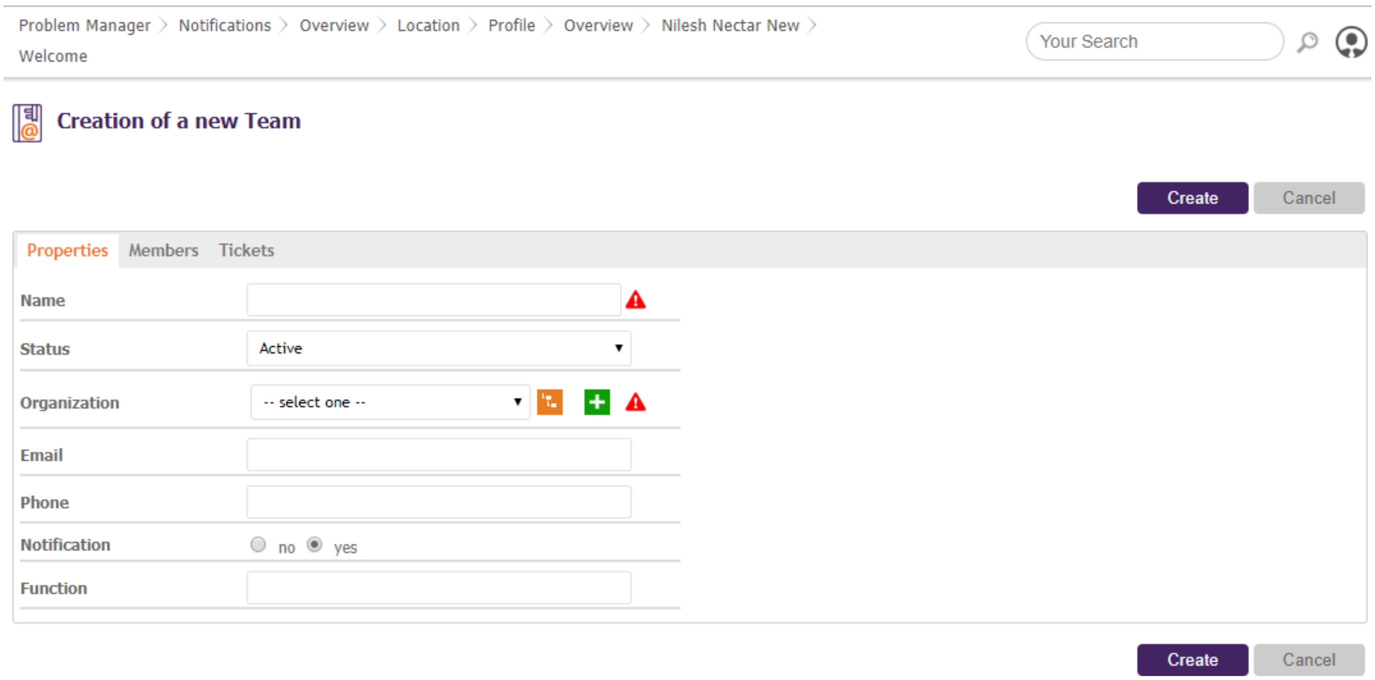
**Manager**: We can add new manager by clicking + icon next to the textbox of Manager or from autocomplete list.

Notification: It is allow or disallow to send mail to contact person.

**Teams**: We can assign a contact person to the existing team. Click on the Add Teams button then check the box from list of teams and then click the add button. All selected teams will display in Teams list then again check the box for confirmation.

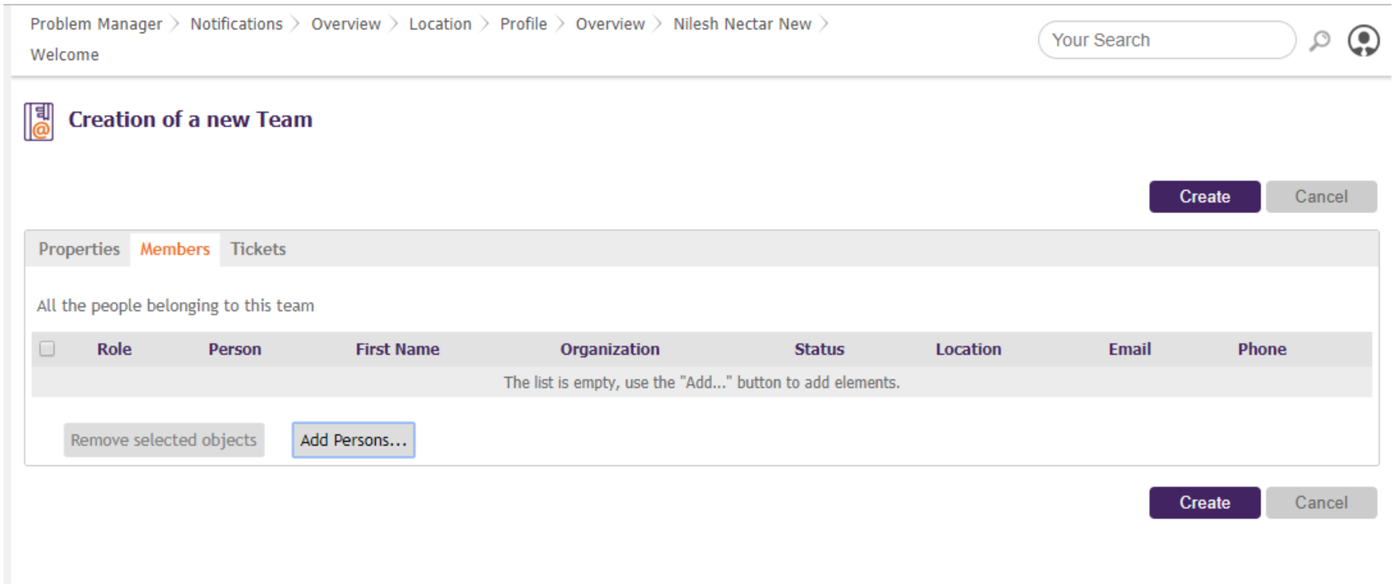
**Tickets**: Tickets will be displayed only if it is already added for the same contact person. It is assigned from incident, problem or change management tabs. We have to create tickets first then only we can see the tickets for that contact person.

**Team:** We can create team by selecting team from dropdown list.

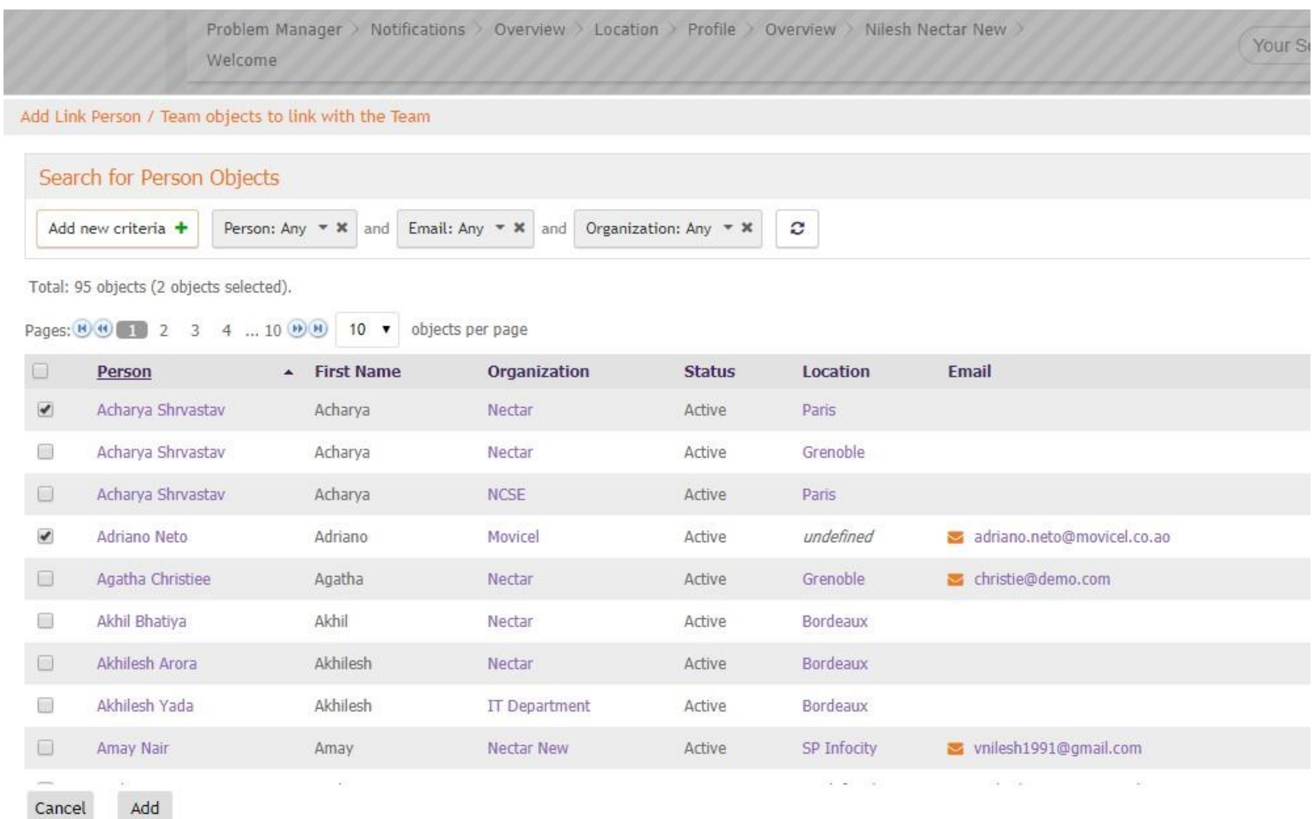



Name: It is the name of the team.
Status: Active or inactive status forteam.
Organization: We can select specific organization for team.
Email: It is team’s email id.
Phone: Contact number of team.
Notification: It is enable or disable the email notification for team.

Members:
It is a list of all members in a team. In order to add members click on the Add person button in member tab.




After clicking on the Add Member we can see list of all previously added contact persons.



Check the box from member list and then click the add button. After clicking on theadd button all the checked members will display in the member tab. For confirmation check the box again and selectrole.

## Incident Management

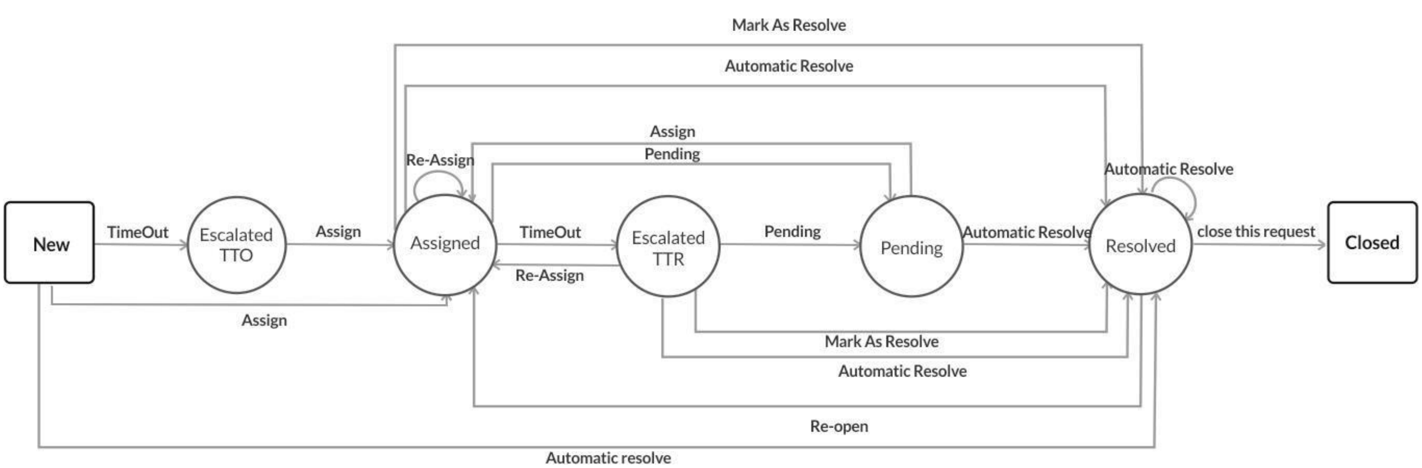
An incident ticket or simply an **"incident"** keeps tracks of a technical issue within the IT:

- System down
- Networkissue
- Applicationfailure

An incident can be linked to a problem (ticket). For instance, when the same incident is occurring often and you would like to investigate the root cause of the problem.

Incident tickets are managed by people having the profile **Support agent**.

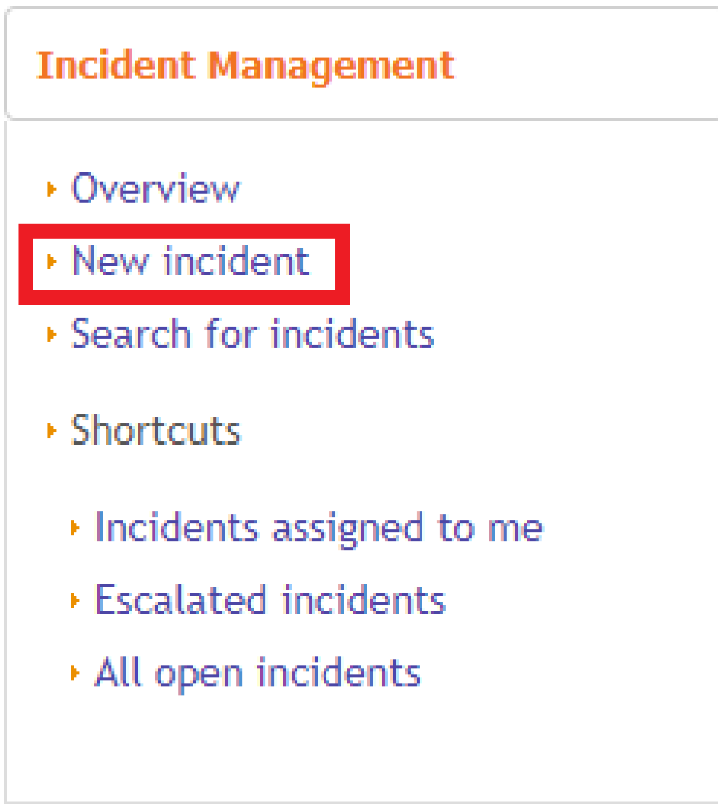
**Diagrammatic representation of Incident management:**



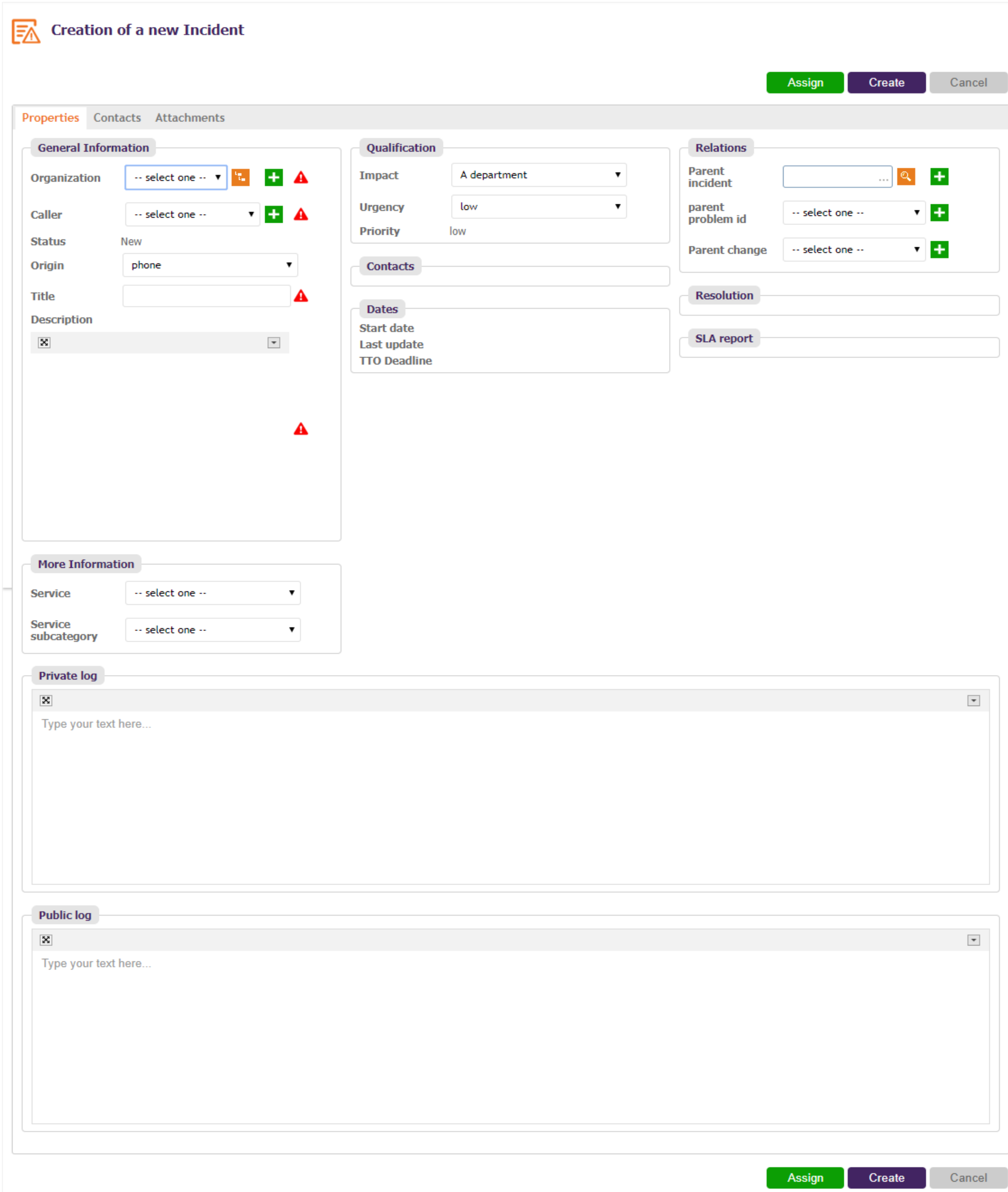

**Incident Life Cycle**

**Creating an Incident:**

- ➢ Go to incident management menu
- ➢ click on new incident



The following form is displayed:


Creation of a new Incident
Assign
Create
Cancel
Properties
Contacts
Attachments
General Information
Organization
-- select one --
Caller
-- select one --
Status
New
Origin
phone
Title
Description
Qualification
Impact
A department
Urgency
low
Priority
low
Contacts
Dates
Start date
Last update
TTO Deadline
Relations
Parent incident
parent problem id
-- select one --
Parent change
-- select one --
Resolution
SLA report
More Information
Service
-- select one --
Service subcategory
-- select one --
Private log
Type your text here...
Public log
Type your text here...
Assign
Create
Cancel

- Enter all mandatory details as per your tickets & click on create button ORyou can direct **assign** tickets with respective to Team &Agents.

- **Organization:** If you want to represent several departments or customers you have to create new organizations. This has to be done before creating allother objects as most of them are linked to anorganization.

- **Caller:** Caller is the person of the organization to create the tickets.We can select caller by dropdown list of the respective organization. If caller is not showing in dropdown list then by clicking on **"+"** sign you can create newcaller.

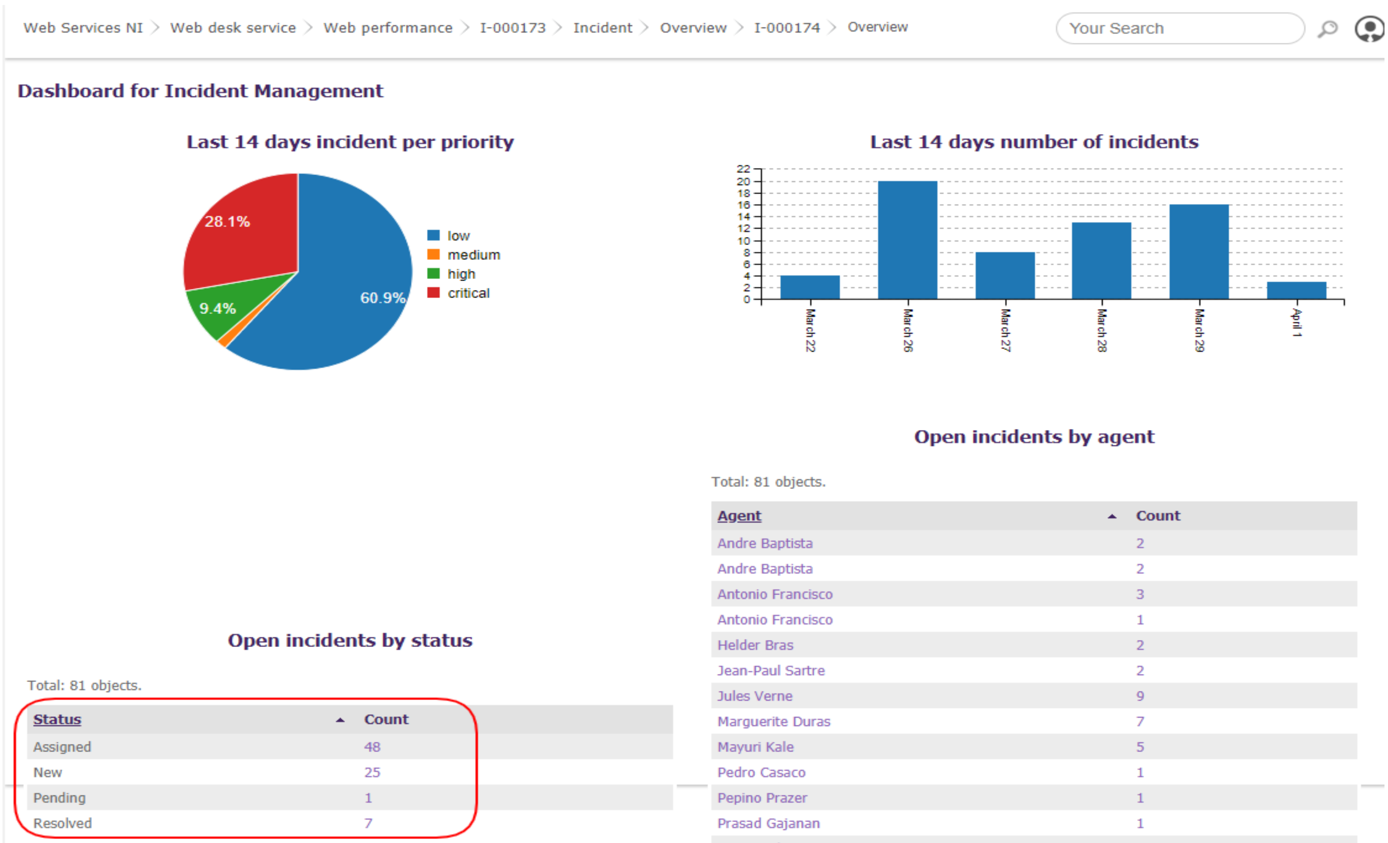
**Overview:**

- After creating tickets that are showing in overview menu with respective their ticket status as shown in below image:
- Incident Status like:

  New,
  Assigned,
  Resovled,
  Pending,
  Close.
- In overview pie chart showing as perpriority:

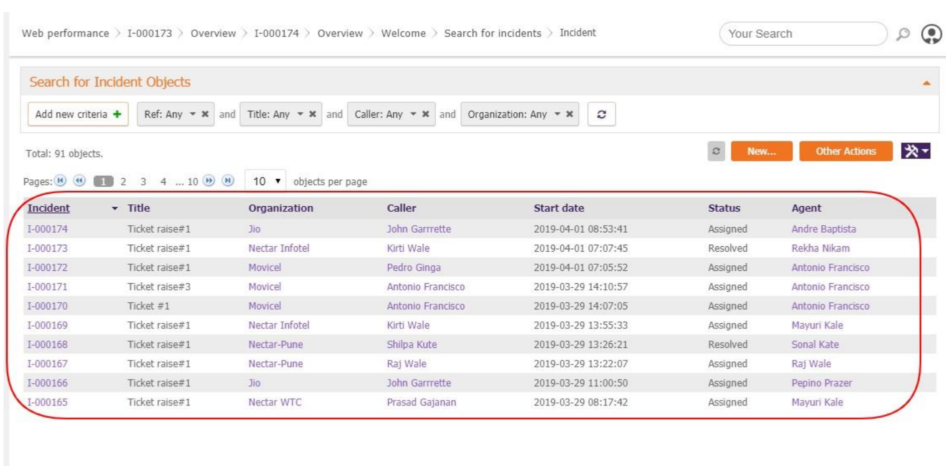
  Low,
  Medium,
  High,
  Critical.

- All open incidents showing as per agentwise.




## Search for Incidents:

- You can search incidents to click on search for incident & check all incidents are showing.



**Escalate Incident:**

**Service Management->SLT->Create TTO ->create TTR-> go to SLA->add SLT's->Apply**

1. First we need to create TTO (time to own) based on priority i.e(Critical,VeryHigh,High etc..)

2. Then we need to create TTR (time to Resolve) based on priority i.e(Critical,Very High,Highetc..)

Like shown in Image 1:

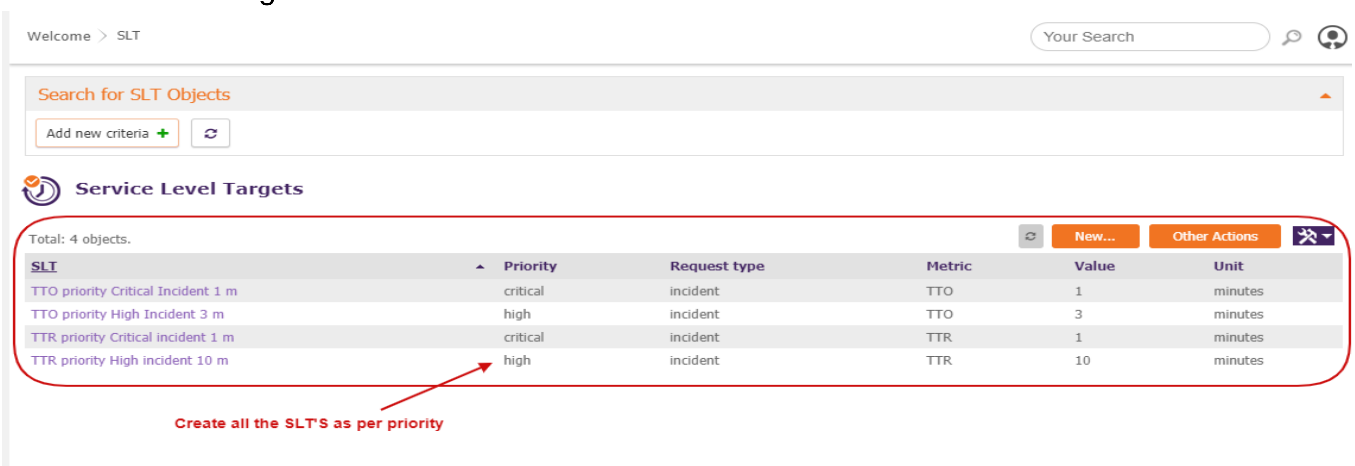
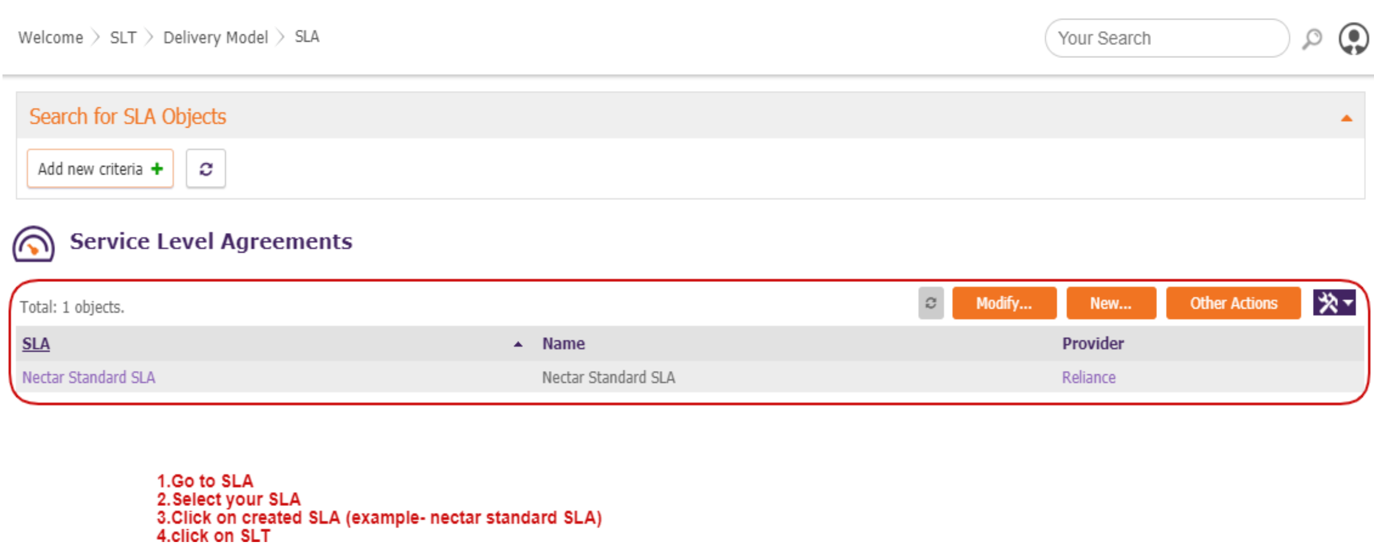
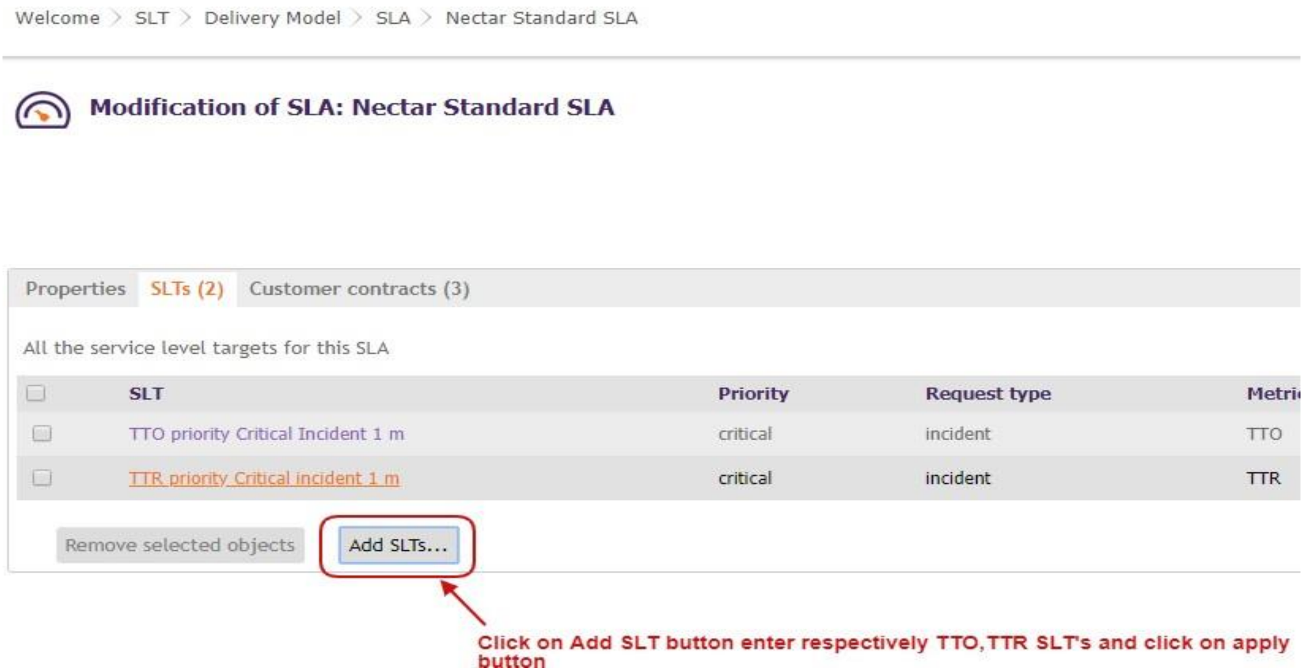


