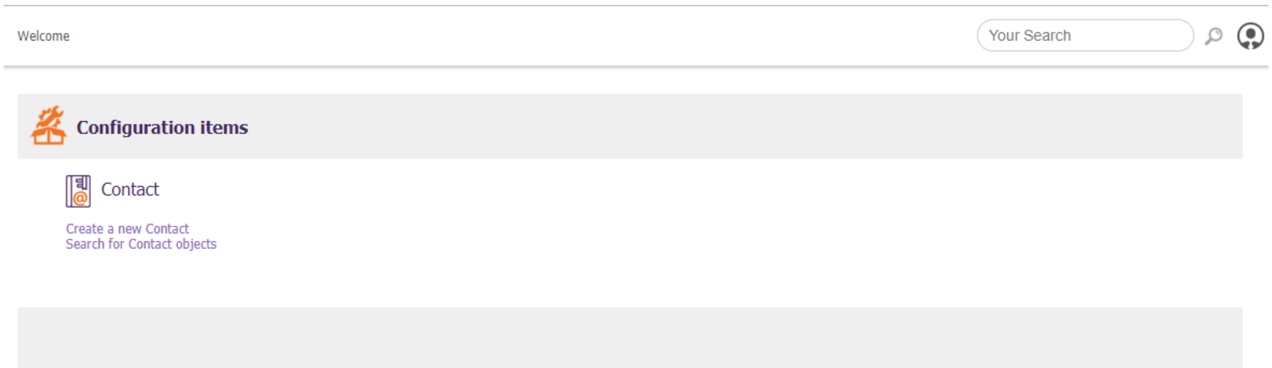
Trouble Ticketing Tool

INDEX

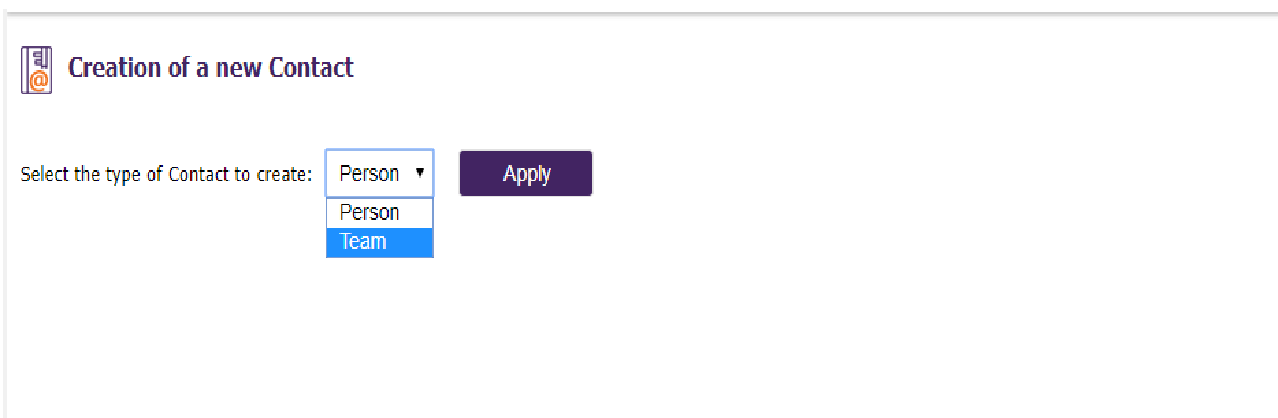
Sr. No. **Contents**

Welcome

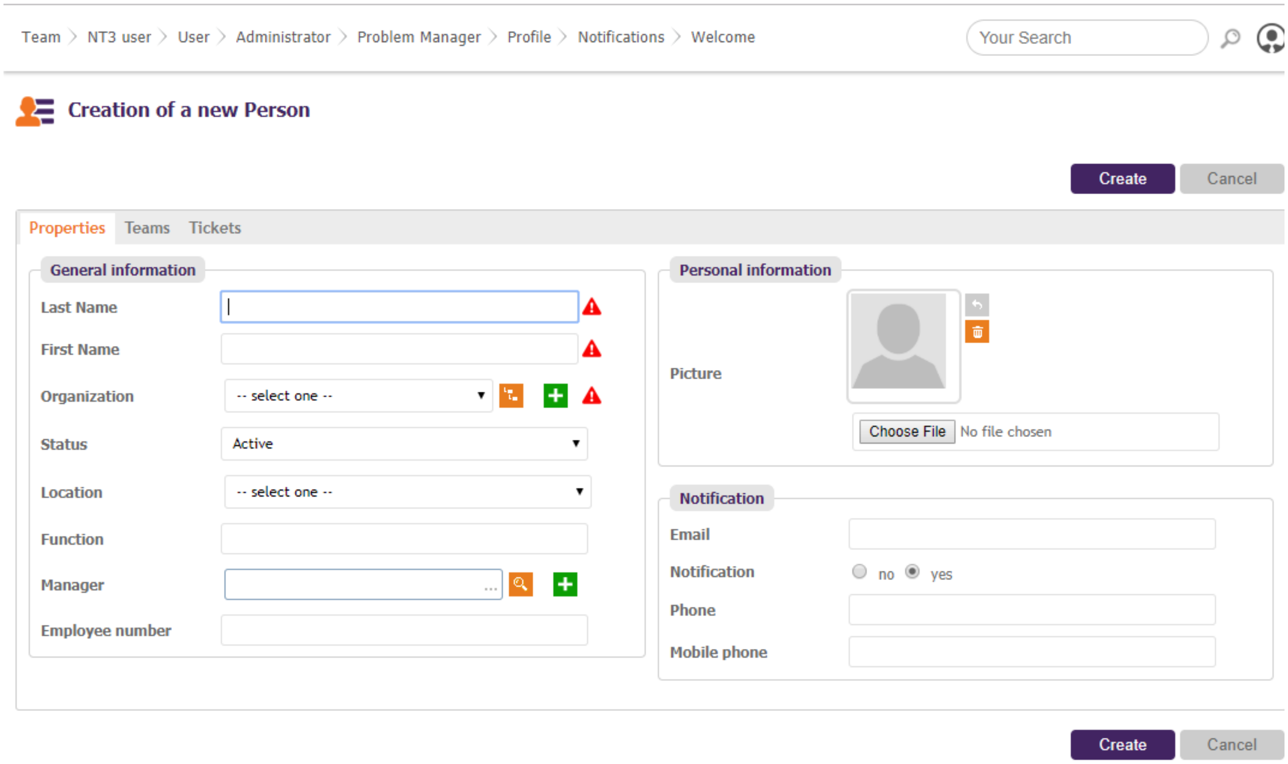
When user logged in to the NT3 then first tab from menu is welcome. This is the page where we can create new contacts, view contacts, search contacts etc. In order to create new contact click on the welcome link under welcome tab then click on the



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.

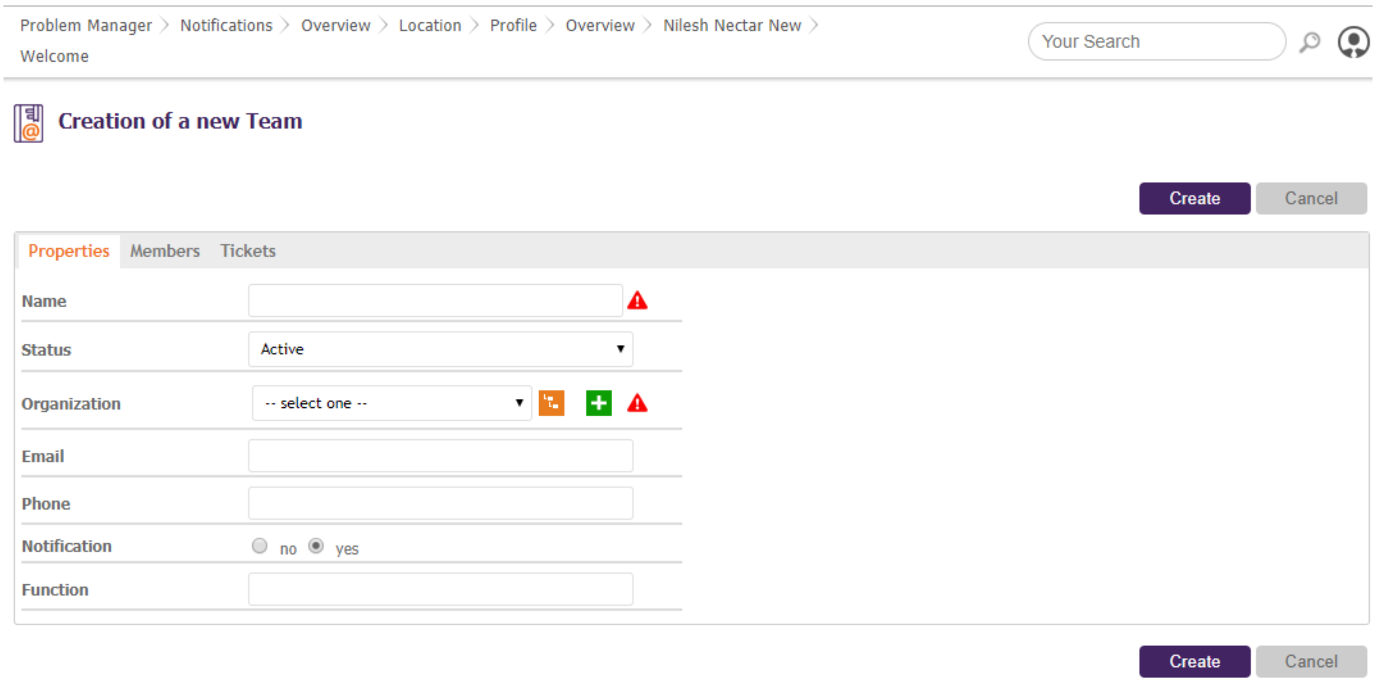
Manager: We can add new manager by clicking + icon next to the textbox of Manager or from autocomplete list.

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.

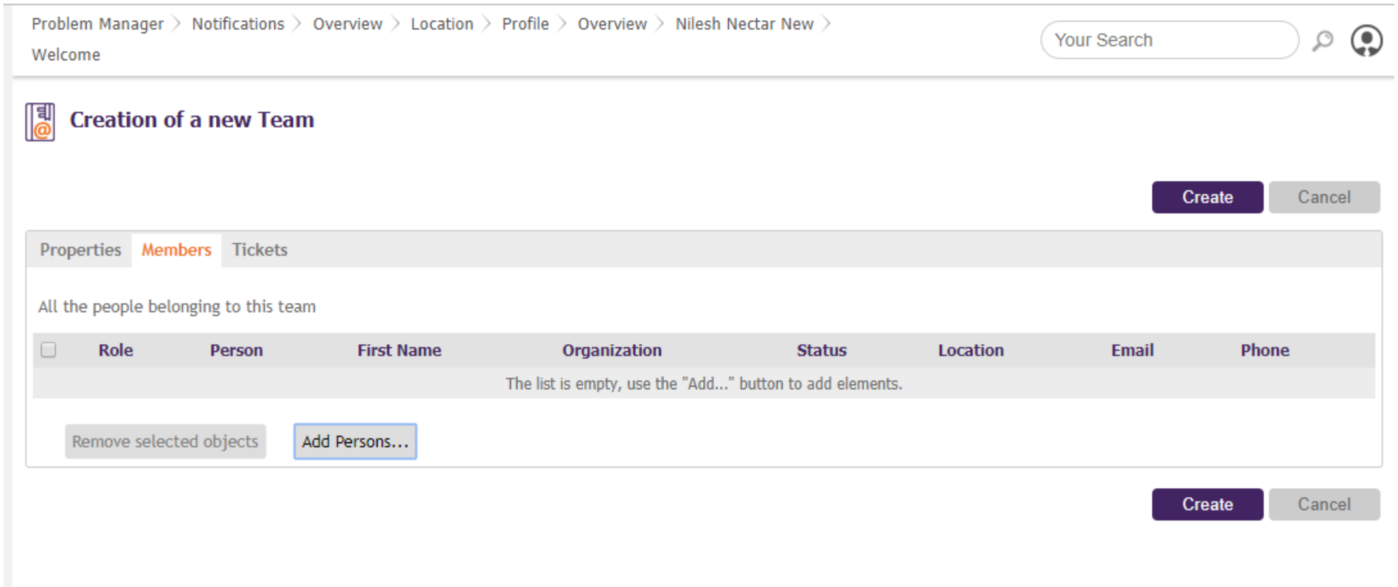
Tickets: Tickets will be displayed only if it is already added for the same contact person. It is assigned from incident, problem or change management tabs. We have to create tickets first then only we can see the tickets for that contact person.

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

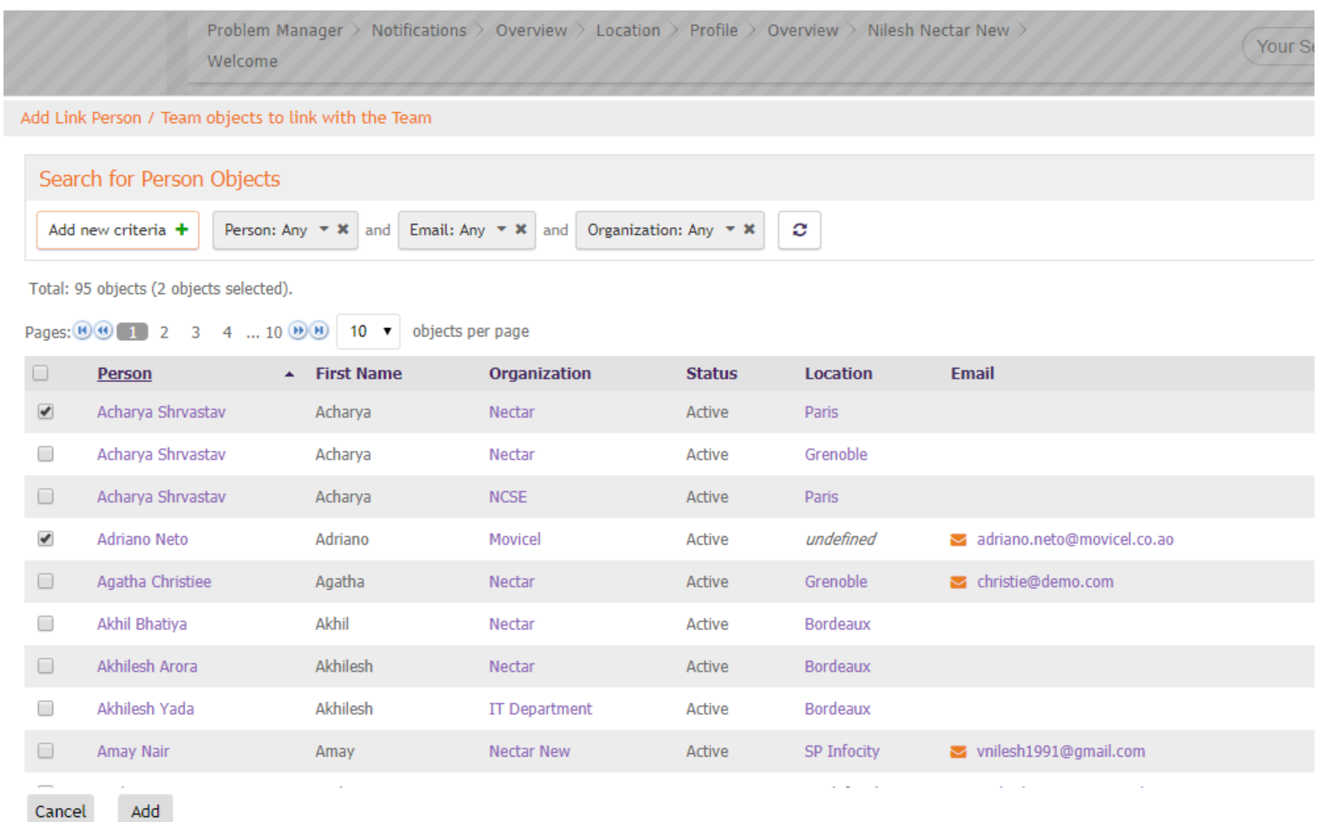


Name: It is the name of the team.
Status: Active or inactive status for team.
Organization: We can select specific organization for team.
Email: It is team’s email id.
Phone: Contact number of team.
Notification: It is enable or disable the email notification for team.

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 the add button all the checked members will display in the member tab. For confirmation check the box again and select role.

Incident Management

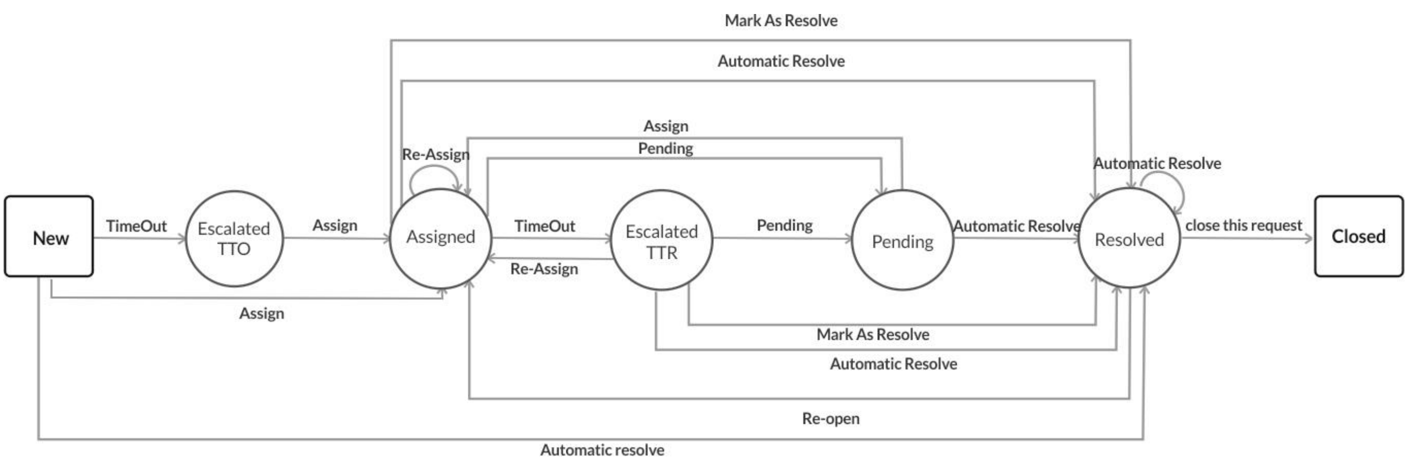
An incident ticket or simply an **"incident"** keeps tracks of a technical issue within the IT:

- System down
- Network issue
- Application failure

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**.

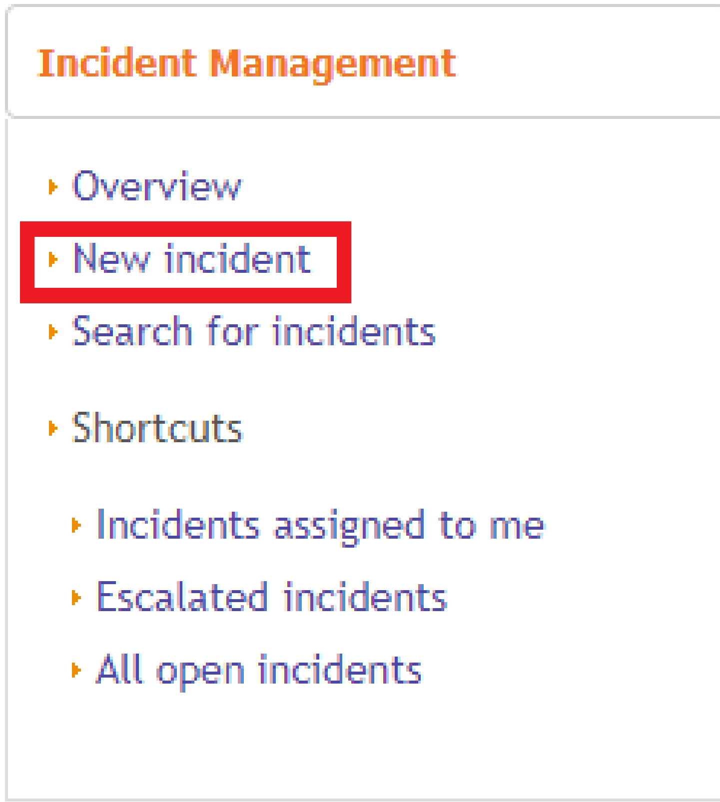
Diagrammatic representation of Incident management:



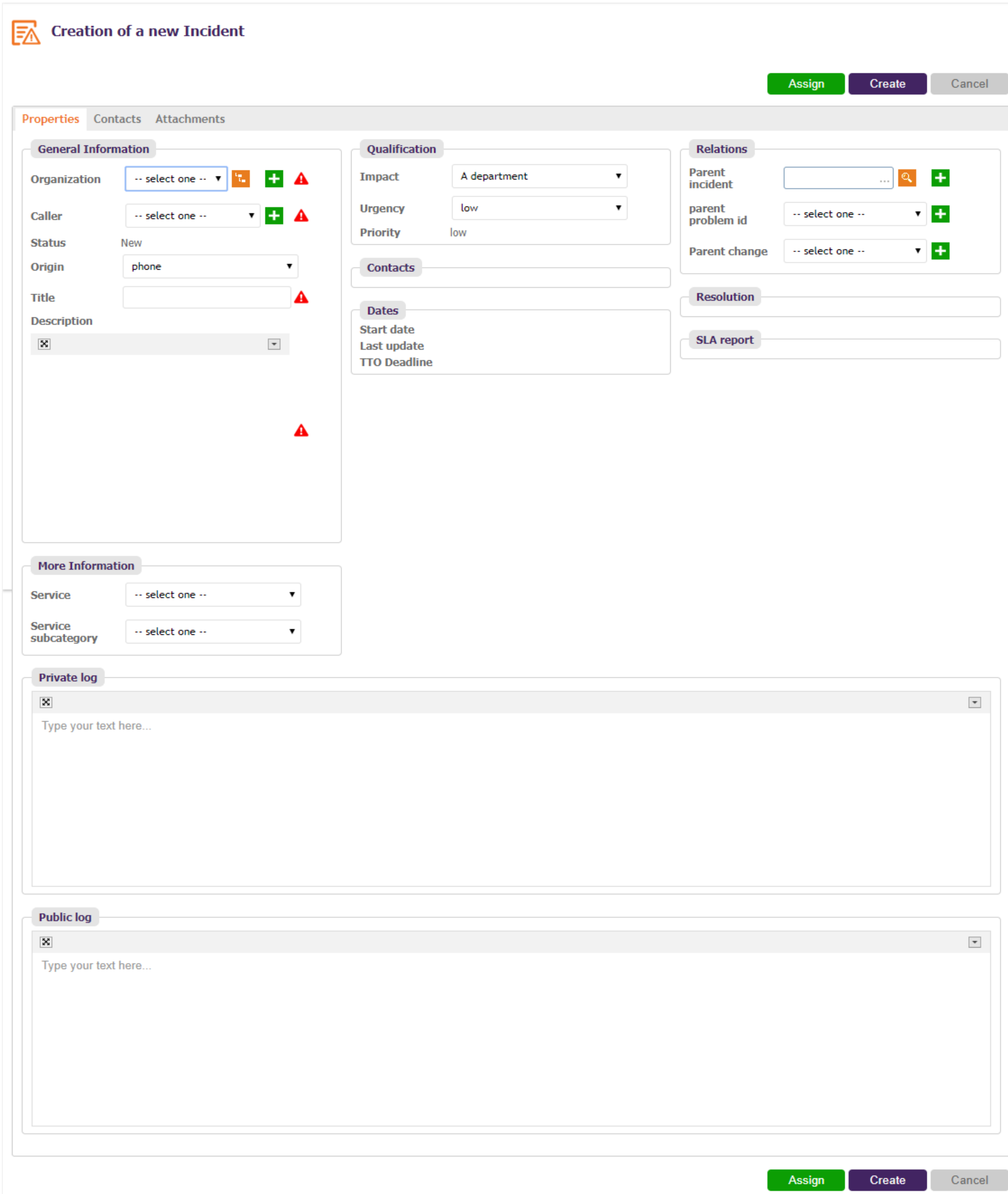
Incident Life Cycle

Creating an Incident:

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



The following form is displayed:



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

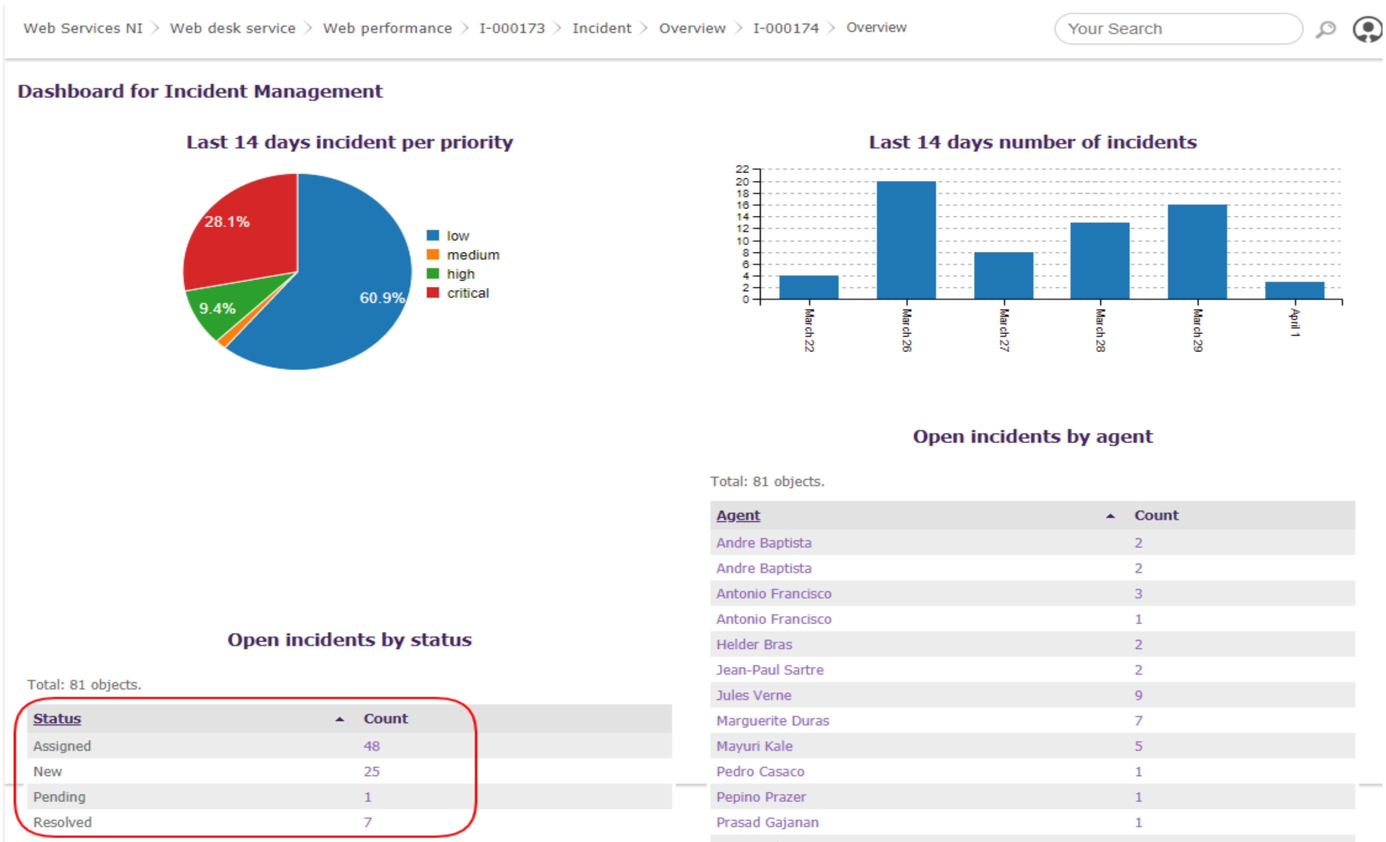
- **Organization:** If you want to represent several departments or customers you have to create new organizations. This has to be done before creating all other objects as most of them are linked to an organization.