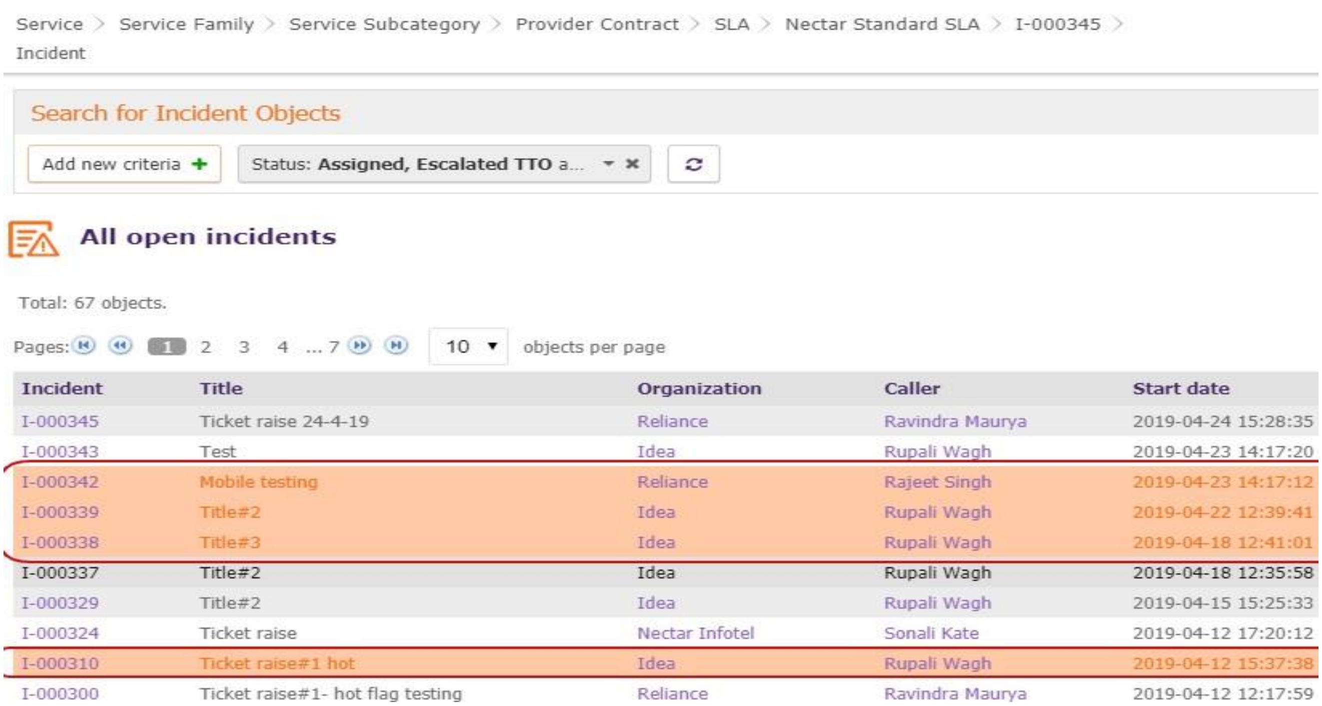

**Image 2:**



3. Go to Service management->click on->SLA select created SLA & click on SLT'sto addSLT:



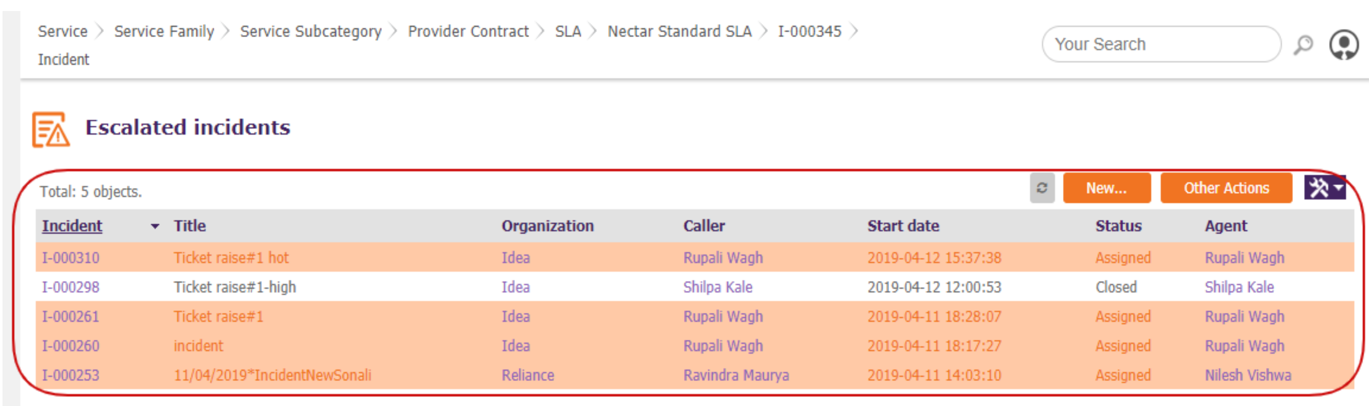

4. Create incident and check there deadlines. If that incident or task timeout then it showing in orange color.




| Incident | Title | Organization | Caller | Start date |
|---|---|---|---|---|
| I-000345 | Ticket raise 24-4-19 | Reliance | Ravindra Maurya | 2019-04-24 15:28:35 |
| I-000343 | Test | Idea | Rupali Wagh | 2019-04-23 14:17:20 |
| I-000342 | Mobile testing | Reliance | Rajeet Singh | 2019-04-23 14:17:12 |
| I-000339 | Title#2 | Idea | Rupali Wagh | 2019-04-22 12:39:41 |
| I-000338 | Title#3 | Idea | Rupali Wagh | 2019-04-18 12:41:01 |
| I-000337 | Title#2 | Idea | Rupali Wagh | 2019-04-18 12:35:58 |
| I-000329 | Title#2 | Idea | Rupali Wagh | 2019-04-15 15:25:33 |
| I-000324 | Ticket raise | Nectar Infotel | Sonali Kate | 2019-04-12 17:20:12 |
| I-000310 | Ticket raise#1 hot | Idea | Rupali Wagh | 2019-04-12 15:37:38 |
| I-000300 | Ticket raise#1- hot flag testing | Reliance | Ravindra Maurya | 2019-04-12 12:17:59 |

5. After that assign this task to agent and select HOT request“Yes”

6. After this process that task it showing in Escalatedincidents




| Incident | Title | Organization | Caller | Start date | Status | Agent |
|---|---|---|---|---|---|---|
| I-000310 | Ticket raise#1 hot | Idea | Rupali Wagh | 2019-04-12 15:37:38 | Assigned | Rupali Wagh |
| I-000298 | Ticket raise#1-high | Idea | Shilpa Kale | 2019-04-12 12:00:53 | Closed | Shilpa Kale |
| I-000261 | Ticket raise#1 | Idea | Rupali Wagh | 2019-04-11 18:28:07 | Assigned | Rupali Wagh |
| I-000260 | incident | Idea | Rupali Wagh | 2019-04-11 18:17:27 | Assigned | Rupali Wagh |
| I-000253 | 11/04/2019*IncidentNewSonali | Reliance | Ravindra Maurya | 2019-04-11 14:03:10 | Assigned | Nilesh Vishwa |

**Incident assigned to me:**

All assigned incident showing to you,


P-000301 > Search for known errors > Known Error > Search for problems > Problem > Overview > Welcome > Incident

Incidents assigned to me (as Agent)

All assigned incidents showing here

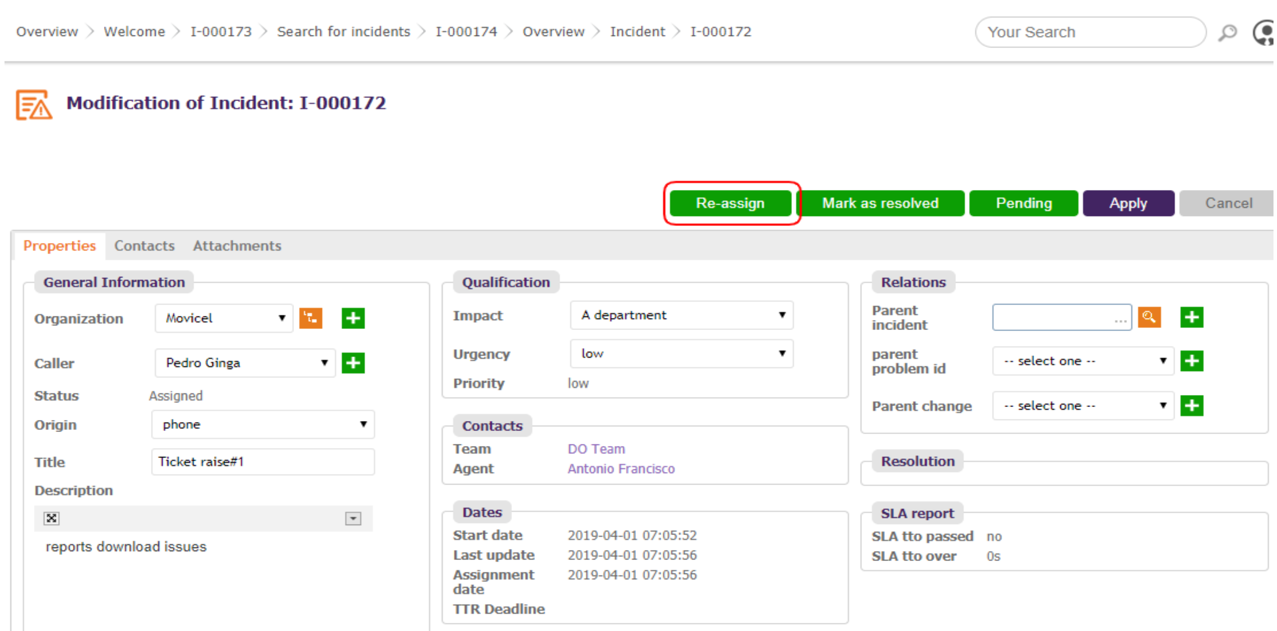
Total: 9 objects.

| Incident | Title | Organization | Caller | Start date |
|---|---|---|---|---|
| I-000240 | Ticket raise#1 | Idea | Rupali Wagh | 2019-04-11 09:10:11 |
| I-000232 | Incident 1 | Reliance | Rajeet Singh | 2019-04-10 14:11:09 |
| I-000231 | Incident 2 | Reliance | Rajeet Singh | 2019-04-10 14:06:03 |
| I-000213 | Ticket raise#3 | Reliance | Ravindra Maurya | 2019-04-09 07:33:05 |
| I-000212 | Ticket raise#2 | Reliance | Rajeet Singh | 2019-04-09 07:29:26 |
| I-000205 | Incident 2 | Reliance | Rajeet Singh | 2019-04-08 10:30:40 |
| I-000203 | Ticket raise#5 | Nectar Infotel | Sonali Kate | 2019-04-05 14:00:01 |
| I-000195 | Ticket raised by portal user | Reliance | Ravindra Maurya | 2019-04-05 08:35:47 |
| I-000194 | Ticket#2 | Reliance | Rajeet Singh | 2019-04-05 08:14:47 |

## Modification of Incident:

If you want to reassign/mark as resolved/pending/close/Reopen incident then click on respective functionality & update incident.

- OpenIncident
- Click on modifybutton
- Click on Re-assignbutton



## 1. Re-assignfunctionality:

If you want to change agent as well as team to particular situation then we reassign tickets.

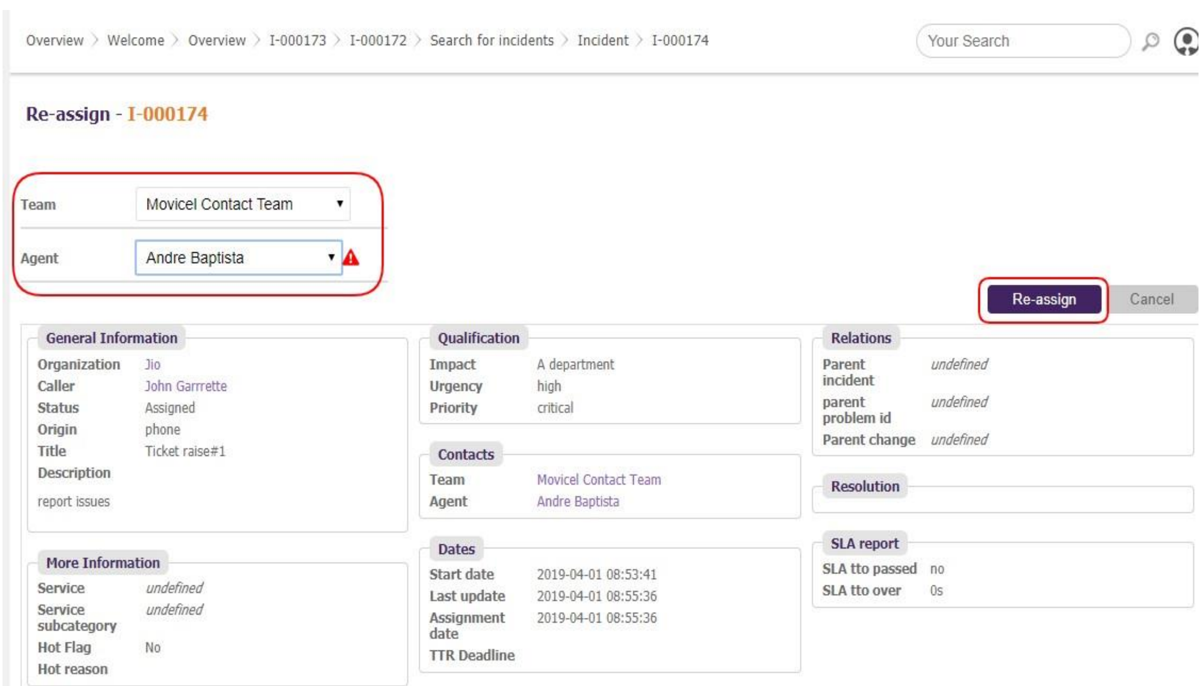
- Click on assignbutton
- SelectTeam
- Select agent (agent is mandatoryfield)
- Click on Re-assignbutton

**Team:**

The teams are linked to several types of object, like contracts or tickets, in order to define responsibilities. Teams are also used as "workgroups" for assigning tickets. Teams used for assigning tickets must also have at least one member (the agent to assign the ticket to). The attribute "Role" on the link between a Team and a Person is not mandatory, so you can leave it empty, but it is useful to define the role of the Person in the Team (Team Leader, Manager.

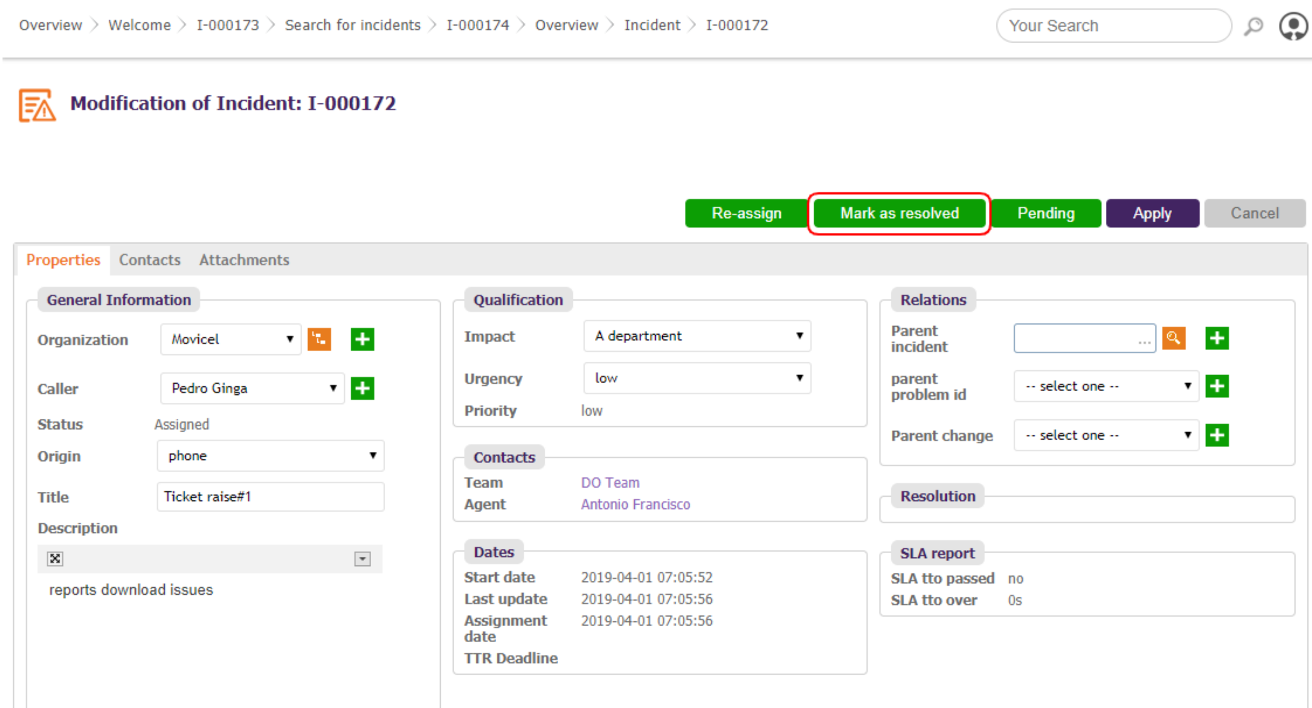
**Agent:**

When you want to assign an incident or a user request you have to update the corresponding attribute & create agent for particular organization as well as Team.

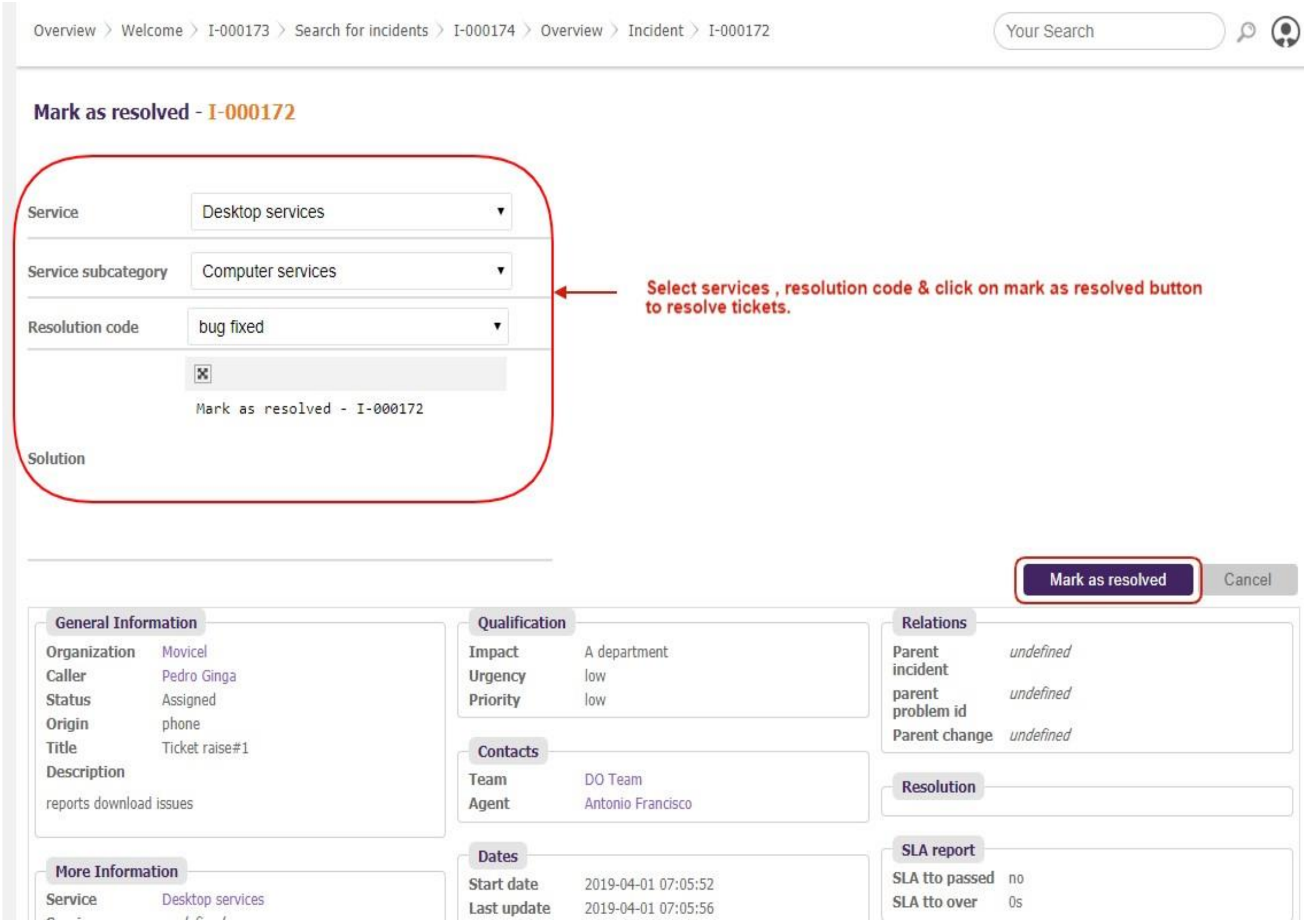


**2. Mark as ResolvedFunctionality:**

The Incident or tickets are resolved then select services & Resolution code to resolve the tickets.

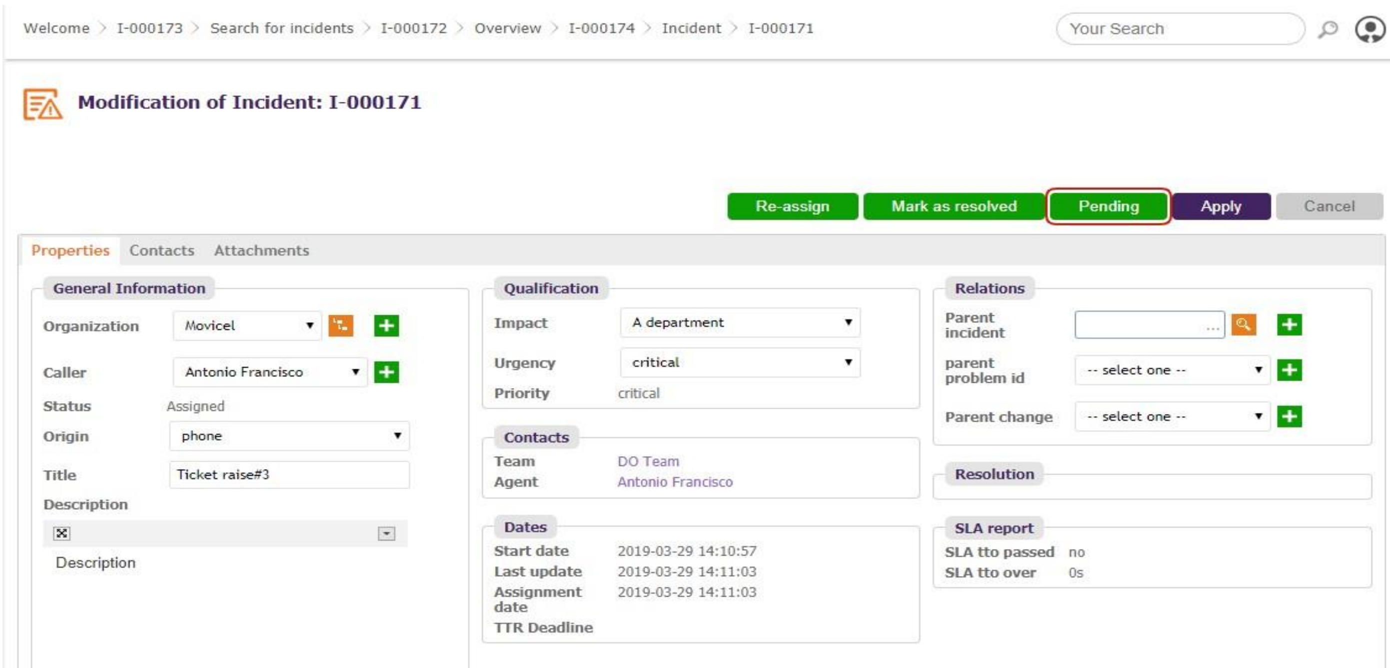



- OpenIncident
- Click on modifybutton
- Click on mark as resolvedbutton




### 3. PendingFunctionality:

If we need to pending this tickets or incident then we click on pending button & enter pending reason.

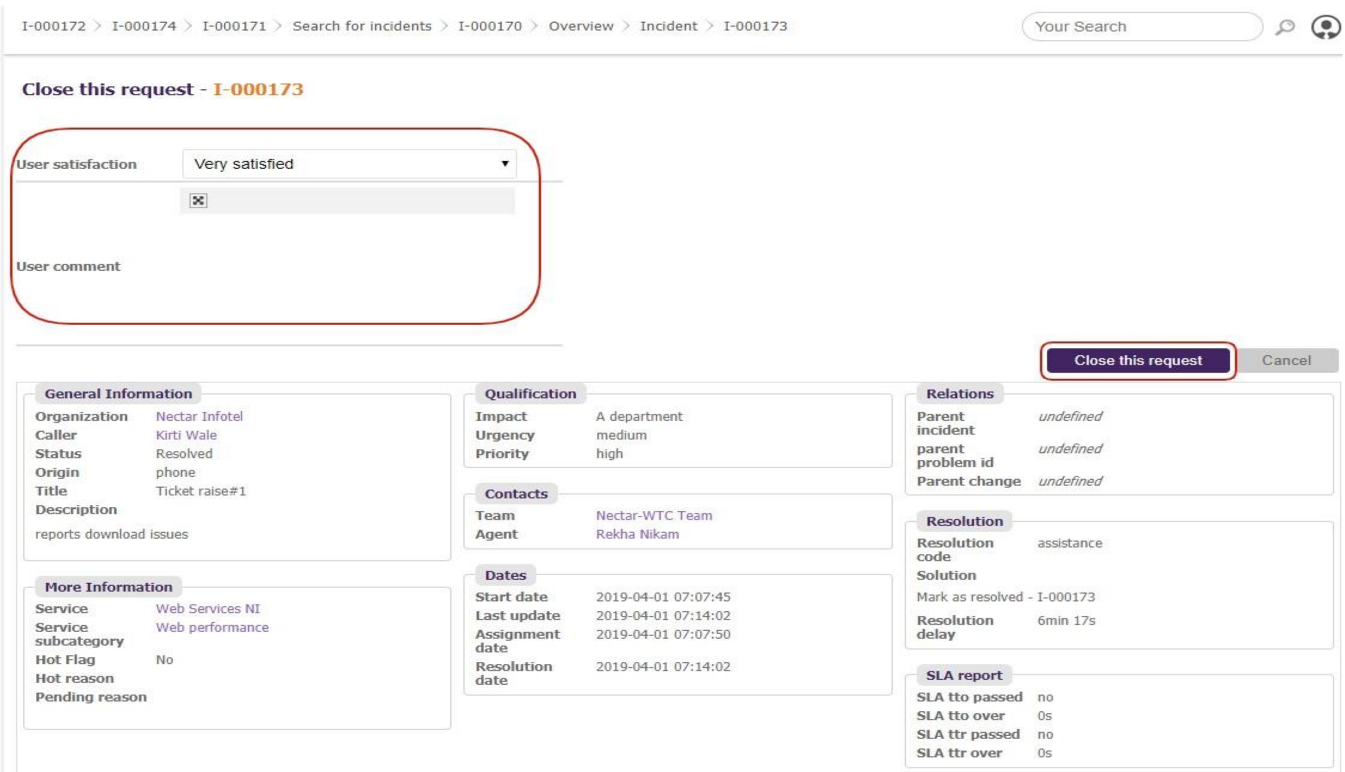



- ➢ OpenIncident
- ➢ Click on modifybutton
- ➢ Click onpending
- ➢ Enter pendingreason

**4. Close this RequestFunctionality:**

If we need to close the request then click on close request & enter user satisfaction reason.

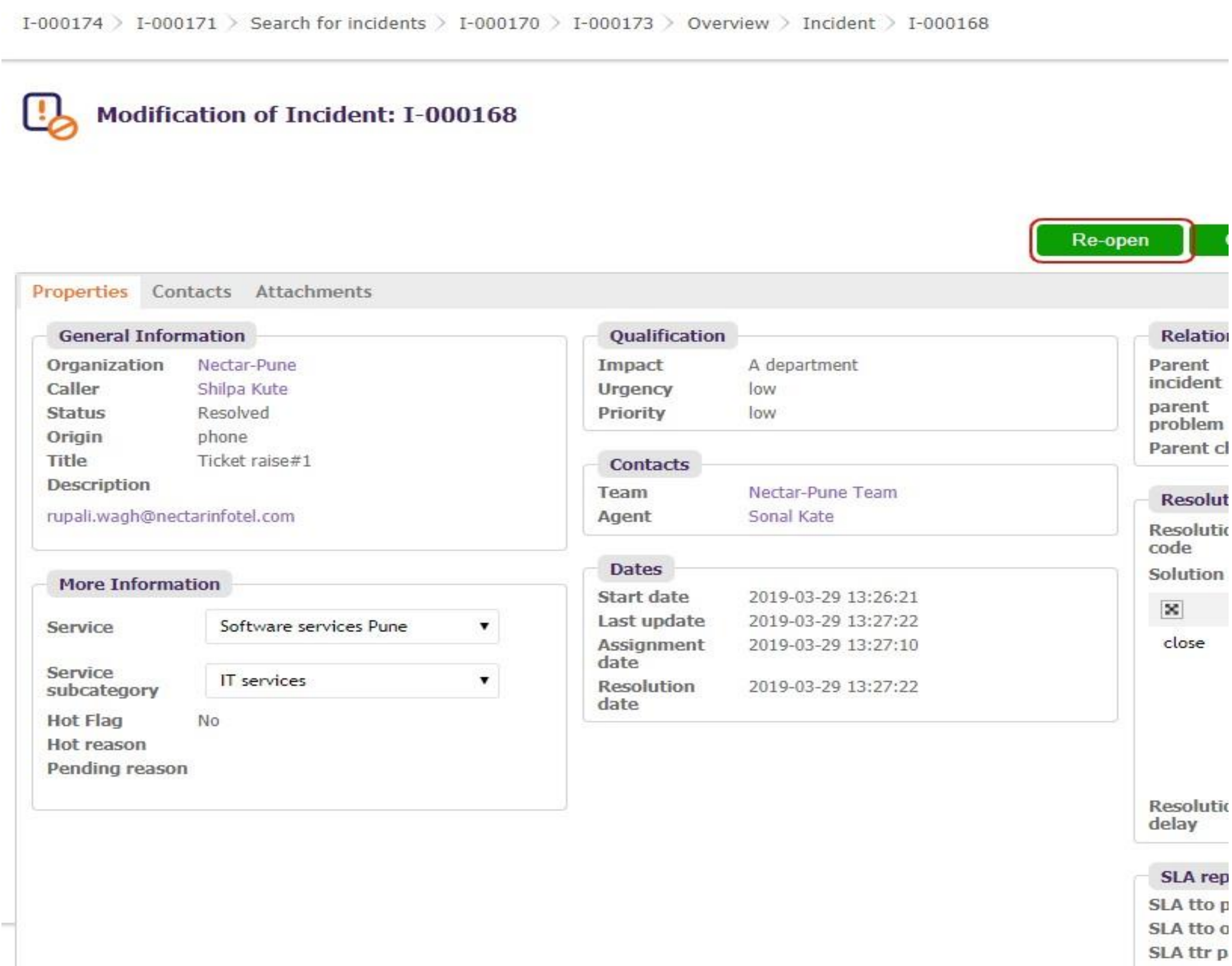
- ➢ OpenIncident
- ➢ Click on modifybutton
- ➢ Click on close therequest



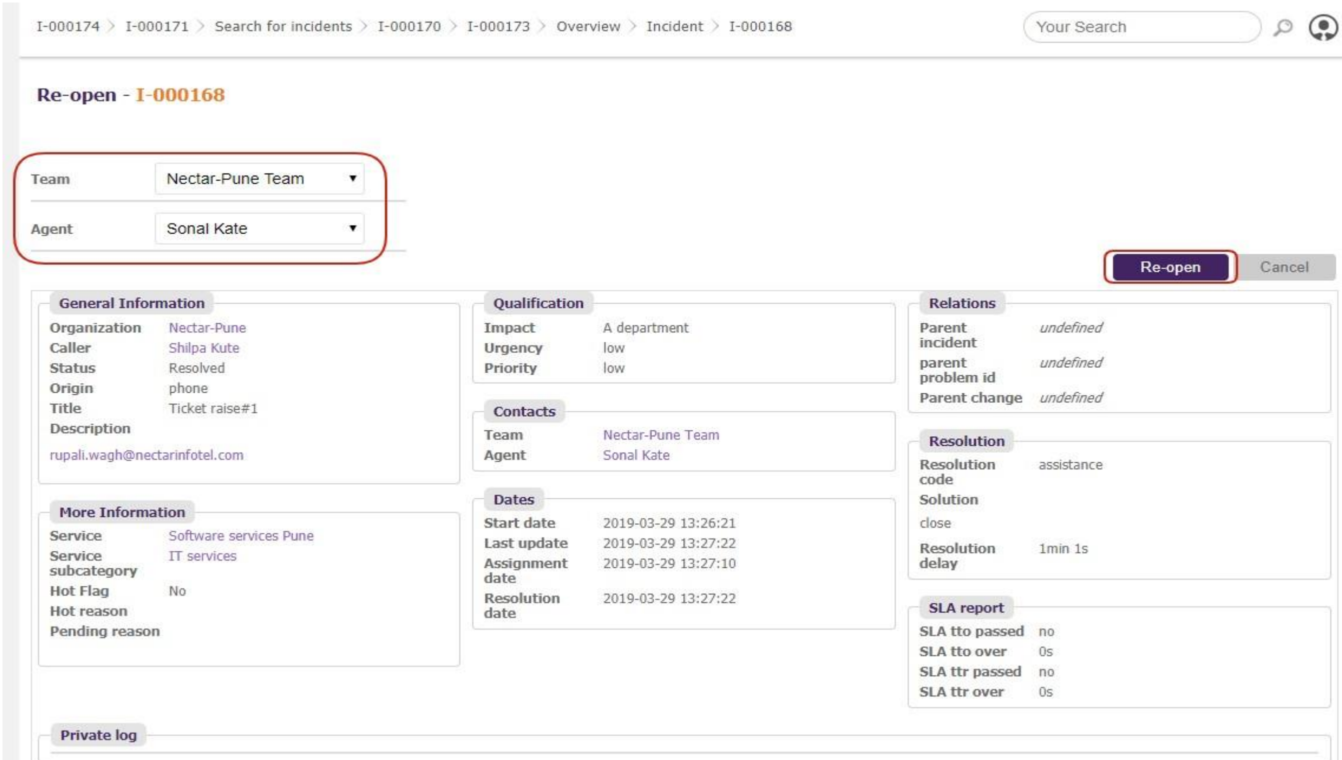

**5. ReopenFunctionality:**

If we need to reopen the request then click on reopen button & select Team as wellas respective agent to handle this tickets.After reopen the request then continue with the samecycle.