- **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 new caller.

Overview:

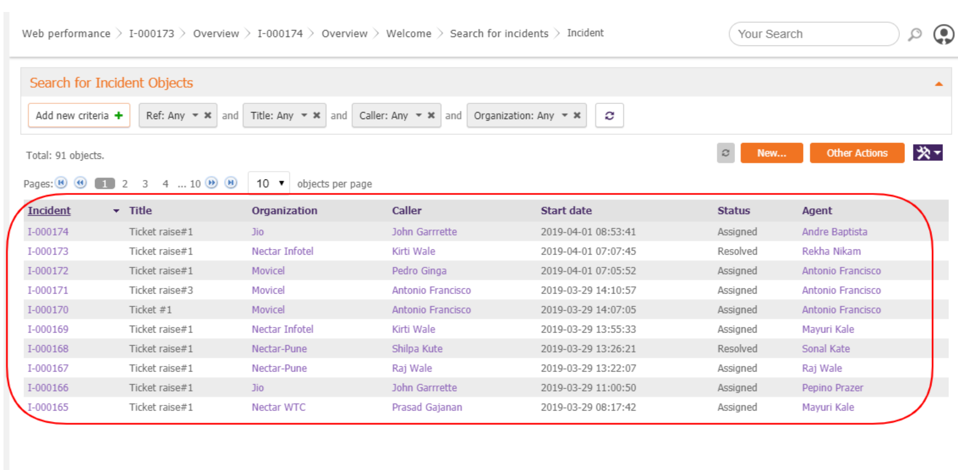
- After creating tickets that are showing in overview menu with respective their ticket status as shown in below image:
- Incident Status like:
  - New,
  - Assigned,
  - Resovled,
  - Pending,
  - Close.
- In overview pie chart showing as per priority:
  - Low,
  - Medium,
  - High,
  - Critical.

- All open incidents showing as per agent wise.



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,Very High,High etc..)

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

Like shown in Image 1:

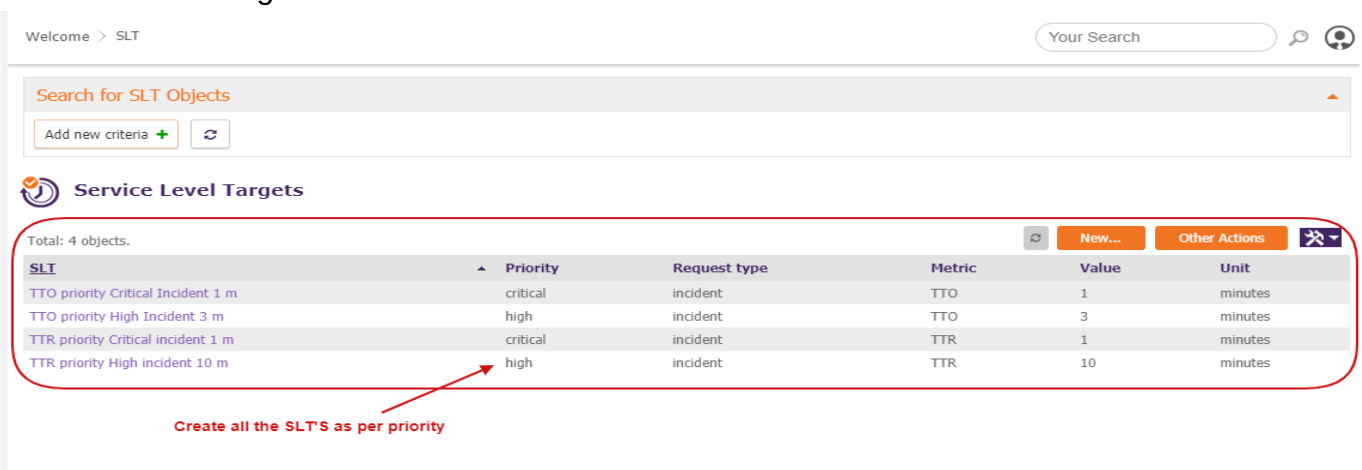
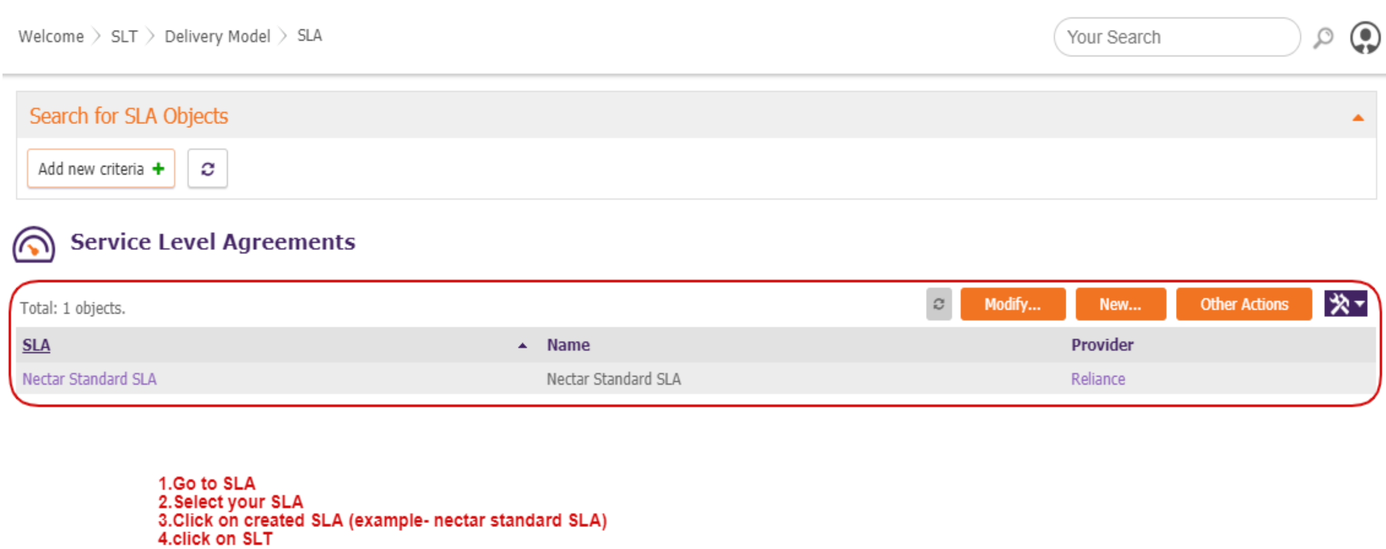
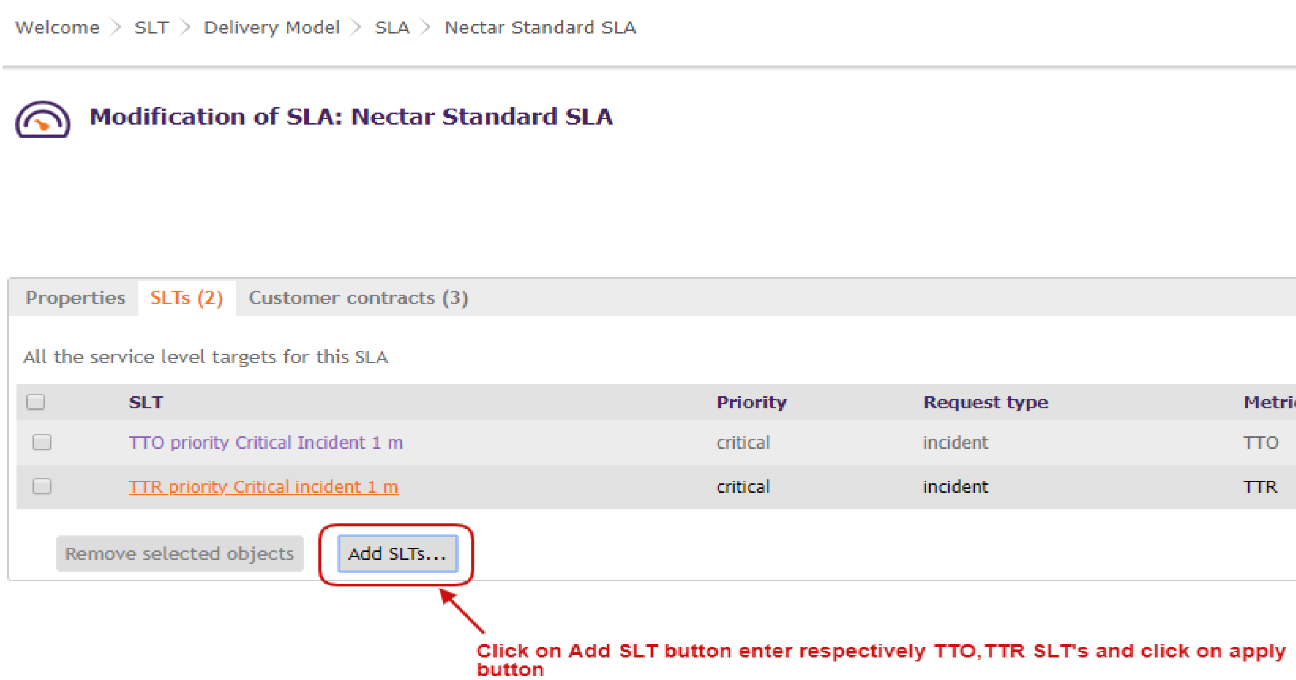


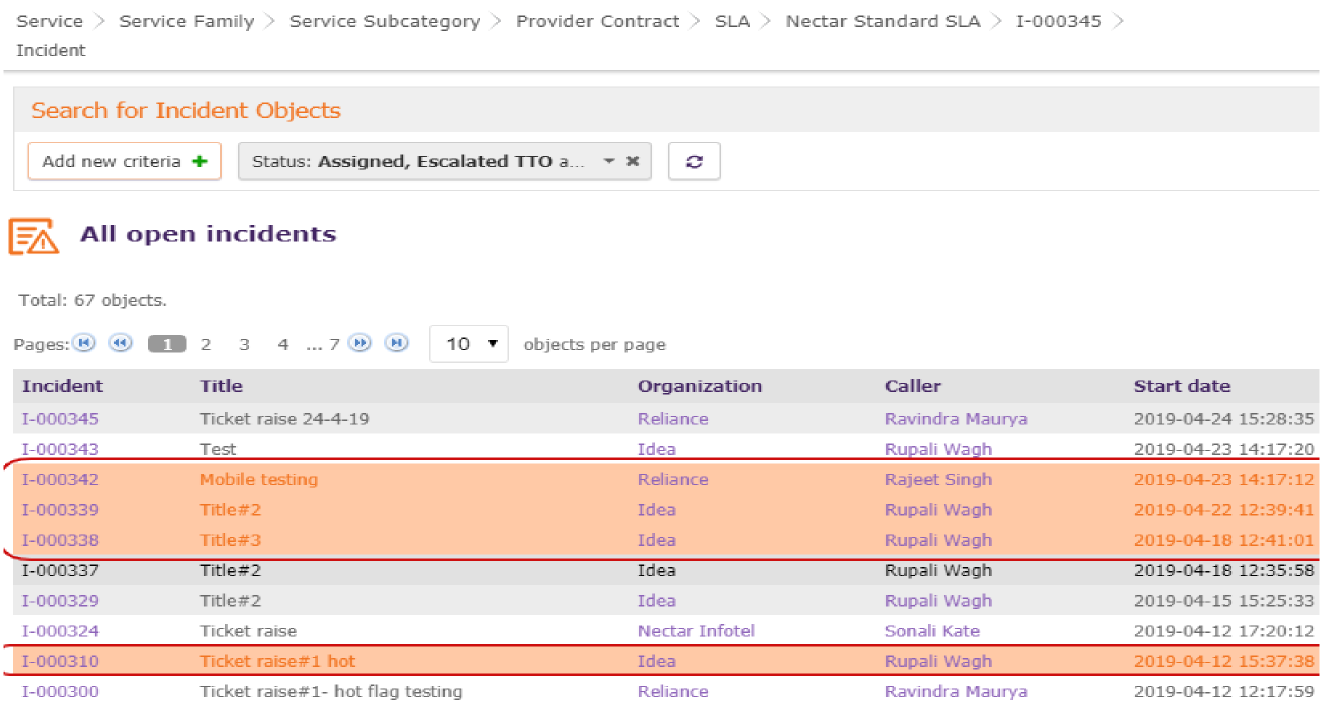
Image 2:



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



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



Service > Service Family > Service Subcategory > Provider Contract > SLA > Nectar Standard SLA > I-000345 > Incident

Search for Incident Objects

Add new criteria + | Status: Assigned, Escalated TTO a...

All open incidents

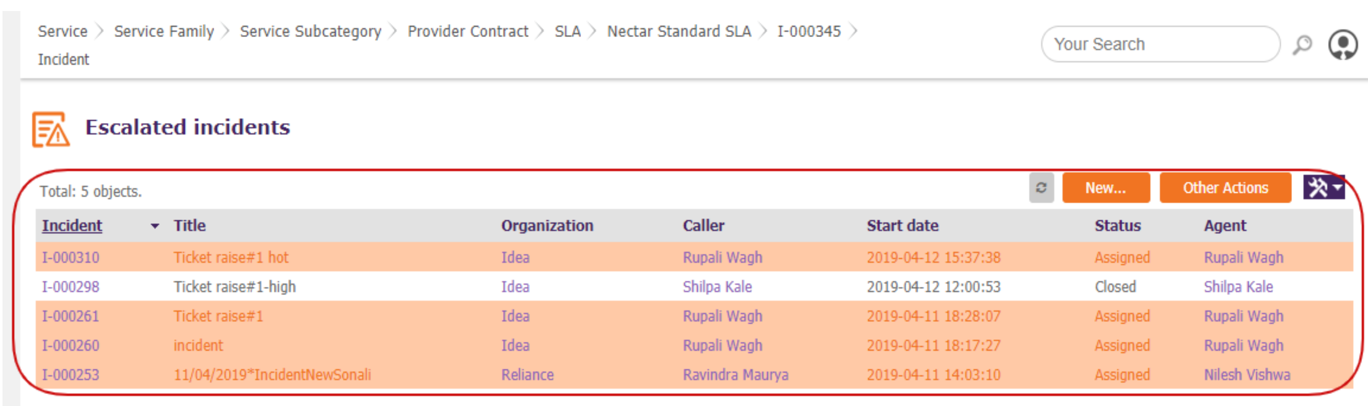
Total: 67 objects.

Pages: 1 2 3 4 ... 7 | 10 objects per page

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 Escalated incidents



Service > Service Family > Service Subcategory > Provider Contract > SLA > Nectar Standard SLA > I-000345 > Incident

Your Search

Escalated incidents

Total: 5 objects. New... Other Actions

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

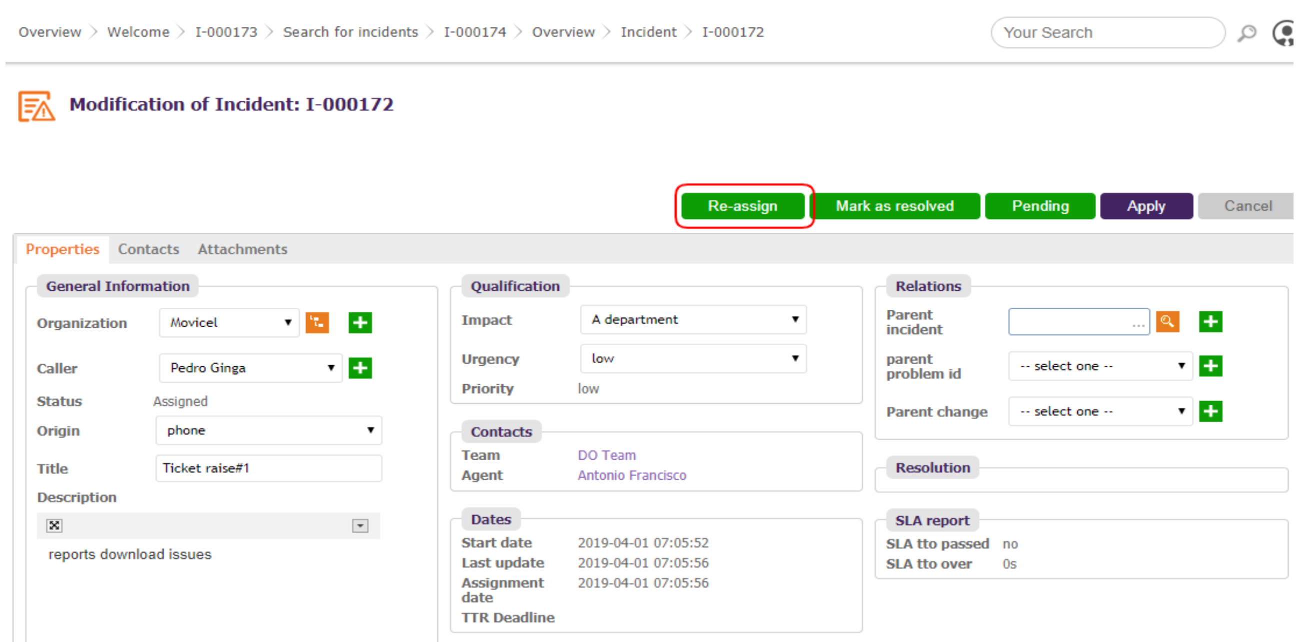
Total: 9 objects.

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.

- ➢ Open Incident
- ➢ Click on modify button
- ➢ Click on Re-assign button



1.Re-assign functionality:

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

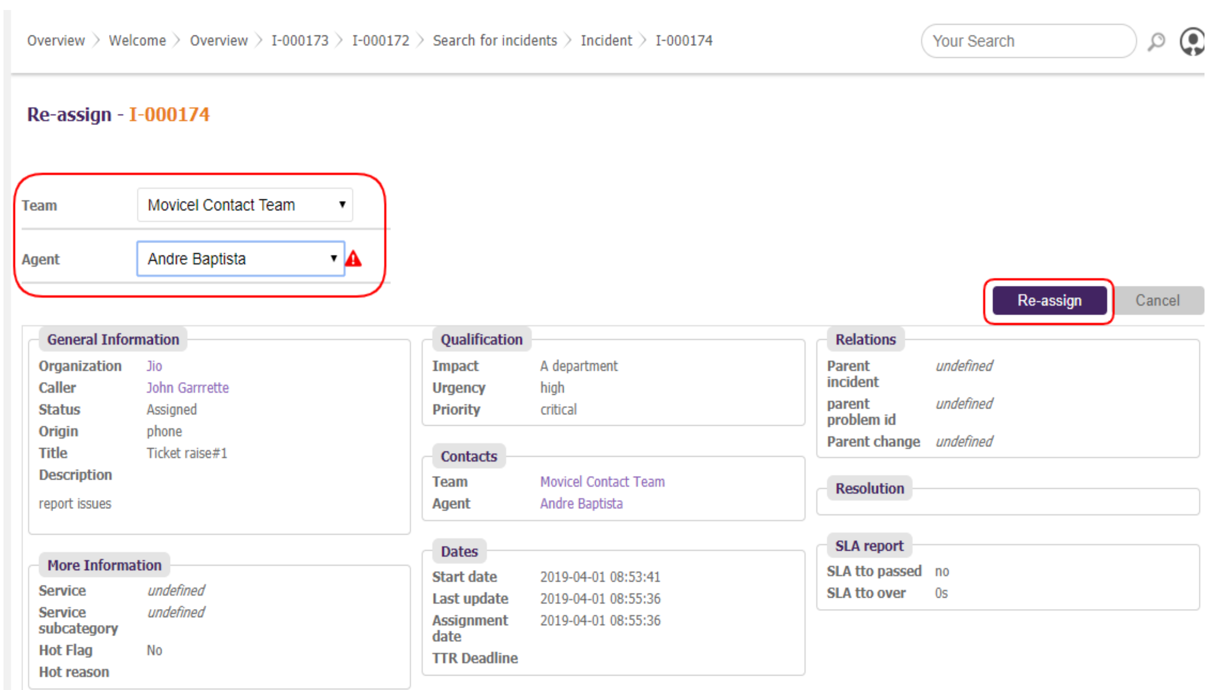
- ➢ Click on assign button
- ➢ Select Team
- ➢ Select agent (agent is mandatory field)
- ➢ Click on Re-assign button

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.

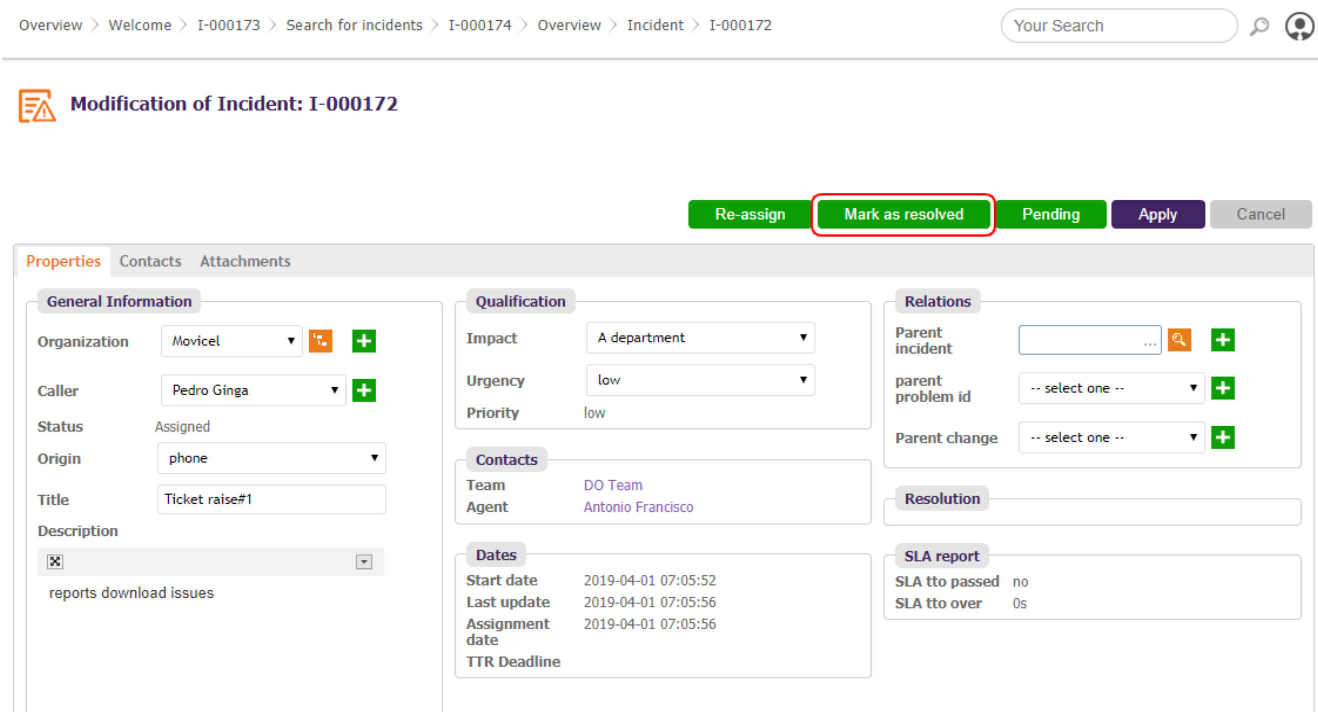
Agent:

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.

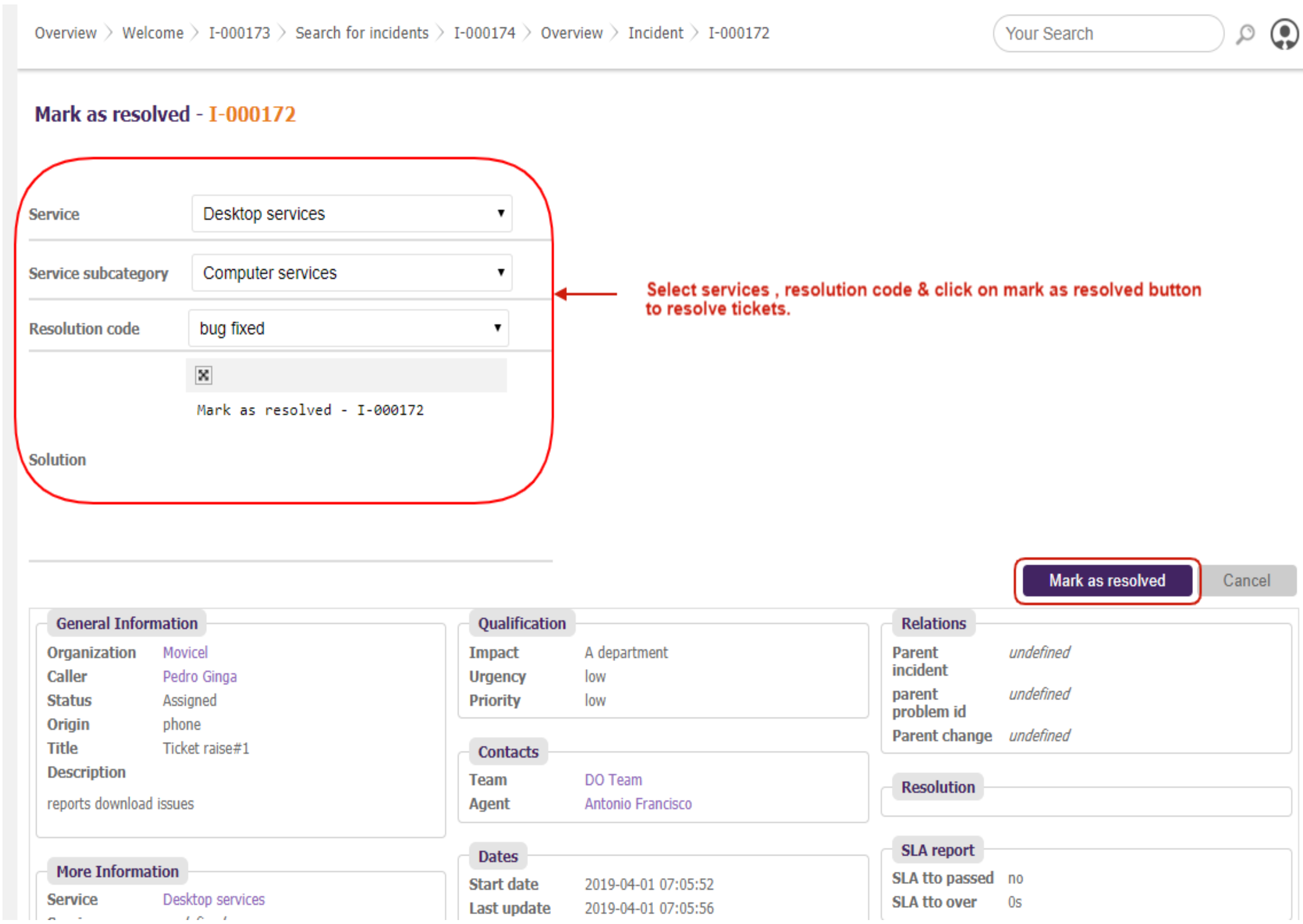


2.Mark as Resolved Functionality:

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

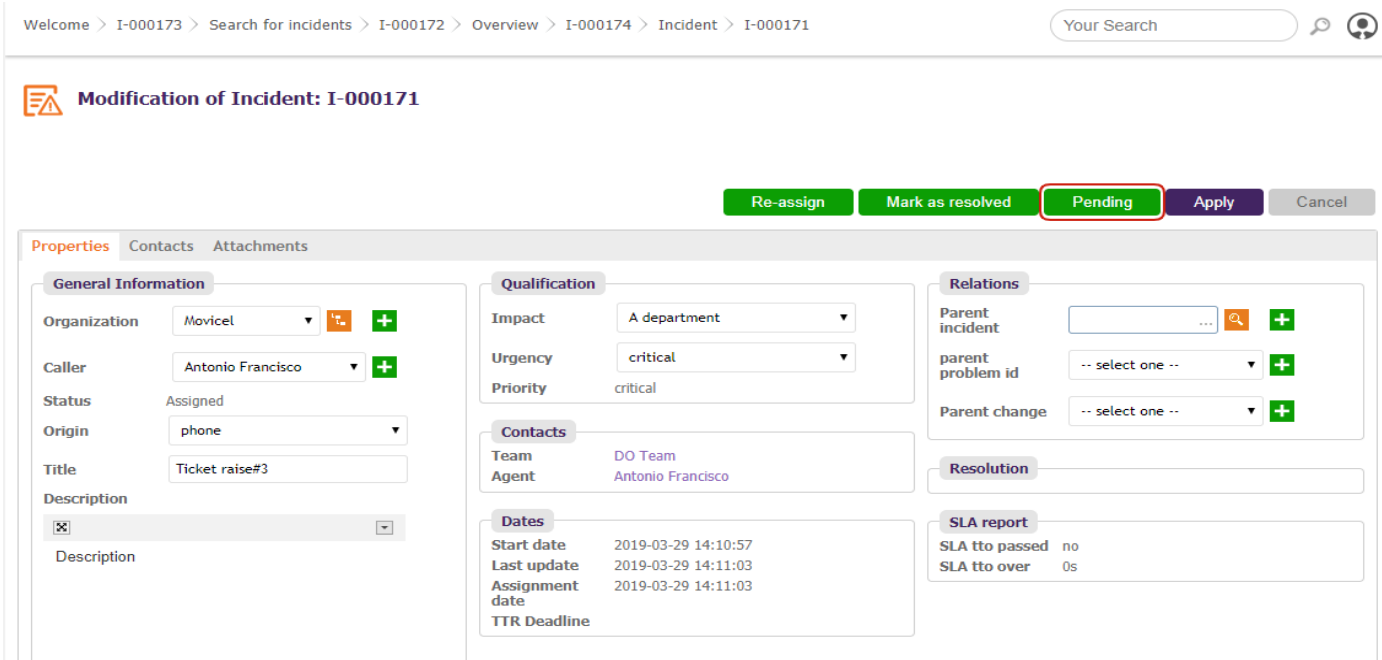


- ➢ Open Incident
- ➢ Click on modify button
- ➢ Click on mark as resolved button



3.Pending Functionality:

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

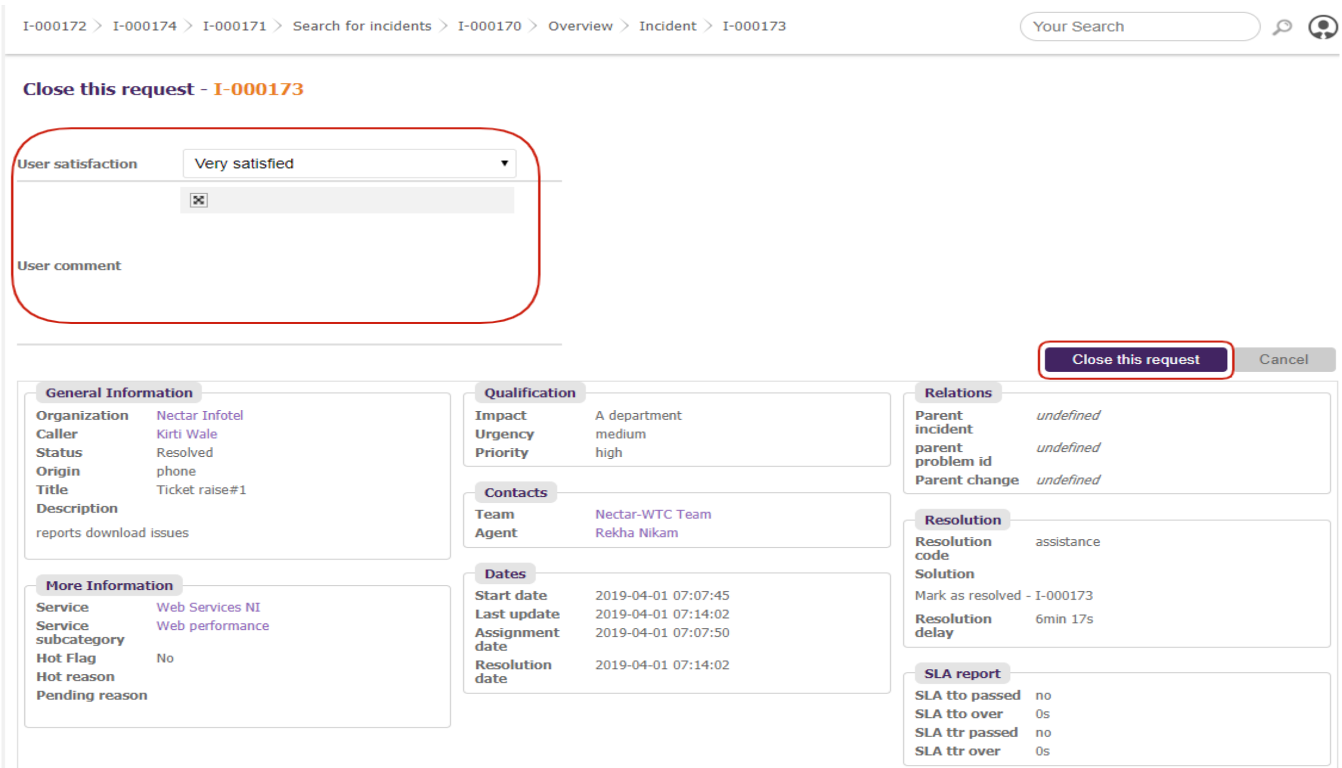


- ➢ Open Incident
- ➢ Click on modify button
- ➢ Click on pending
- ➢ Enter pending reason

4.Close this Request Functionality:

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

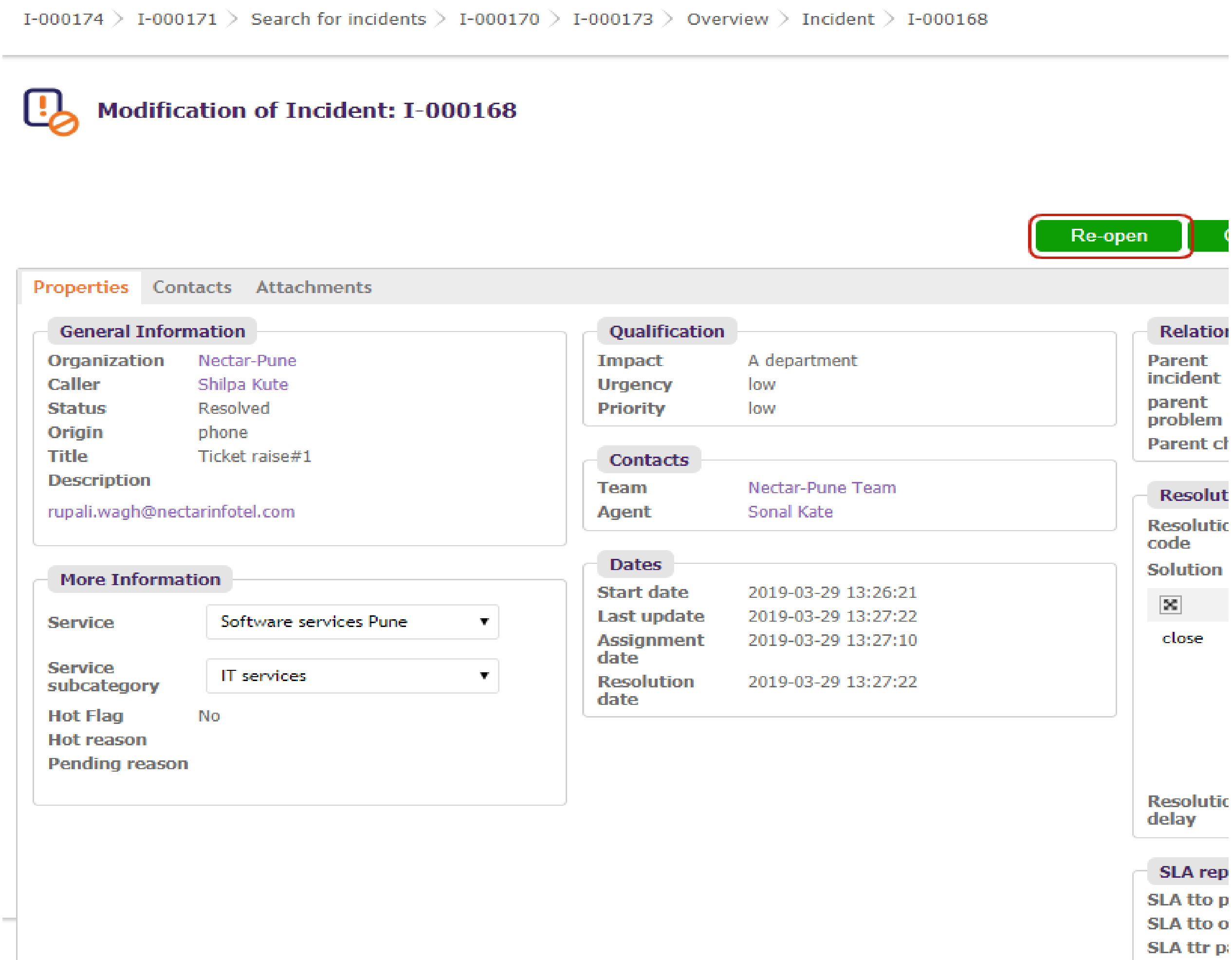
- ➢ Open Incident
- ➢ Click on modify button
- ➢ Click on close the request



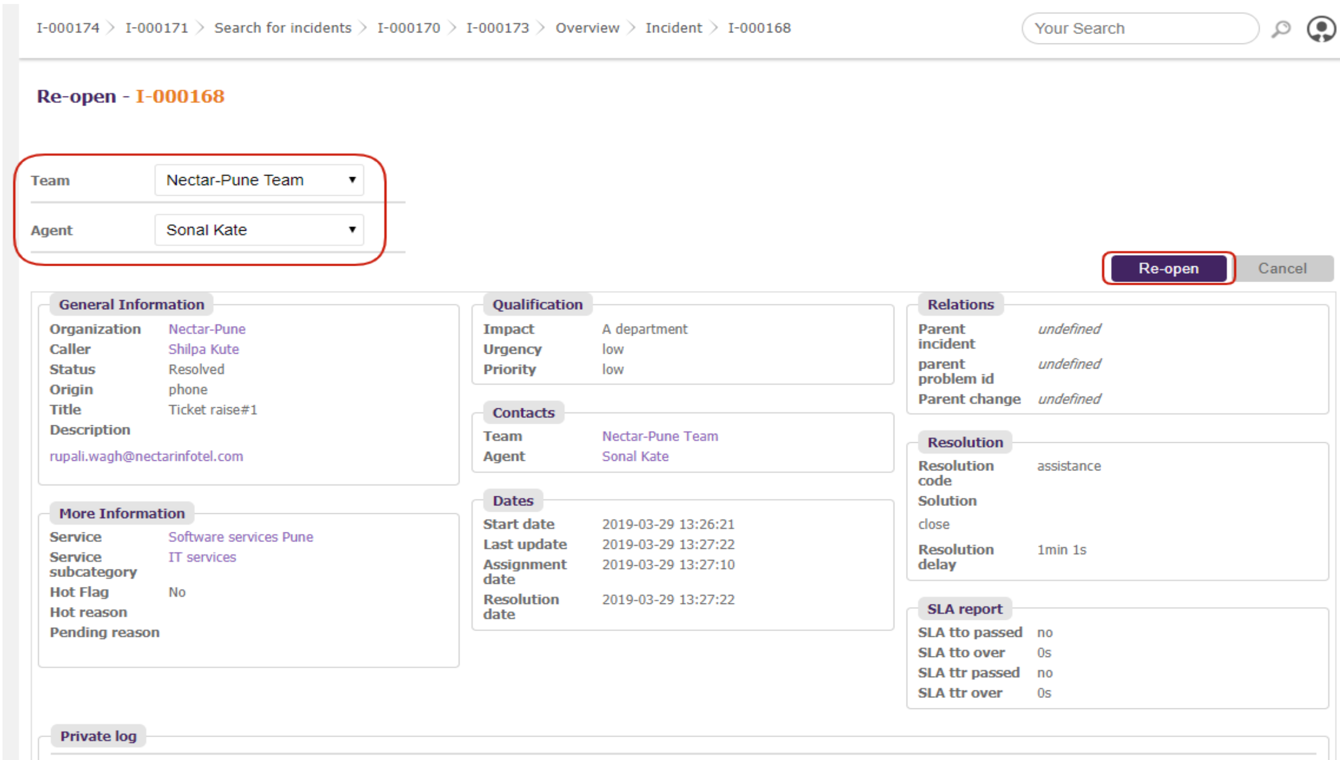
5.Reopen Functionality:

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

- Open Incident
- Click on modify button
- Click on close the request



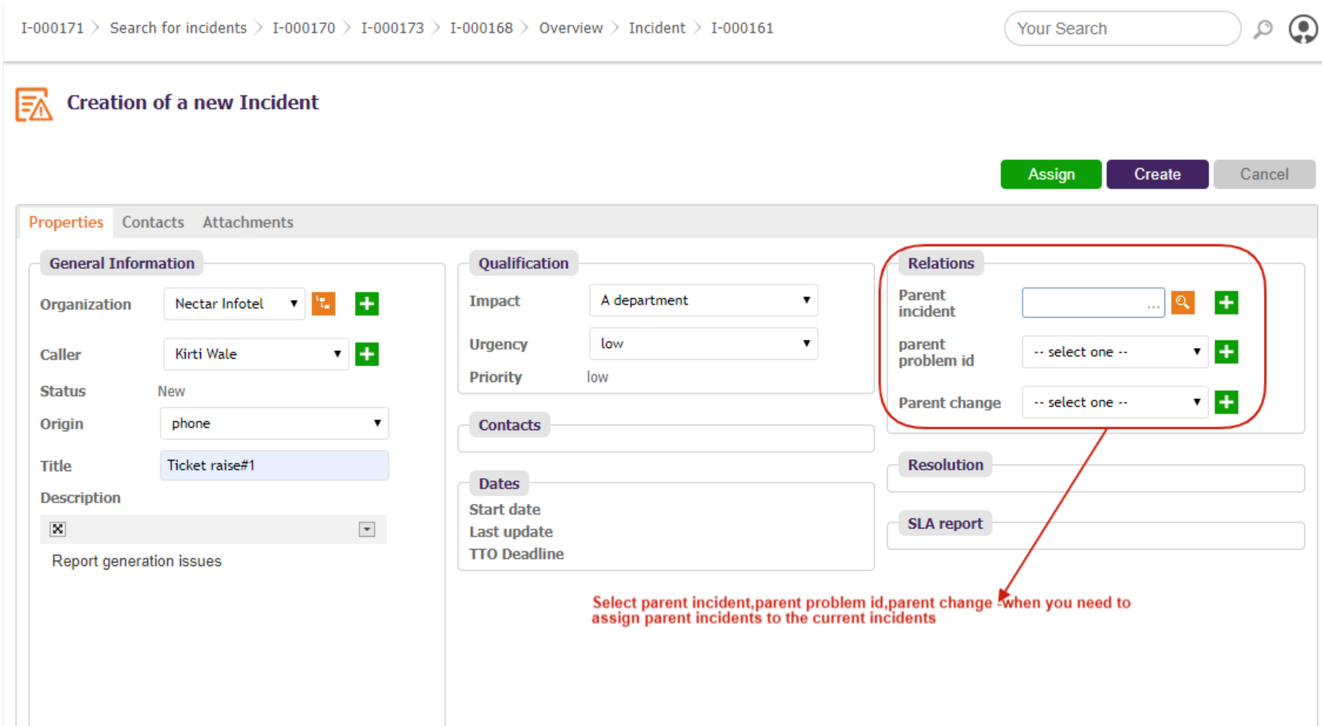
- ➢ Select Team
- ➢ Select Agent



Assign incident to parent incident:

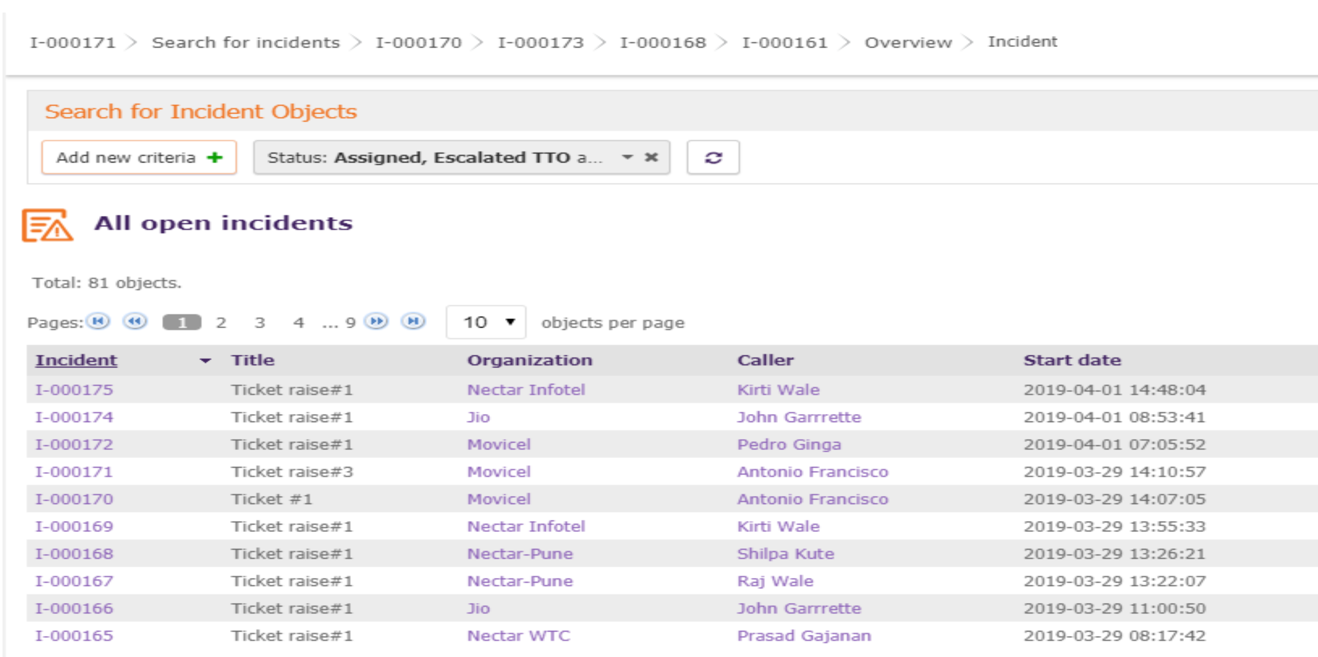
If you need to assign incident to parent incident then we use this relations.

- ➢ Select Parent incident
- ➢ Select Problem id
- ➢ Select Parent change
- ➢ Create incident

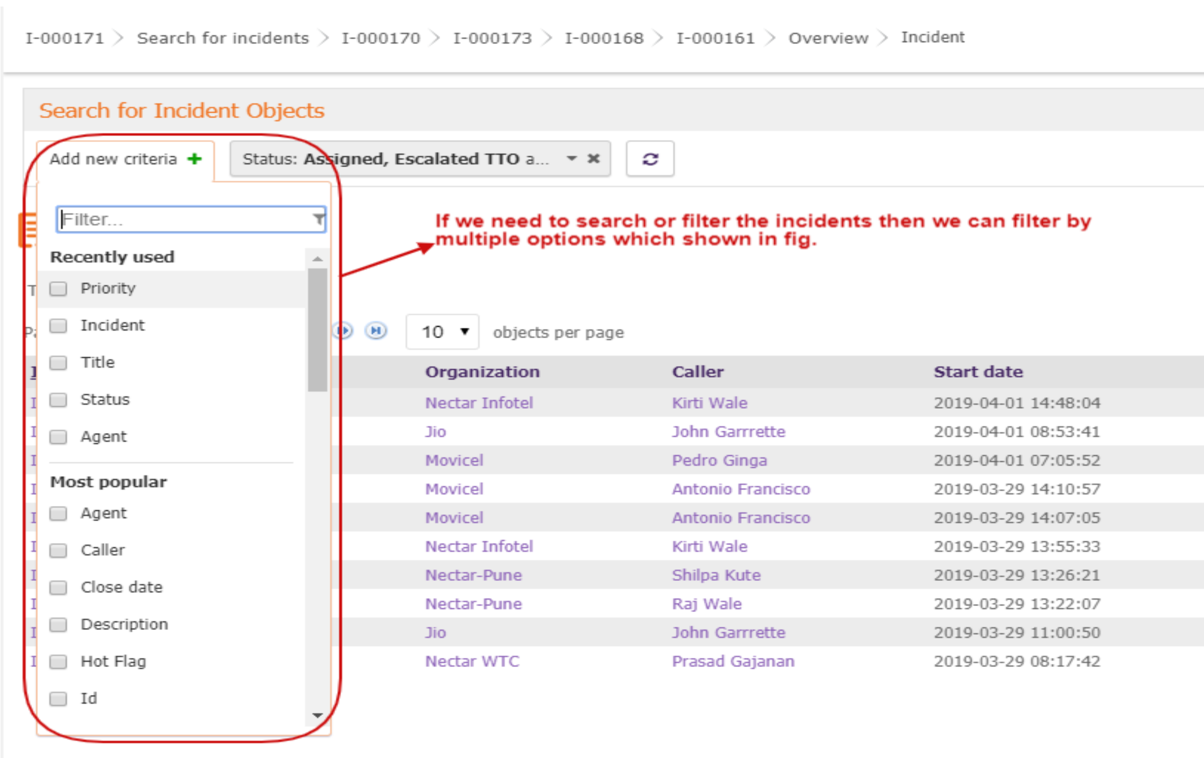


All Open Incident:

➢ When user need to check all open incidents then use this functionality by clicking on all open incident.