- OpenIncident
- Click on modifybutton
- Click on close therequest



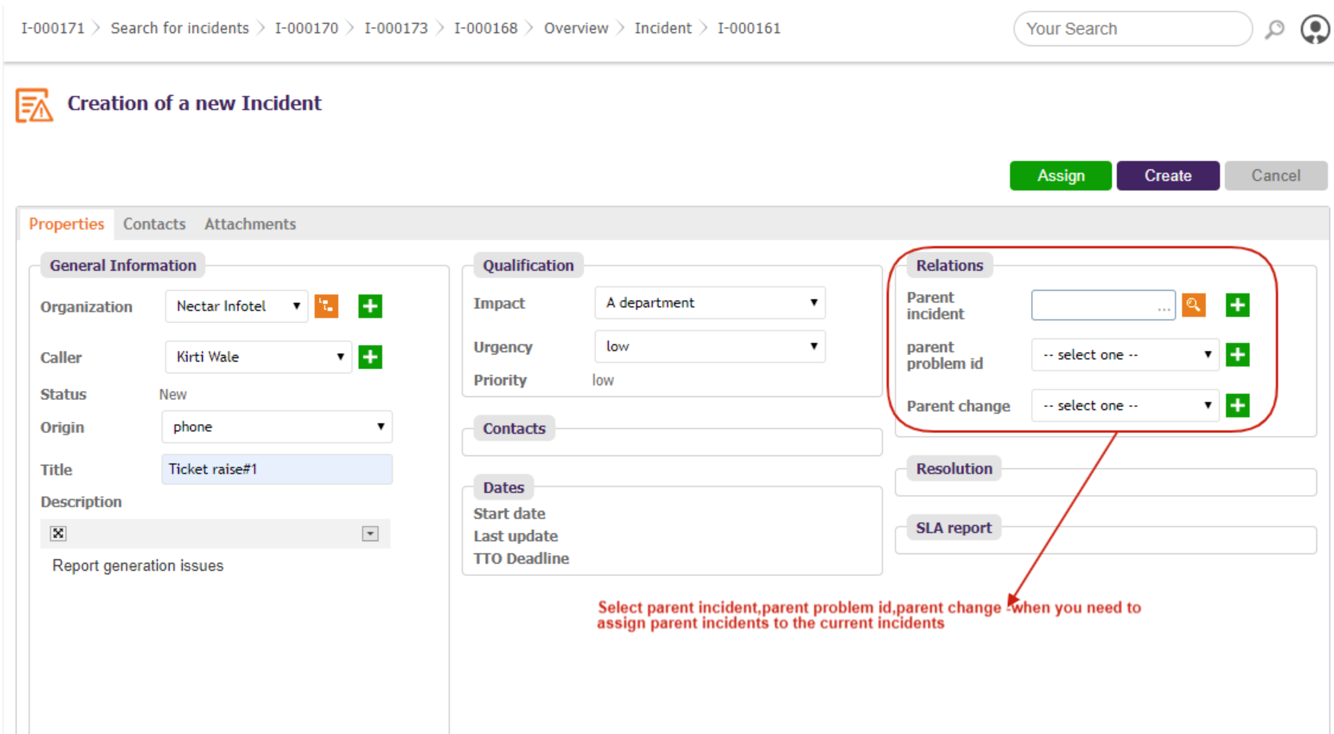

- SelectTeam
- SelectAgent




## Assign incident to parent incident:

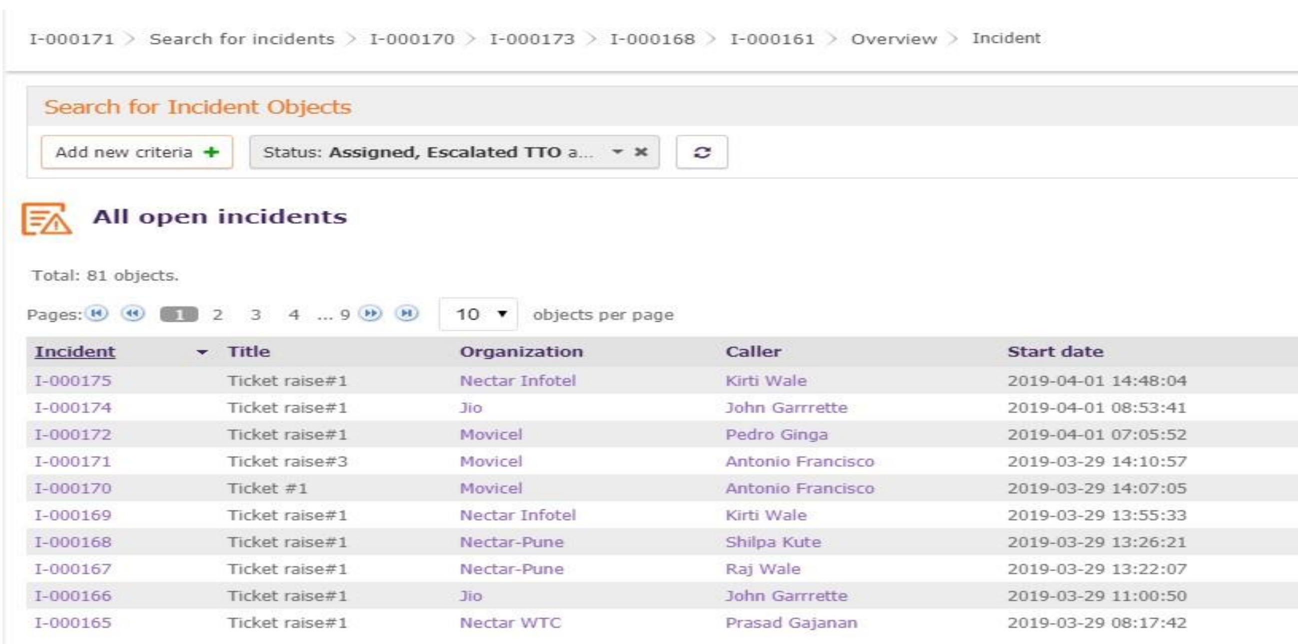
If you need to assign incident to parent incident then we use this relations.

- Select Parentincident
- Select Problemid
- Select Parentchange
- Create incident

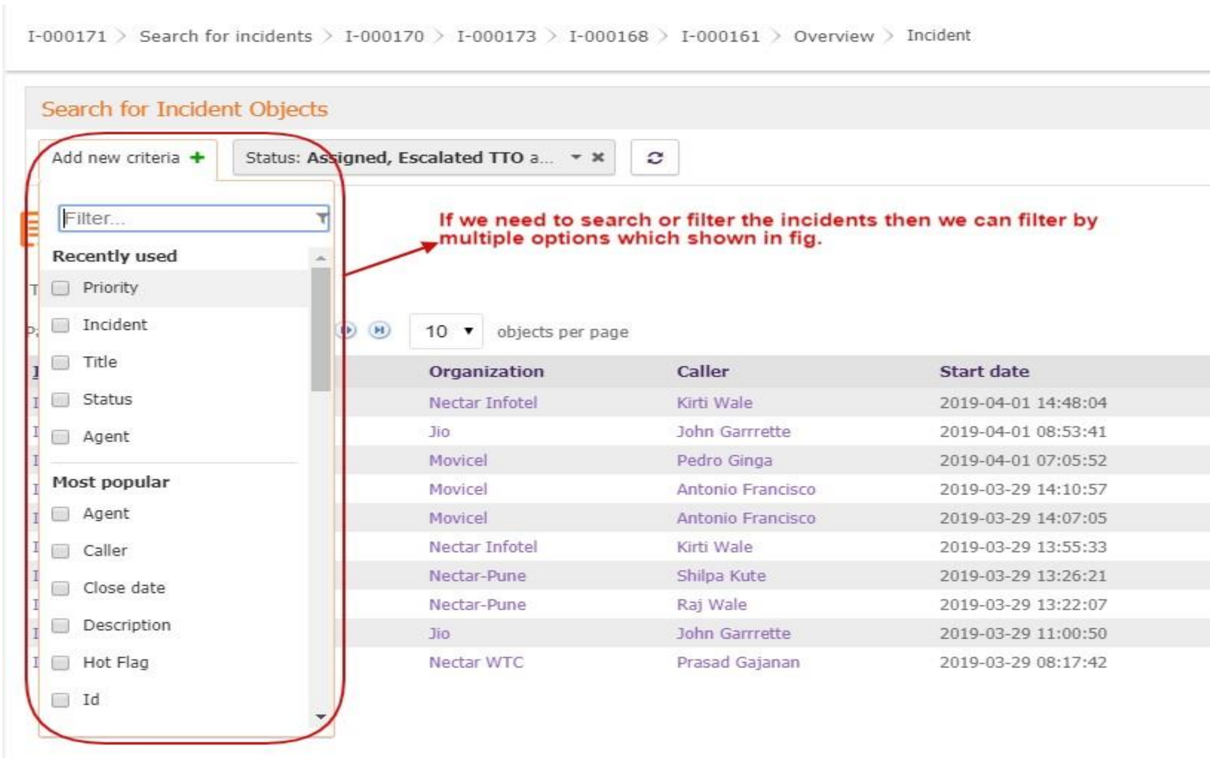



## All Open Incident:

➢ When user need to check all open incidents then use this functionality byclicking on all openincident.



➢ If user wants to search or filter incidents by usingpriority,incident, title,status,agent,calleretc..




**Other action:**

In other action we are checking multiple functionality as below:

**Delete Functionality:**

➢ We can delete singleincident.

Search for incidents > I-000170 > I-000173 > I-000168 > I-000161 > Incident > Overview > I-000176

**Deletion of I-000176**

**Please confirm that you want to delete I-000176.**

Total: 1 objects.

| Incident | Title | Organization | Caller | Start date |
|---|---|---|---|---|
| I-000176 | Ticket raise#2 | Nectar WTC | Prasad Gajanan | 2019-04-01 15:04:04 |

<< Back | Delete !



- ➢ We can delete multipleincidents

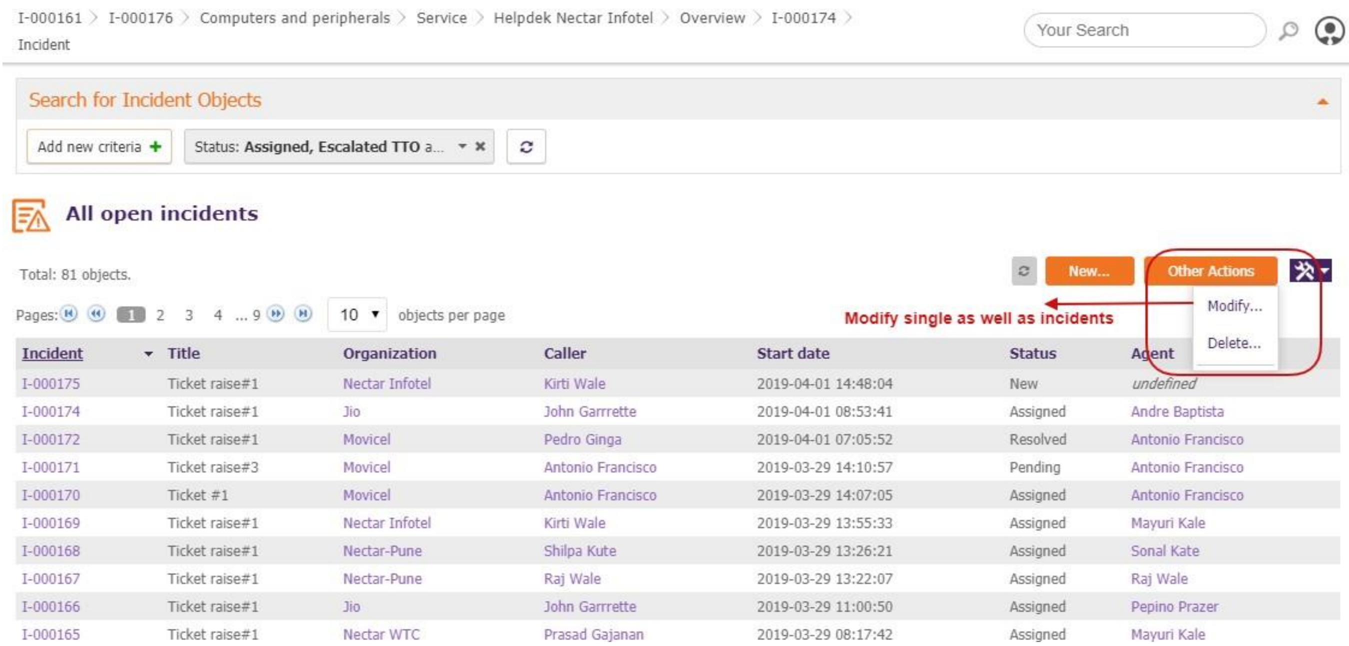
| | | | | |
|---|---|---|---|---|
| I-000114 | Ticket raise#1 | DTDC | ghate Taran | 20 |
| I-000112 | Ticket#7 | Nectar | Acharya Shrvastav | 20 |
| I-000111 | Ticket#6 | Nectar | Akhil Bhatiya | 20 |
| I-000110 | Ticket#5 | Nectar | Agatha Christiee | 20 |
| I-000109 | Ticket#4 | Nectar | Conatct person Nectar | 20 |
| I-000099 | Ticket generate for customer 0004 error | IT Department | Akhilesh Yada | 20 |
| I-000095 | Ticket raise for Menu | NIT | Kadam Rajeev | 20 |
| I-000090 | Ticket raised by application through client requirement.......... | Nectar | Akhil Bhatiya | 20 |
| I-000078 | Ticket #16 | NCSE | Acharya Shrvastav | 20 |
| I-000075 | Ticket #19 | PMM | Niraa raut | 20 |
| I-000068 | Ticket Raised By Client | NCSE | Acharya Shrvastav | 20 |
| I-000066 | Ticket #17 | Nectar | Akhil Bhatiya | 20 |
| I-000057 | network problem | PMM | rohan warma | 20 |
| I-000054 | Ticket #16 | PMM | rohan warma | 20 |
| I-000053 | Ticket #15 | PMM | rohan warma | 20 |
| I-000052 | Ticket #14 | Nectar | Agatha Christiee | 20 |
| I-000049 | Ticket #11 | NIT | Kadam Rajeev | 20 |
| I-000042 | Ticket #09 | Business Development Executive | Khanna Pardes | 20 |
| I-000038 | Ticket #03 | Nectar | Agatha Christiee | 20 |
| I-000017 | Ticket #7 | My Company/Department | Watson James | 20 |
| I-000016 | Ticket #6 | My Company/Department | Ram Shrvastav | 20 |
| I-000015 | Ticket#5 | My Company/Department | Ram Shrvastav | 20 |
| I-000014 | Ticket#3 | IT Department | Boris Vian | 20 |
| I-000013 | Ticket#4 | IT Department | Anna Gavalda | 20 |
| I-000010 | Ticket#2 | My Company/Department | Ram Kumar | 20 |

<< Back | Delete !



## Modify functionality:

Modify incidents single as well as multiple incident.




## Reports (All modules)

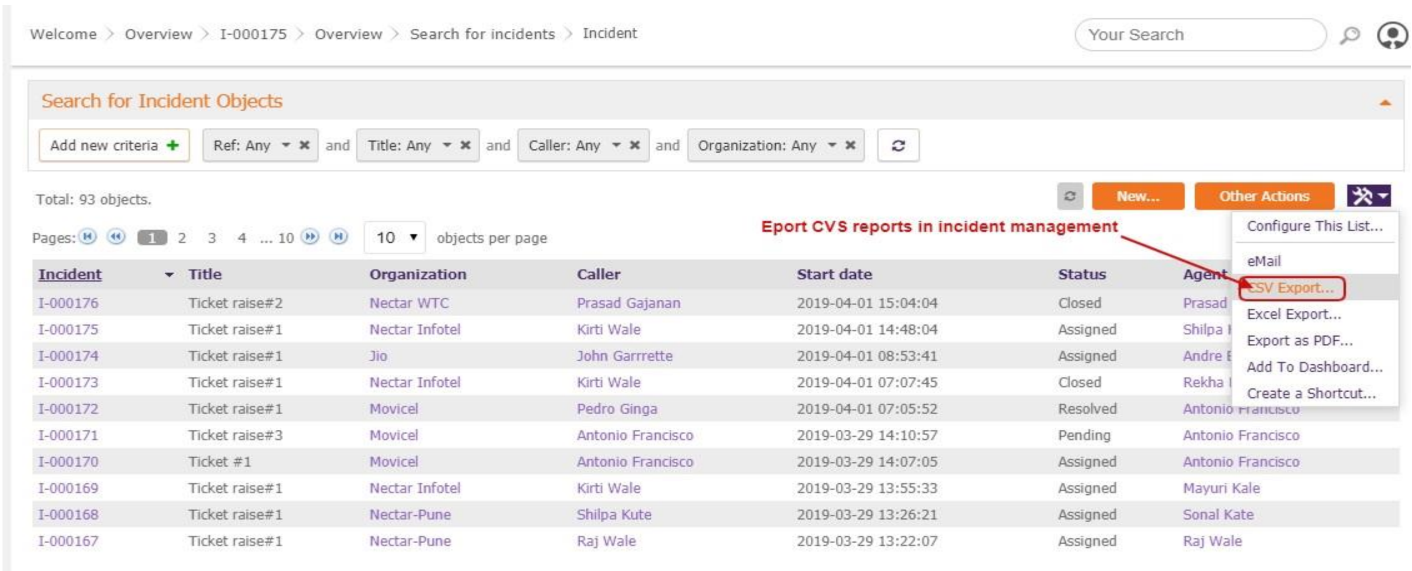
A document that presents information in an organized format for a specific audience and purpose. Although summaries of reports may be delivered orally, complete reports are almost always in the form of written documents.

There are different types of report format:

- CSVReport
- ExcelReport
- PDFReport

**1. CSVreport:**

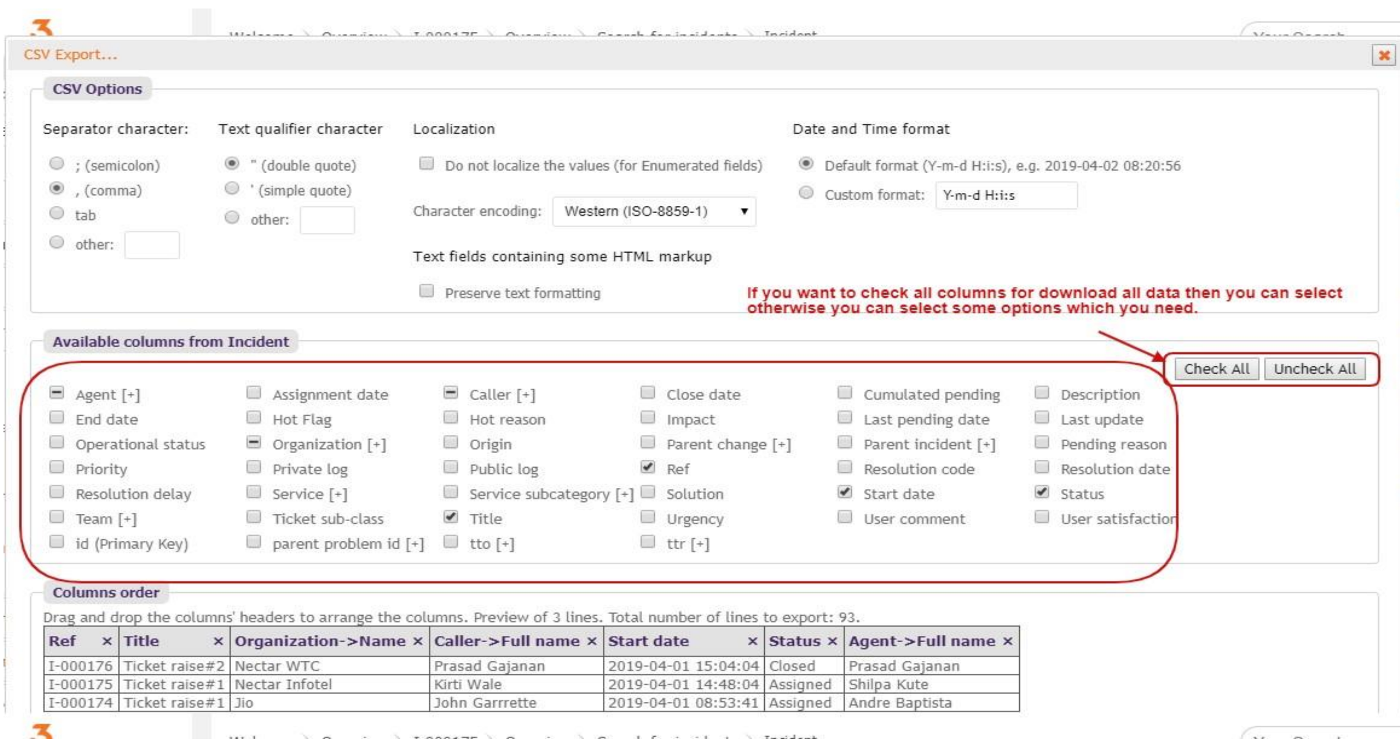
**Step 1:**
Select CSV report from the setting button




**Step 2:**

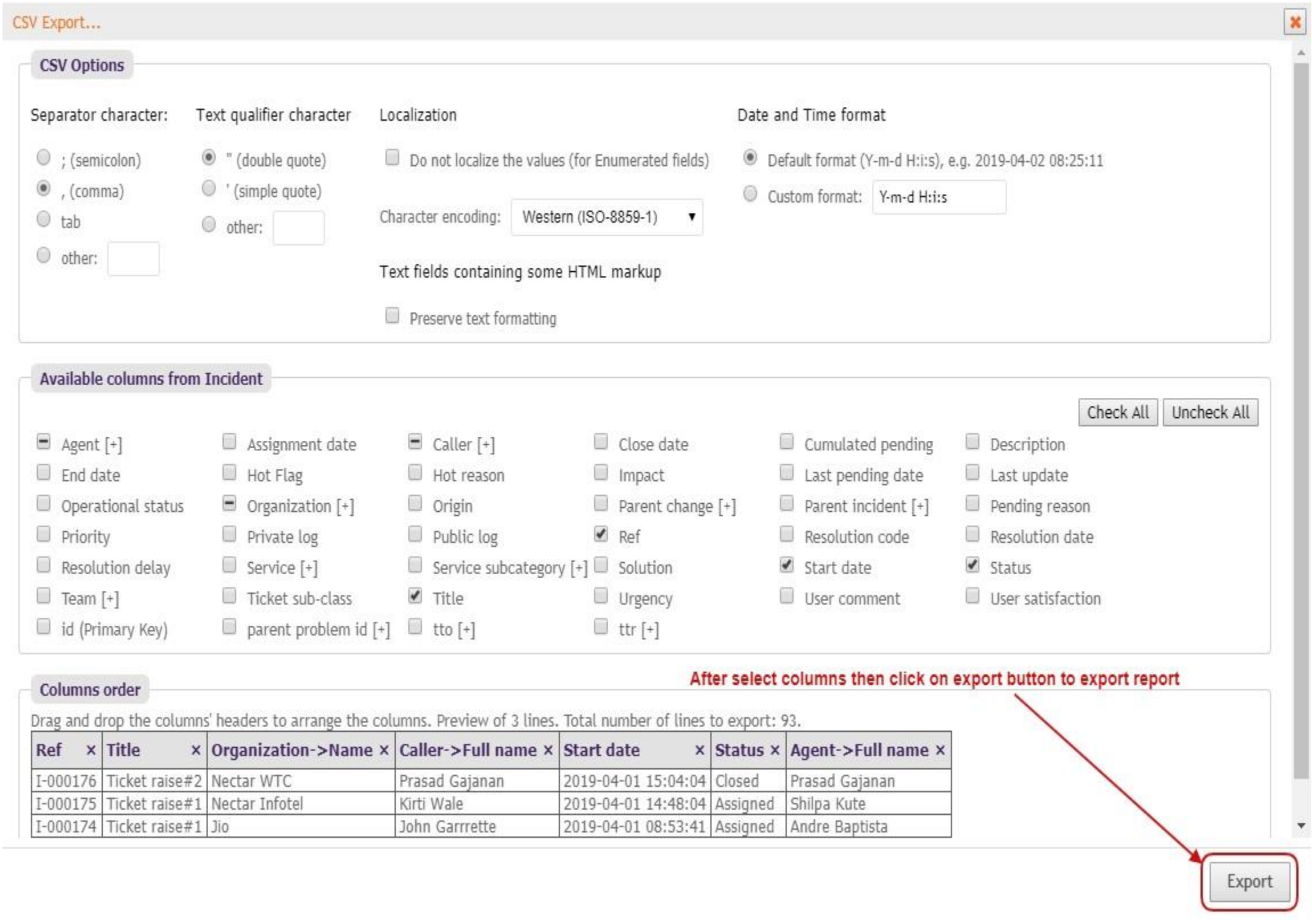
User can select the columns as per requirement & download the report in CSV format.

- Check columns



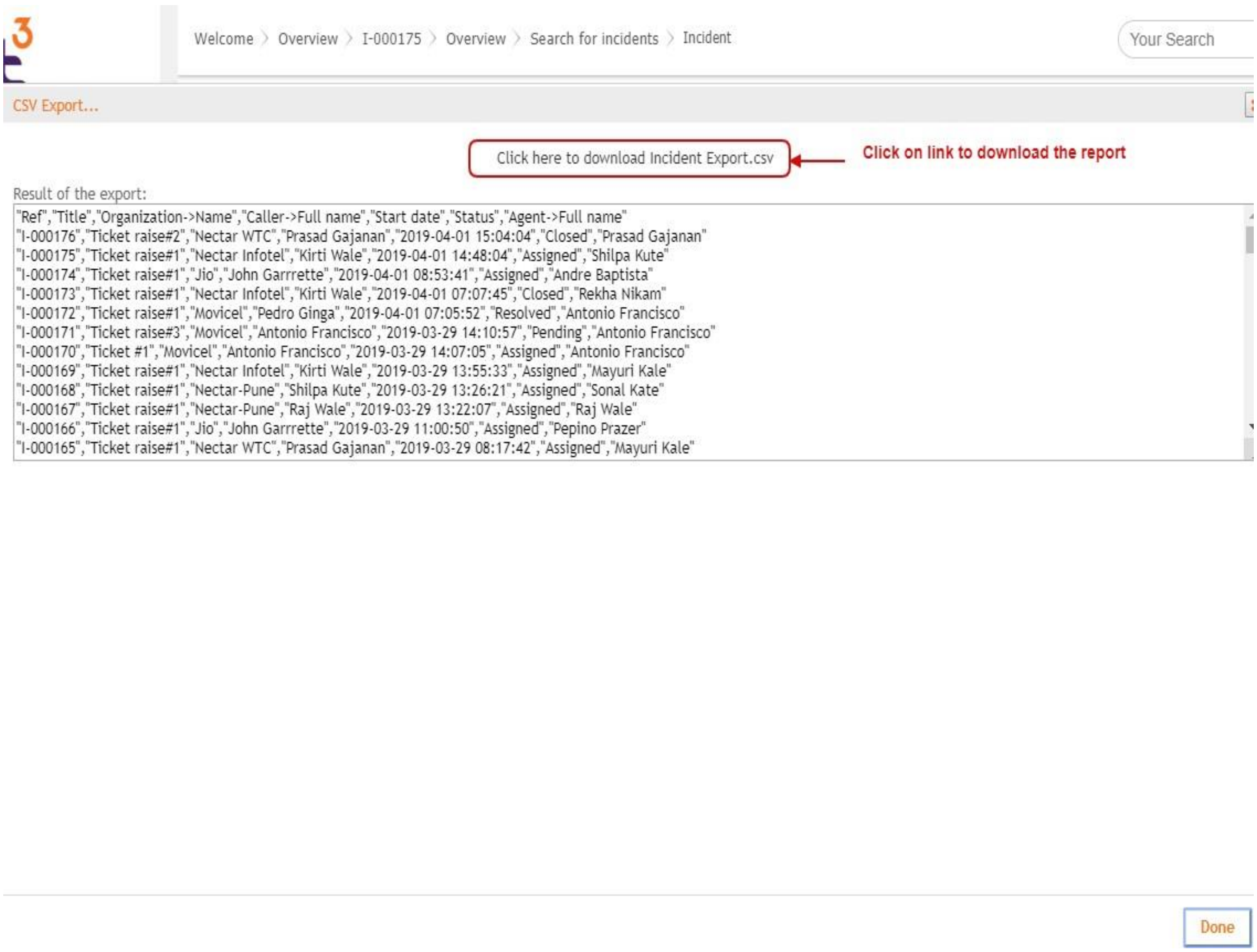
**Step 3:**

➢ Click on the Exportbutton




**Step 4:**

➢ Click on link to download thereport



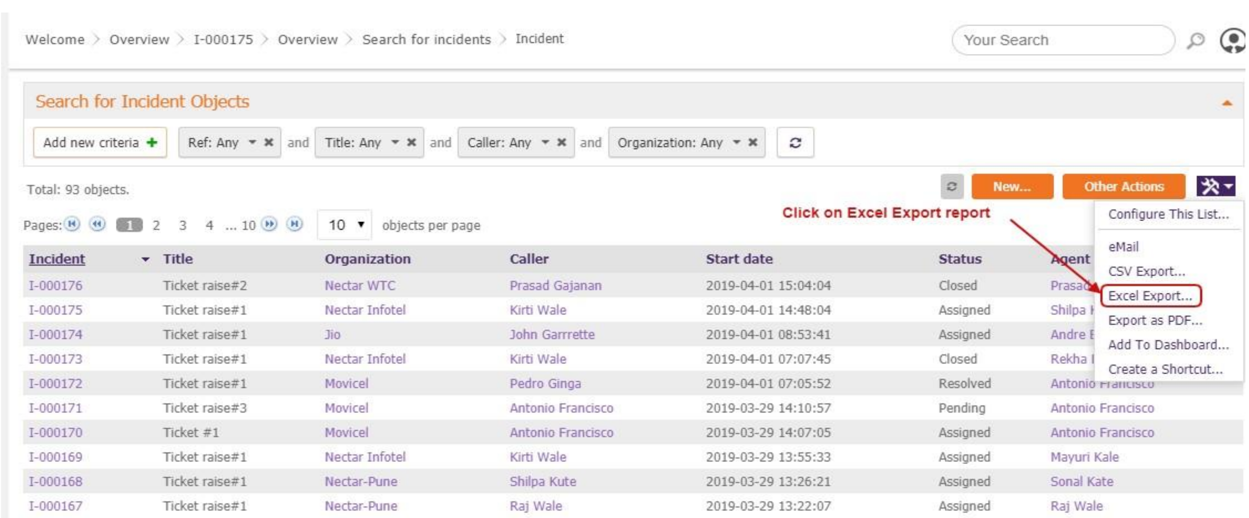

**Step 5:**
Check actual result of report

| Ref | Title | Organization->Name | Caller->Full name | Start date | Status | Agent->Full name |
|---|---|---|---|---|---|---|
| I-000176 | Ticket raise#2 | Nectar WTC | Prasad Gajanan | 01-04-2019 15:04 | Closed | Prasad Gajanan |
| I-000175 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 01-04-2019 14:48 | Assigned | Shilpa Kute |
| I-000174 | Ticket raise#1 | Jio | John Garrrette | 01-04-2019 08:53 | Assigned | Andre Baptista |
| I-000173 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 01-04-2019 07:07 | Closed | Rekha Nikam |
| I-000172 | Ticket raise#1 | Movicel | Pedro Ginga | 01-04-2019 07:05 | Resolved | Antonio Francisco |
| I-000171 | Ticket raise#3 | Movicel | Antonio Francisco | 29-03-2019 14:10 | Pending | Antonio Francisco |
| I-000170 | Ticket #1 | Movicel | Antonio Francisco | 29-03-2019 14:07 | Assigned | Antonio Francisco |
| I-000169 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 29-03-2019 13:55 | Assigned | Mayuri Kale |
| I-000168 | Ticket raise#1 | Nectar-Pune | Shilpa Kute | 29-03-2019 13:26 | Assigned | Sonal Kate |
| I-000167 | Ticket raise#1 | Nectar-Pune | Raj Wale | 29-03-2019 13:22 | Assigned | Raj Wale |
| I-000166 | Ticket raise#1 | Jio | John Garrrette | 29-03-2019 11:00 | Assigned | Pepino Prazer |
| I-000165 | Ticket raise#1 | Nectar WTC | Prasad Gajanan | 29-03-2019 08:17 | Assigned | Mayuri Kale |
| I-000164 | Ticket raise#1 | Nectar-Pune | Sonal Kate | 29-03-2019 08:09 | Assigned | Vidya Yellaram |
| I-000163 | Ticket raise#100 | Nectar-Pune | Priti Wagh | 29-03-2019 08:02 | Assigned | Priti Wagh |
| I-000162 | Ticket raise#3 | Nectar-Pune | Vidya Yellaram | 29-03-2019 07:51 | Assigned | Priti Wagh |
| I-000161 | Ticket raise#2 | Nectar-Pune | Sonal Kate | 29-03-2019 07:51 | New | |
| I-000160 | Ticket raise#1 | Nectar-Pune | Priti Wagh | 29-03-2019 07:48 | Closed | Sonal Kate |
| I-000159 | Title#7 | Nectar-Pune | Priti Wagh | 29-03-2019 07:36 | Closed | Sonal Kate |
| I-000158 | Title#8 | Nectar-Pune | Priti Wagh | 29-03-2019 07:03 | Closed | Priti Wagh |
| I-000157 | Title#5 | Nectar WTC | Rekha Nikam | 29-03-2019 06:50 | Resolved | Rekha Nikam |
| I-000156 | Title#4 | Nectar Infotel | Kirti Wale | 29-03-2019 06:49 | Resolved | Mayuri Kale |
| I-000155 | Ticket raise#1 | Nectar WTC | Prasad Gajanan | 28-03-2019 13:26 | Resolved | Priti Wagh |
| I-000154 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 28-03-2019 10:13 | Resolved | Priti Wagh |
| I-000153 | Ticket raise#2 | Nectar Infotel | Kirti Wale | 28-03-2019 08:28 | Assigned | Priti Wagh |
| I-000152 | Ticket raise#1 | Nectar WTC | Mayuri Kale | 28-03-2019 08:27 | Assigned | Sonal Kate |
| I-000151 | Ticket raise#5 | Nectar Infotel | Kirti Wale | 28-03-2019 08:25 | Assigned | Priti Wagh |
| I-000150 | Problem#1 | Nectar WTC | Rekha Nikam | 28-03-2019 08:15 | Assigned | Sonal Kate |