➢ If user wants to search or filter incidents by using priority,incident, title,status,agent,caller etc..



Other action:

In other action we are checking multiple functionality as below:

Delete Functionality:

➢ We can delete single incident.

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 single incident as well as multiple incidents.

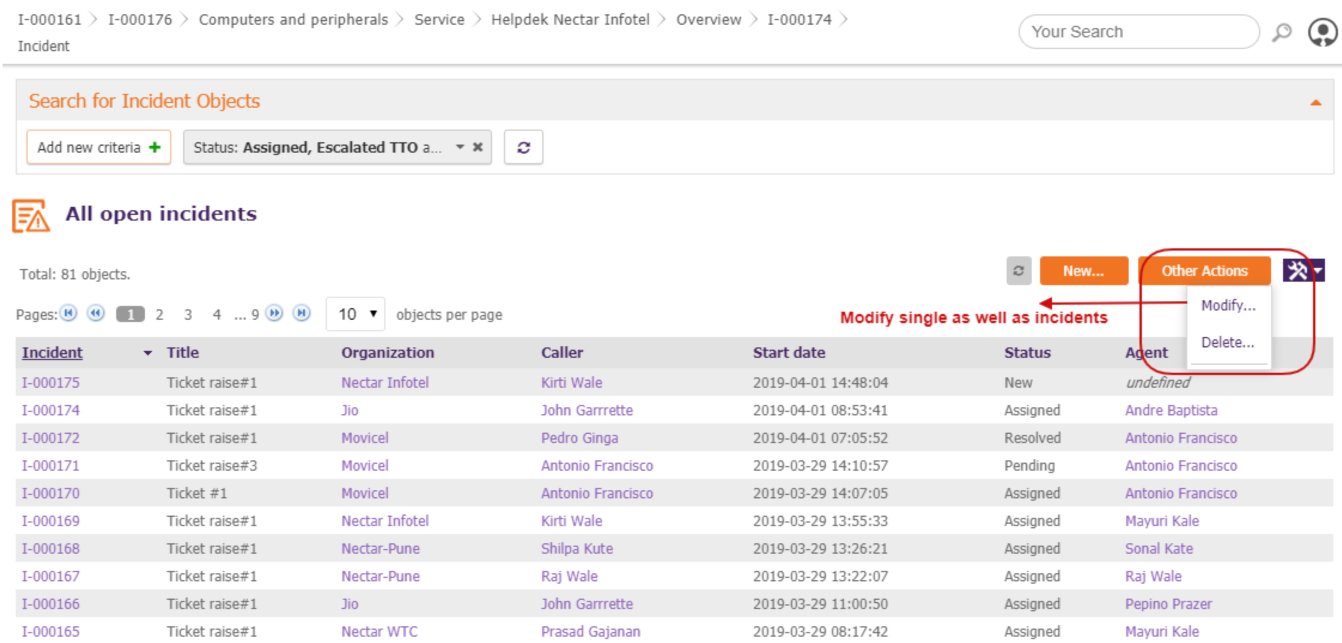
- ➢ We can delete multiple incidents

I-000114	Ticket raise#1	DTDC	gnate 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 !   Delete multiple incidents

Modify functionality:

Modify incidents single as well as multiple incident.



Reports (All modules)

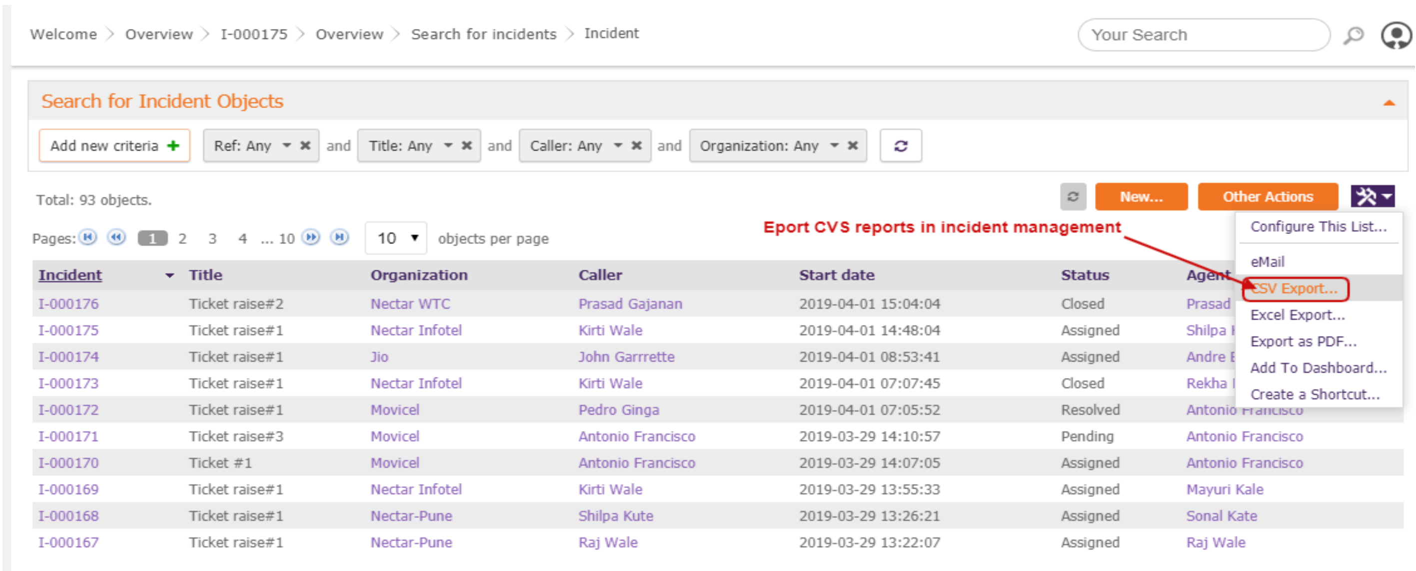
A document that presents information in an organized format for a specific audience and purpose. Although summaries of reports may be delivered orally, complete reports are almost always in the form of written documents.

There are different types of report format:

- ➢ CSV Report
- ➢ Excel Report
- ➢ PDF Report

1.CSV report:

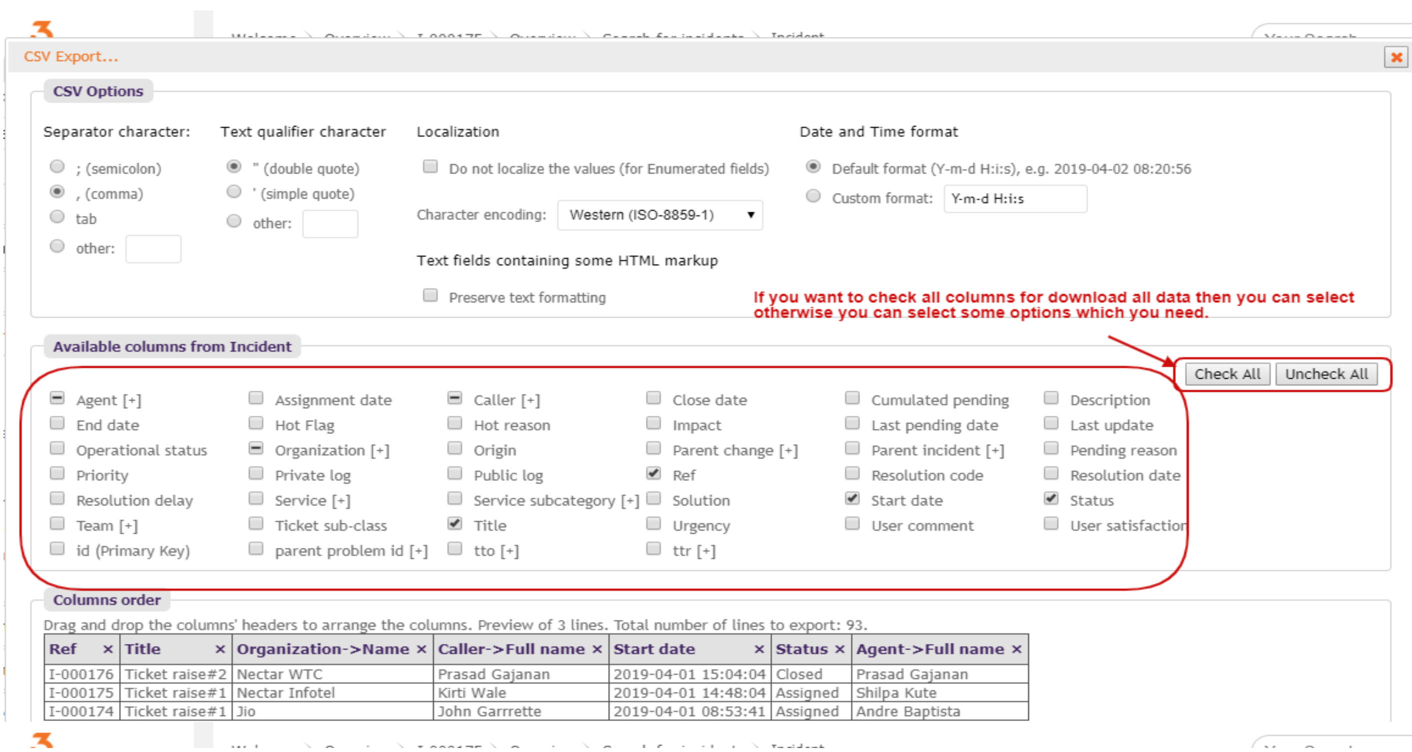
Step 1:
Select CSV report from the setting button



Step 2:

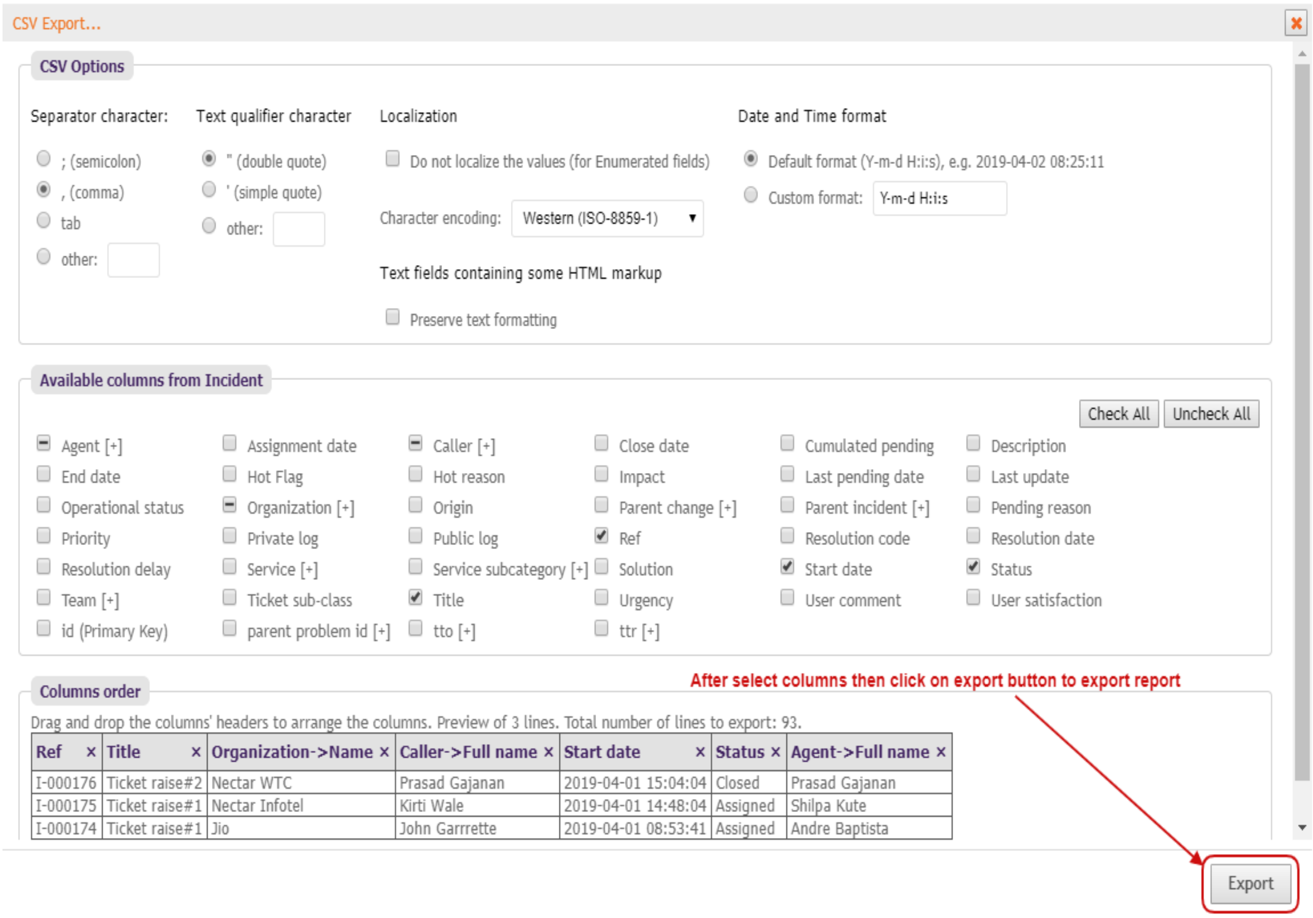
User can select the columns as per requirement & download the report in CSV format.

- Check columns



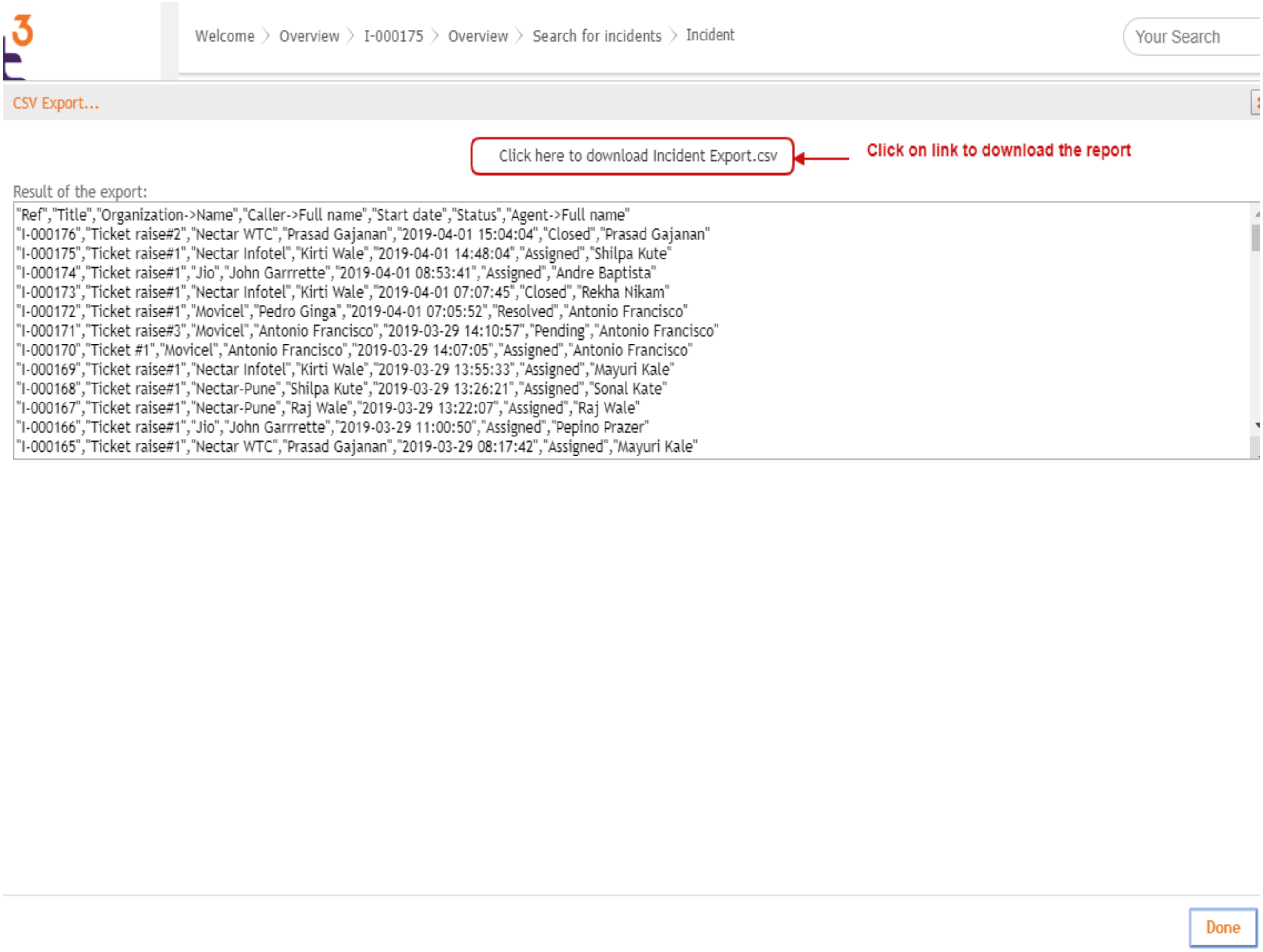
Step 3:

- ➢ Click on the Export button



Step 4:

- ➢ Click on link to download the report

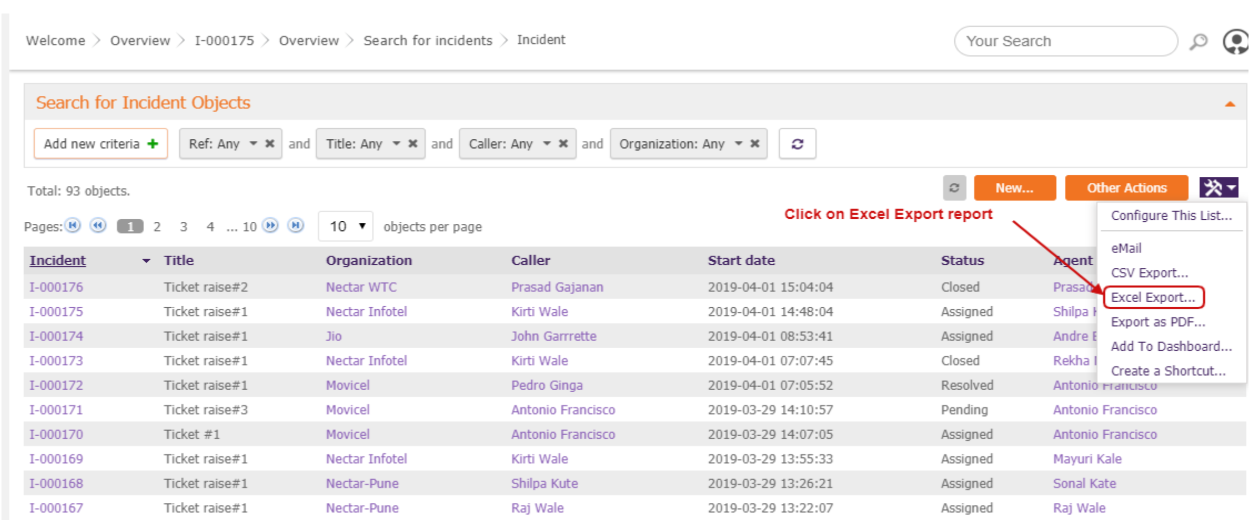


Step 5:
Check actual result of report

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

2.Excel Report:

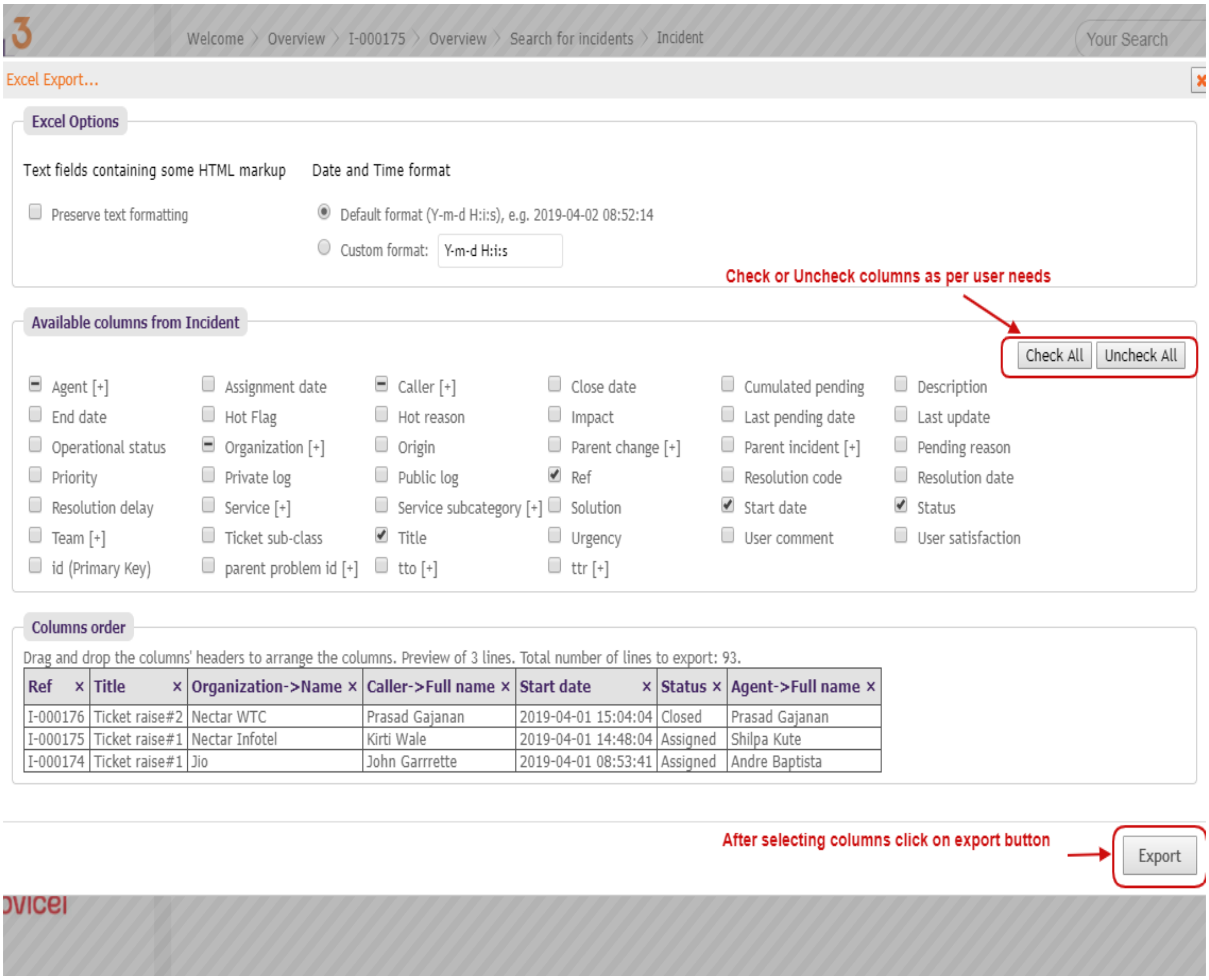
Step 1:
Select Excel report from the setting button



Step 2:

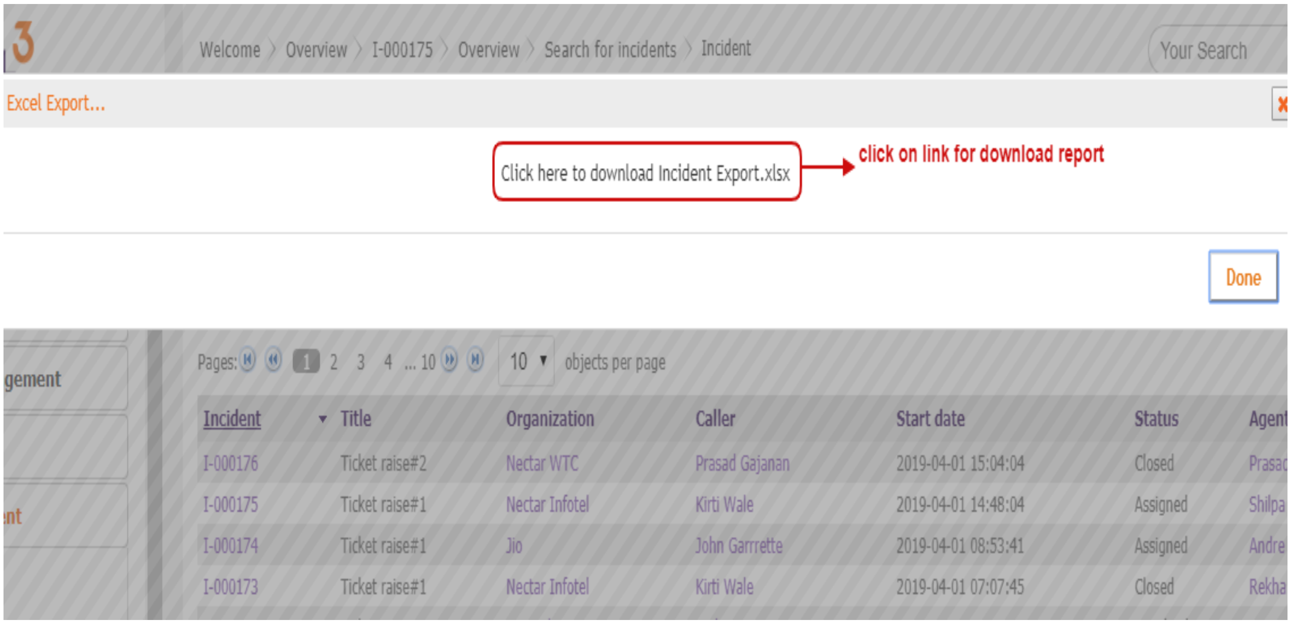
User can select the columns as per requirement & download the report in Excel report.

- ➢ Check columns
- ➢ Click on the Export button



Step 3:

- ➢ Click on link to download the report



Step 4:

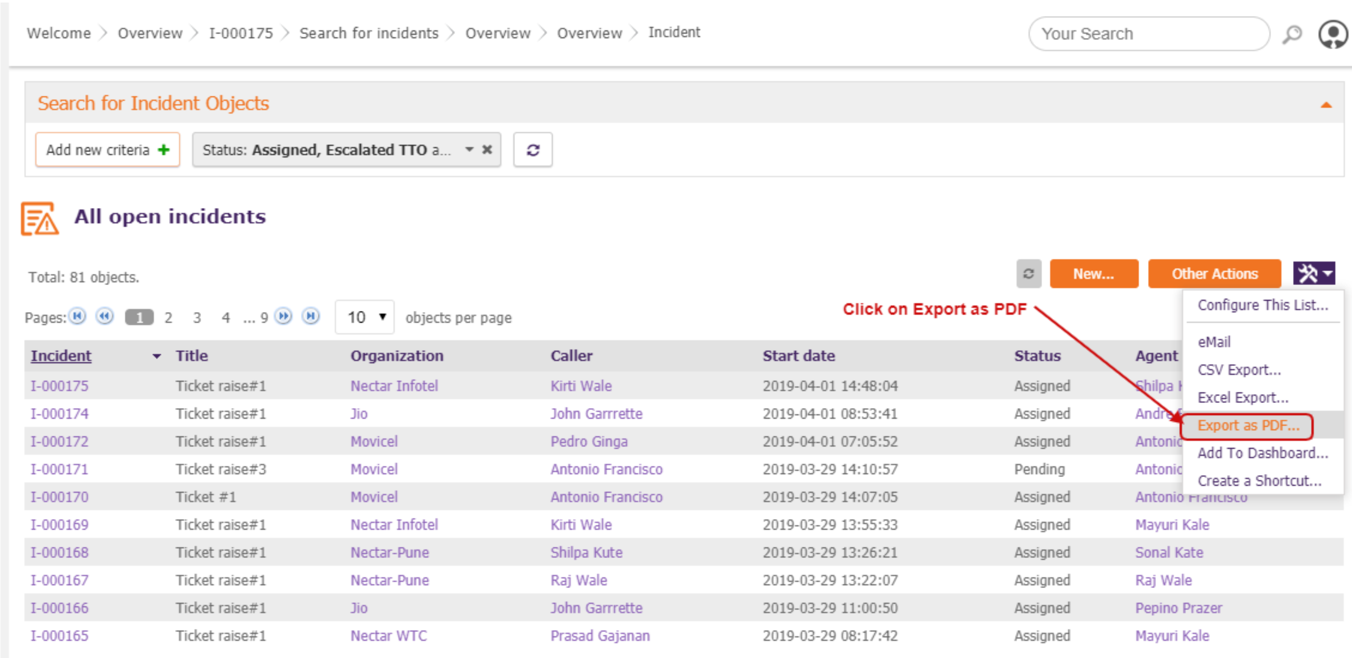
Check actual result of report

	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.PDF report:

Step 1:

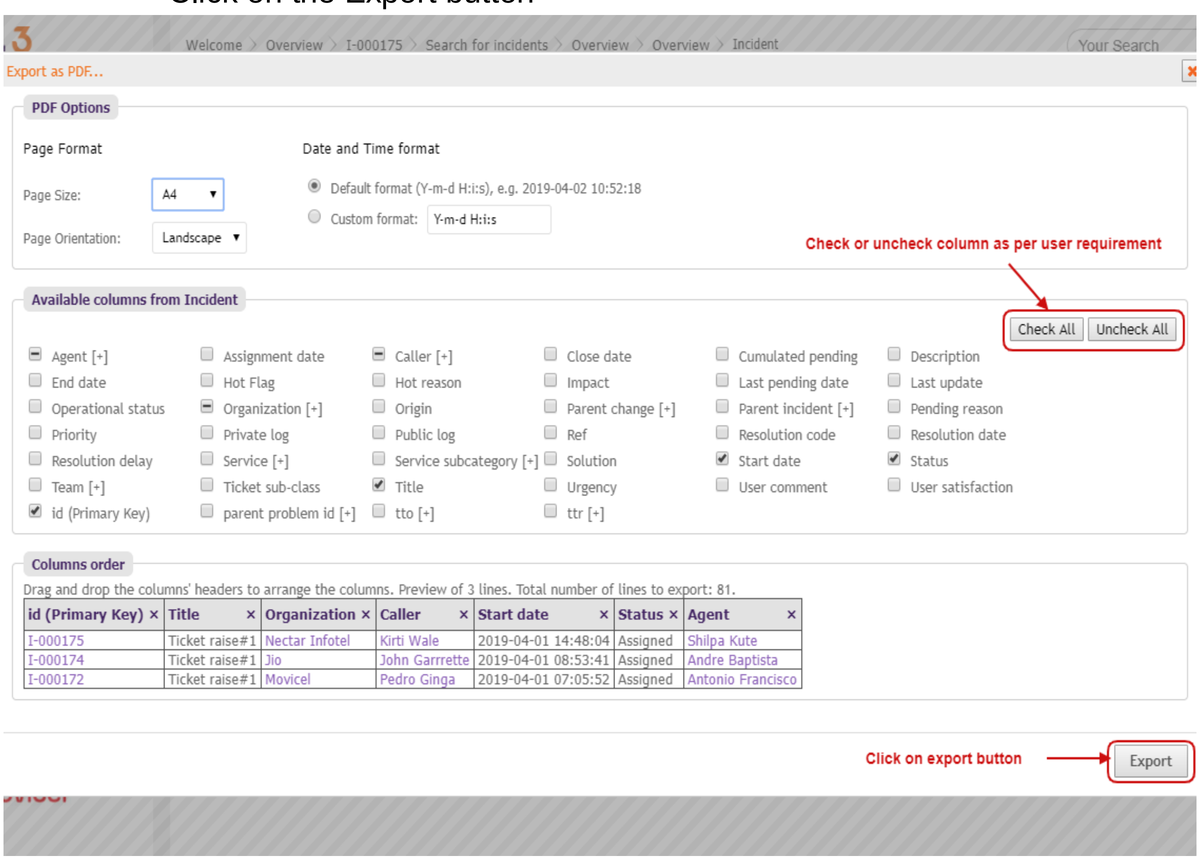
Select PDF report from the setting button



Step 2:

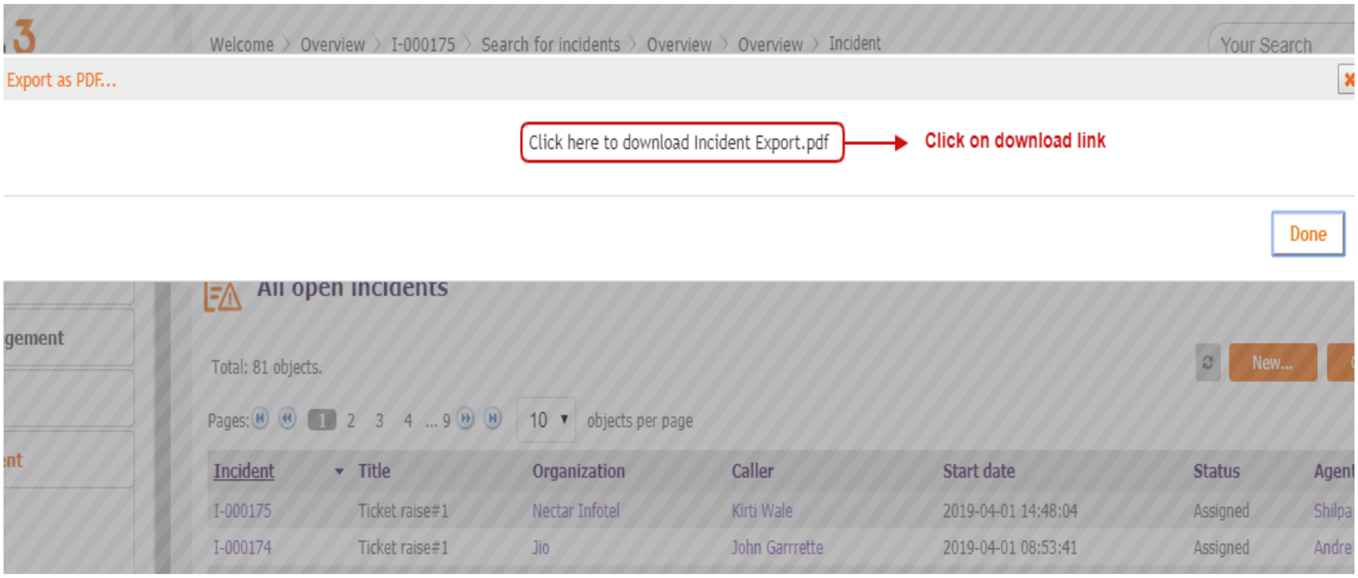
User can select the columns as per requirement & download the report in Export PDF report.

- ➢ Check columns
- ➢ Click on the Export button



Step 3:

➢ Click on link to download the report



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

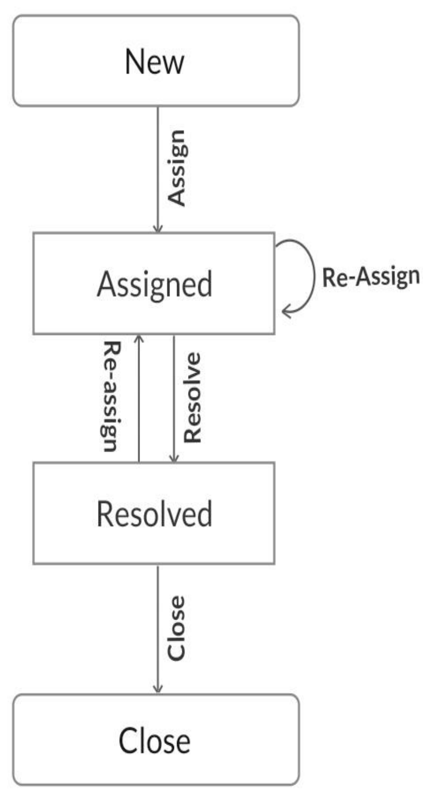
Problem Management

What is Problem:

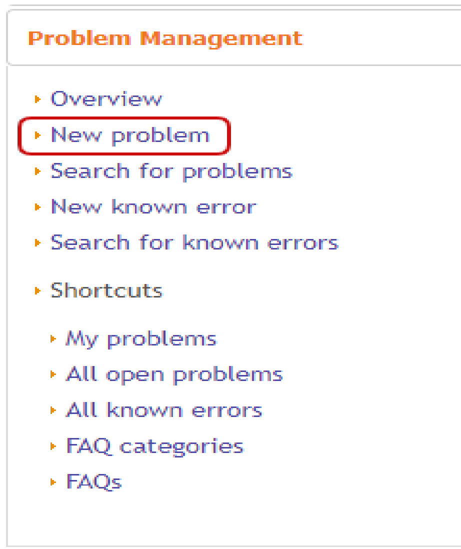
- ➢ A problem is the cause of one or more incidents occurring in your IT. At the time the problem is recorded, the cause may be still unknown. Such tickets will allows IT engineers to document all the actions made to find the root cause and fix the issue.

- ➢ The main difference between a problem and an incident is that an incident must 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 recurring incidents.
- ➢ The problems are managed by users having the profile **Problem manager**.

Diagrammatic representation of Problem management

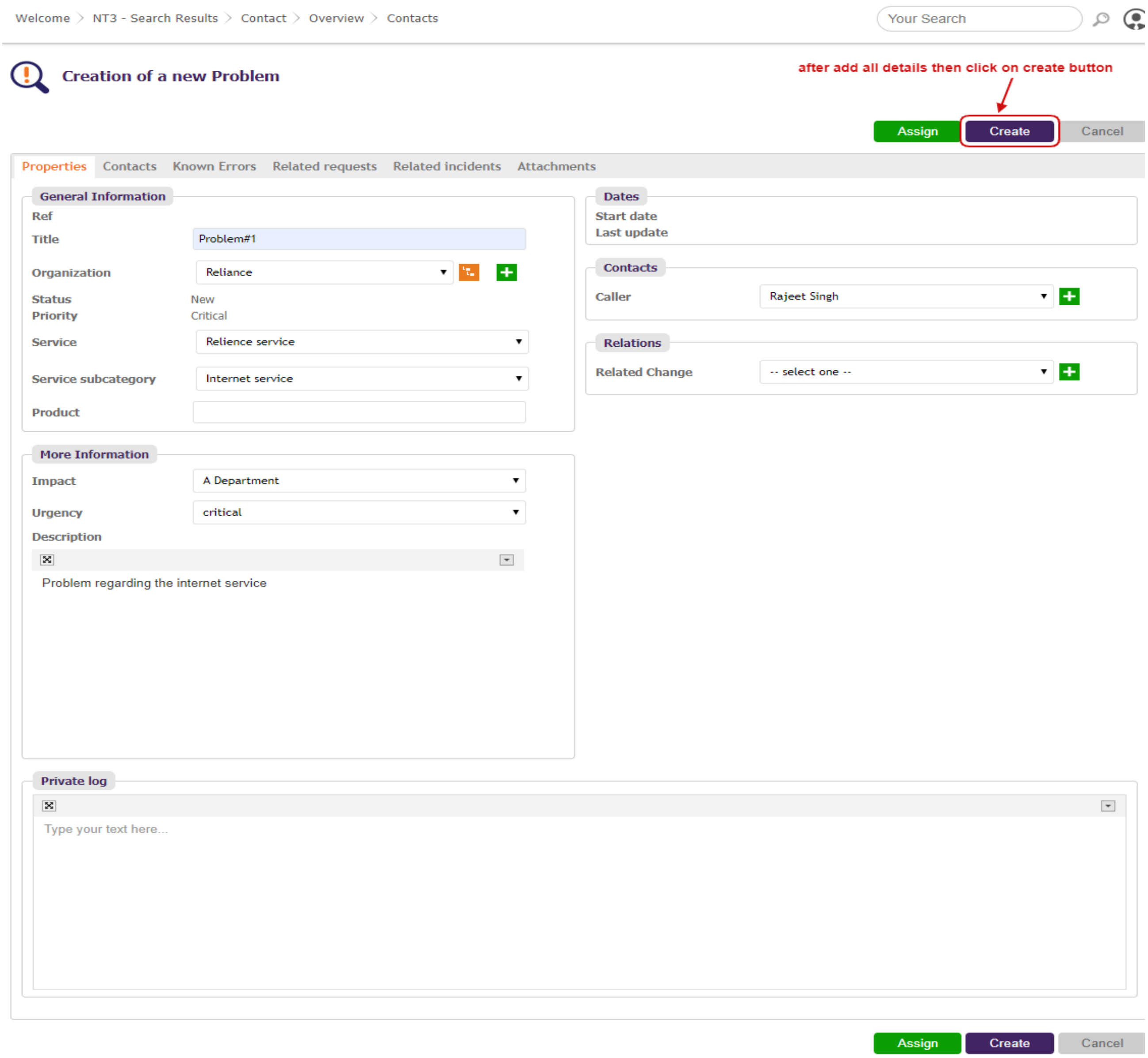


Creating a Problem:



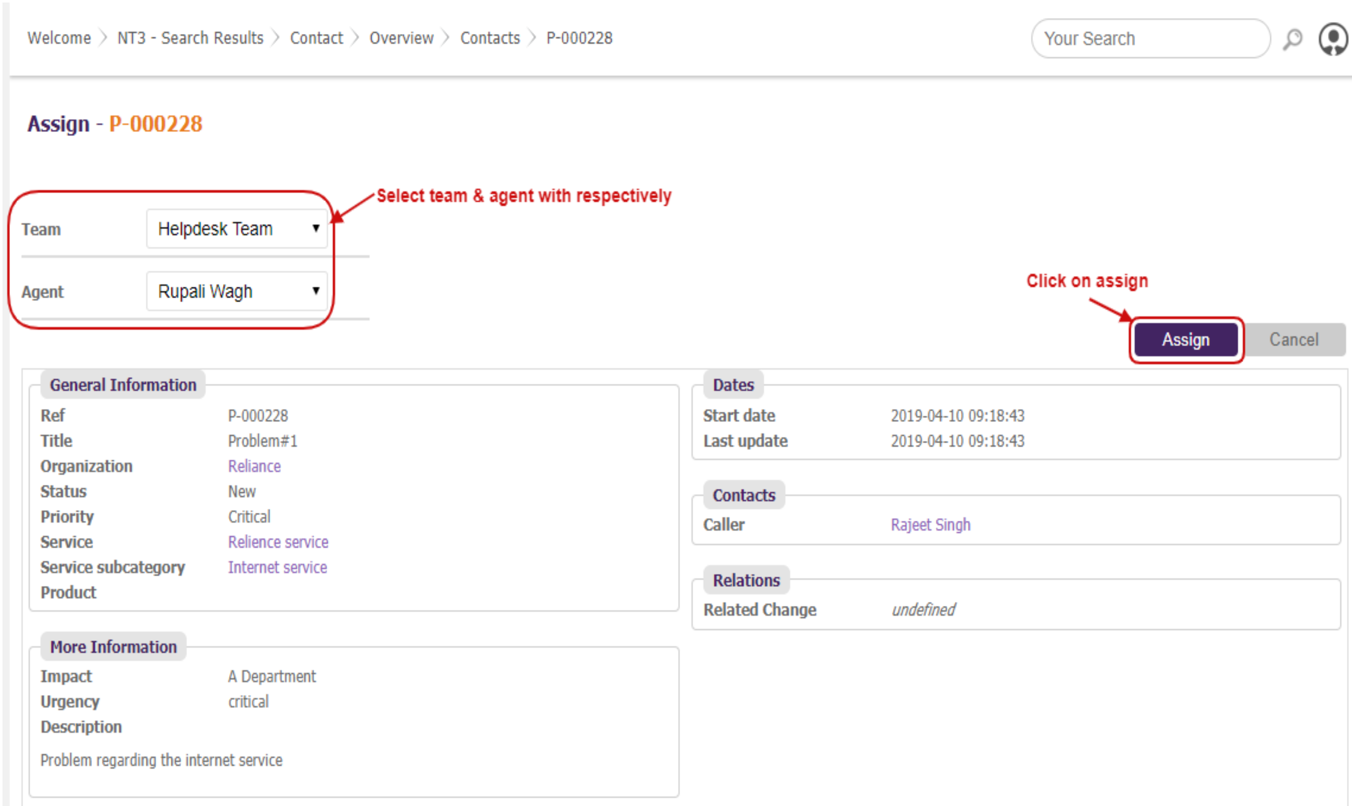
- ➢ Go to problem management module
- ➢ Click on New problem
- ➢ Enter all valid mandatory details
- ➢ Click on the Create button

Check the following form is displayed to create problem,



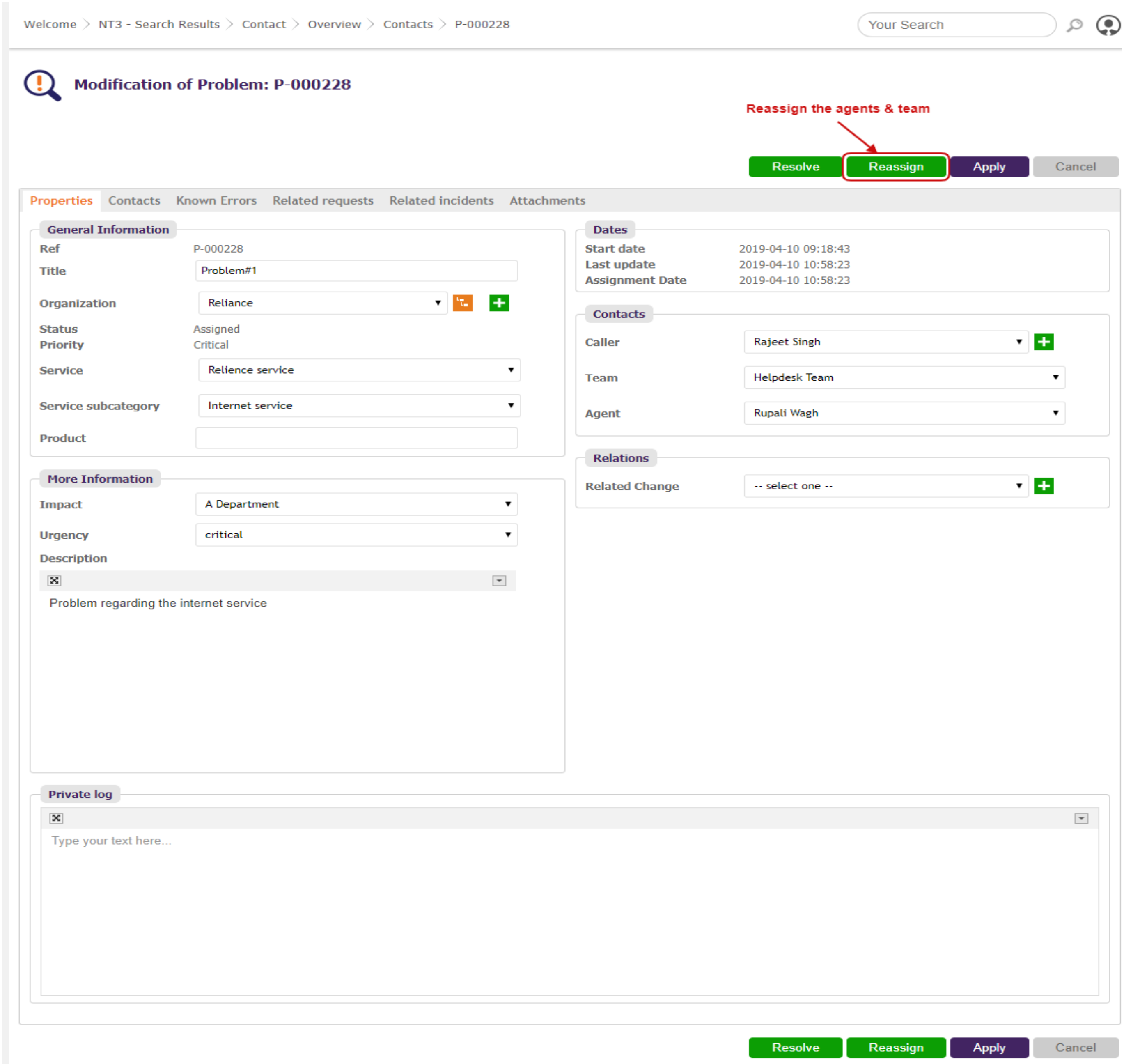
Assign:

- ➢ Click on modify button
- ➢ Select Team
- ➢ Select Agent
- ➢ Click on assign button



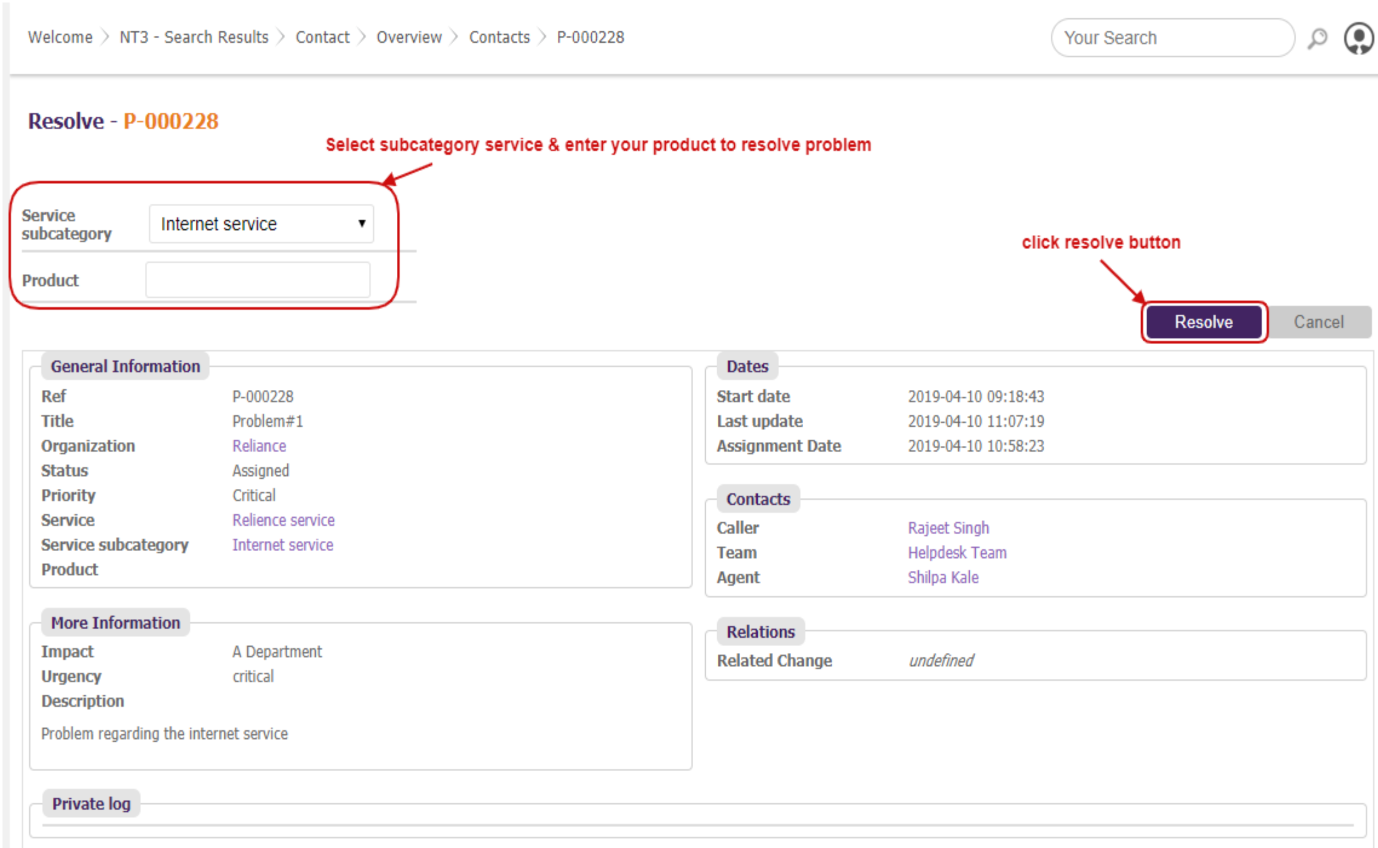
Reassign:

- ➢ Click on modify button
- ➢ Select Team
- ➢ Select Agent
- ➢ Click on the reassign button

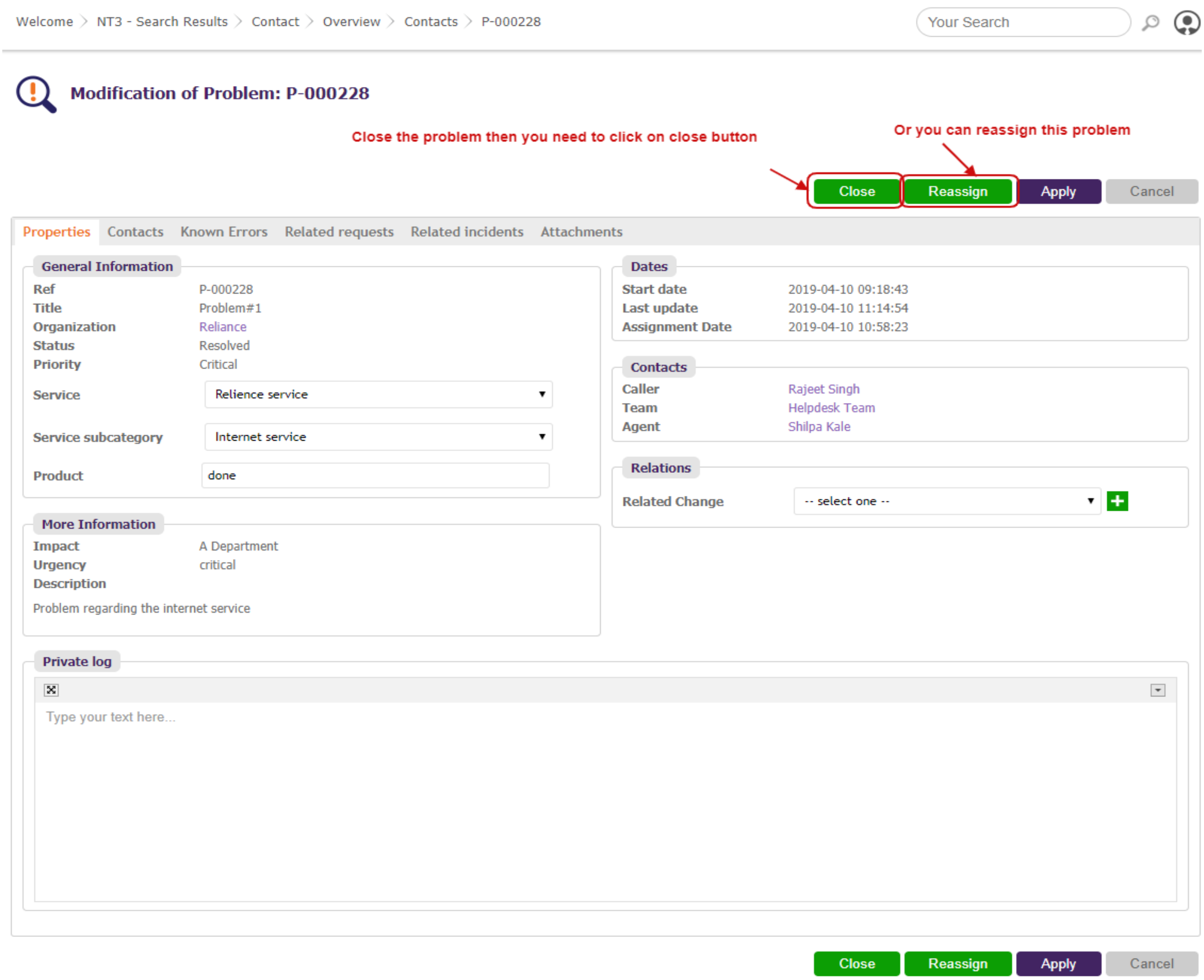


Resolve:

- ➢ Click on modify button
- ➢ Select service subcategory
- ➢ Click on resolve button

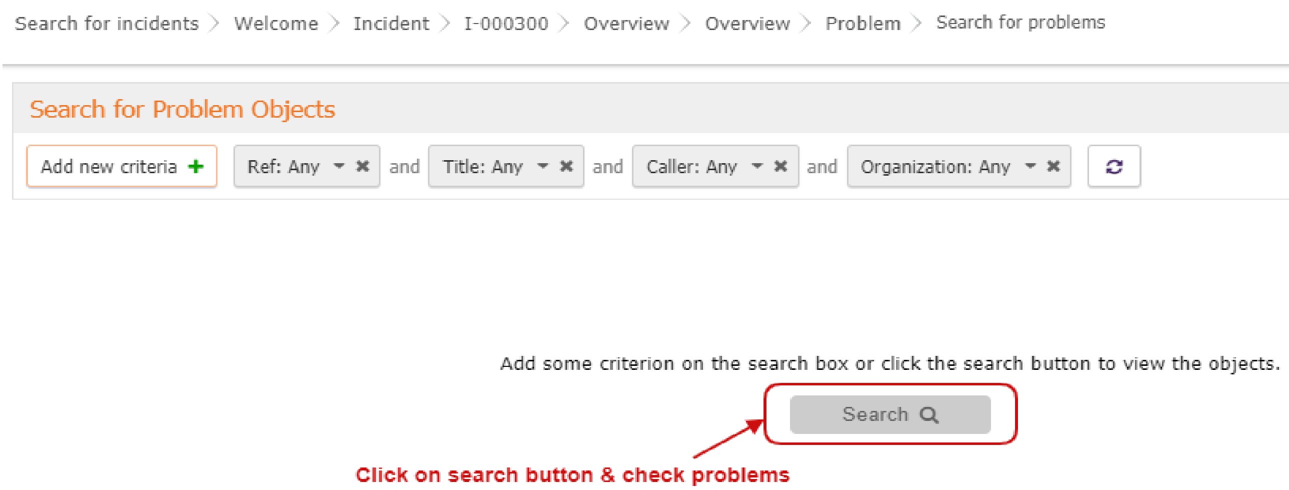


After that we can close this problem or reassign the problem.



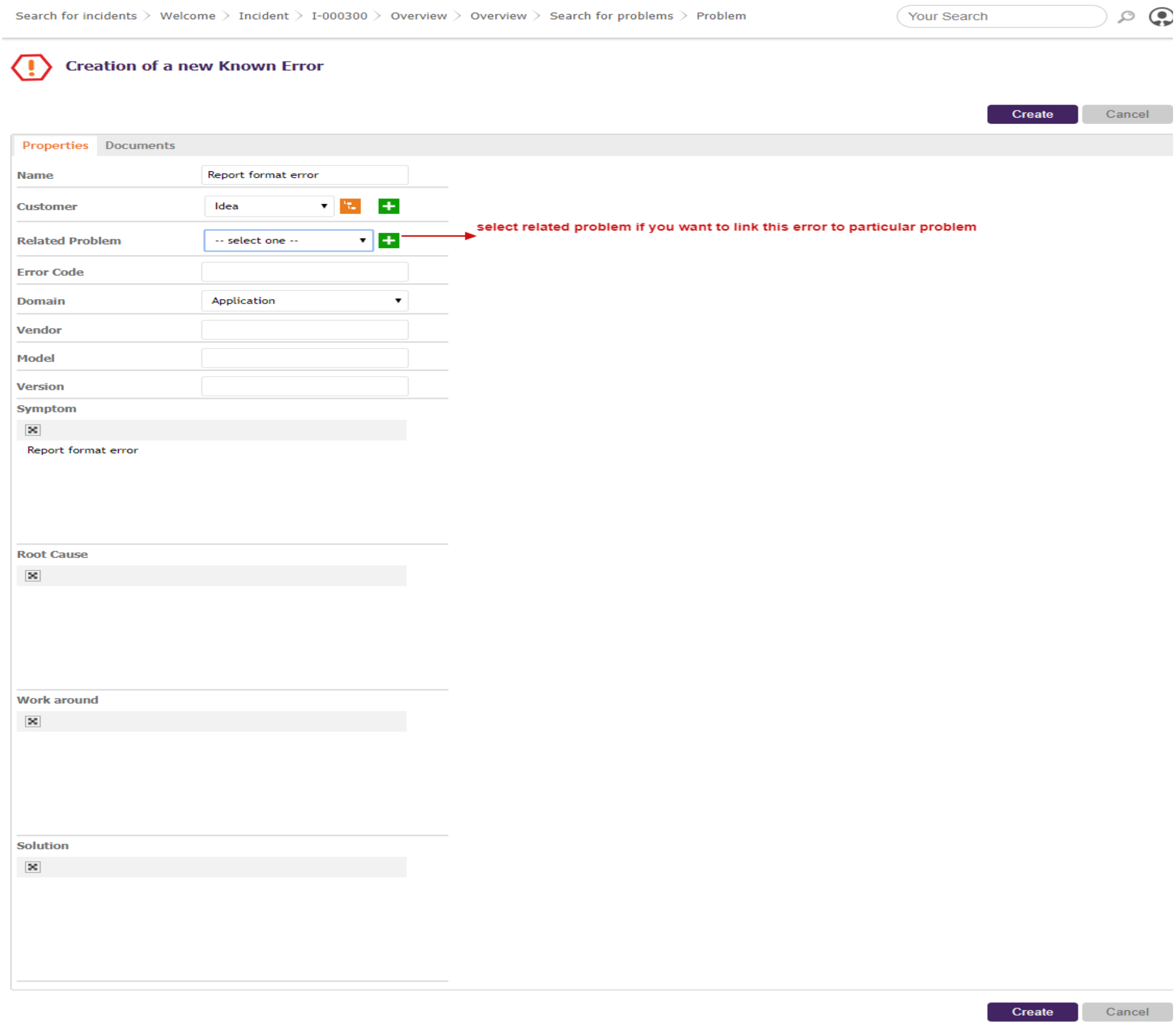
Search for Problems:

- ➢ Go to search for problem in problem management module
- ➢ Click on the search button



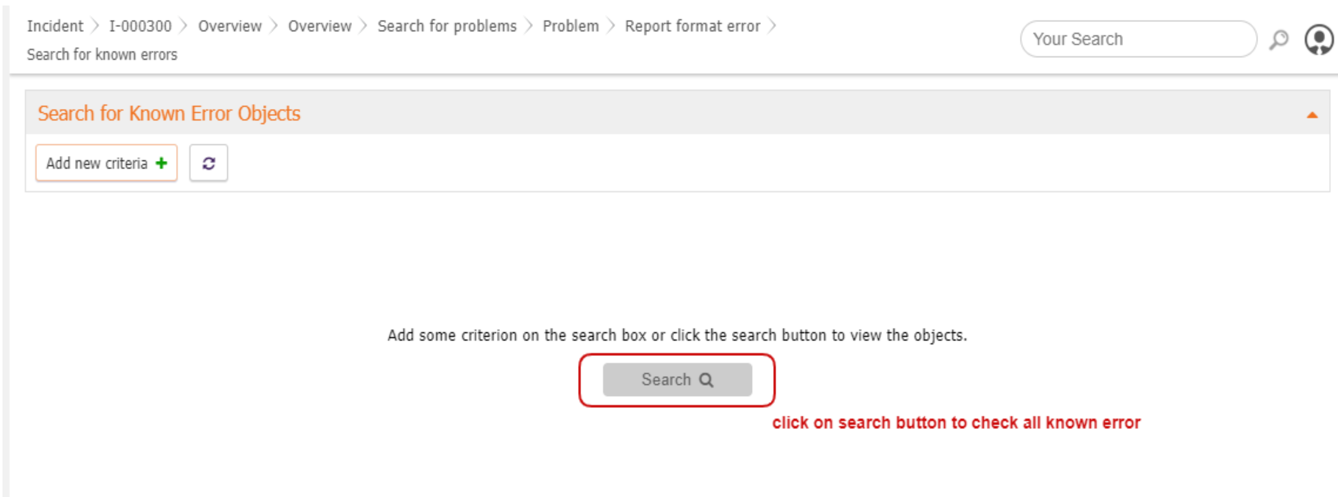
New Known error:

- ➢ Go to new known error in problem management module
- ➢ Click on the new known error
- ➢ Create new known error



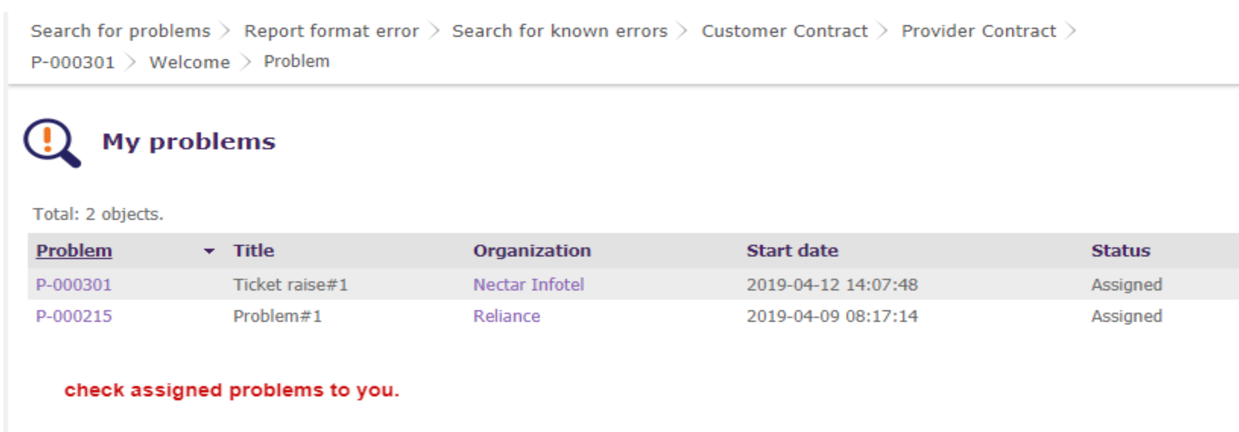
Search for Known error:

- ➢ Go to problem management module
- ➢ Click on the search known errors



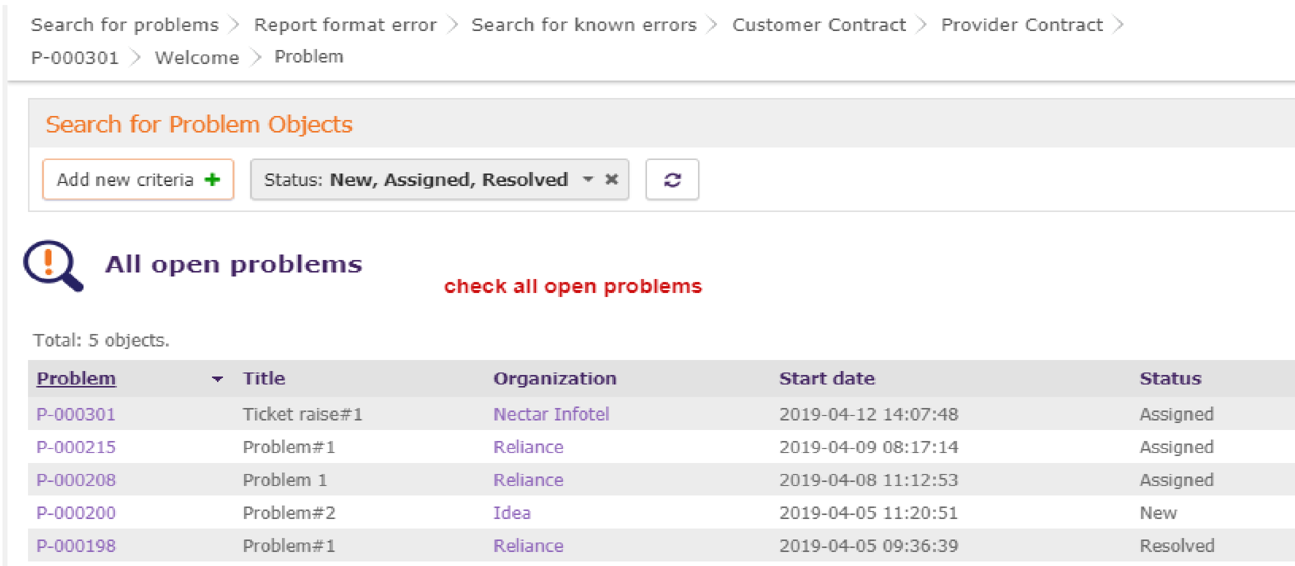
My problems:

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



All open problems:

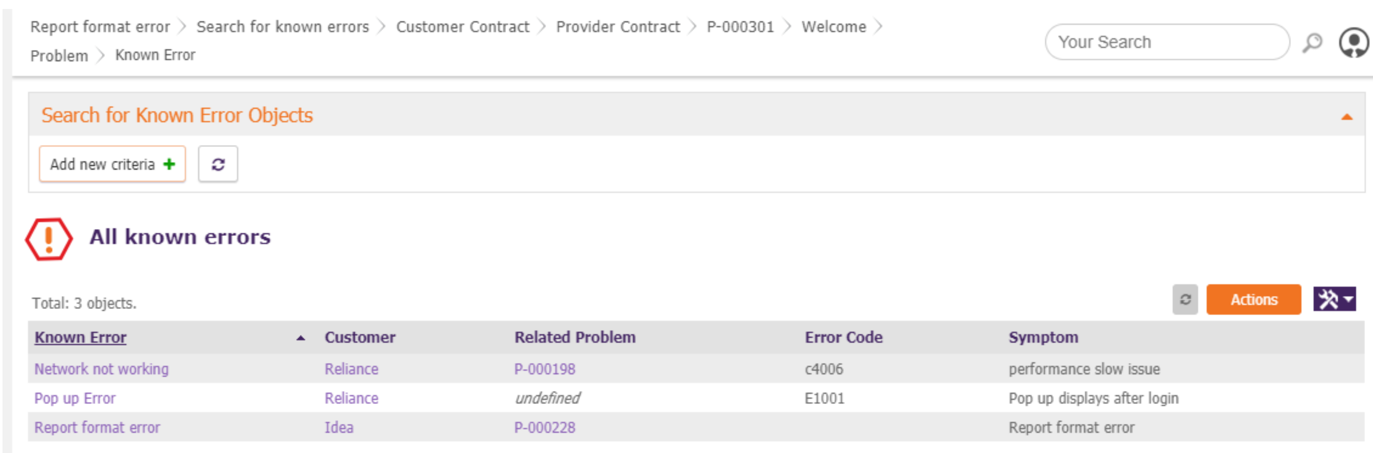
Check all open problems as per below image:



Problem	Title	Organization	Start date	Status
P-000301	Ticket raise#1	Nectar Infotel	2019-04-12 14:07:48	Assigned
P-000215	Problem#1	Reliance	2019-04-09 08:17:14	Assigned
P-000208	Problem 1	Reliance	2019-04-08 11:12:53	Assigned
P-000200	Problem#2	Idea	2019-04-05 11:20:51	New
P-000198	Problem#1	Reliance	2019-04-05 09:36:39	Resolved

All Known errors:

Check all known errors as per below image:



Known Error	Customer	Related Problem	Error Code	Symptom
Network not working	Reliance	P-000198	c4006	performance slow issue
Pop up Error	Reliance	*undefined*	E1001	Pop up displays after login
Report format error	Idea	P-000228		Report format error

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:

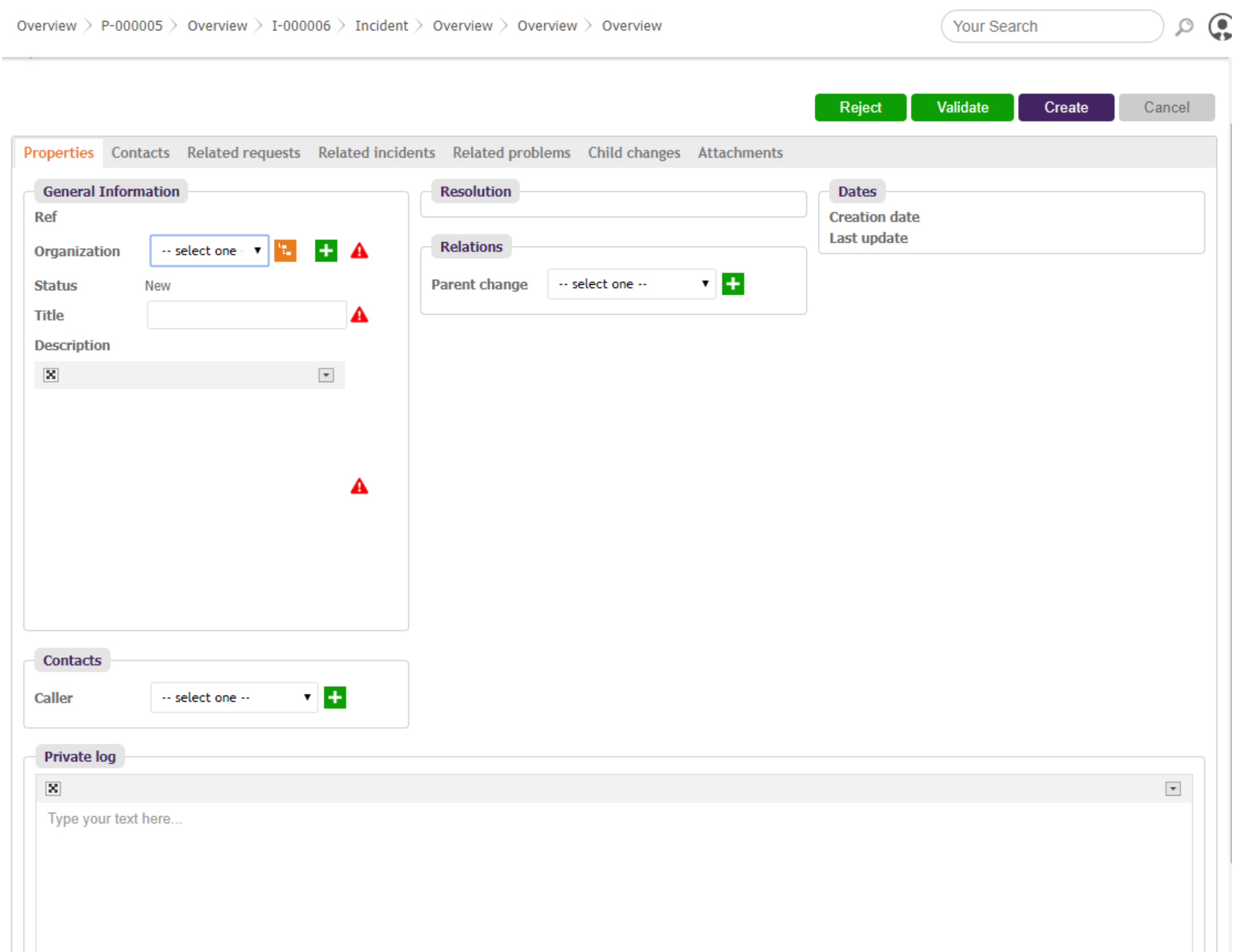
1. Emergency Change

2. Normal Change
3. Routing Change

Different profile need to create in order to manage changes.

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

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

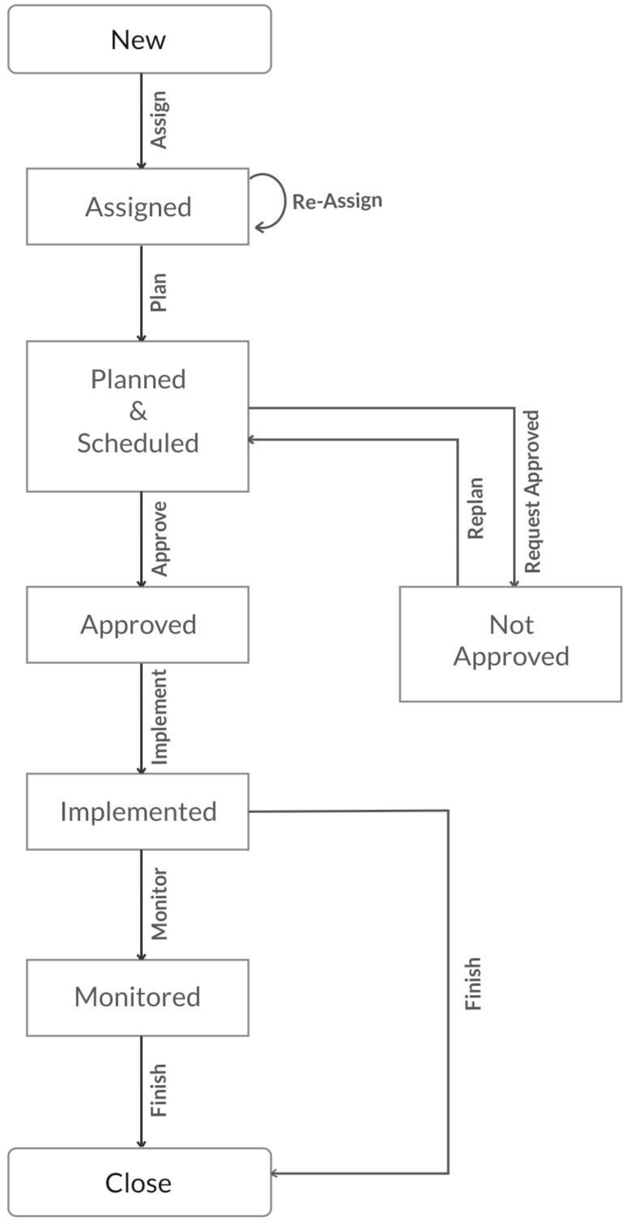


Above screenshot display all the fields to add new change.