## 2. ExcelReport:

### Step 1:

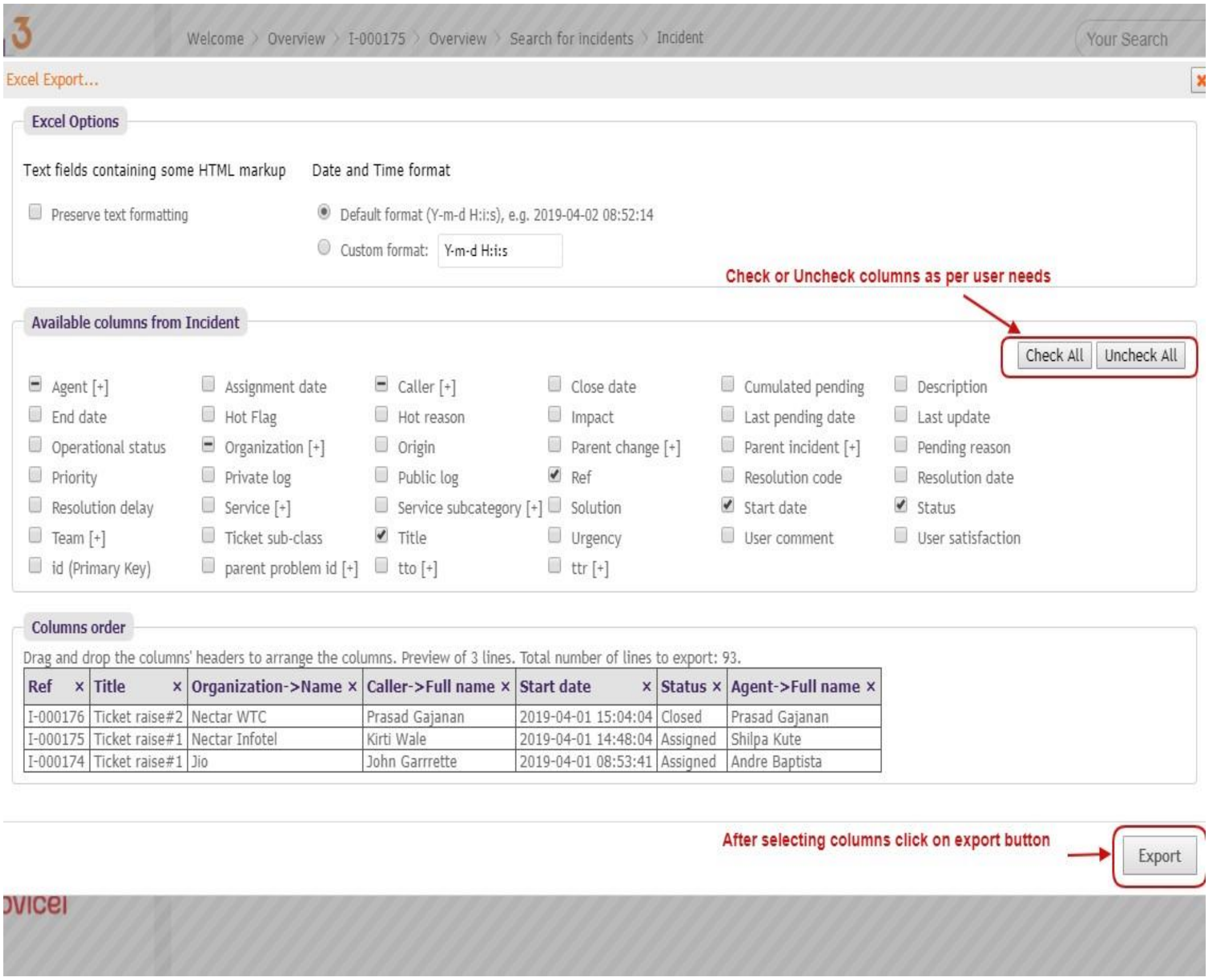
Select Excel report from the setting button



**Step 2:**

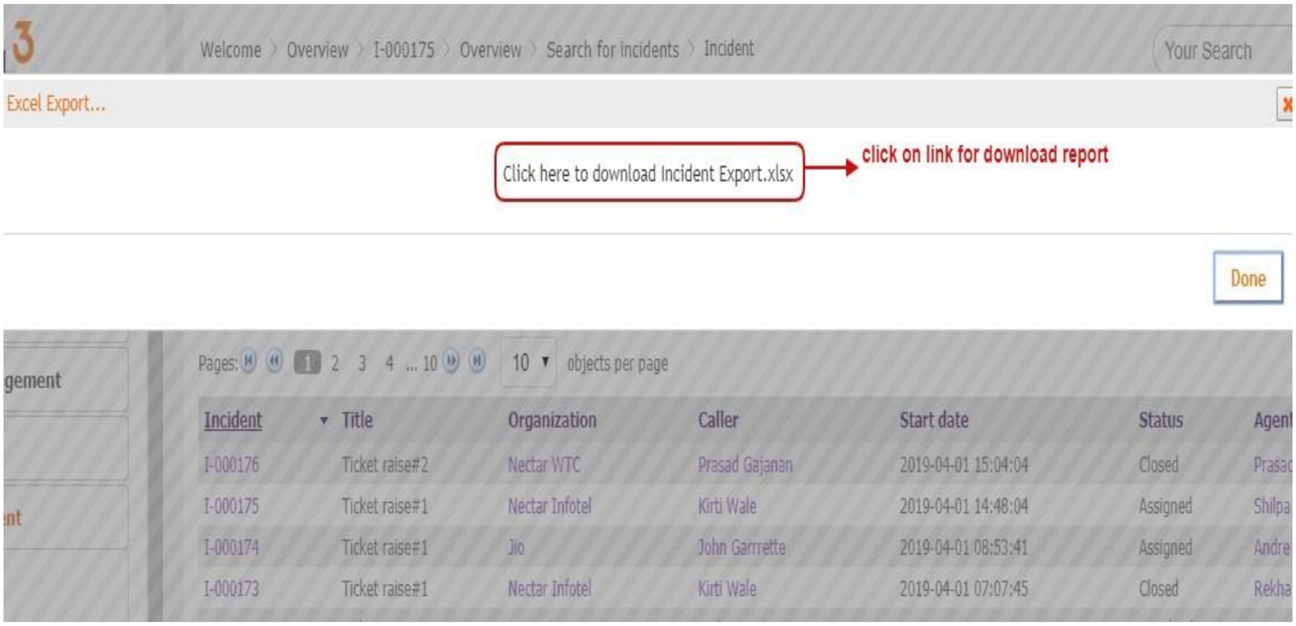
User can select the columns as per requirement & download the report in Excel report.

- Check columns
- Click on the Exportbutton




**Step 3:**

- Click on link to download thereport




**Step 4:**

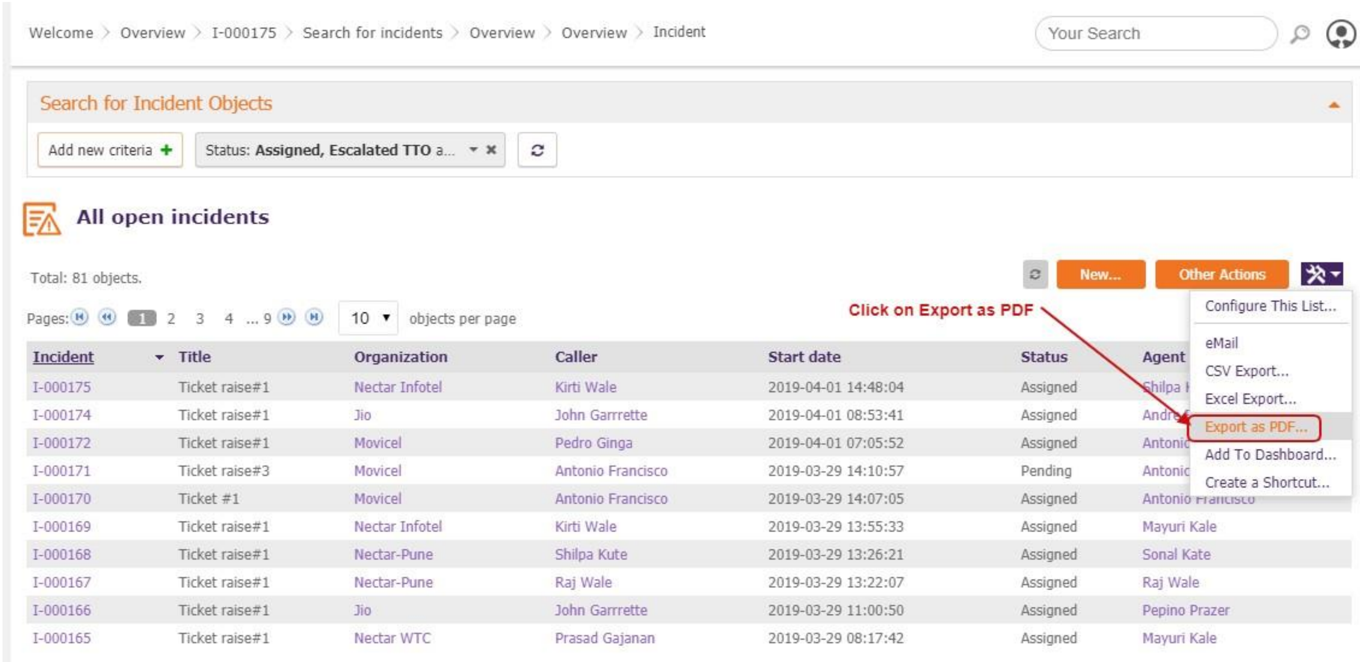
Check actual result of report

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **Ref** | **Title** | **Organization->Name** | **Caller->Full name** | **Start date** | **Status** | **Agent->Full name** |
| 2 | I-000176 | Ticket raise#2 | Nectar WTC | Prasad Gajanan | 2019-04-01 15:04:04 | Closed | Prasad Gajanan |
| 3 | I-000175 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-04-01 14:48:04 | Assigned | Shilpa Kute |
| 4 | I-000174 | Ticket raise#1 | Jio | John Garrrette | 2019-04-01 08:53:41 | Assigned | Andre Baptista |
| 5 | I-000173 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-04-01 07:07:45 | Closed | Rekha Nikam |
| 6 | I-000172 | Ticket raise#1 | Movicel | Pedro Ginga | 2019-04-01 07:05:52 | Resolved | Antonio Francisco |
| 7 | I-000171 | Ticket raise#3 | Movicel | Antonio Francisco | 2019-03-29 14:10:57 | Pending | Antonio Francisco |
| 8 | I-000170 | Ticket #1 | Movicel | Antonio Francisco | 2019-03-29 14:07:05 | Assigned | Antonio Francisco |
| 9 | I-000169 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-03-29 13:55:33 | Assigned | Mayuri Kale |
| 10 | I-000168 | Ticket raise#1 | Nectar-Pune | Shilpa Kute | 2019-03-29 13:26:21 | Assigned | Sonal Kate |
| 11 | I-000167 | Ticket raise#1 | Nectar-Pune | Raj Wale | 2019-03-29 13:22:07 | Assigned | Raj Wale |
| 12 | I-000166 | Ticket raise#1 | Jio | John Garrrette | 2019-03-29 11:00:50 | Assigned | Pepino Prazer |
| 13 | I-000165 | Ticket raise#1 | Nectar WTC | Prasad Gajanan | 2019-03-29 08:17:42 | Assigned | Mayuri Kale |
| 14 | I-000164 | Ticket raise#1 | Nectar-Pune | Sonal Kate | 2019-03-29 08:09:18 | Assigned | Vidya Yellaram |
| 15 | I-000163 | Ticket raise#100 | Nectar-Pune | Priti Wagh | 2019-03-29 08:02:07 | Assigned | Priti Wagh |
| 16 | I-000162 | Ticket raise#3 | Nectar-Pune | Vidya Yellaram | 2019-03-29 07:51:58 | Assigned | Priti Wagh |

## 3. PDFreport:

**Step 1:**

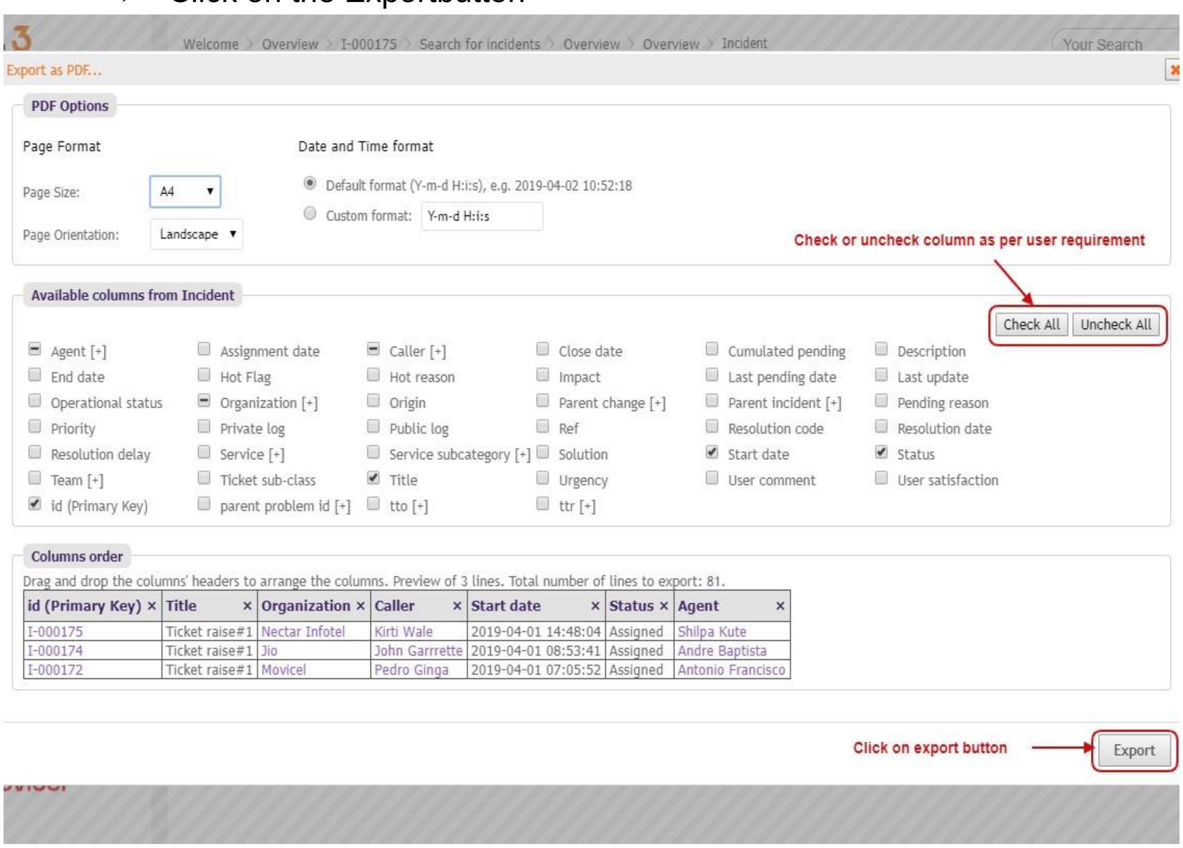
Select PDF report from the setting button




## Step 2:

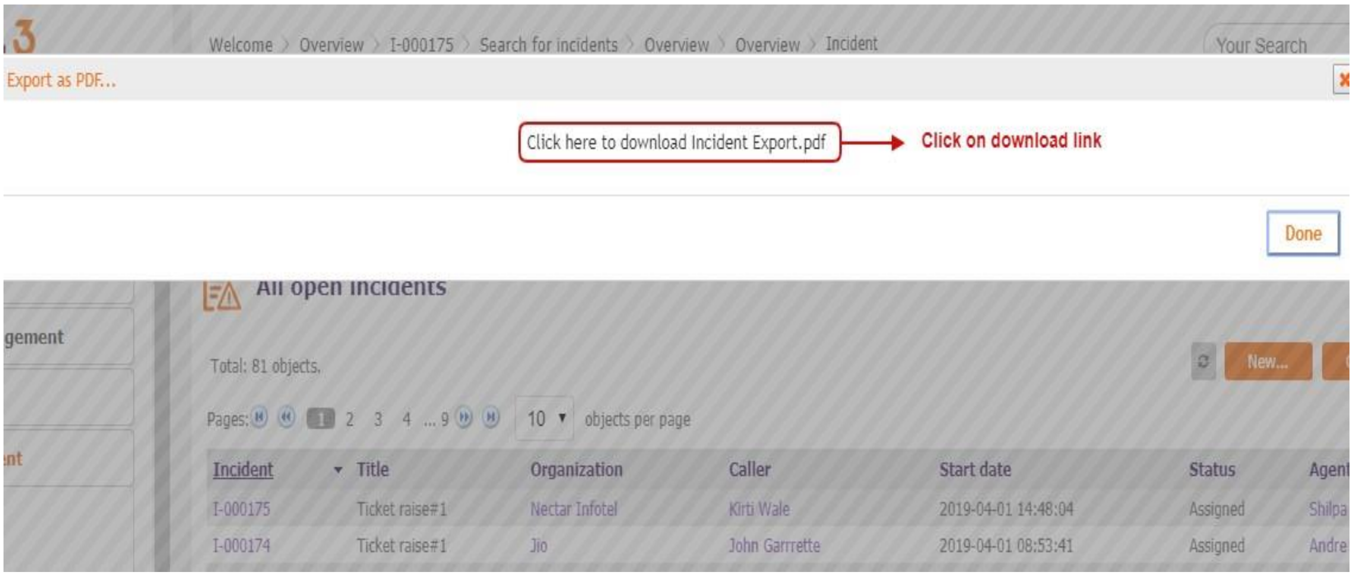
User can select the columns as per requirement & download the report in Export PDF report.

- Check columns
- Click on the Exportbutton



**Step 3:**

➢ Click on link to download thereport




**Step 4:**

Check actual result of report

**Incident Export** Page 1

| id (Primary Key) | Title | Organization | Caller | Start date | Status | Agent |
|---|---|---|---|---|---|---|
| I-000175 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-04-01 14:48:04 | Assigned | Shilpa Kute |
| I-000174 | Ticket raise#1 | Jio | John Garrrette | 2019-04-01 08:53:41 | Assigned | Andre Baptista |
| I-000172 | Ticket raise#1 | Movicel | Pedro Ginga | 2019-04-01 07:05:52 | Assigned | Antonio Francisco |
| I-000171 | Ticket raise#3 | Movicel | Antonio Francisco | 2019-03-29 14:10:57 | Pending | Antonio Francisco |
| I-000170 | Ticket #1 | Movicel | Antonio Francisco | 2019-03-29 14:07:05 | Assigned | Antonio Francisco |
| I-000169 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-03-29 13:55:33 | Assigned | Mayuri Kale |
| I-000168 | Ticket raise#1 | Nectar-Pune | Shilpa Kute | 2019-03-29 13:26:21 | Assigned | Sonal Kate |
| I-000167 | Ticket raise#1 | Nectar-Pune | Raj Wale | 2019-03-29 13:22:07 | Assigned | Raj Wale |
| I-000166 | Ticket raise#1 | Jio | John Garrrette | 2019-03-29 11:00:50 | Assigned | Pepino Prazer |
| I-000165 | Ticket raise#1 | Nectar WTC | Prasad Gajanan | 2019-03-29 08:17:42 | Assigned | Mayuri Kale |
| I-000164 | Ticket raise#1 | Nectar-Pune | Sonal Kate | 2019-03-29 08:09:18 | Assigned | Vidya Yellaram |
| I-000163 | Ticket raise#100 | Nectar-Pune | Priti Wagh | 2019-03-29 08:02:07 | Assigned | Priti Wagh |
| I-000162 | Ticket raise#3 | Nectar-Pune | Vidya Yellaram | 2019-03-29 07:51:58 | Assigned | Priti Wagh |
| I-000161 | Ticket raise#2 | Nectar-Pune | Sonal Kate | 2019-03-29 07:51:28 | New | undefined |
| I-000157 | Title#5 | Nectar WTC | Rekha Nikam | 2019-03-29 06:50:27 | Resolved | Rekha Nikam |
| I-000156 | Title#4 | Nectar Infotel | Kirti Wale | 2019-03-29 06:49:36 | Resolved | Mayuri Kale |
| I-000155 | Ticket raise#1 | Nectar WTC | Prasad Gajanan | 2019-03-28 13:26:33 | Resolved | Priti Wagh |
| I-000154 | Ticket raise#1 | Nectar Infotel | Kirti Wale | 2019-03-28 10:13:02 | Resolved | Priti Wagh |

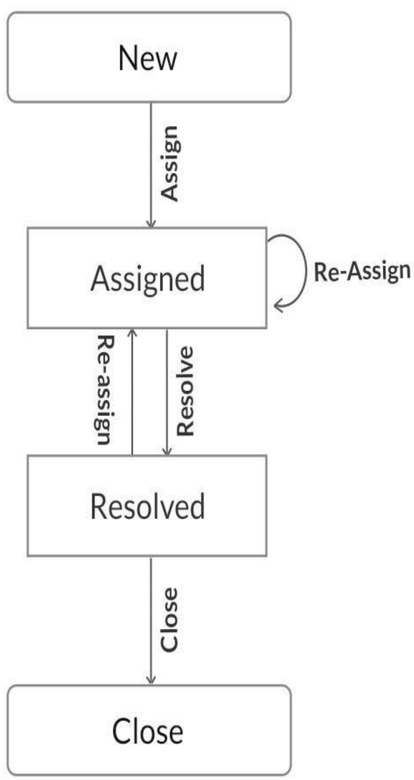
## Problem Management

**What is Problem:**

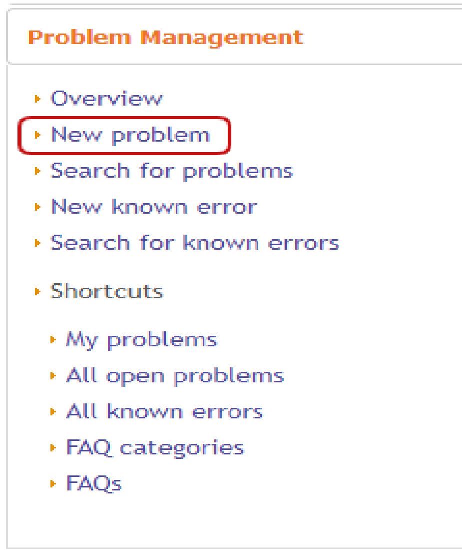
- A problem is the cause of one or more incidents occurring in your IT. At the time the problem is recorded, the cause may be still unknown. Such tickets willallows IT engineers to document all the actions made to find the root cause and fix the issue.

- The main difference between a problem and an incident is that an incidentmust be fixed as quickly as possible to reduce the unavailability period of the service, whereas the problem will focus on identifying the root cause. While the root cause remains undefined, a workaround is provided to help in fixing corresponding recurringincidents.
- The problems are managed by users having the profile **Problemmanager**.

**Diagrammatic representation of Problem management**

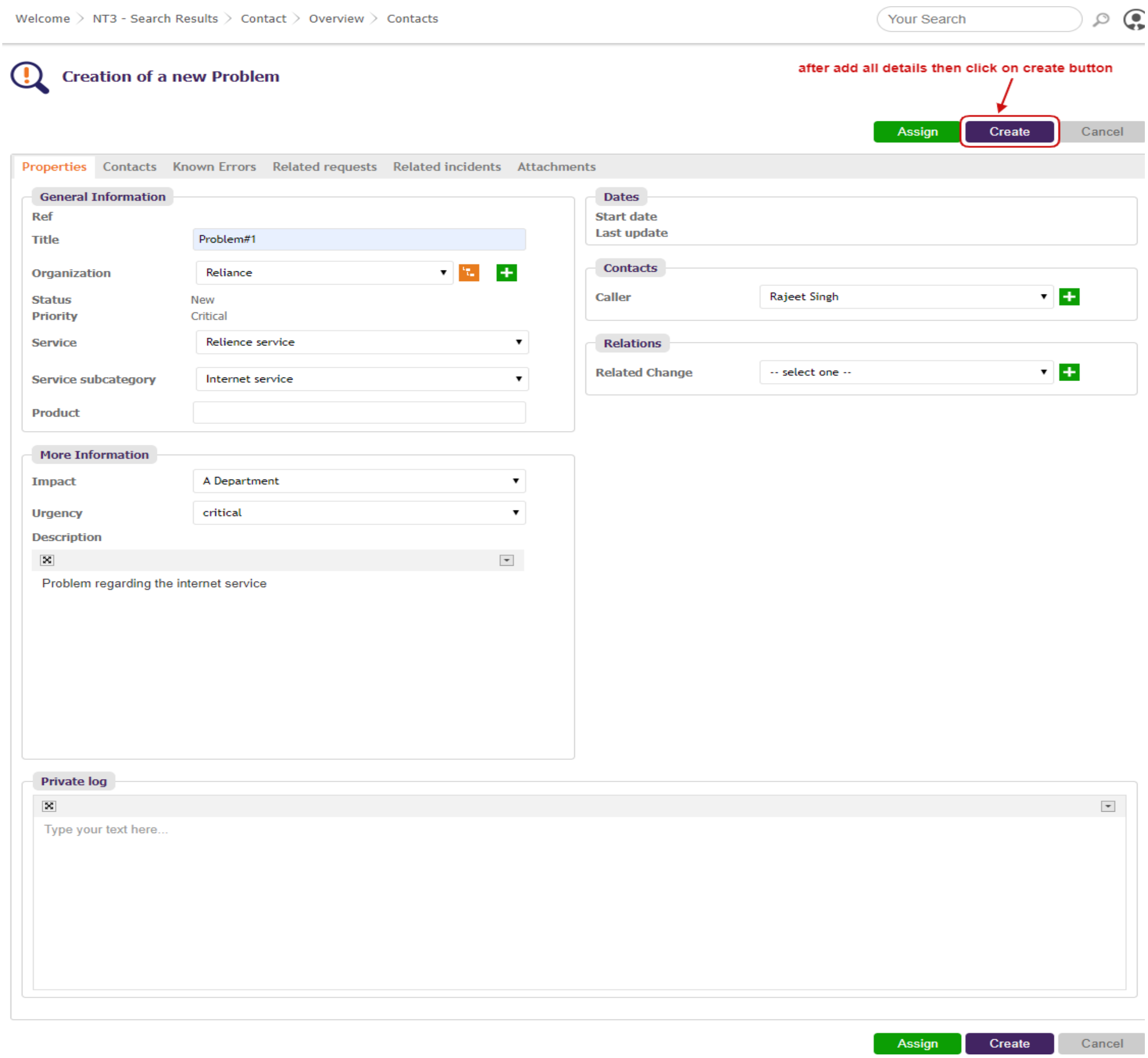


**Creating a Problem:**



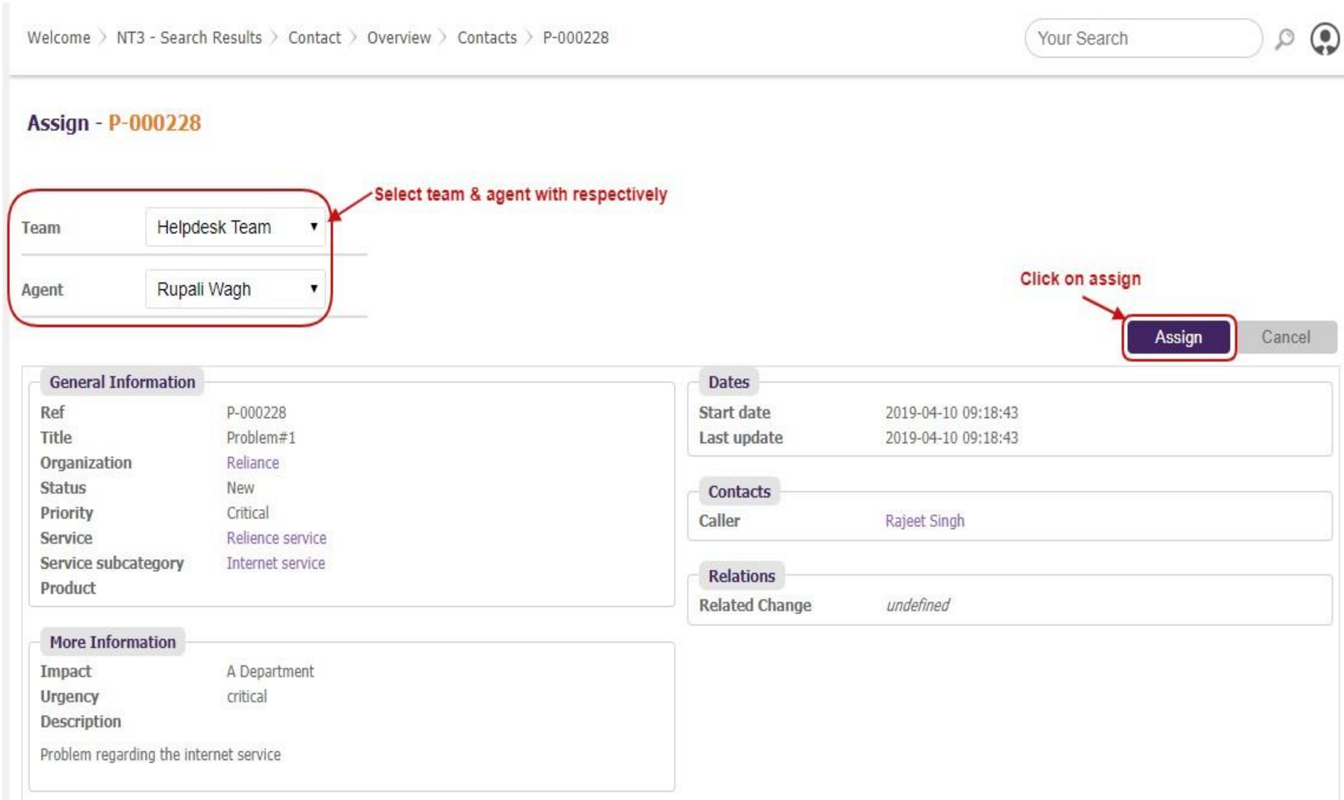

- Go to problem managementmodule
- Click on Newproblem
- Enter all valid mandatorydetails
- Click on the Createbutton

Check the following form is displayed to create problem,



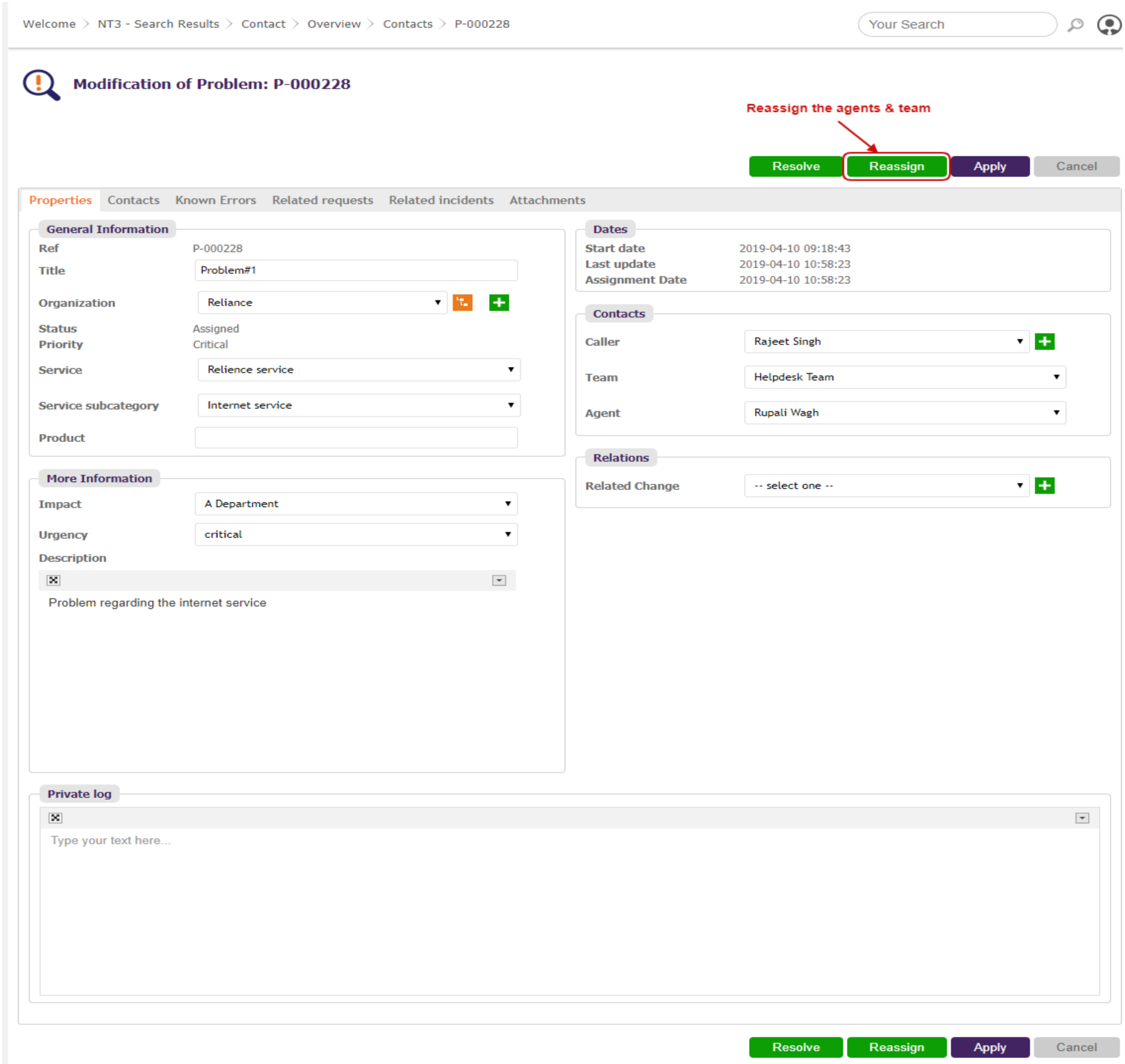

**Assign:**

- Click on modifybutton
- SelectTeam
- SelectAgent
- Click on assignbutton



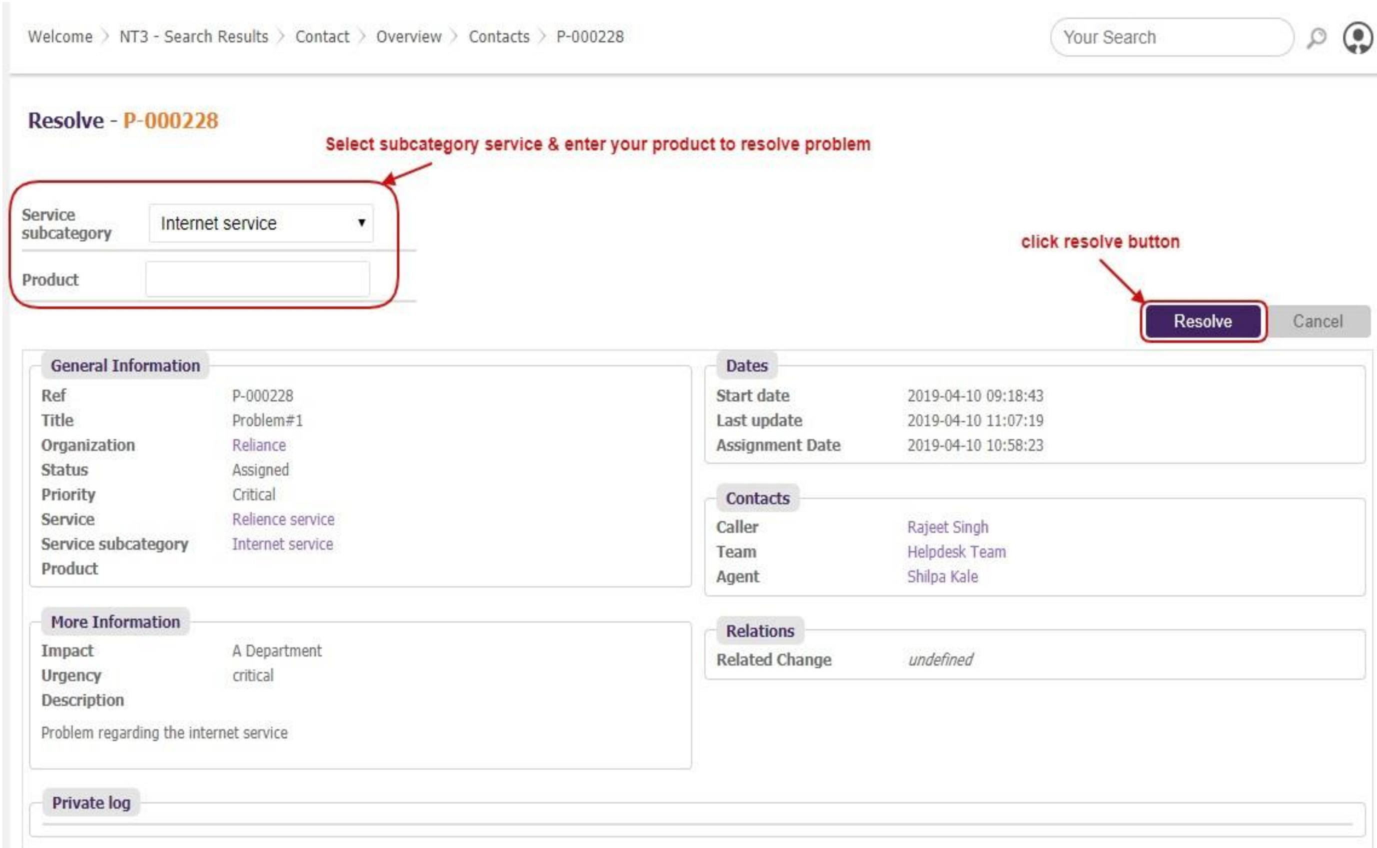

## Reassign:

- Click on modifybutton
- SelectTeam
- SelectAgent
- Click on the reassignbutton

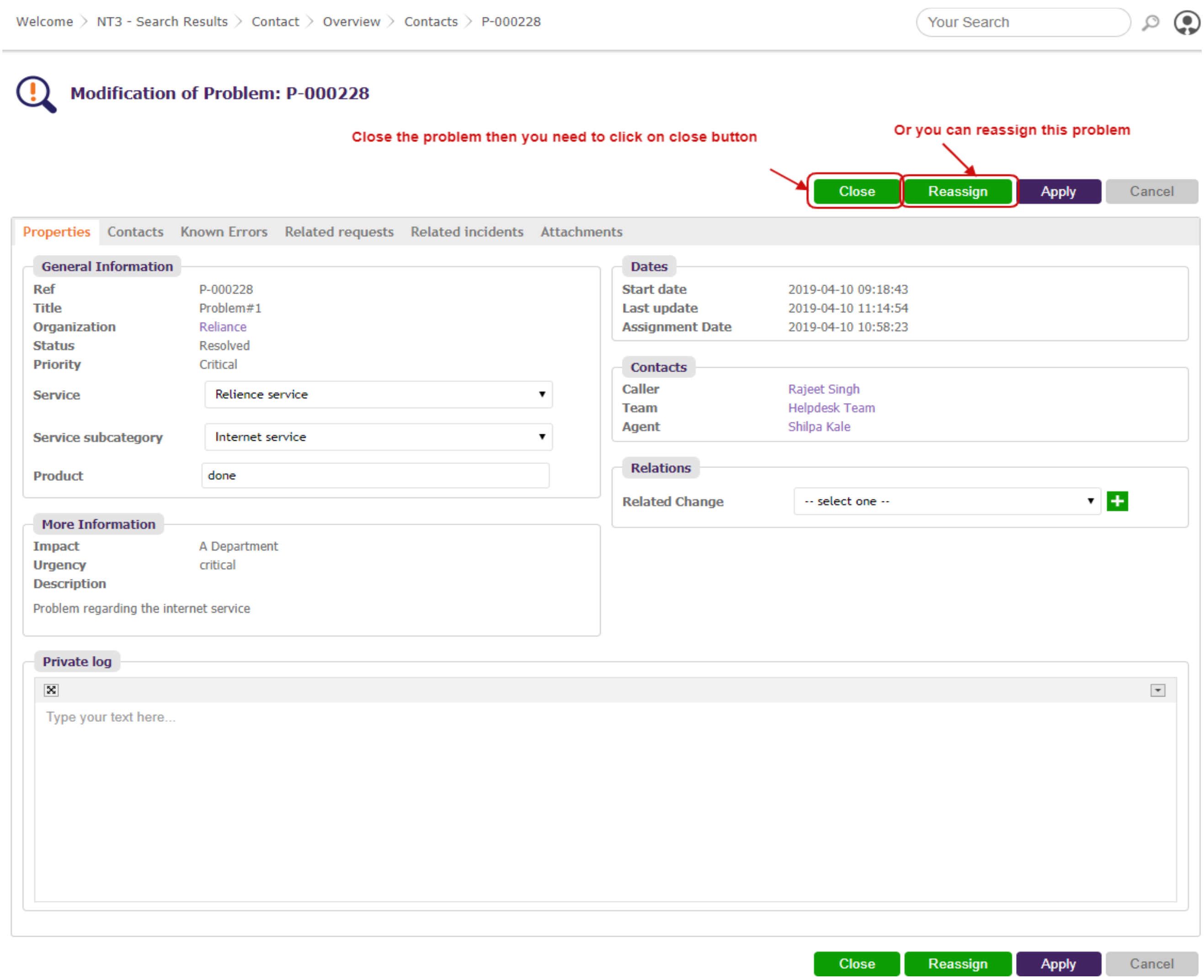



## Resolve:

- ➢ Click on modifybutton
- ➢ Select servicesubcategory
- ➢ Click on resolvebutton

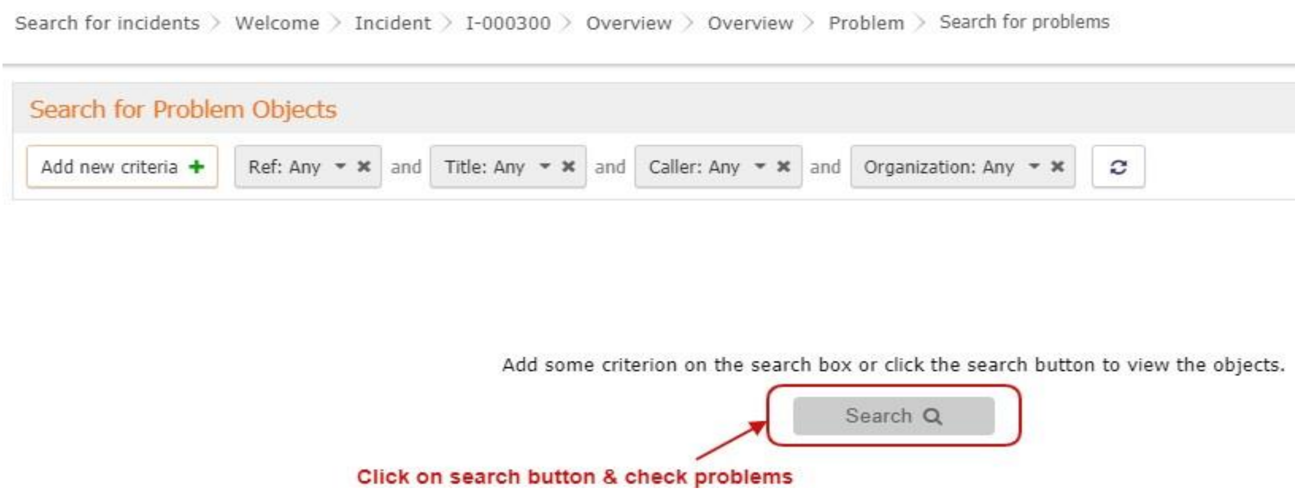



After that we can close this problem or reassign the problem.



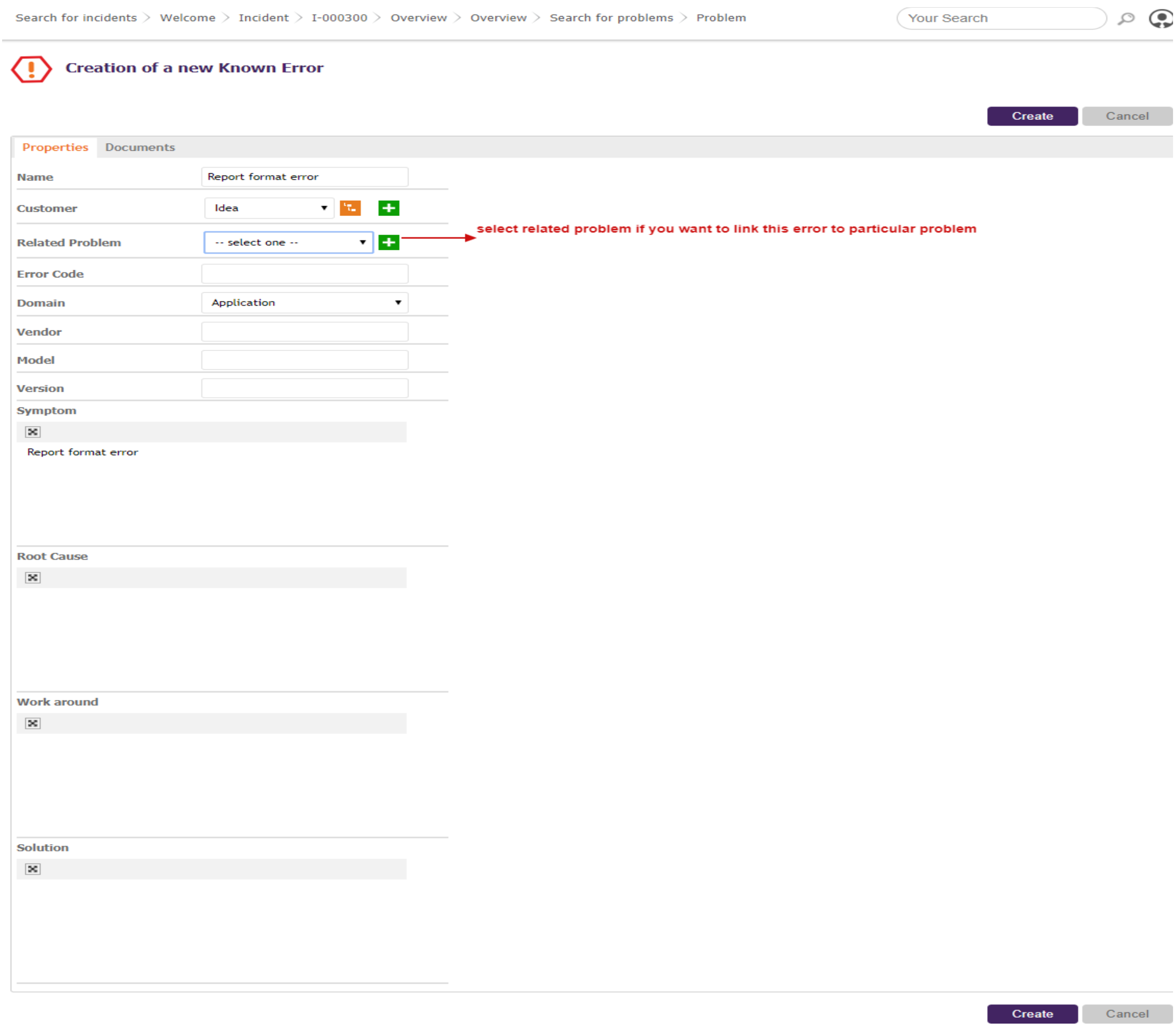

## Search for Problems:

- ➢ Go to search for problem in problem managementmodule
- ➢ Click on the searchbutton



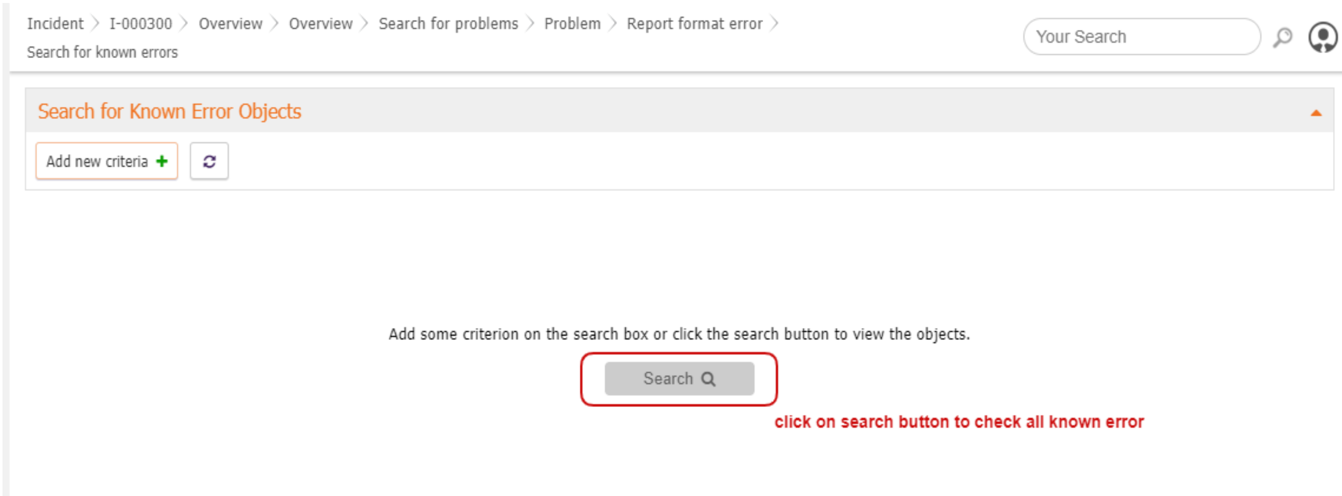

**New Known error:**

- Go to new known error in problem managementmodule
- Click on the new knownerror
- Create new knownerror



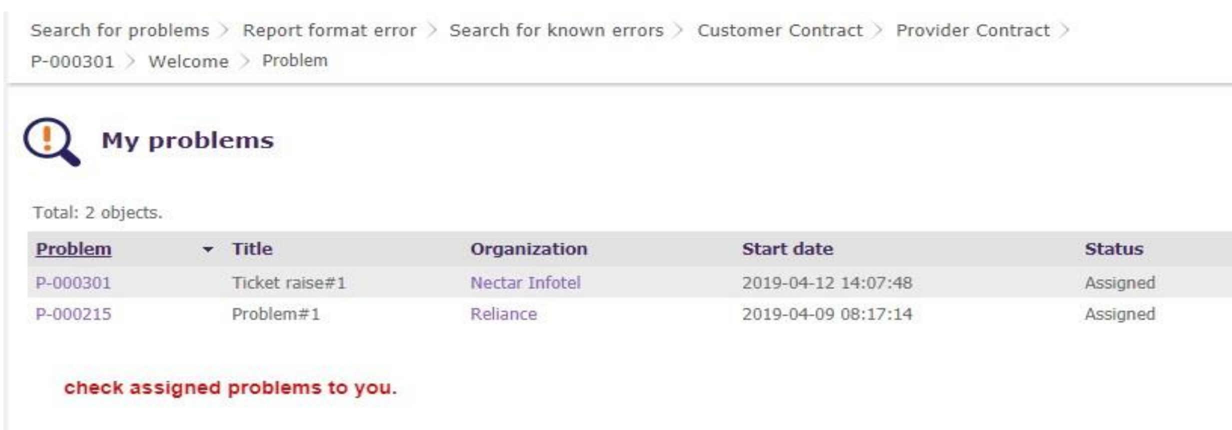

## Search for Known error:

- ➢ Go to problem managementmodule
- ➢ Click on the search knownerrors



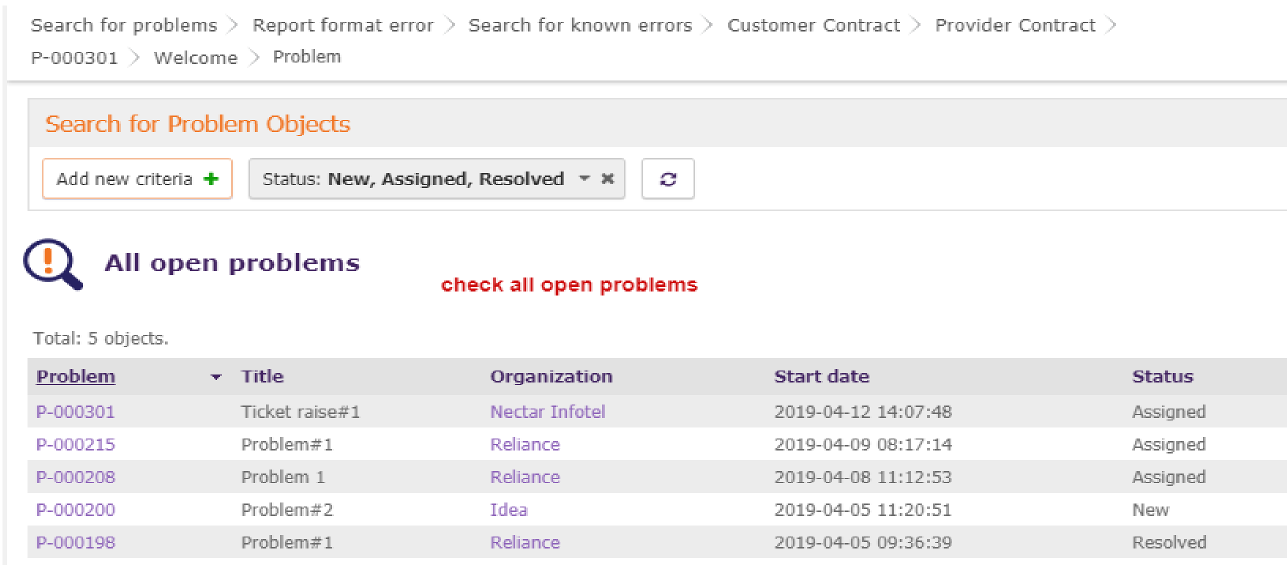

## My problems:

In my problem you can check problems which are assigned to you.



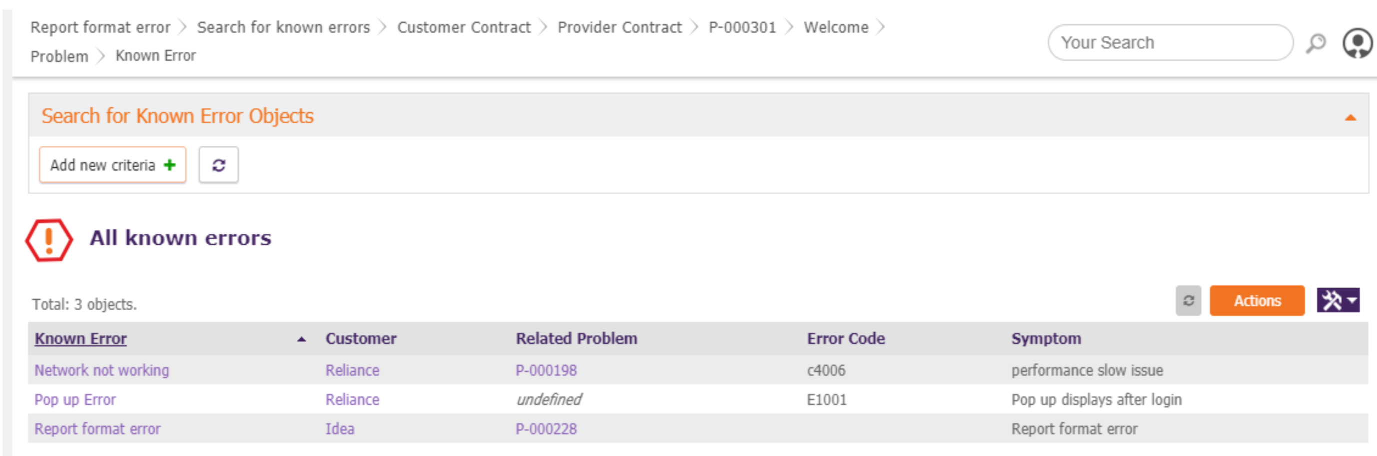

## All open problems:

Check all open problems as per below image:




### All Known errors:

Check all known errors as per below image:




## Change Management

We can track all the modifications made within our IT. A lot of incidents are due to changes made to the IT environment. By documenting them, we can identify easily what changes had been made when an incident occurs and restore the service more quickly.

There are 3 different types of changes:

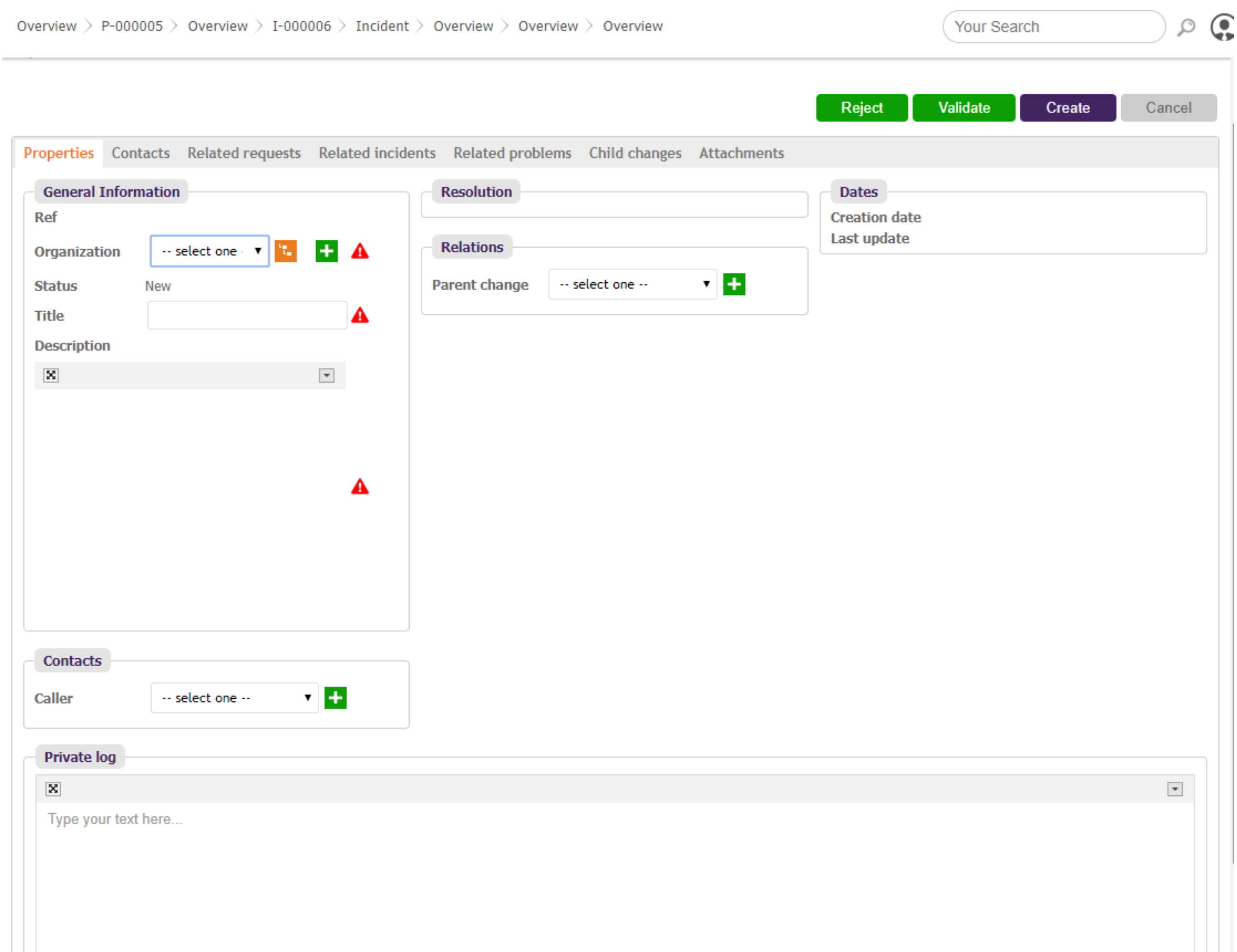
1. EmergencyChange

2. NormalChange
3. RoutingChange

Different profile need to create in order to manage changes.

1. Change Implementer : Used to plan and implement thechanges
2. Change Supervisor : Get follow up with thechanges
3. Change Manager: It approve thechanges

In order to add new change click on New change which is under change management. Then select the type of the change from dropdown.

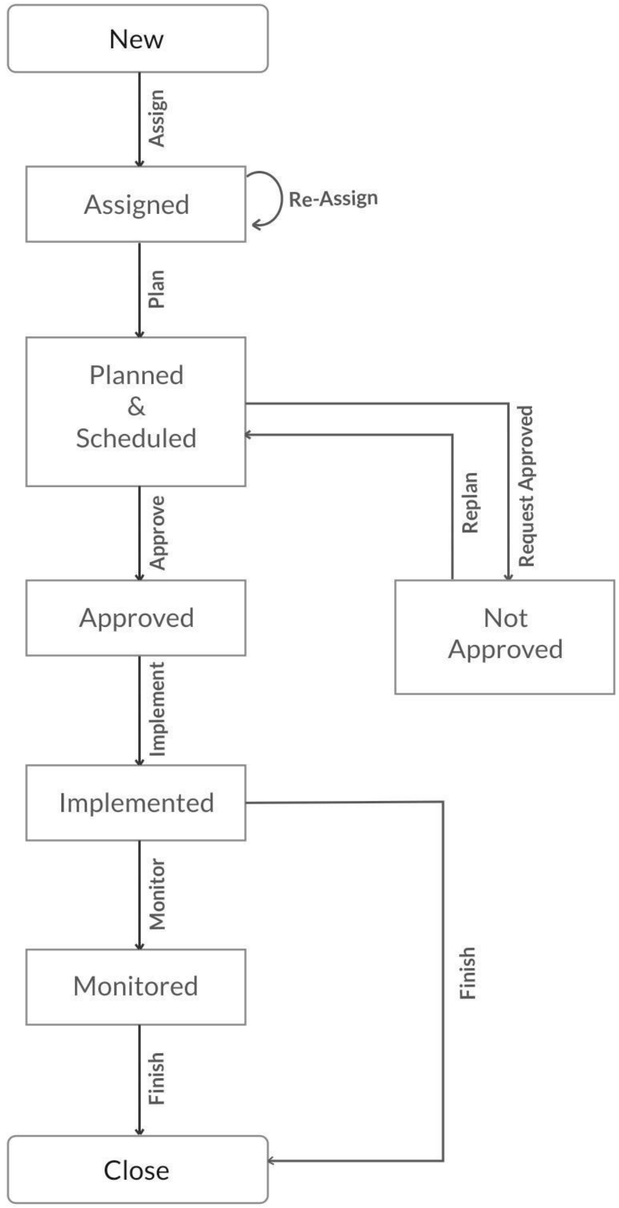



Above screenshot display all the fields to add new change.

Organization : It is the organizations list. Organization must be within delivery model then only we can assign changes to user.(In order to add delivery model please check the service management flow.)
Title is the name of the changes & description is the details of changes.
After adding all the details we can first create and then assign change or directly assign change to specific user.

**Emergency Change:**
Emergency change is the highest priority change that can be defined in an organization. Emergency changes are defined as changes that need to be evaluated, assessed and either rejected or approved in a short timeframe. Simply defining a change as an emergency does not automatically entail the change should be implemented. The Emergency Change Advisory Board (ECAB) will assess the change and provide advice to the delegated person responsible for approving or rejecting emergency changes. Emergency change does not need to validate. It can be directly assigned to user.

**Diagrammatic representation of Change management:**

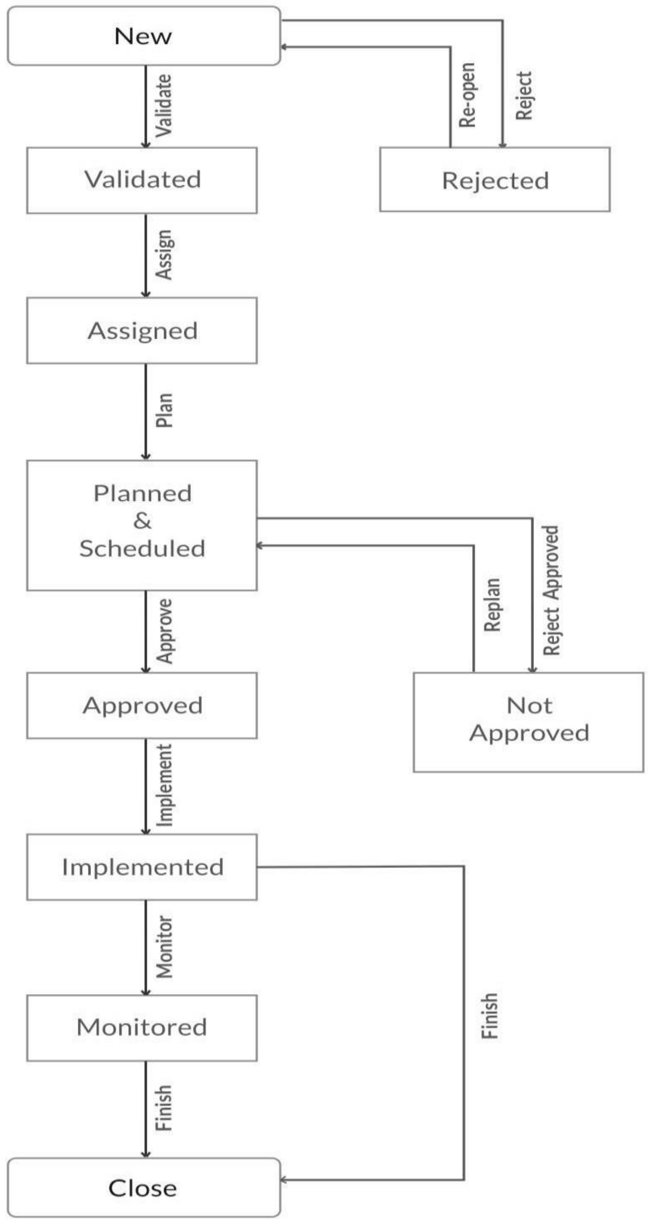



**Emergency Change Life Cycle**

| Tab | Description |
|---|---|
| CIs | All the configuration items impacted for this ticket |
| Contacts | All the contacts linked to this ticket |
| Work orders | All the work orders for this ticket |

| | |
|---|---|
| Related requests | All the user requests linked to this change |
| Related incidents | All the incidents linked to this change |
| Related problems | All the problems linked to this change |
| Child changes | All the sub changes linked to this change |

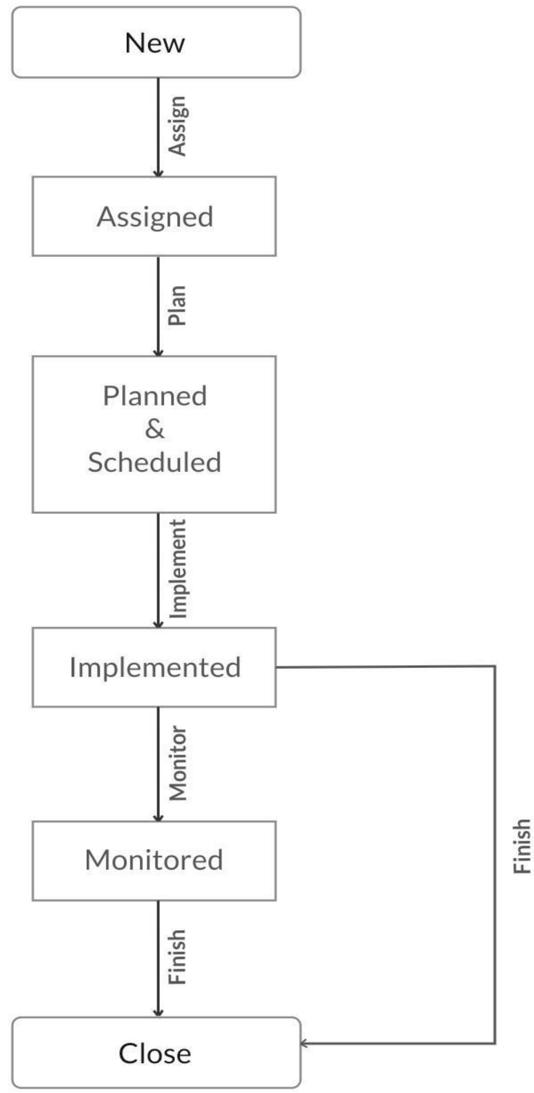
**Normal Change:**
Normal change refers to changes that must follow the complete change management process. By definition a normal change will proceed through all steps of the change management process and will eventually be reviewed by the Change Advisory Board (CAB). The CAB will provide advice regarding the change to the person who is deemed responsible to approve or reject normal changes.
Normal change need to validate before assigning. Only after validated we can assign normal change to specific user.