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:

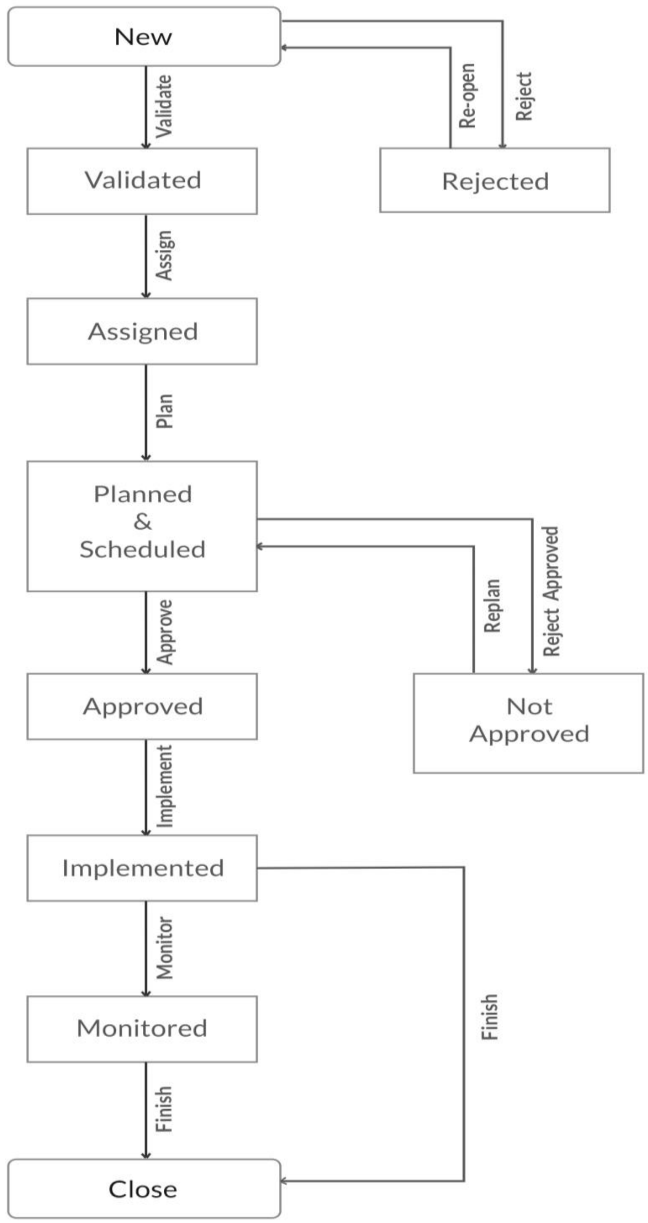


Emergency Change Life Cycle

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

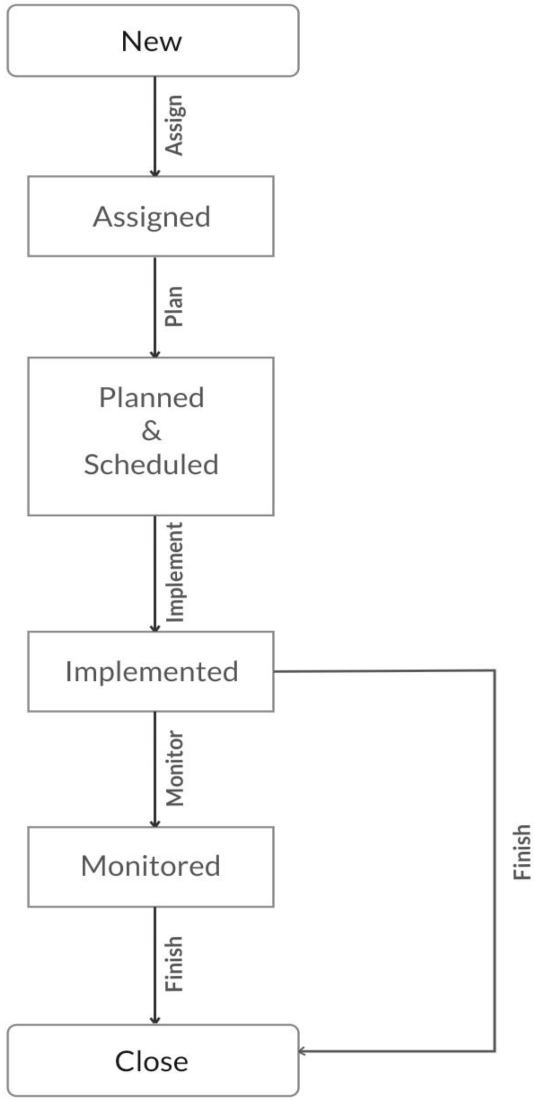
Normal Change:
Normal change refers to changes that must follow the complete change management process. By definition a normal change will proceed through all steps of the change management process and will eventually be reviewed by the Change Advisory Board (CAB). The CAB will provide advice regarding 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

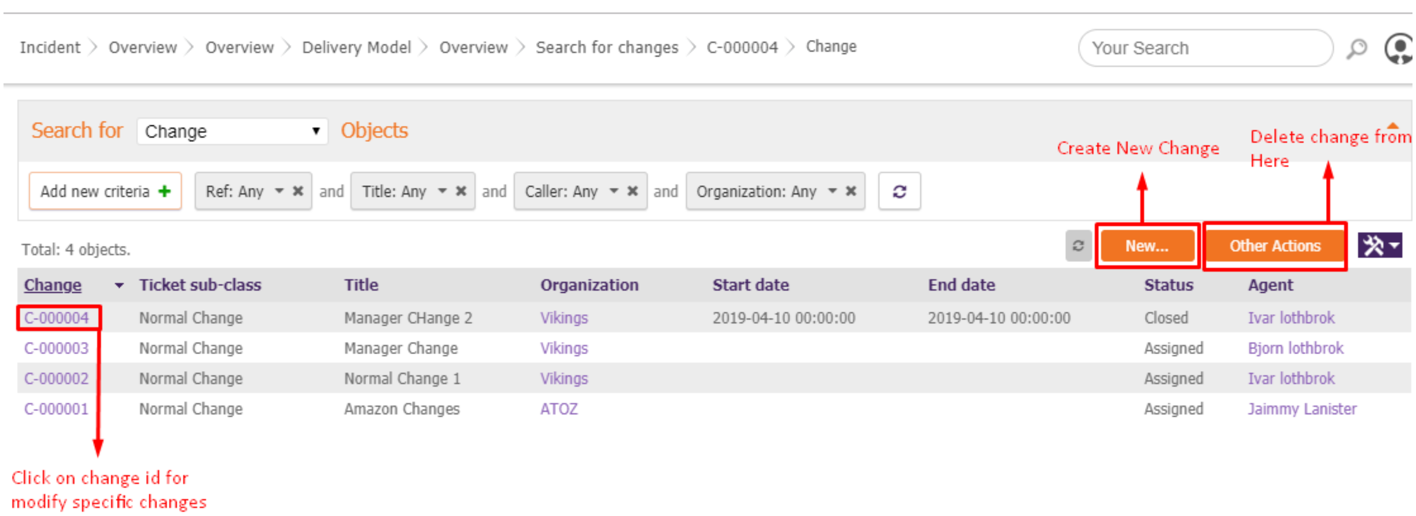
Routine Change:
An ITIL routine (standard) change quite simply refers to pre-approved changes. Pre-approved changes can be defined for a variety of tasks, but they will typically be low risk, low effort changes that have a low or known cost.
Test Routine change will directly assign and does not need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



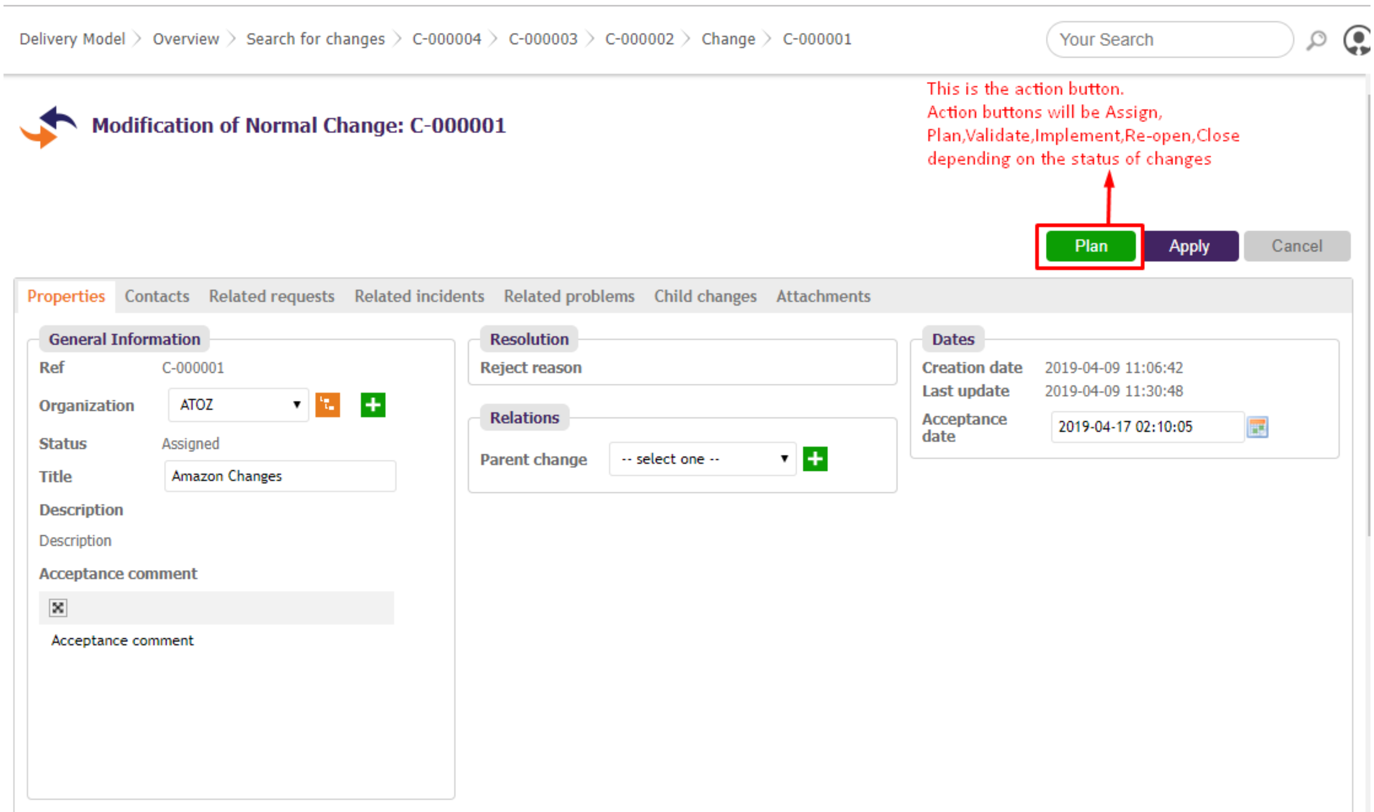
Routine Change Life Cycle

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 user then only user can see the all assigned changes to the respective user. From here the user can take actions for assigned changes.

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
- Service subcategories
- SLA & SLT
- Customer contracts
- Provider contracts

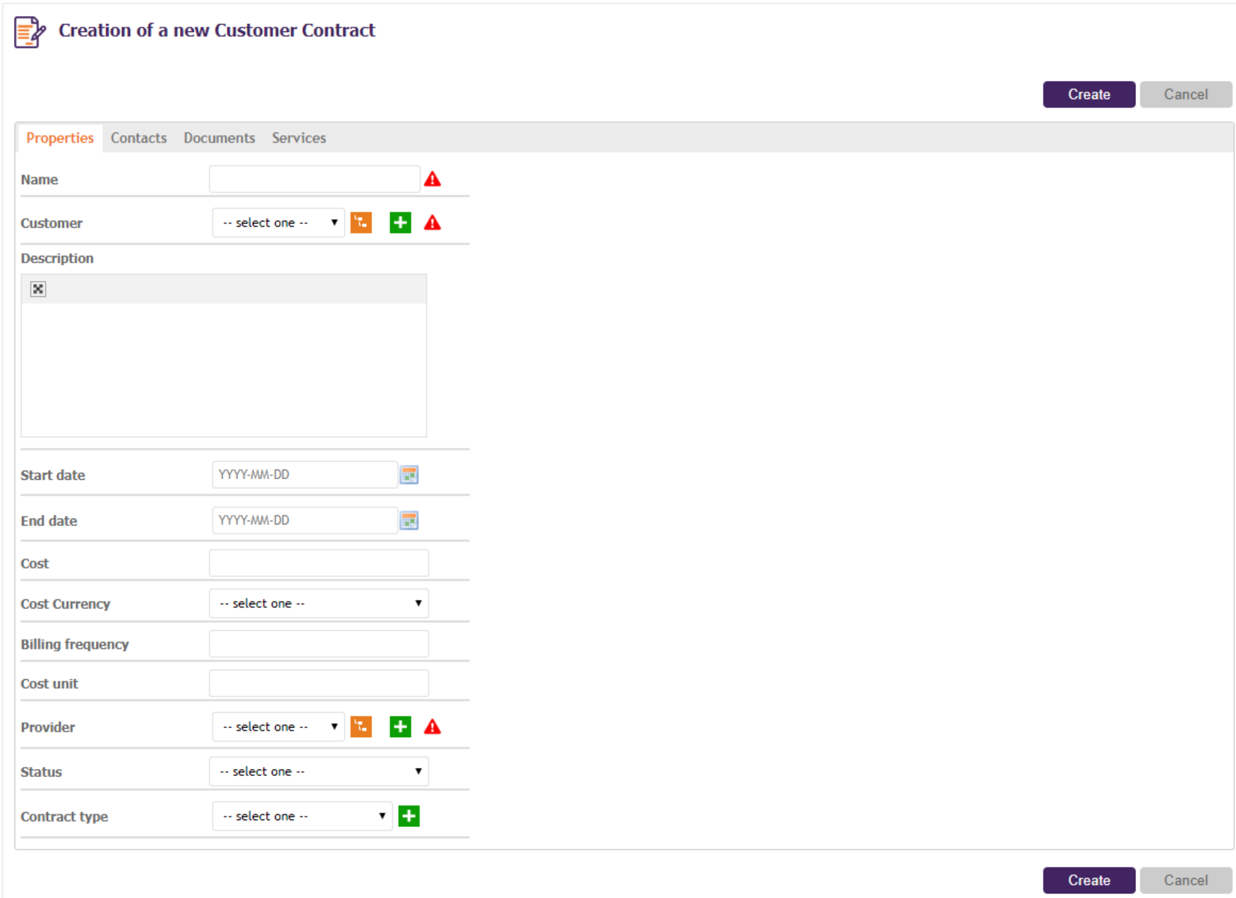
The *service management* is integrated with the *ticket management* system:

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

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.

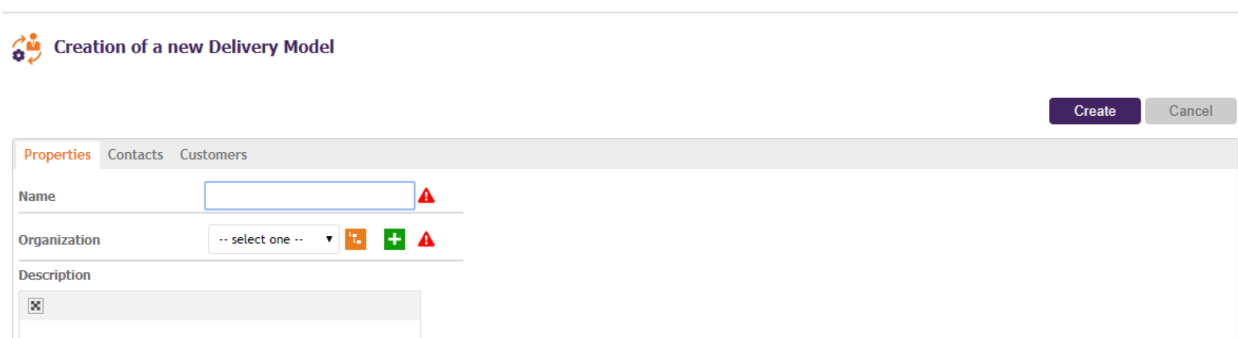
It is possible to document several contracts for a given customer. For each customer contracts you can link documents, and contacts related to it.



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.

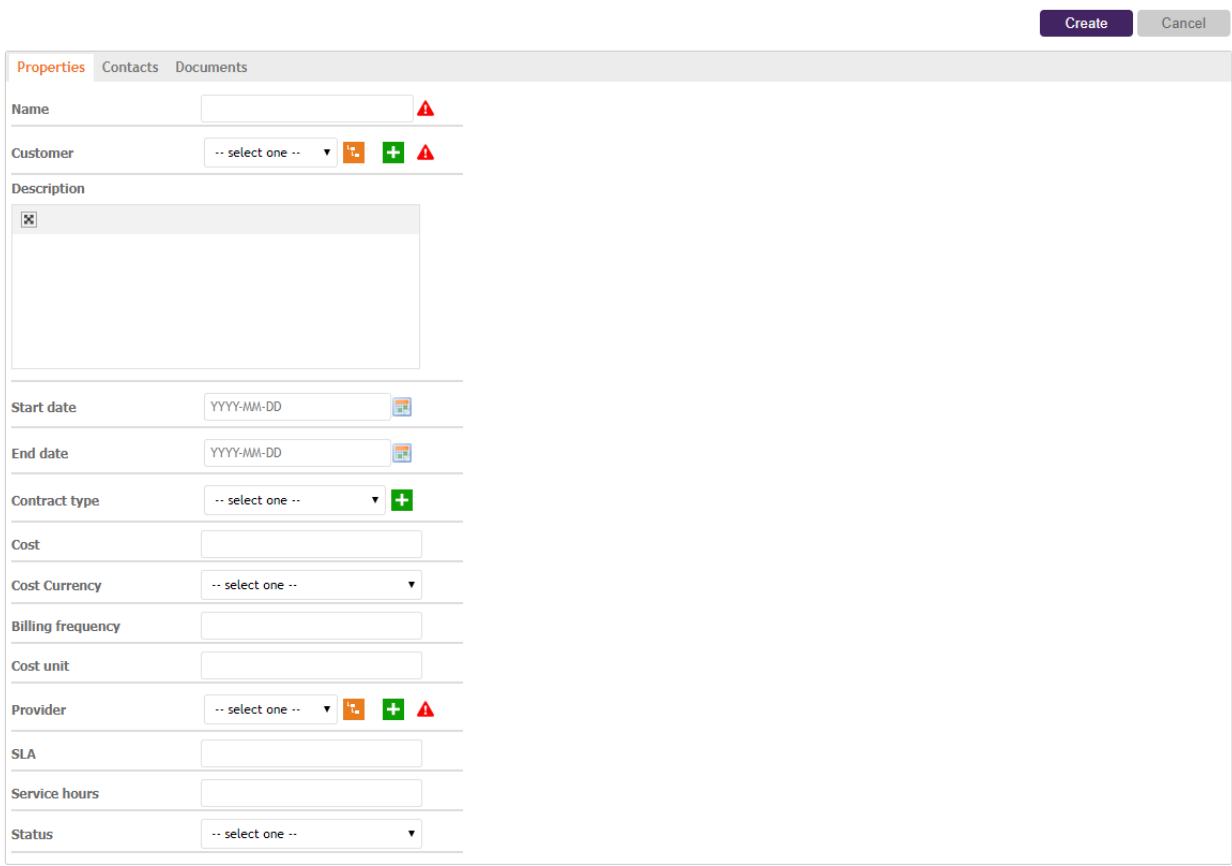
The *delivery model* of a given customer is used to identify to which team you can assign a ticket for this one.



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.

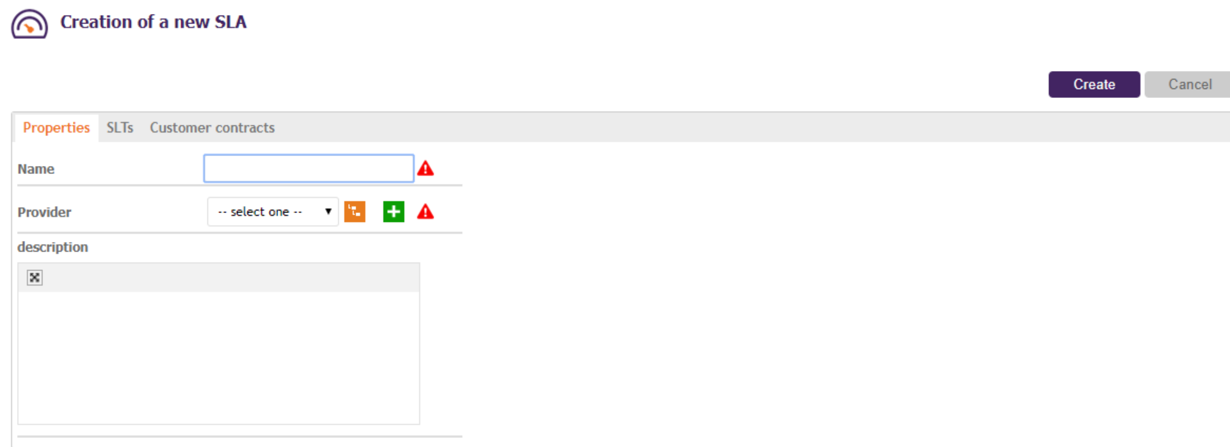


SLA:

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.



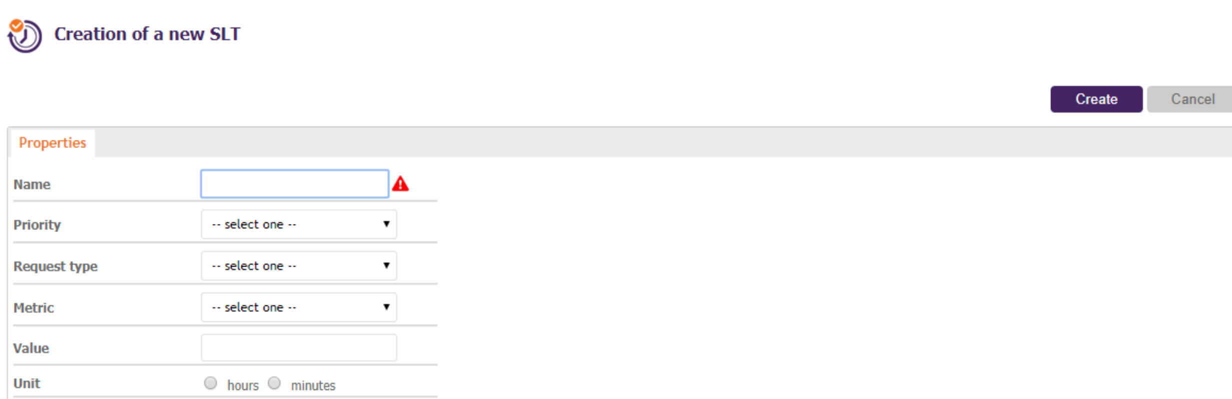
SLT:

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 an agent)
- Time to resolve (TTR): This is the time between the creation of a ticket and the time to resolve it

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.