**Normal Change Life Cycle**

| Tab | Description |
| --- | --- |
| CIs | All the configuration items impacted for this ticket |
| Contacts | All the contacts linked to this ticket |
| Work orders | All the work orders for this ticket |
| Related requests | All the user requests linked to this change |
| Related incidents | All the incidents linked to this change |
| Related problems | All the problems linked to this change |
| Child changes | All the sub changes linked to this change |

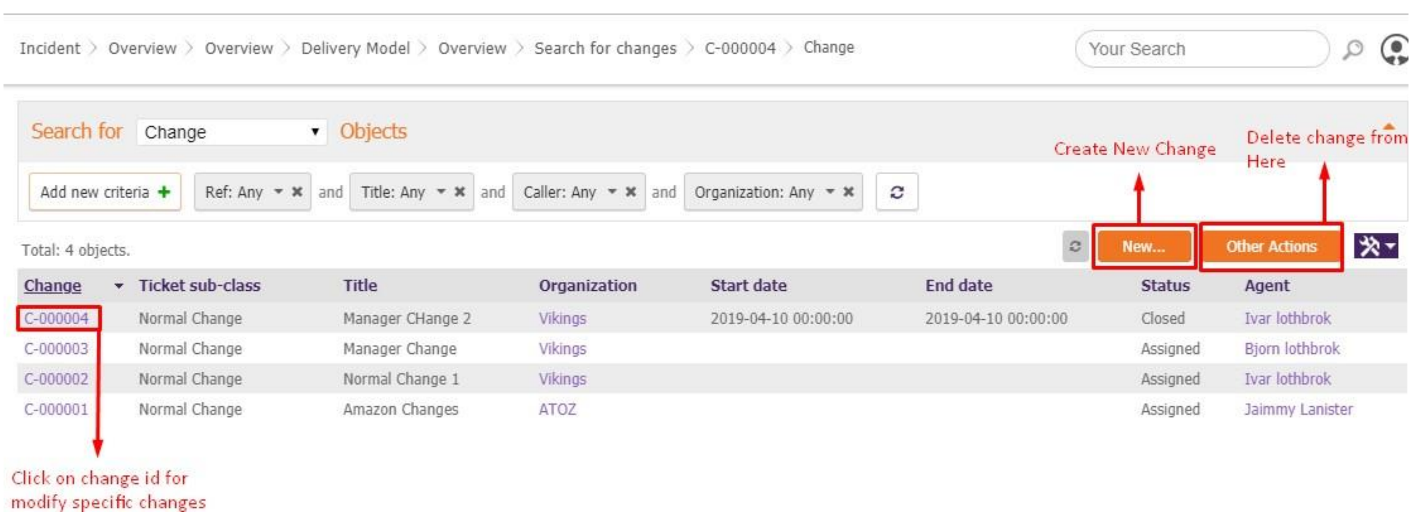
**Routine Change:**
An ITIL routine (standard) change quite simply refers to pre-approved changes. Pre-approved changes can be defined for a variety of tasks, but they will typically be low risk, low effort changes that have a low or known cost.
Test Routine change will directly assign and does not need to validate also no needto approve afterplanned.



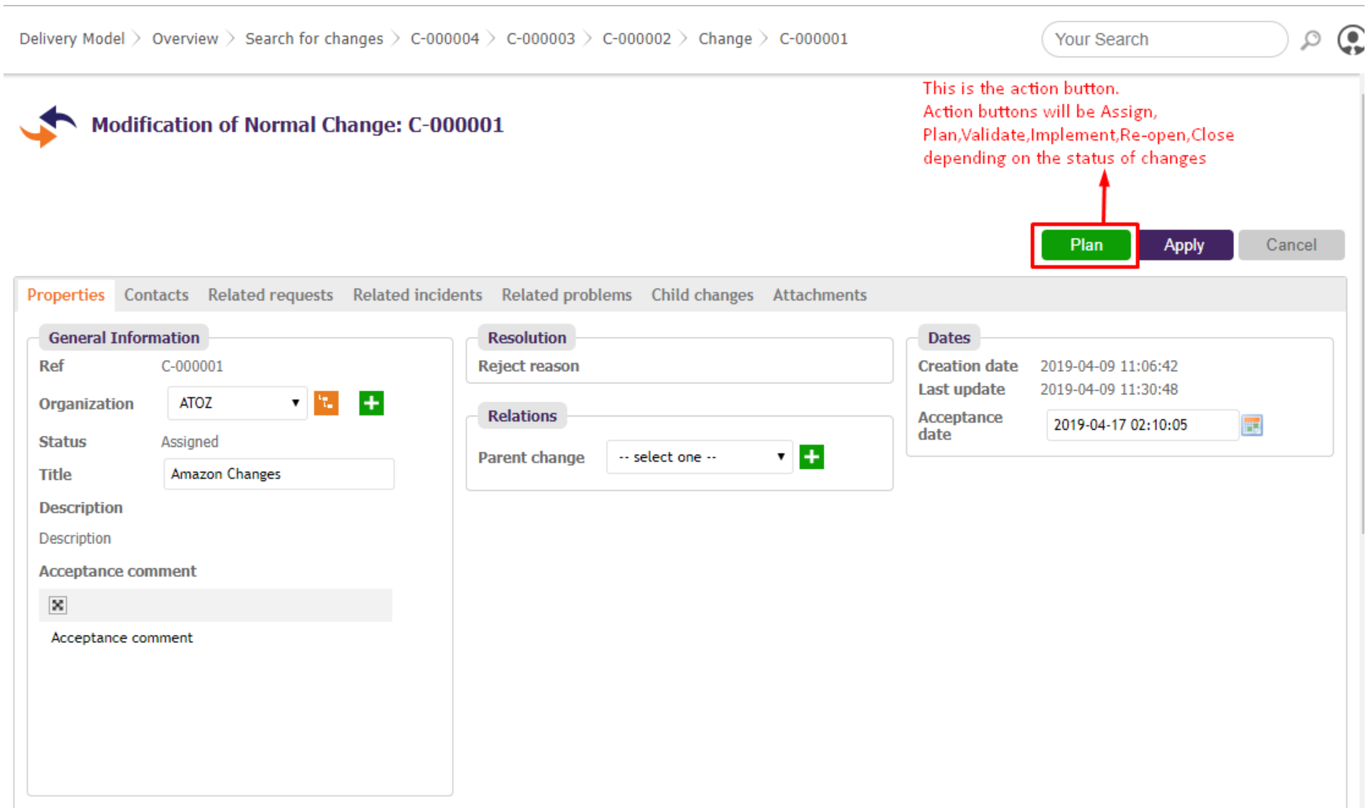

**Routine Change Life Cycle**

| Tab | Description |
|---|---|
| CIs | All the configuration items impacted for this ticket |
| Contacts | All the contacts linked to this ticket |
| Work orders | All the work orders for this ticket |
| Related requests | All the user requests linked to this change |
| Related incidents | All the incidents linked to this change |
| Related problems | All the problems linked to this change |
| Child changes | All the sub changes linked to this change |

**Search for changes:**
We can see the list of all changes here. We can create new change or modify/delete existing changes from here also.



If we want to take any actions like assign,plan,re-open,validate,implement or close then first click on the change id link and then click on modify button to take any actions or modify changes.




**Changes Assigned To Me:** If there is any changes are assigned to specific userthen only user can see the all assigned changes to the respective user. From here theuser can take actions for assignedchanges.

**Open Changes:** All the changes which have been related to the user will display here.

**Changes Awaiting Approval:** If changes are assigned to the related user and that user planned changes but if it is not approved after plan then all this type of changes will display under this section.

**Changes Awaiting Acceptance:** When we create any normal changes and does not validate that change then this changes will display here.

## Service Management

Service management module is the management of the service catalogue that defines *services*, *SLA* and *contracts* with the end users (or customers).

This module allows a service manager to define all the pieces of the service catalogue:

- Service
- Servicesubcategories
- SLA &SLT
- Customercontracts
- Providercontracts

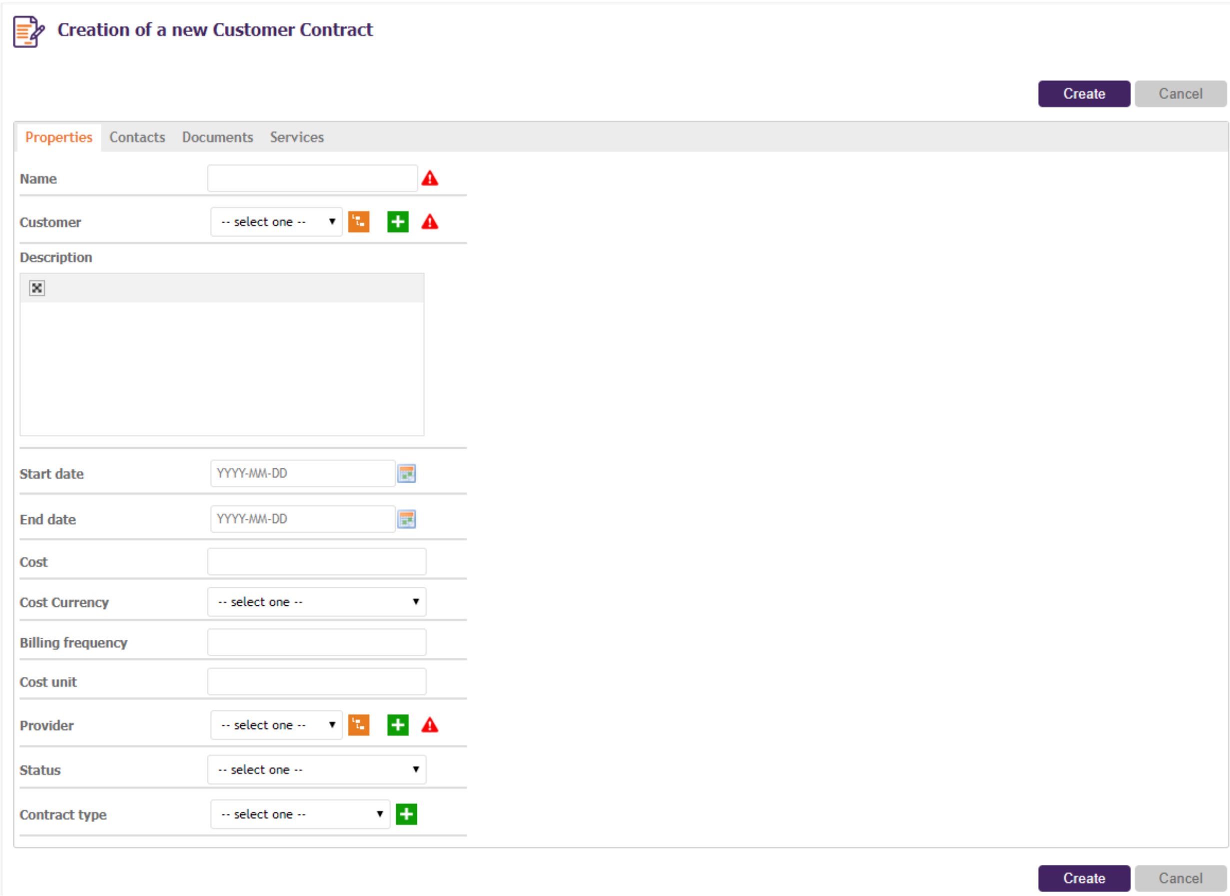
The *service management* is integrated with the *ticket management* system:

- When creating a ticket for a given customer, the agent can select theservice amongst the list of services defined for thiscustomer.
- Ticket deadlines are computed depending on the SLA signed with thecustomer.

**Customer Contract:**

A customer contract allows you to define which services have been purchased (requested) by a customer and what are the SLA corresponding to those services. By default, no coverage window is defined in NT3.

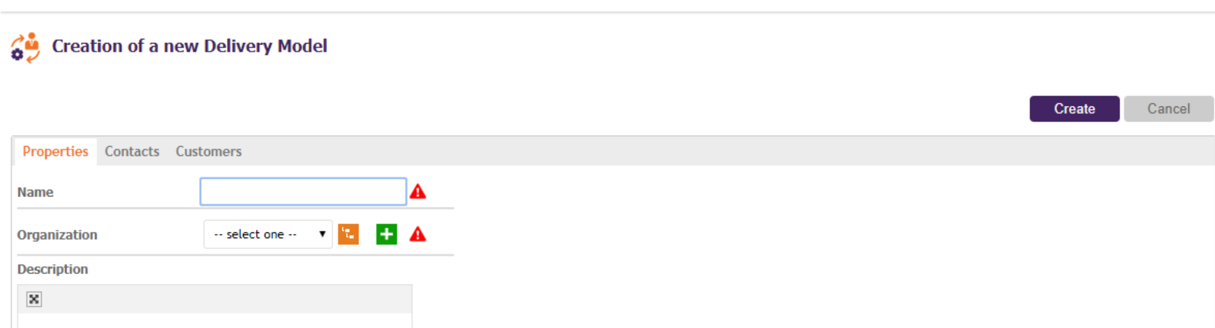
It is possible to document several contracts for a given customer. For each customer contracts you can link documents, and contacts related to it.




### Delivery Model:

A *delivery model* defines which teams are providing support and services to a set of organizations. It can be used also to document key people with their role.

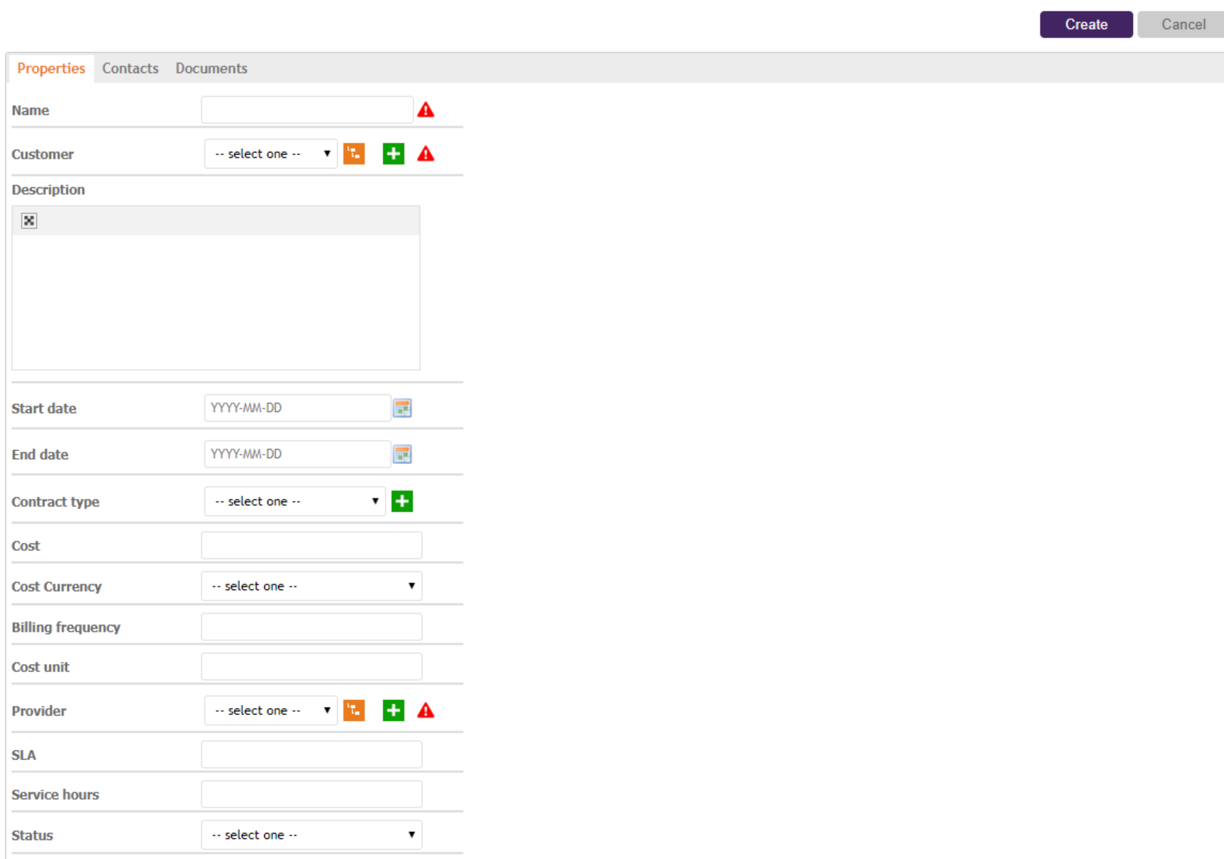
The *delivery model* of a given customer is used to identify to which team you can assign a ticket for this one.



**Provider Contracts:**

A provider contract allows you to document all the contracts you have with your providers. This helps you to retrieve quickly such information and better manage the contract renewal process.

You can also link *configuration items* that are covered by a provider contract. For each customer contracts you can link documents, and contacts related to it.

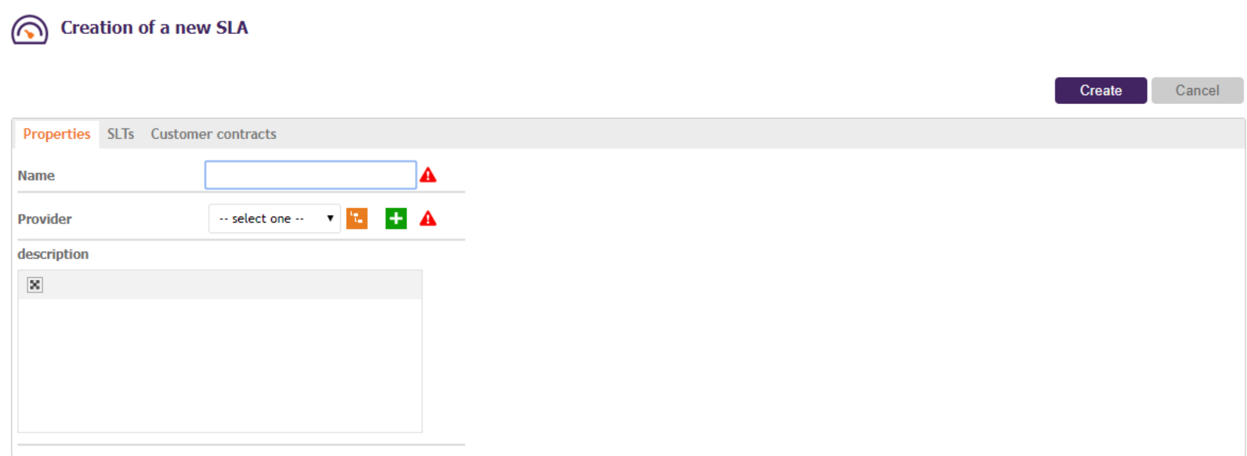



**SLA:**

A *service level agreement* (SLA) is a group of SLT. It defines the agreement between a provider and a customer for a given set of services.

**Creating a SLA**

The menu “SLA” provides a list of already defined service level agreements. Just click on the button “New” to create a new one.



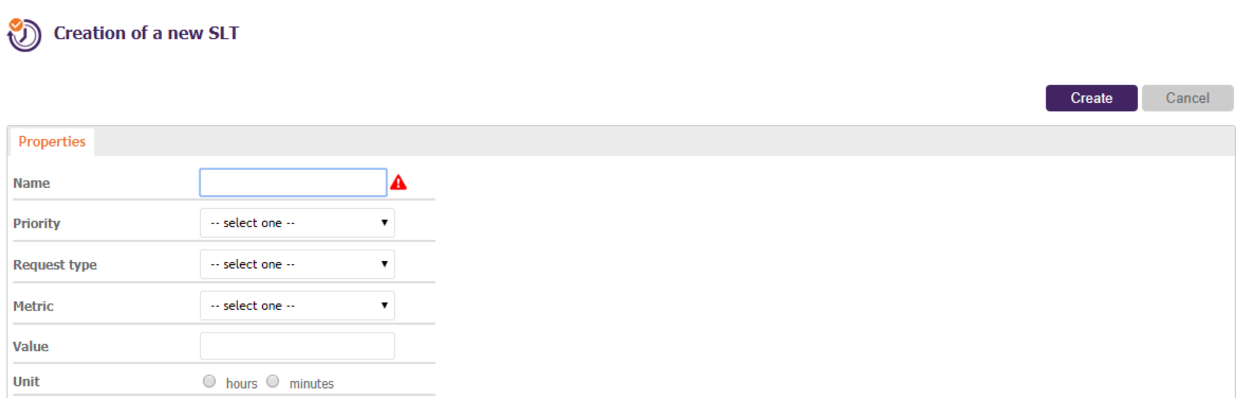

## SLT:

A service level target (SLT) allows you to define metrics for agreements that have to be respected. By default, NT3 is proposed with two types of metrics:

- Time to own (TTO): This is time between the creation of a ticket and the time to take it into account (assign it to anagent)
- Time to resolve (TTR): This is the time between the creation of a ticket and the time to resolveit

### Creating a SLT

The menu "SLT" provides a list of already defined *service level targets*. Just click on the button "New" to create a new one.




### Service

The services are the basis of the *service catalogue*. They are used to document all the services that can be provided by one or several IT Departments.

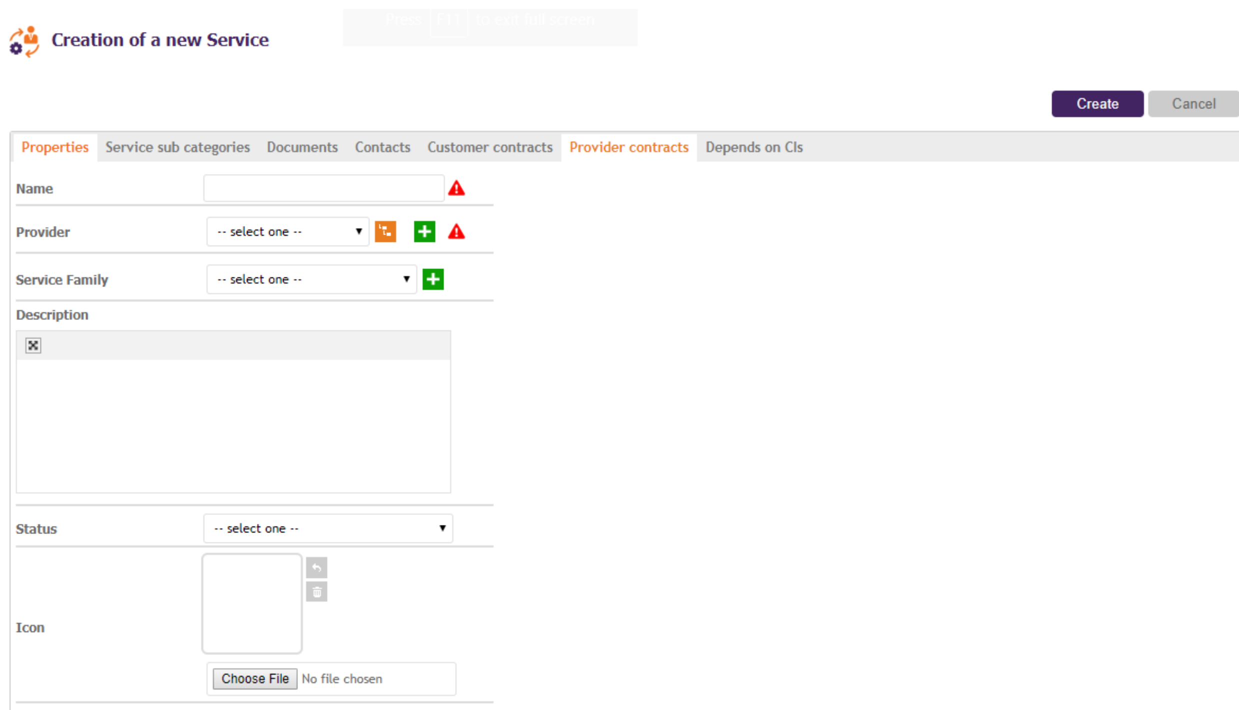
Services can be grouped into service families.

For each service you can document:

- the configuration items required to deliver theservice
- the provider contracts, on which the service isdepending

### Creating a Service

The menu “Service” provides a list of services. Just click on the button “New” to create a new one.




### Service Subcategory

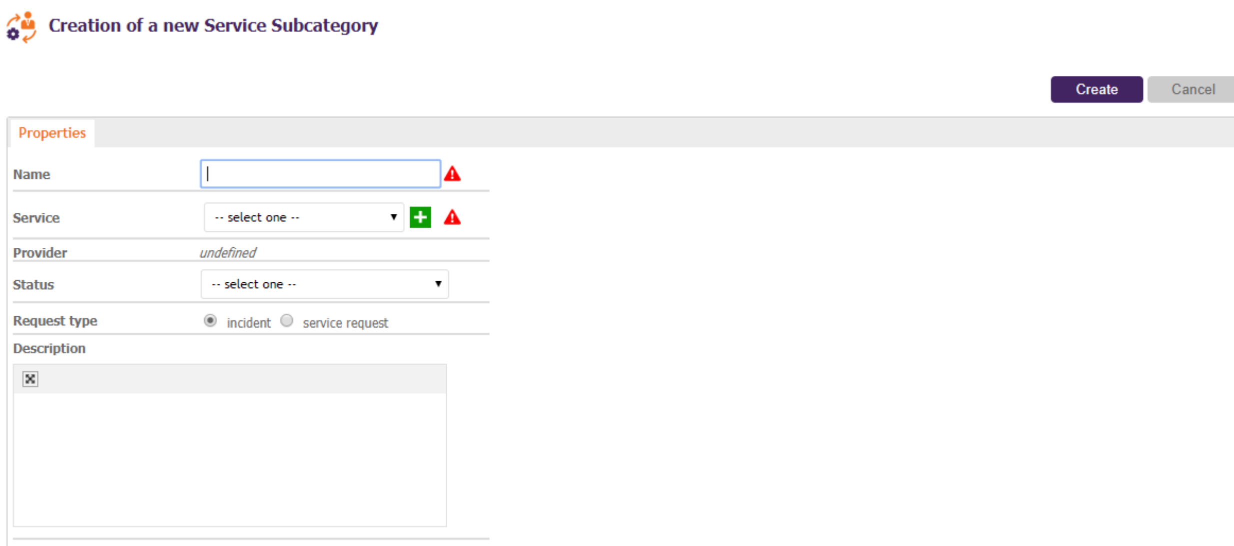
The *service subcategories* are used to define more precisely a service. For example you can define the following subcategory for the service System management:

- Troubleshooting
- Order a newserver
- Configure a new virtualmachine
- Repair aserver

A *service subcategory* is related to a type of user request (Incident or Service request). This is done to automate the qualification of a user request or an incident.

### Creating a Service Subcategory

The menu “Service subcategories” provides a list of service subcategories. Just clickon the button “New” to create a newone.




## Configuration Management(CMDB)

The Configuration Management module is mandatory module of NT3. It contains the definition of all the basic building blocks: Organizations, Contacts (Persons and Teams) as well as the usual physical devices (Servers, Network Devices…), software elements (DB Server, Database Schemas, Licences, Patches…) and the relations between all these objects.

### Documents

### 1. Document File:

A File Document is used to upload documentation that can be shared across multiple objects in the CMDB. Once a document (in any format: Word, PDF, Spreadsheet, etc.) has been uploaded into NT3, it can be “attached” to many different configuration items that share the same documentation. This is useful for processing instructions, technical documentation, etc. that need to be referenced from several places in the CMDB.

**2. Document Note:**

A Note is used to store a short text document. **HTML** formatting of Notes is supported using the **WYSIWYG** editor.

**3. Document Web:**

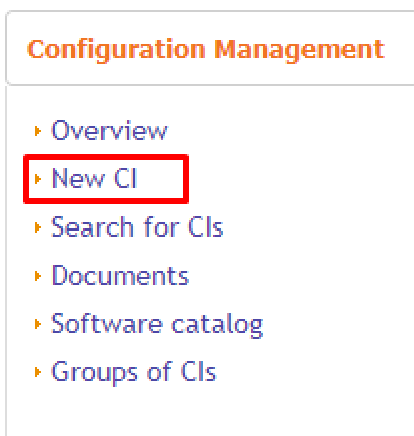
Web documents are used to store hyperlinks to external applications or documents. Think to them as “pointers” to external documents.

**Software Catalog**

A generic item of a software in the software catalog. Software instances installed on a particular system always refer to a given Software. Documents can be link to the software by using software catalog section.

**Configuration Items**

Configuration items are used to add more detail regarding raised tickets. Also we can used it to allocate speciality of individual person e.g. If some person are specializedin specific networking device then we can assign that specific networking device to the respective person. So that all the tickets which have raised against that device willbe allocate to that personalso.

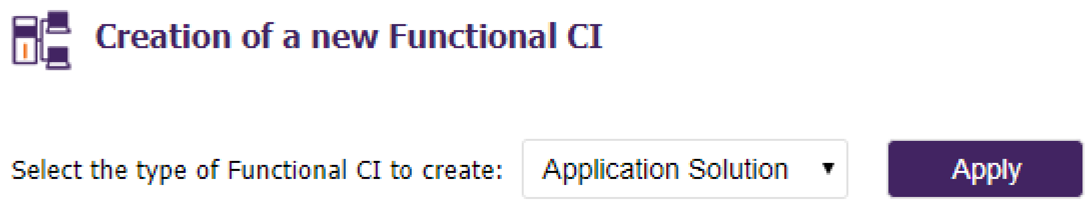



As shown in above image we can create configuration items by clicking on new CI link.

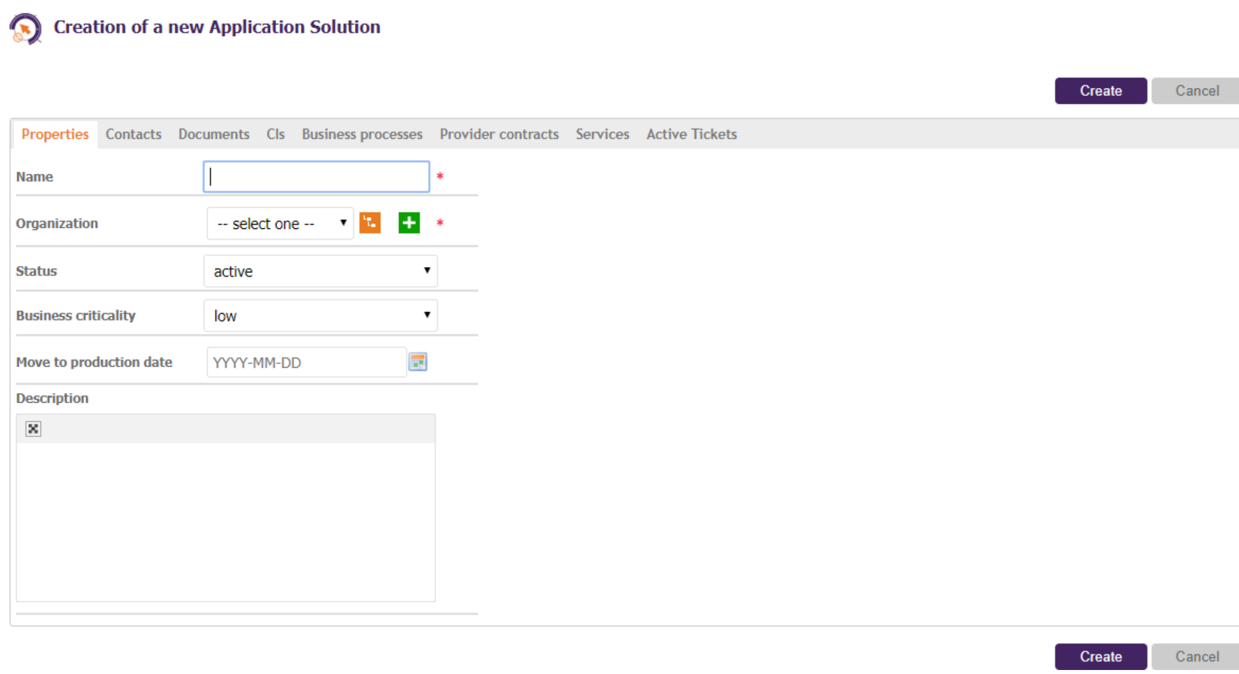
**1. Application Solution :**

Application Solutions describe complex applications that are made of (or depend on) several basic components. They are a specialized type of “Group” for documenting large applications. The main information conveyed by an Application Solution is its listof relationships.

**Creating Application Solution**



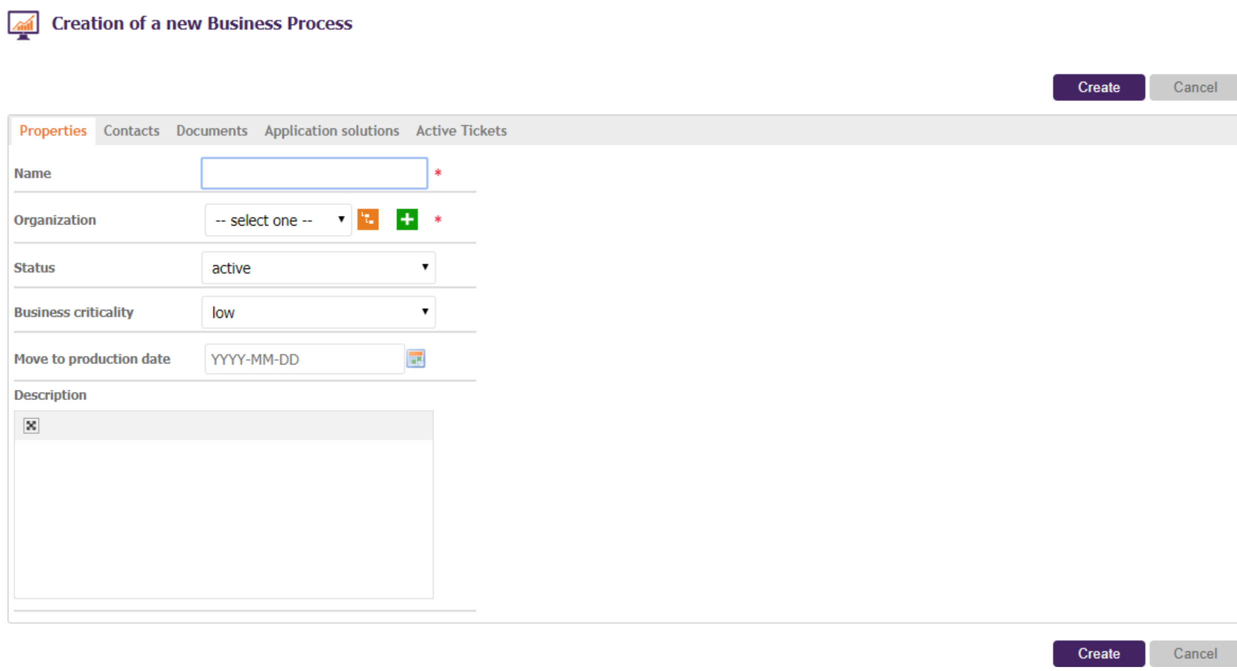

First you have to select Application Solution from dropdown and then click on apply button.




After clicking on apply button the above page will display. The page will contains all the details required for applications solution. To link other configuration items to the new Application Solution, click on the tab “CIs” and use the buttons to Add/Remove CIs from the list. The tab “Contacts” is for managing the relationships with Contacts, etc.

### Business Process

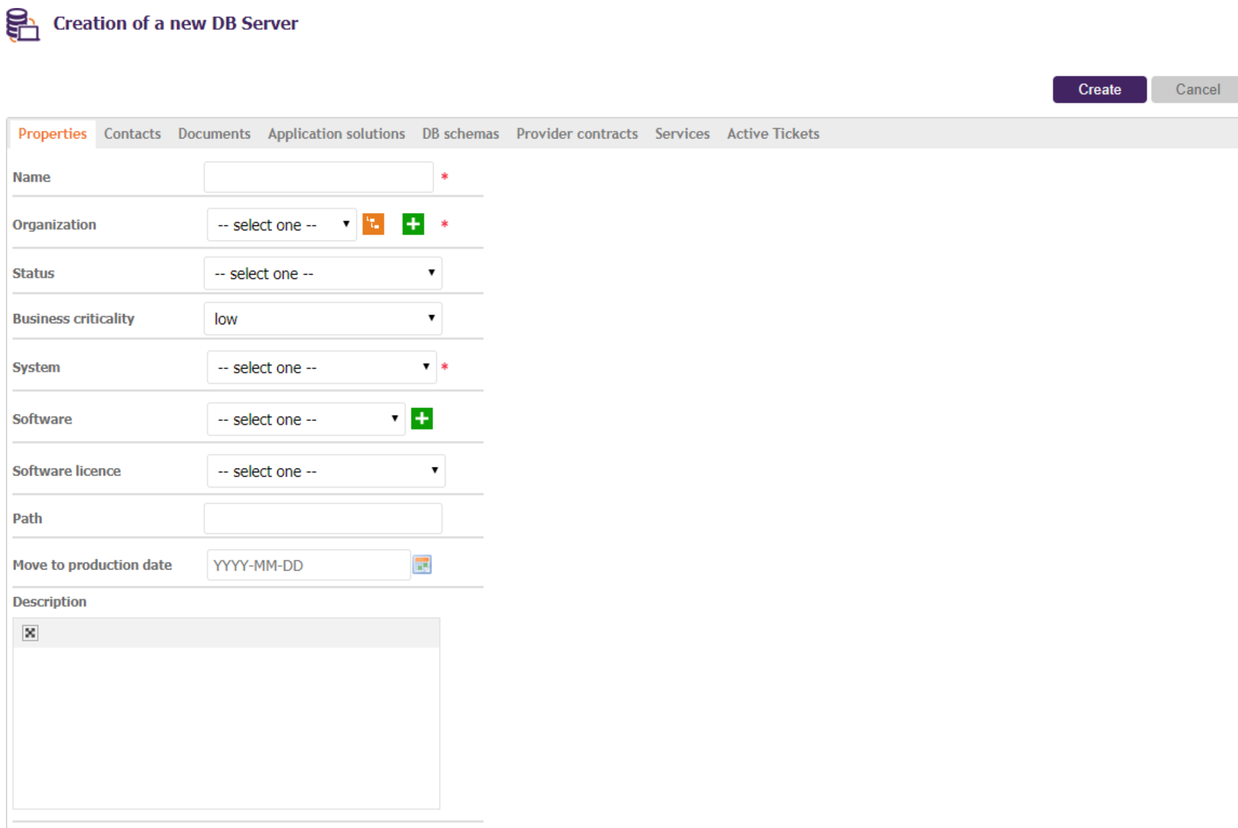
A Business Process is used to document a high-level process or an important application for the operations. It is quite similar to an Application Solution but for describing higher level applications or whole processes in the organization. The main information conveyed by a Business Process is its list of relationships with Application Solutions and Contacts.




The creation of a Business Process object is similar to the creation of an Application Solution, except that its components are Application Solutions instead of any Cis.

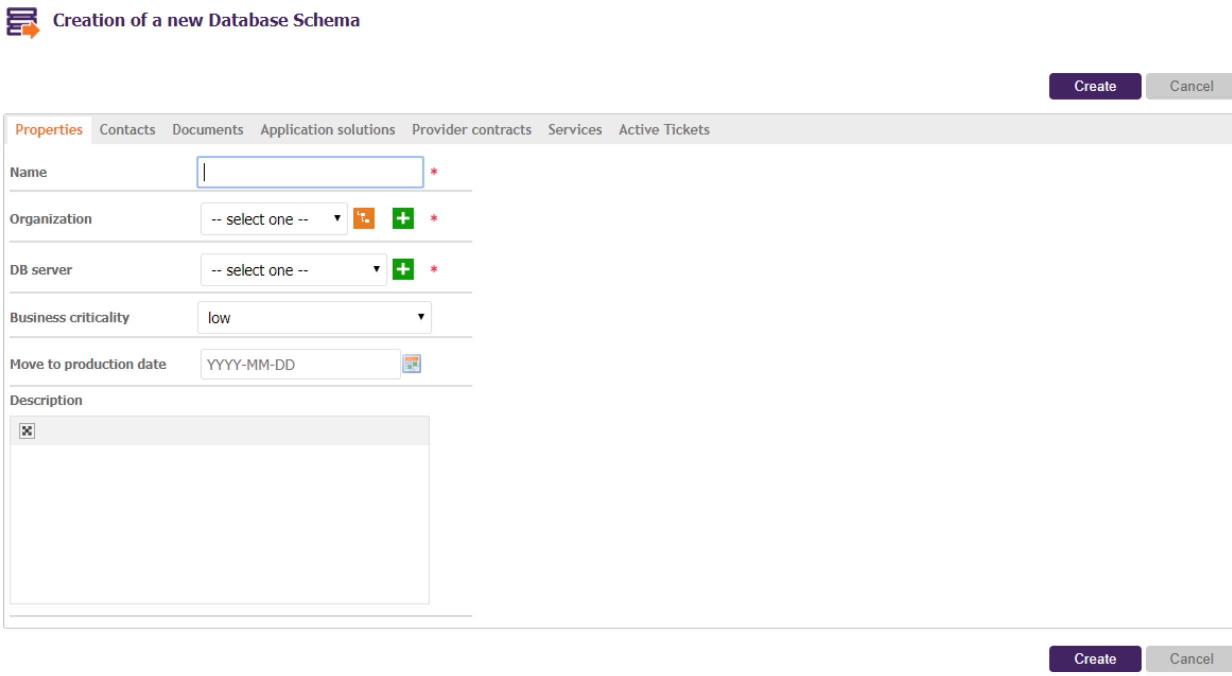
### DB Server

An instance of a database server software (like MySQL, Oracle, SQL Server, DB2…) running on a particular system (PC, Server or Virtual Machine).



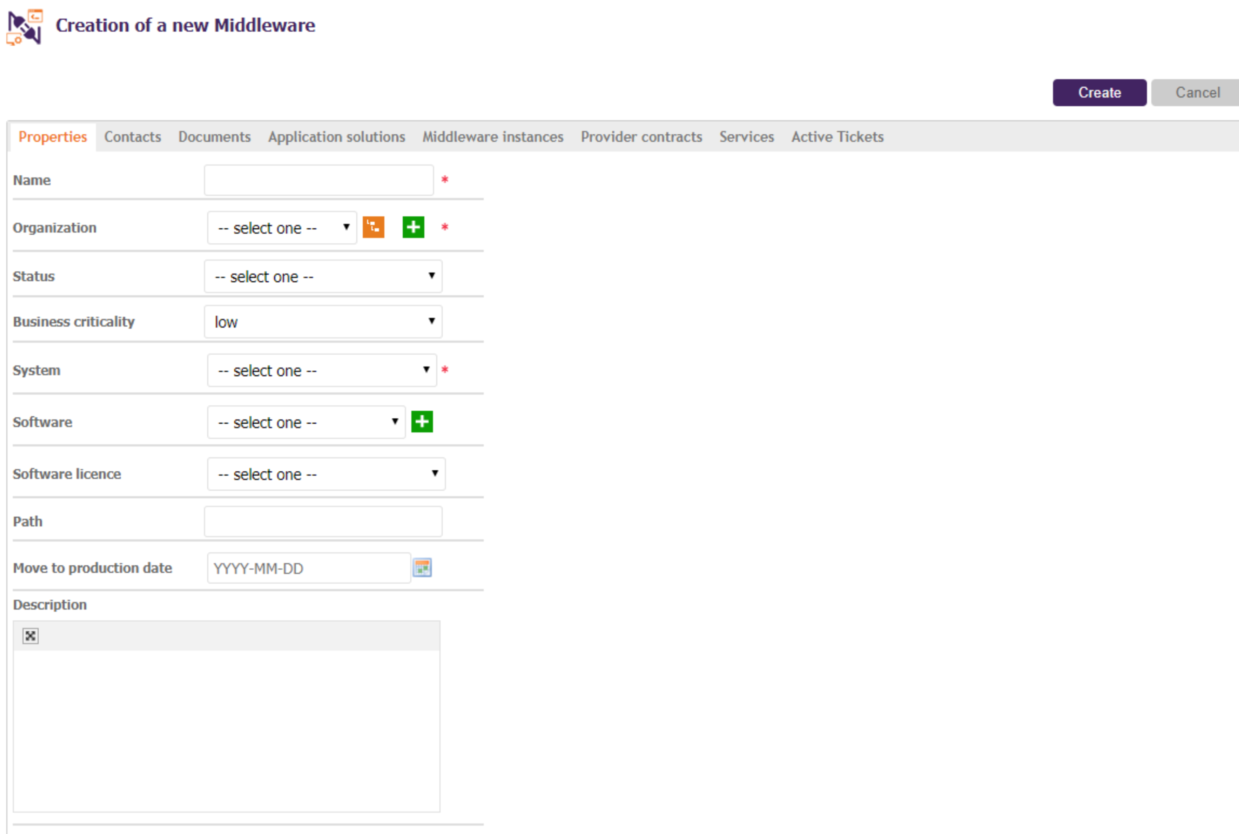

## Database Schema

It is an instance of database running of a specific DB server.



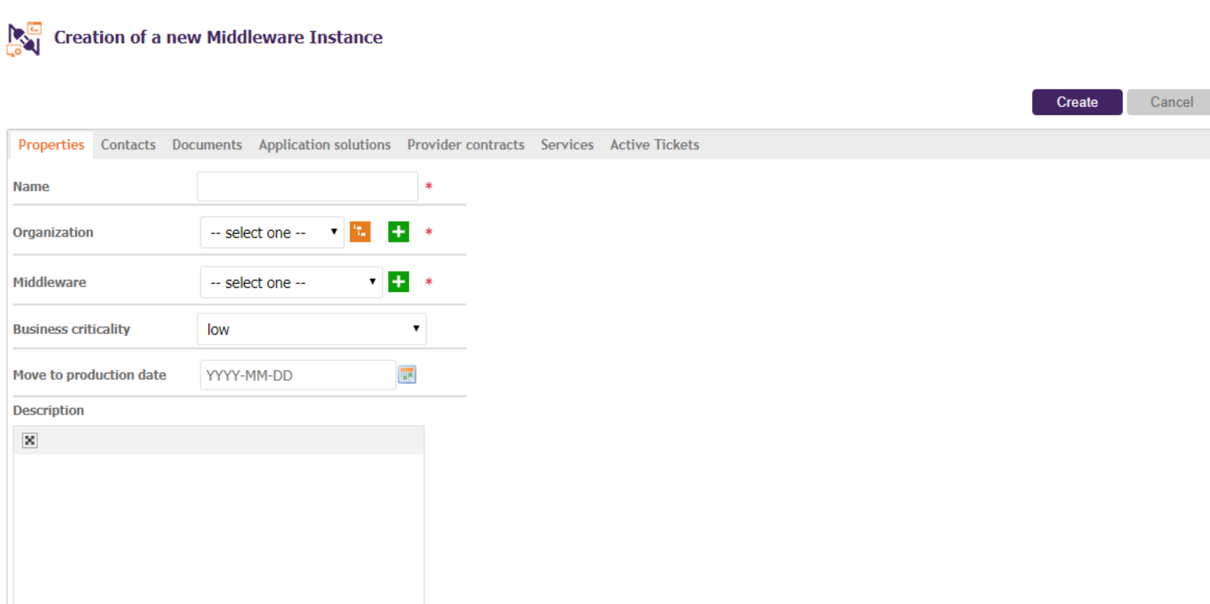

## Middleware

An instance of a middleware software (software offering services to other software, or enterprise integration software) installed on a particular system (PC, Server or Virtual Machine). For example: Tomcat, JBoss, Talend, Microsoft BizTalk, IBM Websphere or Lotus Domino can be put under this category.



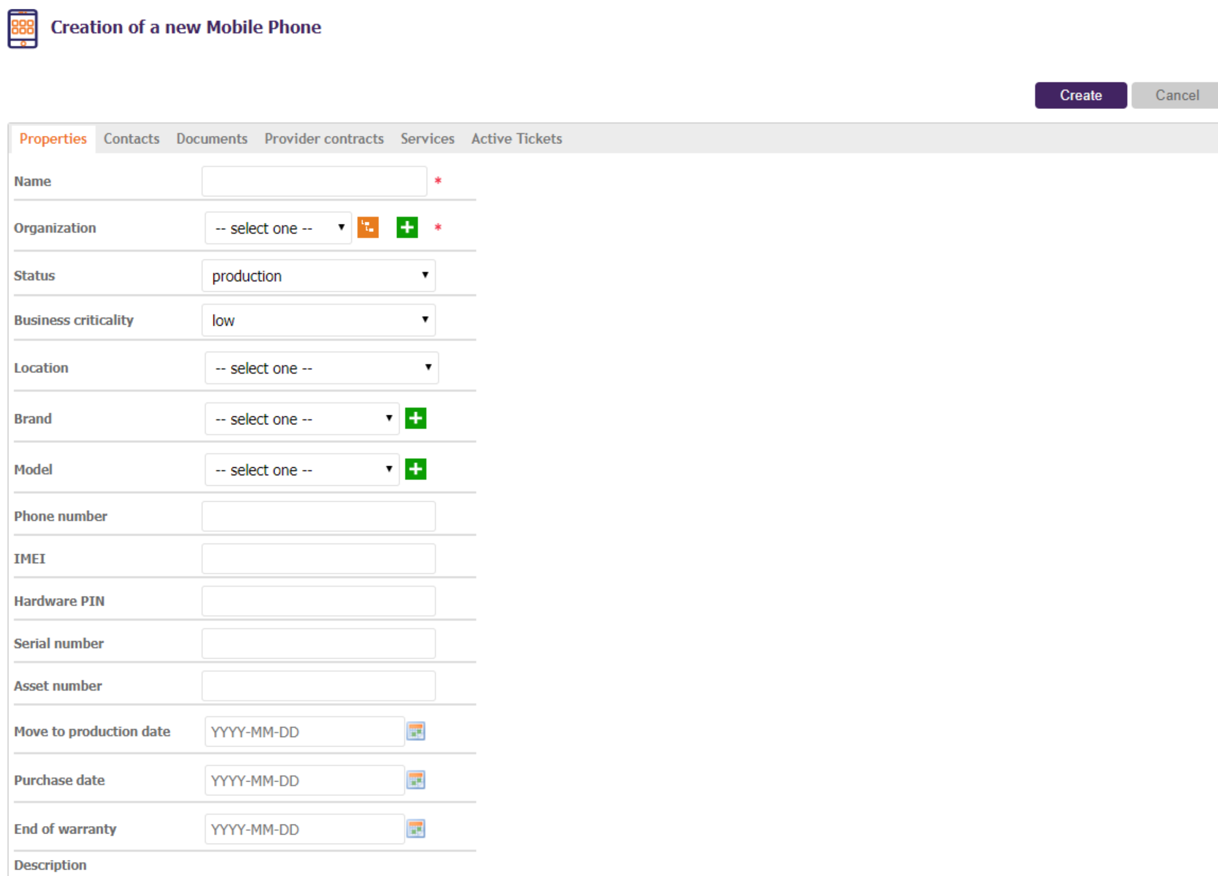

## Middleware Instance

A particular application instance (or service) provided by an installed middleware software. For example a web application deployed with Tomcat can be documented as a Middleware Instance.



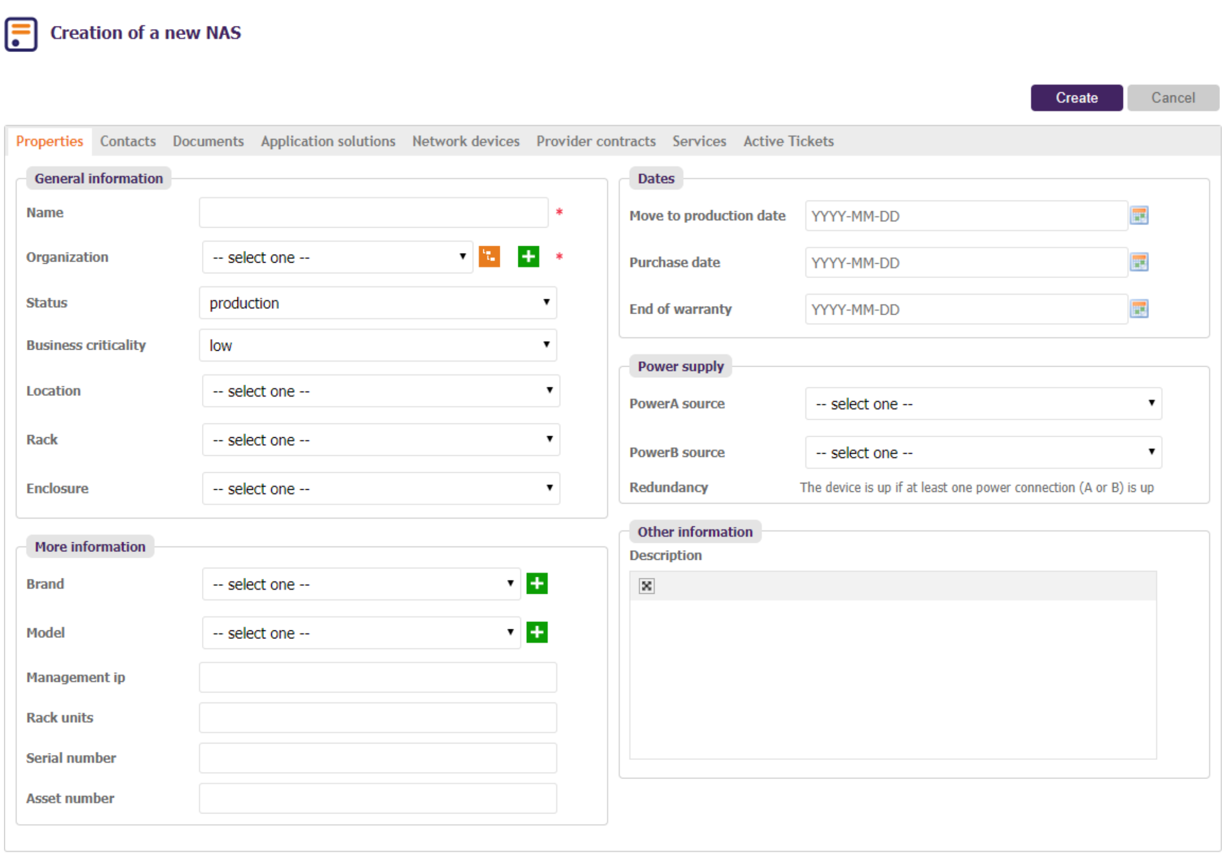
## Mobile Phone

If there are any mobile related issues then we can add particular mobile devices by selecting Mobile Phone from configuration items. All mobile devices can be added from this category.



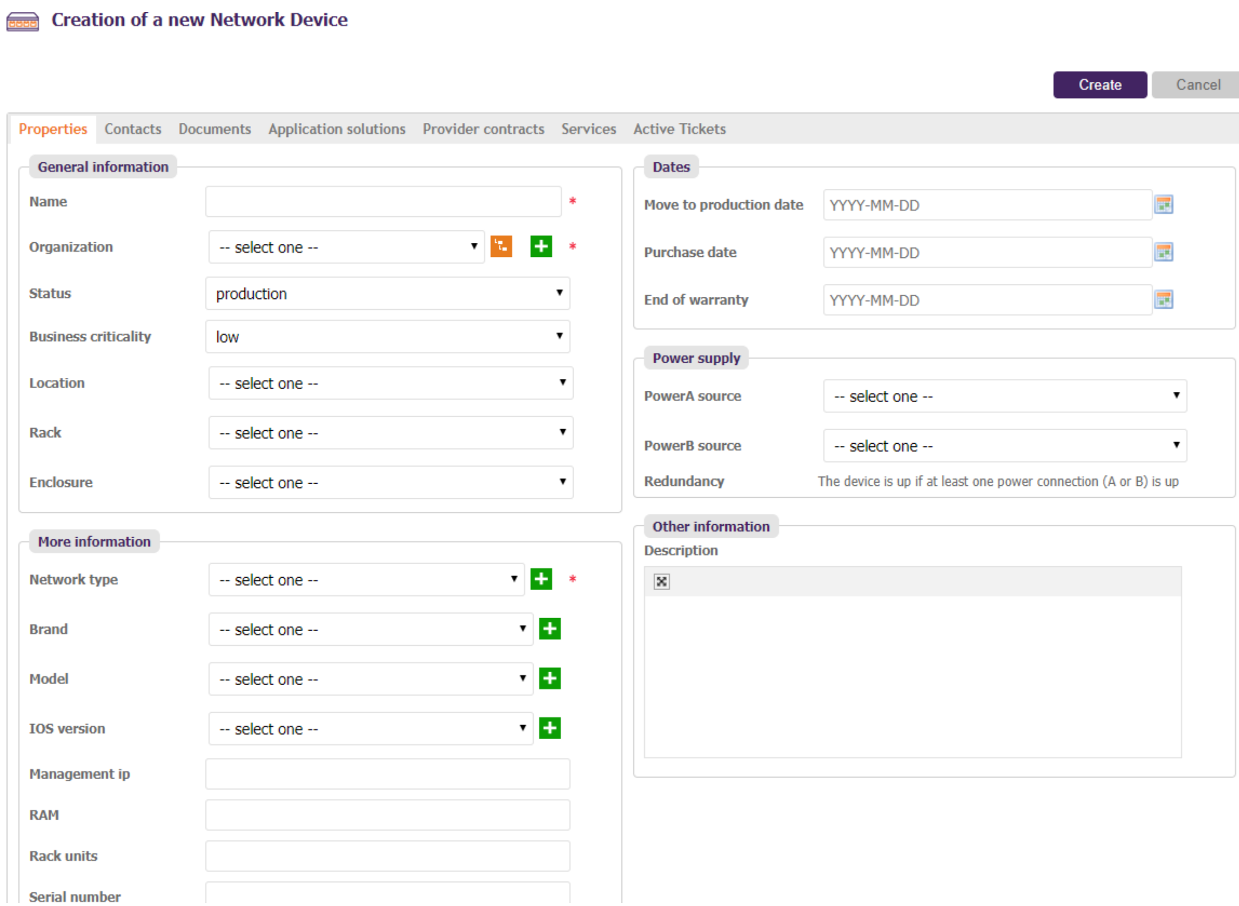
**NAS**

NAS (Network attached storage) devices can be listed from this category. There is slot to add more network devices and application solutions.


Creation of a new NAS
Create
Cancel
Properties
Contacts
Documents
Application solutions
Network devices
Provider contracts
Services
Active Tickets
General information
Name
Organization
-- select one --
Status
production
Business criticality
low
Location
-- select one --
Rack
-- select one --
Enclosure
-- select one --
More information
Brand
-- select one --
Model
-- select one --
Management ip
Rack units
Serial number
Asset number
Dates
Move to production date
YYYY-MM-DD
Purchase date
YYYY-MM-DD
End of warranty
YYYY-MM-DD
Power supply
PowerA source
-- select one --
PowerB source
-- select one --
Redundancy
The device is up if at least one power connection (A or B) is up
Other information
Description

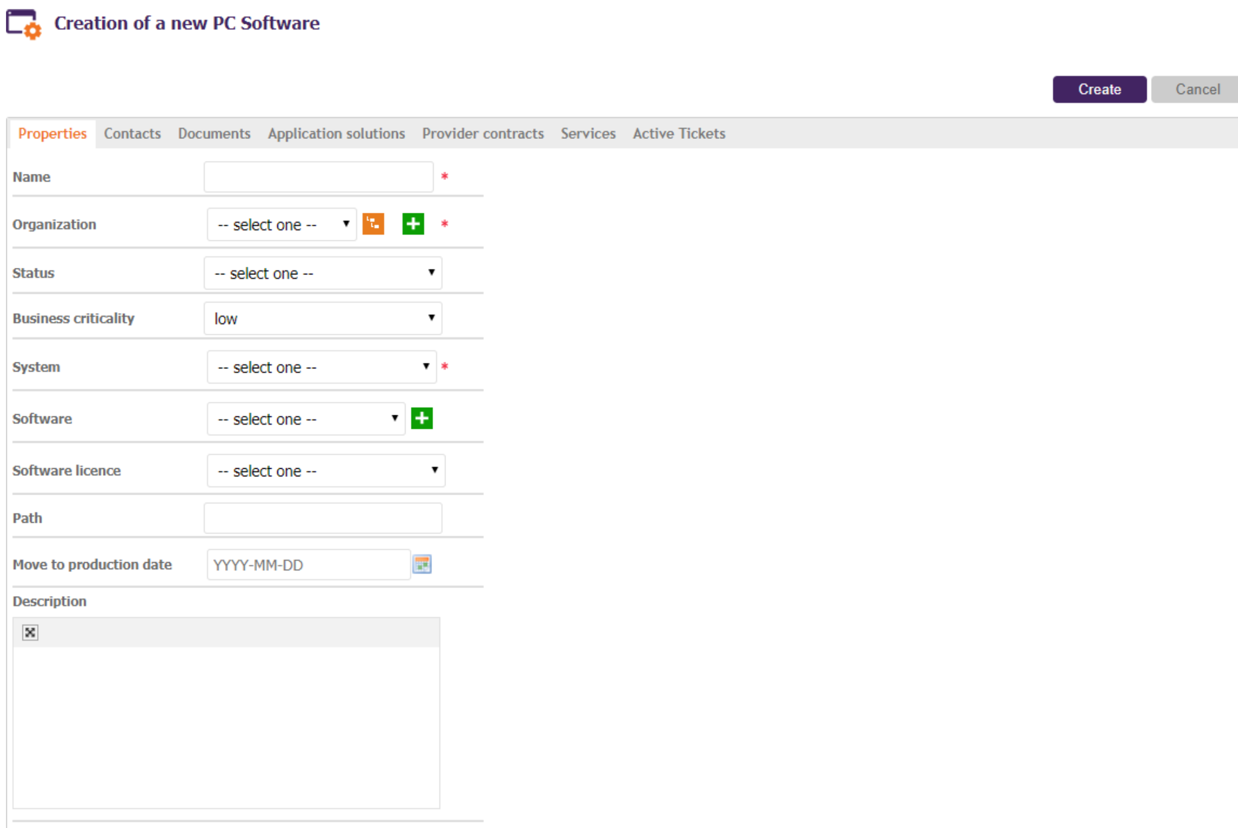
**Network Device**

Any type of network device: router, switch, hub, load balancer, firewall…



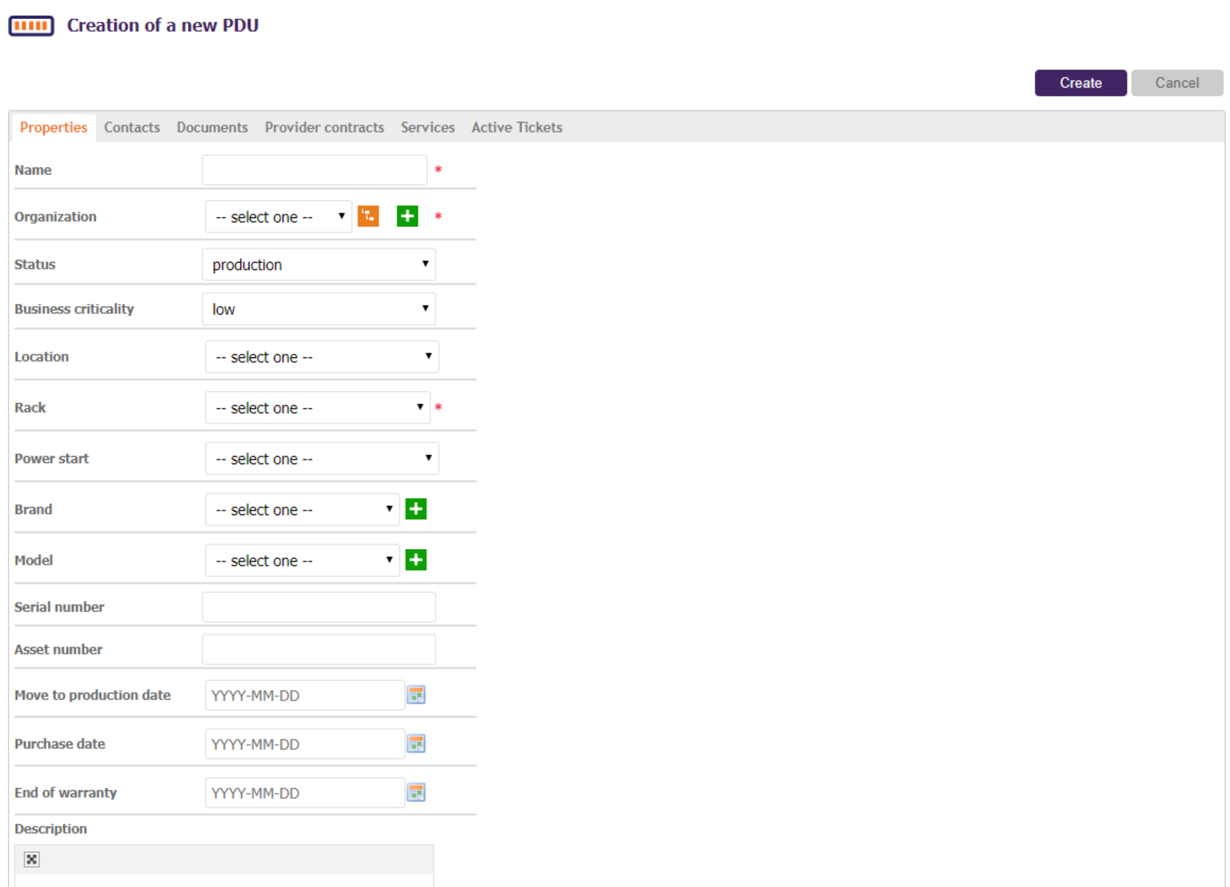

## PC Software

An instance of a software application installed on a PC. (For example: an instance of MS Office, Corel Draw, Adobe Photoshop or Filezilla).



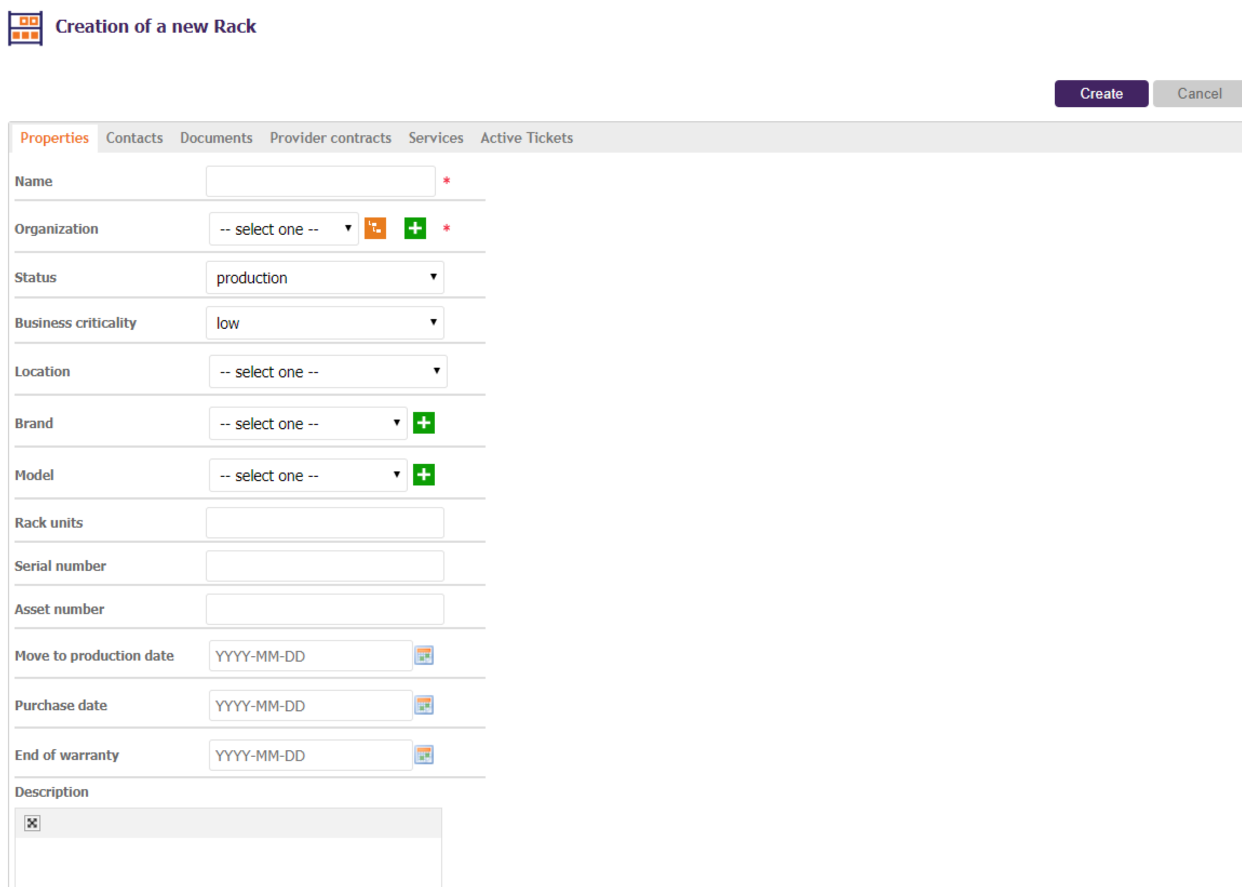

## PDU

PDU (Power Distribution Unit) will be devices used to distribute the power source.




## RACK

Rack will be like server rack, mass rack can be listed by using this category of CI.

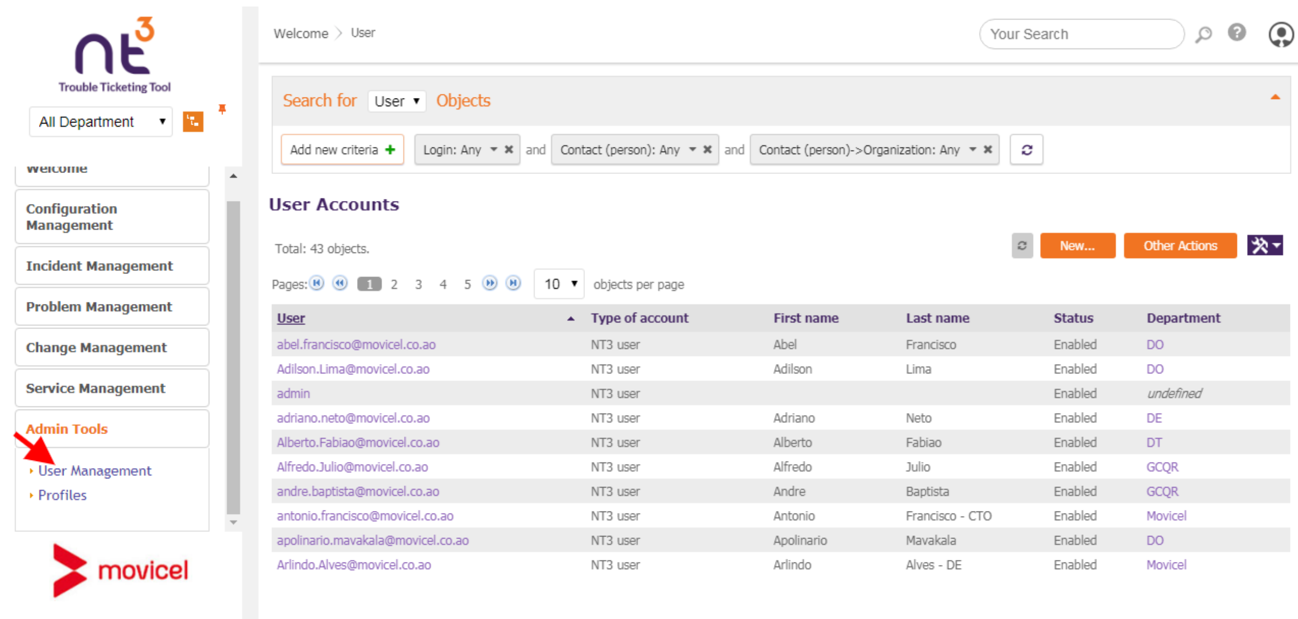

Creation of a new Rack
Create
Cancel
Properties
Contacts
Documents
Provider contracts
Services
Active Tickets
Name
Organization
-- select one --
Status
production
Business criticality
low
Location
-- select one --
Brand
-- select one --
Model
-- select one --
Rack units
Serial number
Asset number
Move to production date
YYYY-MM-DD
Purchase date
YYYY-MM-DD
End of warranty
YYYY-MM-DD
Description

**Admin Tool:**

NT3 provides a user management module allowing administrators to assign users with one (or more) predefined profiles. The combination of profiles determines for each user the actions she/he is allowed to perform in NT3 (viewing, creating/modifying or deleting).

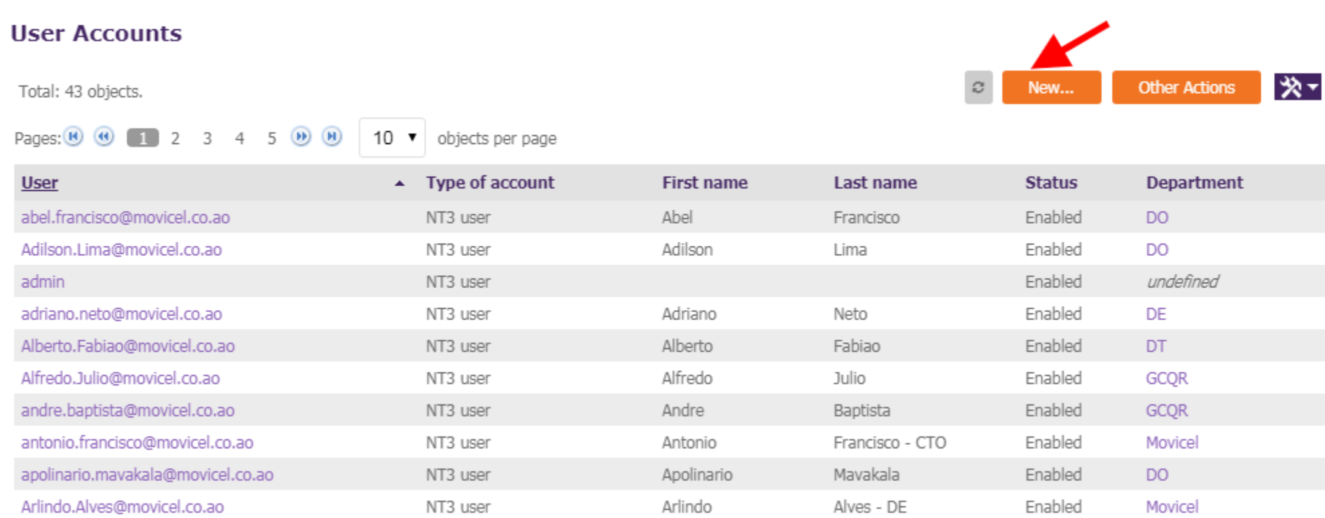
**User Management:**

The menu “User Accounts” under “Admin Tools” module enables you to see all logins defined for your NT3 instance.

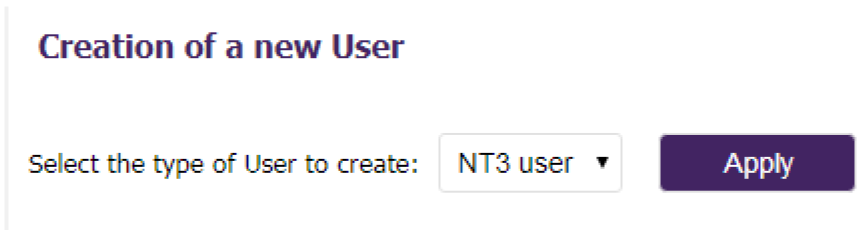


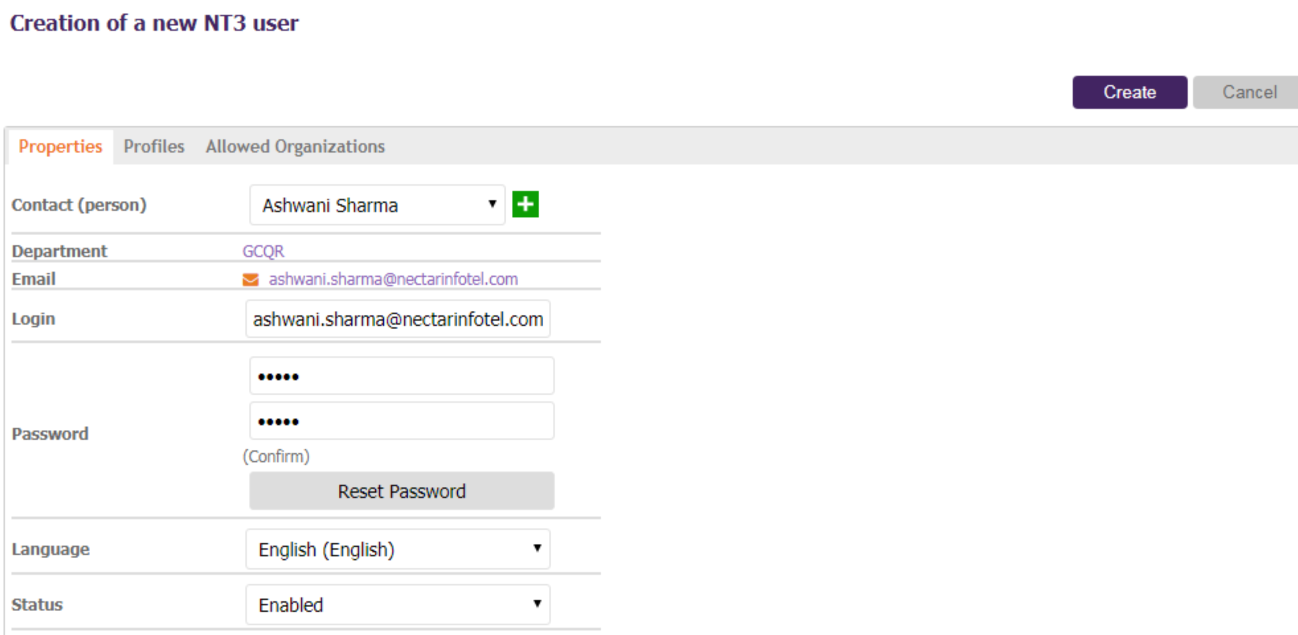

**Create new user:**

To create a new user you just have to click on “New” in action drop down list, from either user list or a given user detail. The following wizard then appears

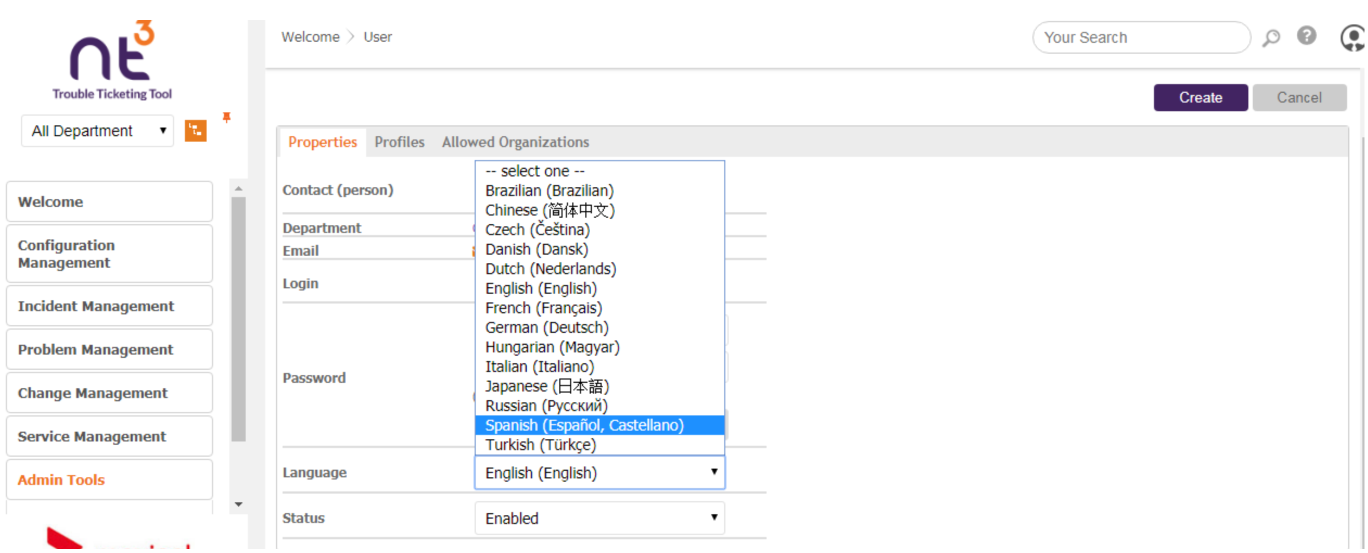



After that you will get user creation form to fill all details as well as select language and create user.



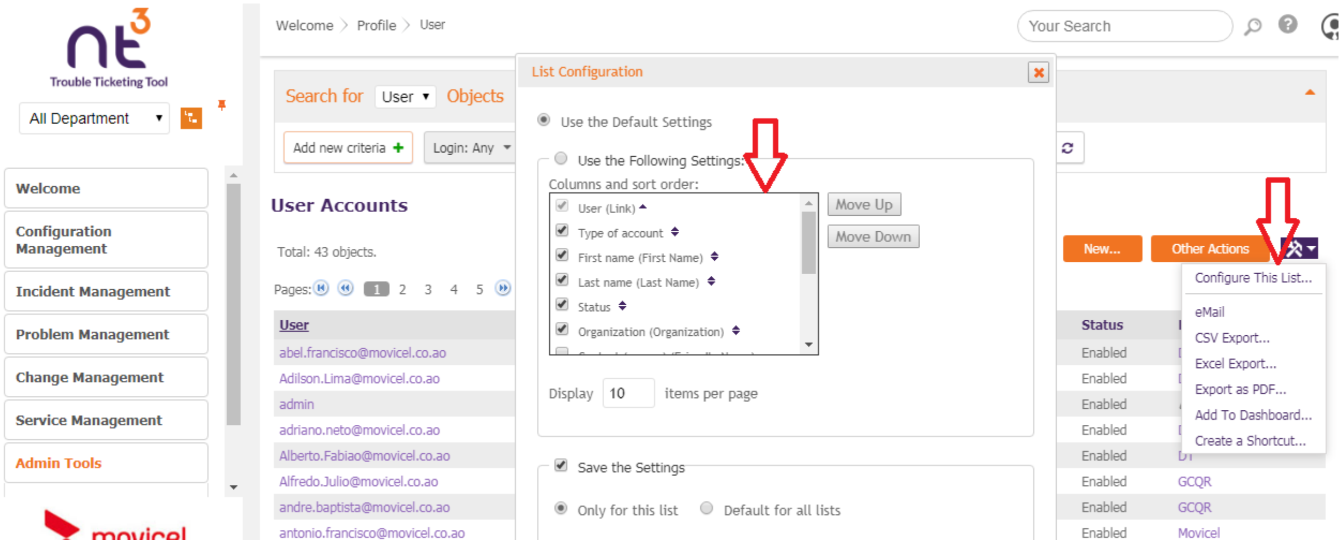




1. Properties: User has filled all details with login credential.
   Also you need take contact person of same your name or different what your requirement.
2. Profiles: Select profile as user role.
3. Department: Select department as per user assign.
4. Language: Assign particular to user that can application use in selected language.



**Configure this list:**

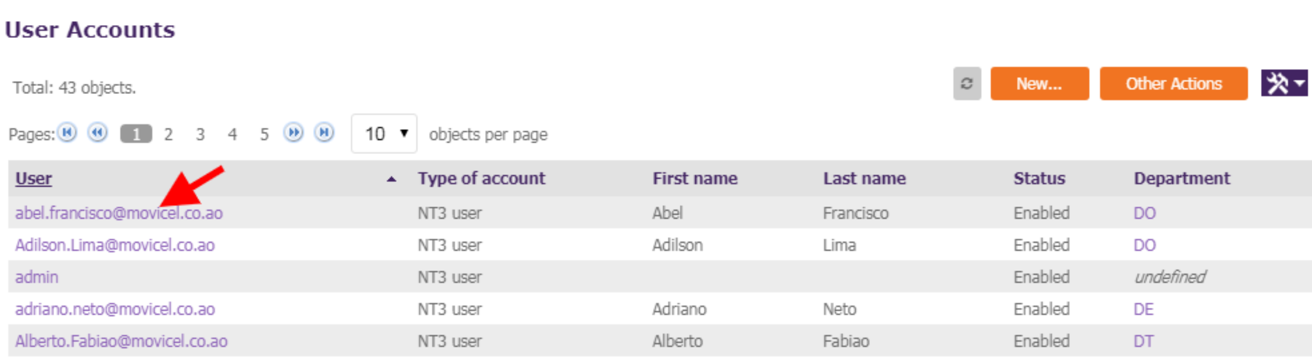
By using configure list you can add features by clicking of checkboxes.



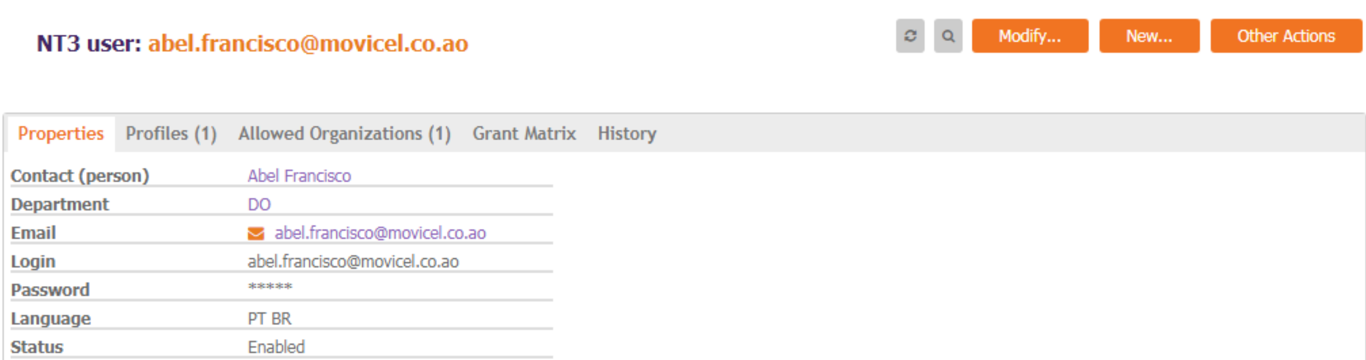

**Modify User:**

If you want modify user account or modify language then click on user and click modify button.

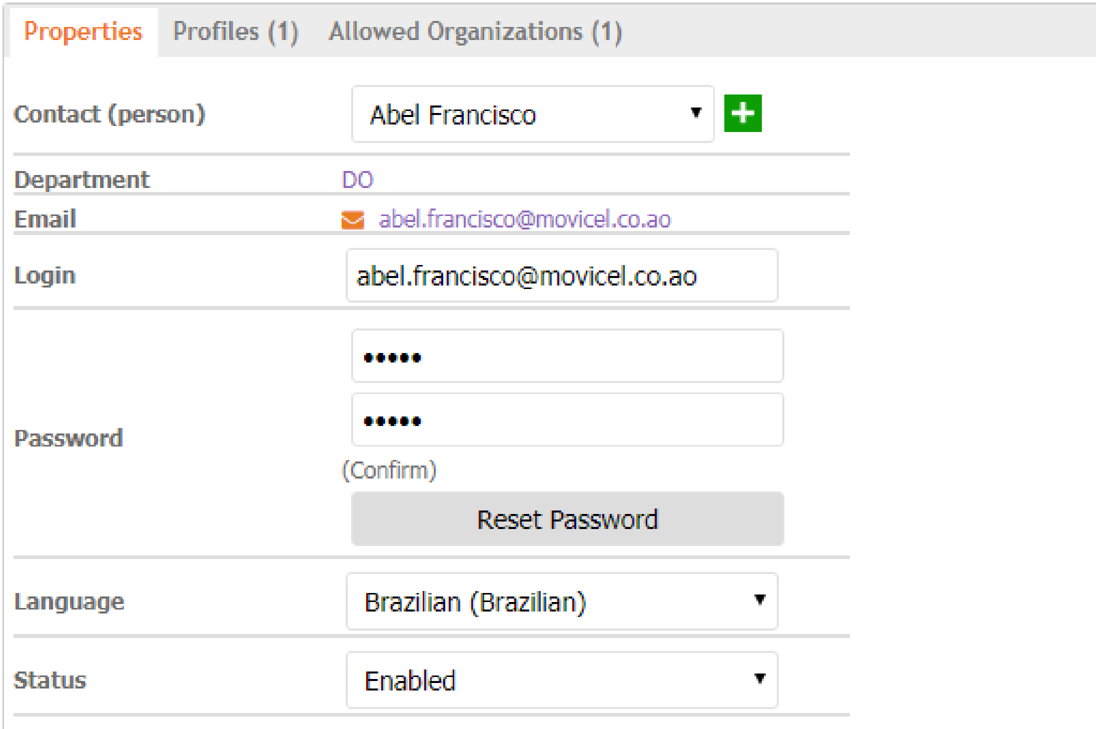
Step1:




Step2:

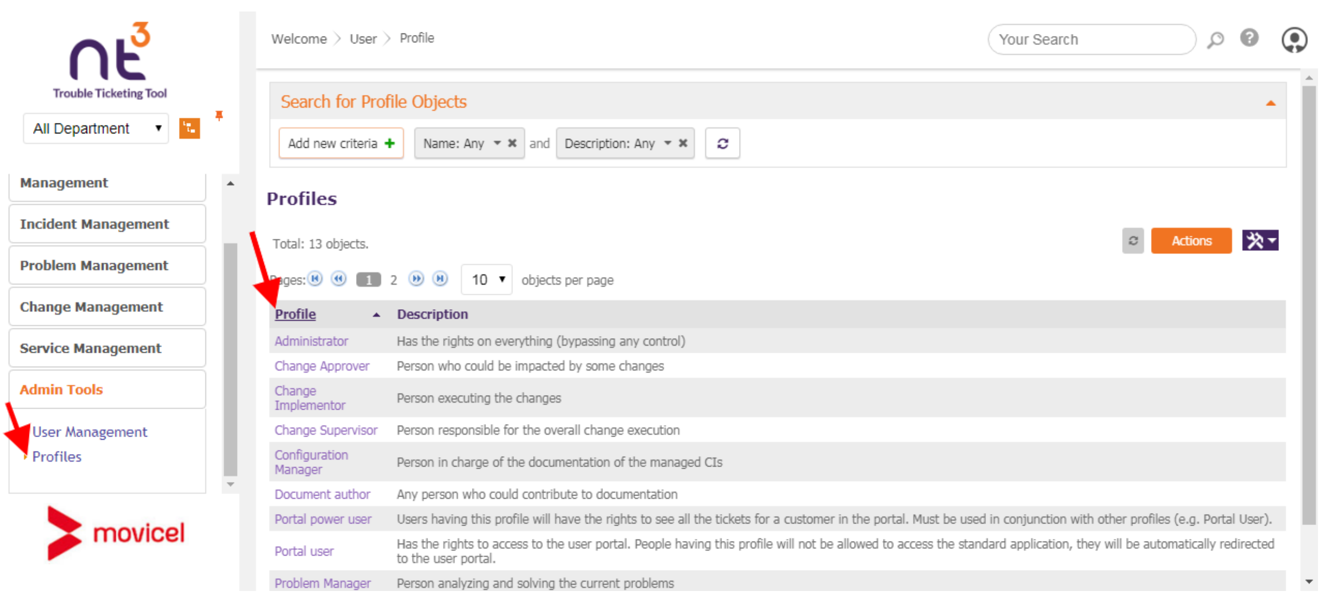


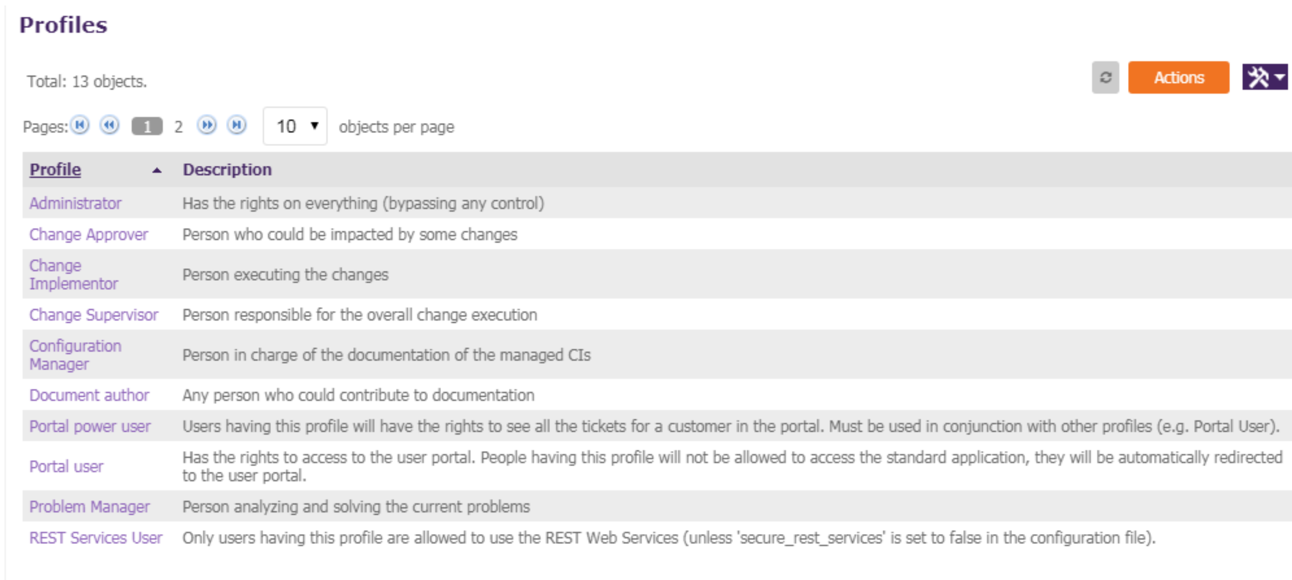

Step3:




**Profile:**

Use the “Admin Tools / Profiles” menu to access the profiles and see their corresponding definitions as shown below:




Profiles

Total: 13 objects.

Pages: 1 2 | 10 objects per page

Actions

| Profile | Description |
|---|---|
| Administrator | Has the rights on everything (bypassing any control) |
| Change Approver | Person who could be impacted by some changes |
| Change Implementor | Person executing the changes |
| Change Supervisor | Person responsible for the overall change execution |
| Configuration Manager | Person in charge of the documentation of the managed CIs |
| Document author | Any person who could contribute to documentation |
| Portal power user | Users having this profile will have the rights to see all the tickets for a customer in the portal. Must be used in conjunction with other profiles (e.g. Portal User). |
| Portal user | Has the rights to access to the user portal. People having this profile will not be allowed to access the standard application, they will be automatically redirected to the user portal. |
| Problem Manager | Person analyzing and solving the current problems |
| REST Services User | Only users having this profile are allowed to use the REST Web Services (unless 'secure_rest_services' is set to false in the configuration file). |

## Frequently Asked Questions (FAQs)

### Q. How to add new contact person and new team in NT3?

**Answer:** In order to add new contact first you have to login then click on the welcome tab and then click on create new contacts. For adding new person you can select person form dropdown and for adding new team you can select team from dropdown. For more details please click here.

### Q. What Location belongs to?

**Answer:** Location is depends on the organizations/departments. You can add location for department using Location tab which is available under welcome module.

**Q. How to create new incident?**

**Answer:** Click on the incident management module and then click on the New Incident link. For more details please click here.

**Q. From where we can delete/modify incident?**

**Answer:** You have to click on the other action button which is available on the list of incident page (i.e. Page appears after clicking on the Search for incidents link).You can modify or delete specific incident by clicking on the other action button.

**Q. How to escalate Incident?**

**Answer:** First you have to create TTO and TTR times in service management. Then according to its priority the time will be assign to the incident. For more details please click here.

**Q. What is TTO & TTR?**

**Answer:** TTO stands for Time To Own means if incident is created then it has to assign within given TTO. Whereas TTR means Time To Resolve.

**Q. Can we modify the list of tables fortickets?**

**Answer:** Yes. In order to modify tables you have to click on the configure this list. It is available in button next to the other actionbutton.

**Q. What is the difference between emergency, Normal and Routine changes?**

**Answer:** Emergency change does not need to validate when it is created but it has to verify after plan. Normal change need to validate after creation and also need to verify after planning. Routine change neither validates nor verify after plan. Click herefor more details.

**Q. What is changes awaiting for approval and awaiting for acceptance?**

**Answer:** Changes awaiting for approval meaning that changes has been planned but not approved. Whereas changes awaiting for acceptance is that changes which are created but not validate then that changes will fall under this category.

**Q. How to create services?**

**Answer:** In order to create new service you have to click on the service tab under service management module. Then click on the New button under that page.

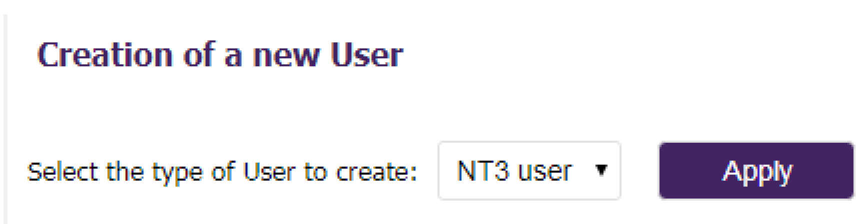
**Q. What is SLA and SLT?**

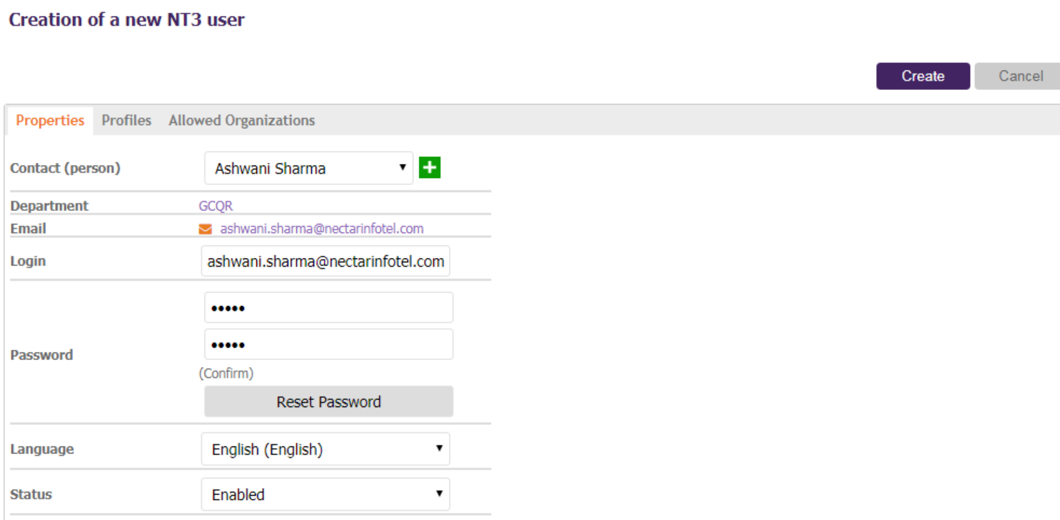
**Answer:** SLA stands for Service Level Agreement (click herefor more details). SLT stands for Service Level Target (click herefor more details).

**Q. What is Delivery Model?**

**Answer:** A delivery model defines which teams are providing support and services to a set of organizations.

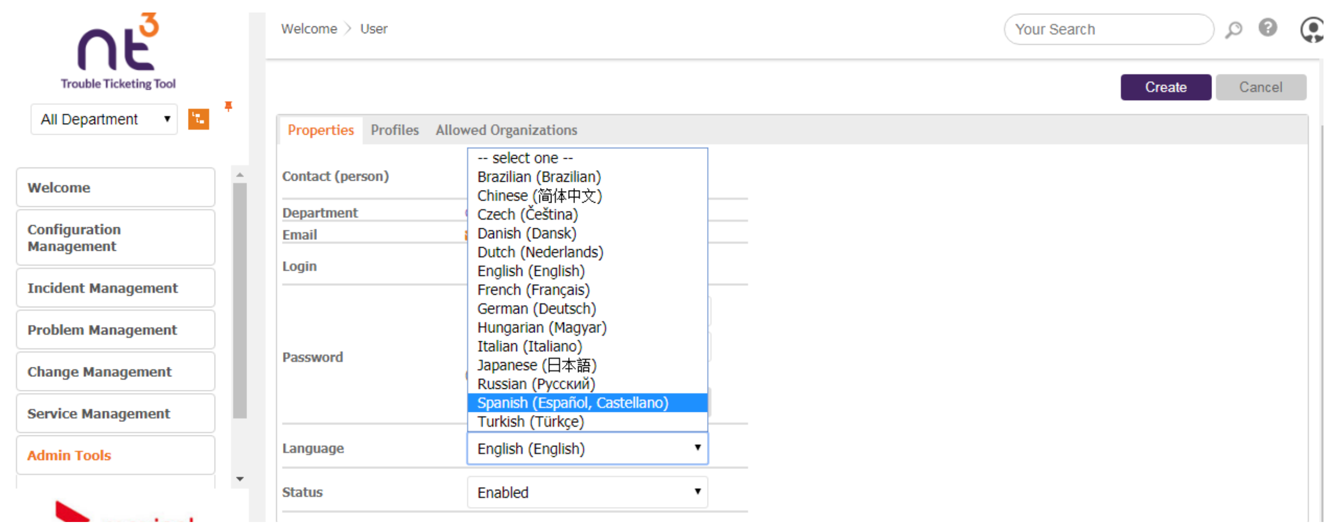
**Q. How to create User account?**
**Ans:** In admin tool you are able to create user account as well as modify user.






## Q. How to add language to User account?

Ans: In admin tool you can add or modify language.




END