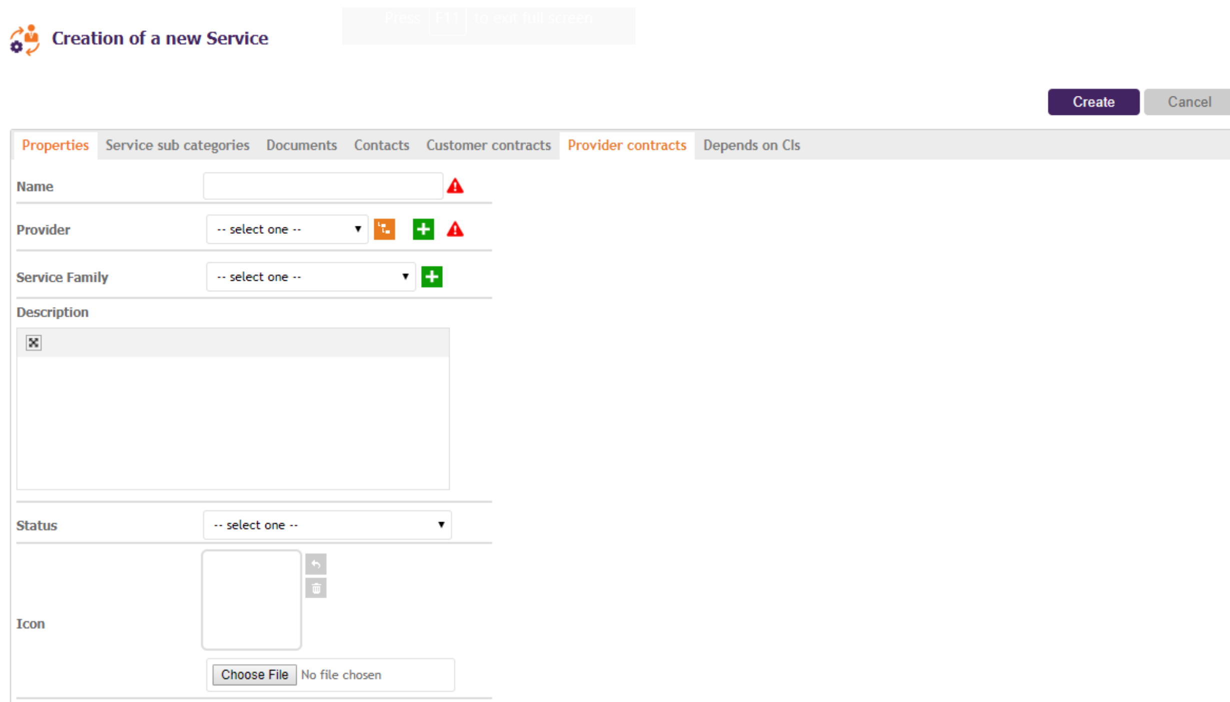
Services can be grouped into service families.

For each service you can document:

- the configuration items required to deliver the service
- the provider contracts, on which the service is depending

Creating a Service

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



Service Subcategory

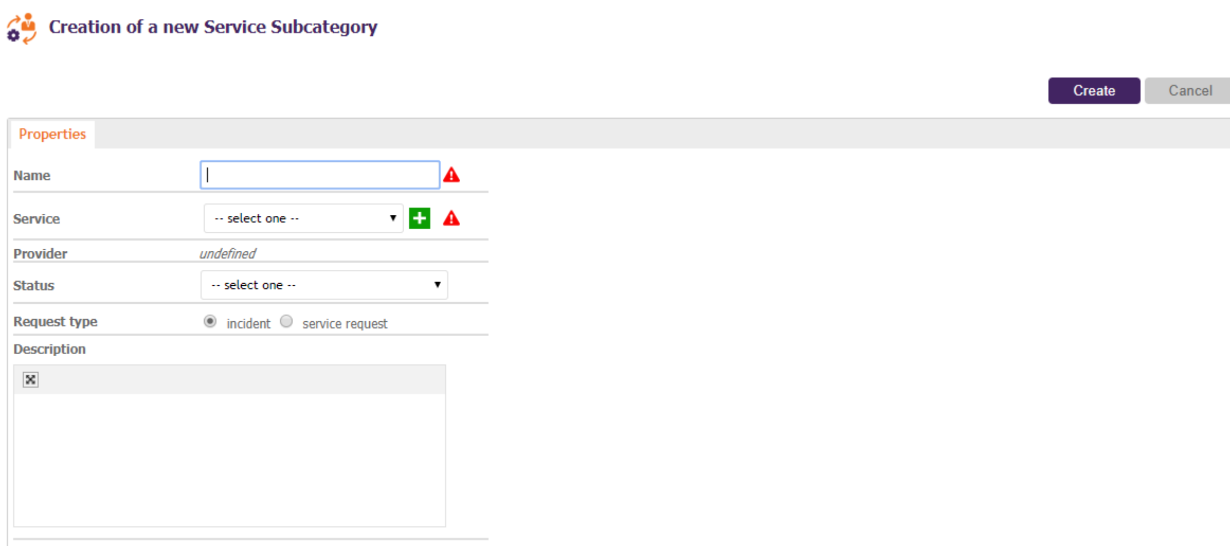
The *service subcategories* are used to define more precisely a service. For example you can define the following subcategory for the service System management:

- Troubleshooting
- Order a new server
- Configure a new virtual machine
- Repair a server

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 click on the button “New” to create a new one.



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 for tickets?

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 action button.

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 here for 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?

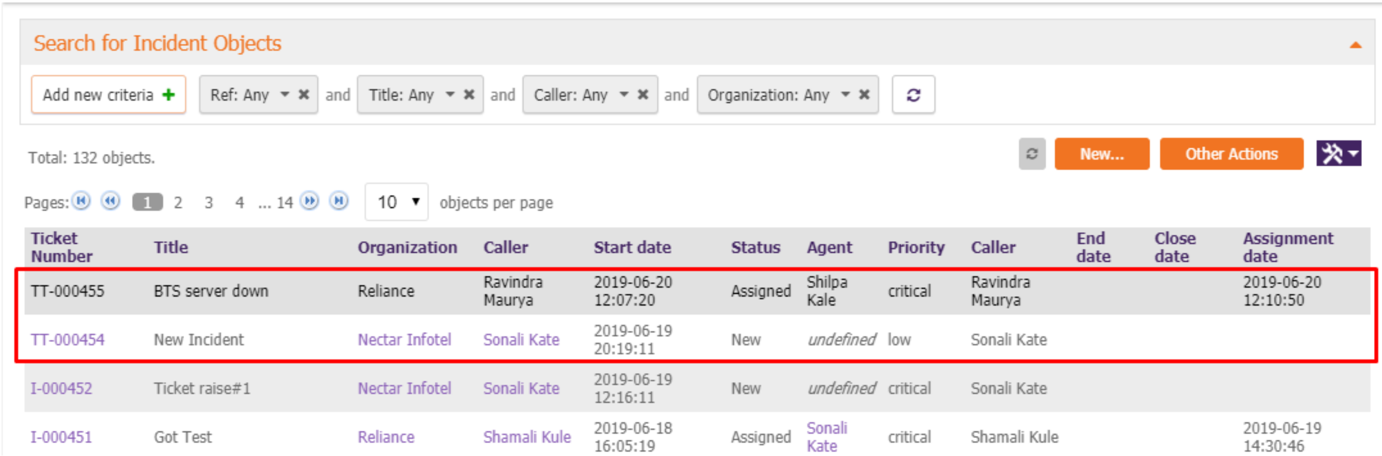
Answer: SLA stands for Service Level Agreement (click here for more details). SLT stands for Service Level Target (click here for more details).

Q. What is Delivery Model?

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

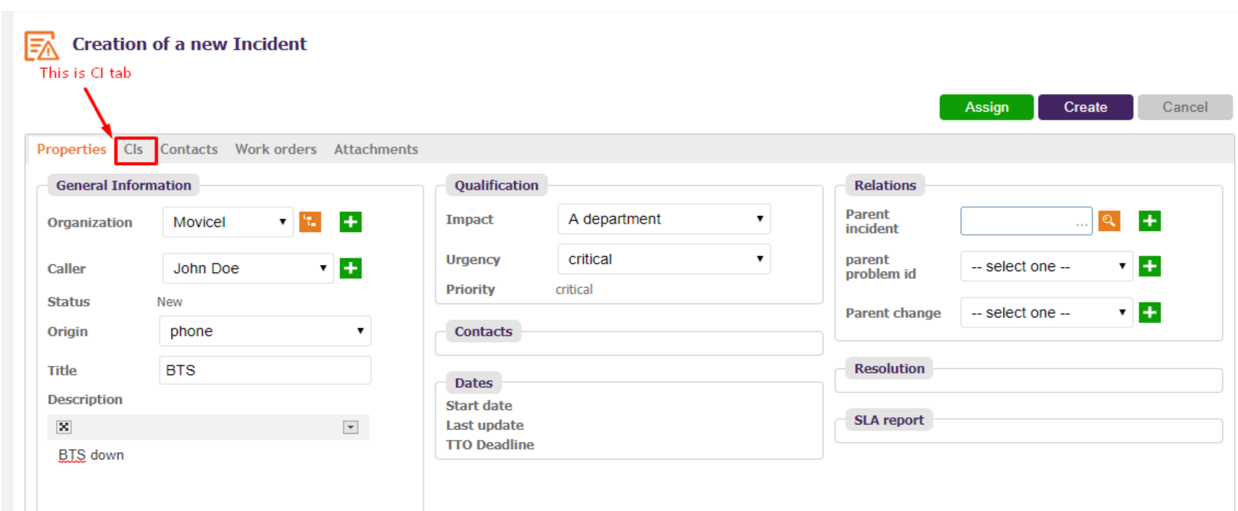
Q. Can we modify the ticket numbers? What will be the format of ticket number?

Answer: We have added prefix TT to the trouble ticket number only for Incident Management. If there is any other recommendation for naming conventions for ticket number then please let us know so that we can modify it accordingly. Also it can be change for Problem and Change management also. It will be added while creating new ticket. The number will be automated but we can modify their prefixes.

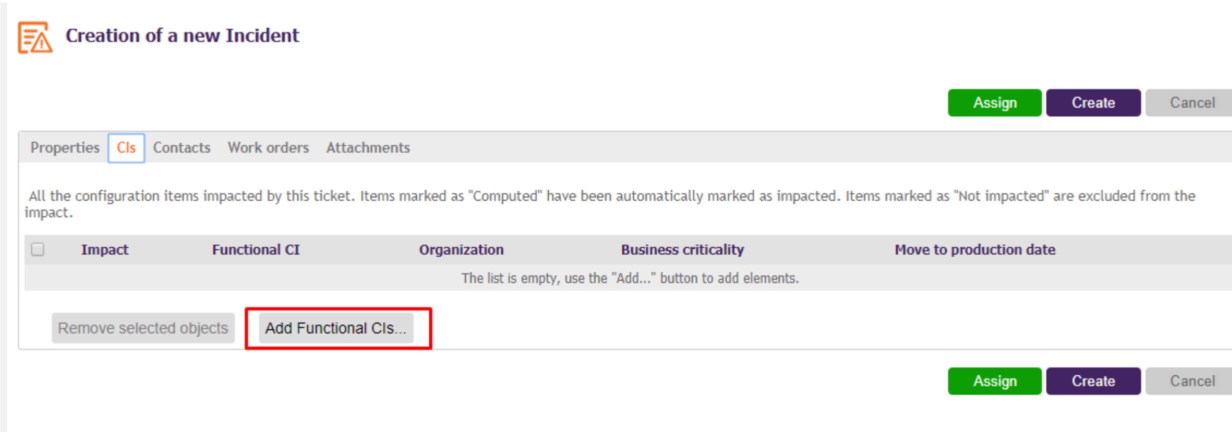


Q. Which have a panel to ticket`s management with Impacts on access network (BTS`s),another to stores and another for other services?
Is the affected component (BTS) and the subject should be selectable for the envés described?

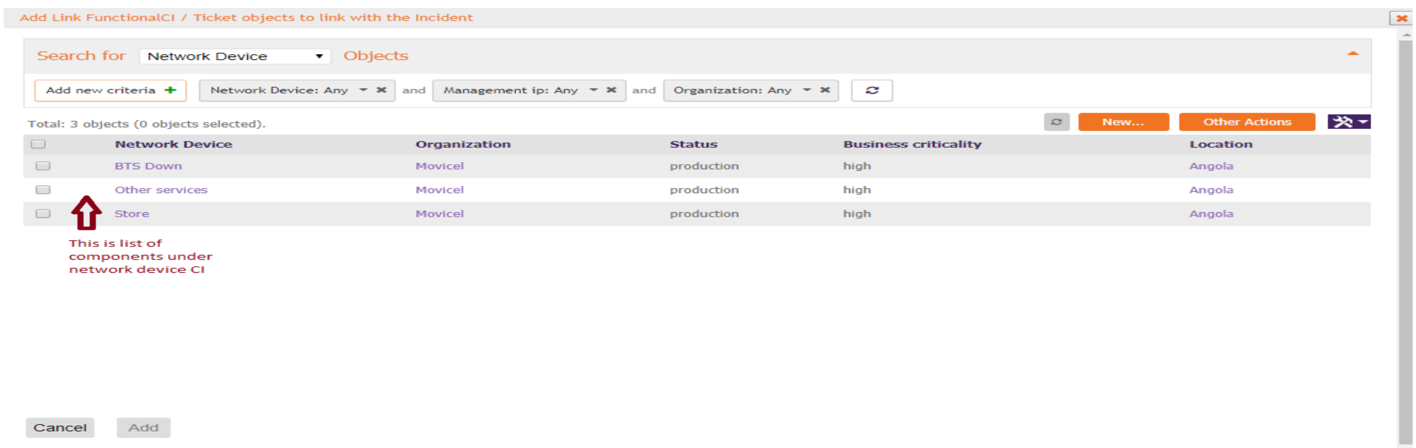
Answer: We have created configuration item(CI) tab while creating/modify new ticket. CI plays different roles for different circumstances.
For example: when we create contact person for particular organization then CI will be act as speciality of that person, whereas while creating new tickets then it will be act as impact / reason behind that ticket.
In CI it will categories into different types under which we will add multiple components.so that you can see all that components.



This is the ticket creation so that there is CI tab for select particular CI for the tickets.



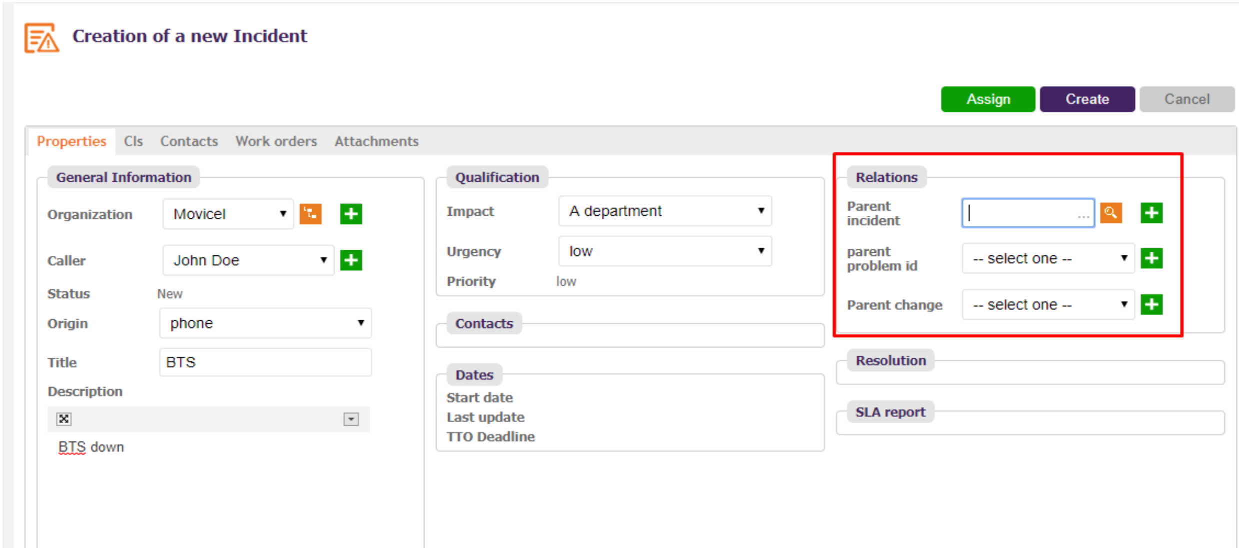
This is the Add fuctional CIS button to select and add CI.



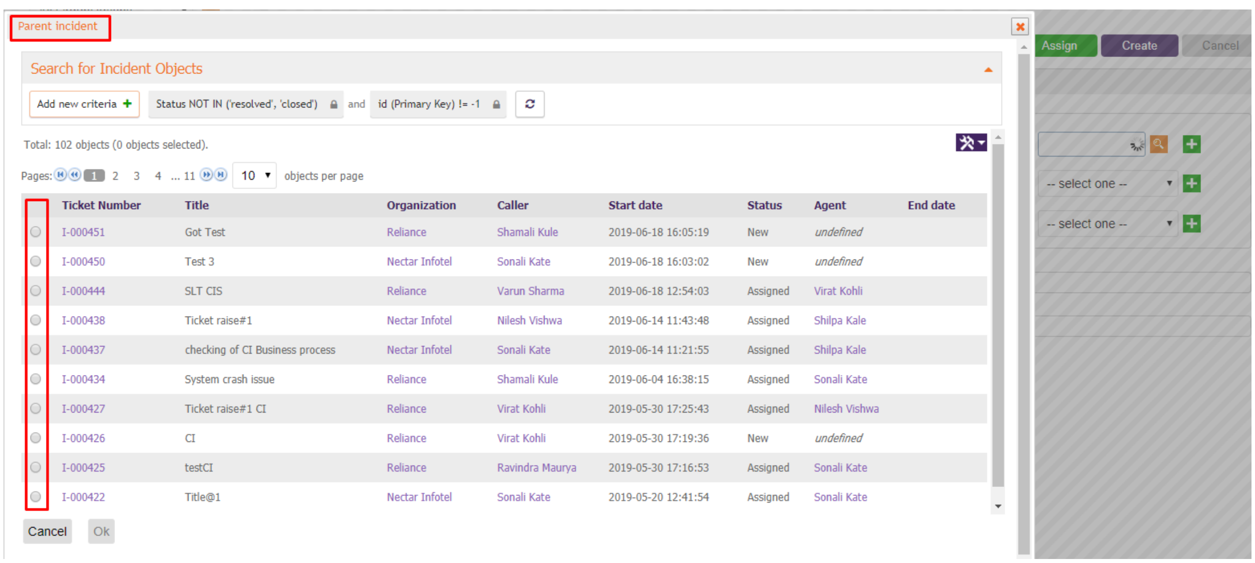
You can select multiple component from the list and add into tickets.

Q. How to create BTS ticket aggregator, or a ticket that involves more than one BTS?

Answer: There is a parent / child relations between two tickets, you can one ticket to any another type of tickets.



From here you can select ticket id in order to maintain the relationship between the ticket.



From here you can select tickets and link to another ticket.

Q. It is difficult to define the SLA of open tickets, how the SLA's are defined for tickets?

Answer: SLA will be defined based on priority of tickets SLA is categories into Time To Own (TTO) and Time To Resolve (TTR)

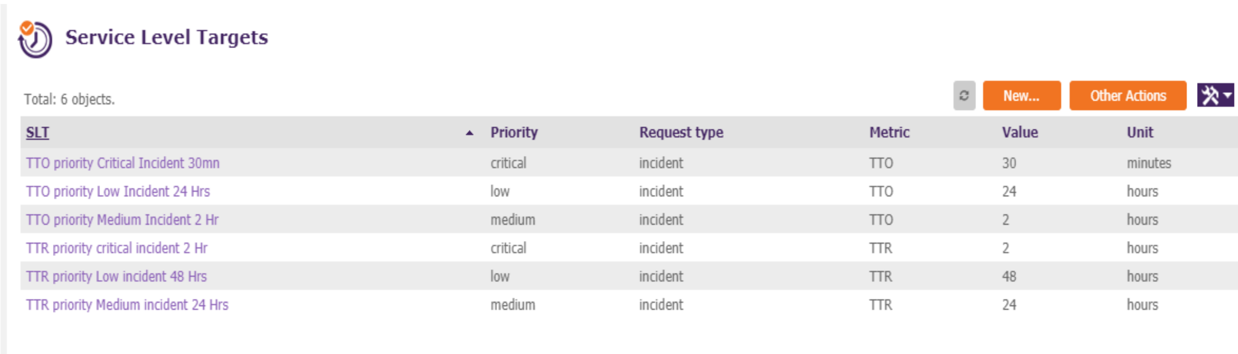
i.e.: 1. Critical priority- TTO- 30 min. and TTR- 2 hr.

2. Medium priority- TTO- 2 hrs. and TTR- 24 hrs.

3. Low priority- TTO- 24 hrs. and TTR- 48 hrs.

If you have to modify this time then you can also update time in service management SLT.

Step 1: create service Level Target first.



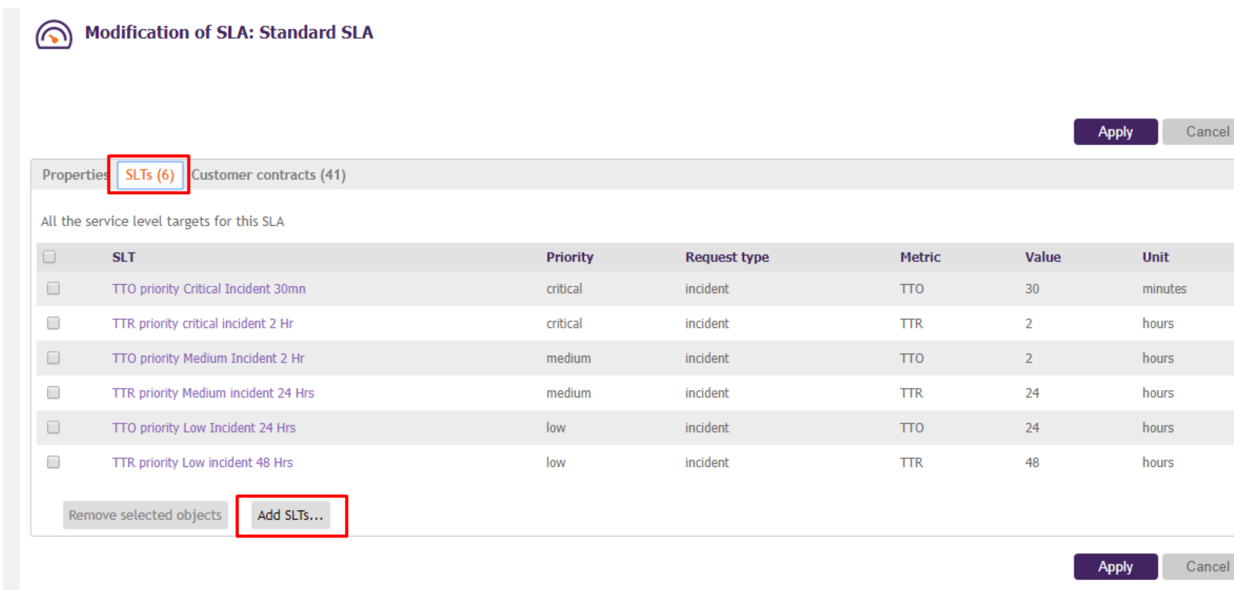
Service Level Targets

Total: 6 objects.

New... Other Actions

SLT	Priority	Request type	Metric	Value	Unit
TTO priority Critical Incident 30mn	critical	incident	TTO	30	minutes
TTO priority Low Incident 24 Hrs	low	incident	TTO	24	hours
TTO priority Medium Incident 2 Hr	medium	incident	TTO	2	hours
TTR priority critical incident 2 Hr	critical	incident	TTR	2	hours
TTR priority Low incident 48 Hrs	low	incident	TTR	48	hours
TTR priority Medium incident 24 Hrs	medium	incident	TTR	24	hours

Step 2: select SLT in SLA.



Modification of SLA: Standard SLA

Apply Cancel

Properties SLTs (6) Customer contracts (41)

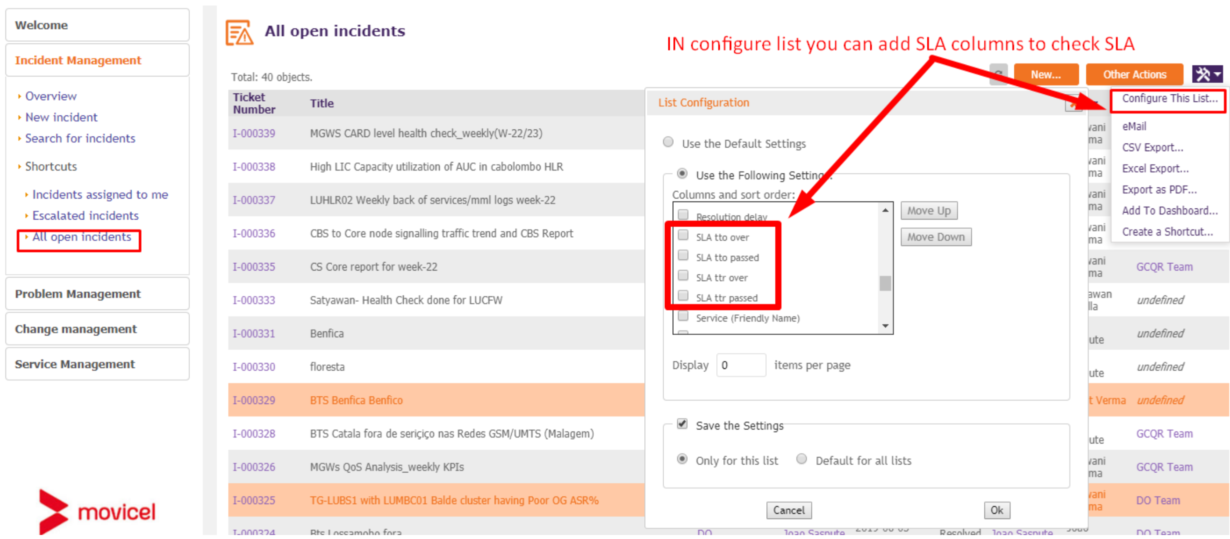
All the service level targets for this SLA

SLT	Priority	Request type	Metric	Value	Unit
TTO priority Critical Incident 30mn	critical	incident	TTO	30	minutes
TTR priority critical incident 2 Hr	critical	incident	TTR	2	hours
TTO priority Medium Incident 2 Hr	medium	incident	TTO	2	hours
TTR priority Medium incident 24 Hrs	medium	incident	TTR	24	hours
TTO priority Low Incident 24 Hrs	low	incident	TTO	24	hours
TTR priority Low incident 48 Hrs	low	incident	TTR	48	hours

Remove selected objects Add SLTs...

Apply Cancel

Then you can check SLA time in open tickets.
To check SLA time then there is configure list functionality to add columns and check time respectively.



Note: If you need to check in details of SLA then please refer Help document in application.

Q. How to add service categories?

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

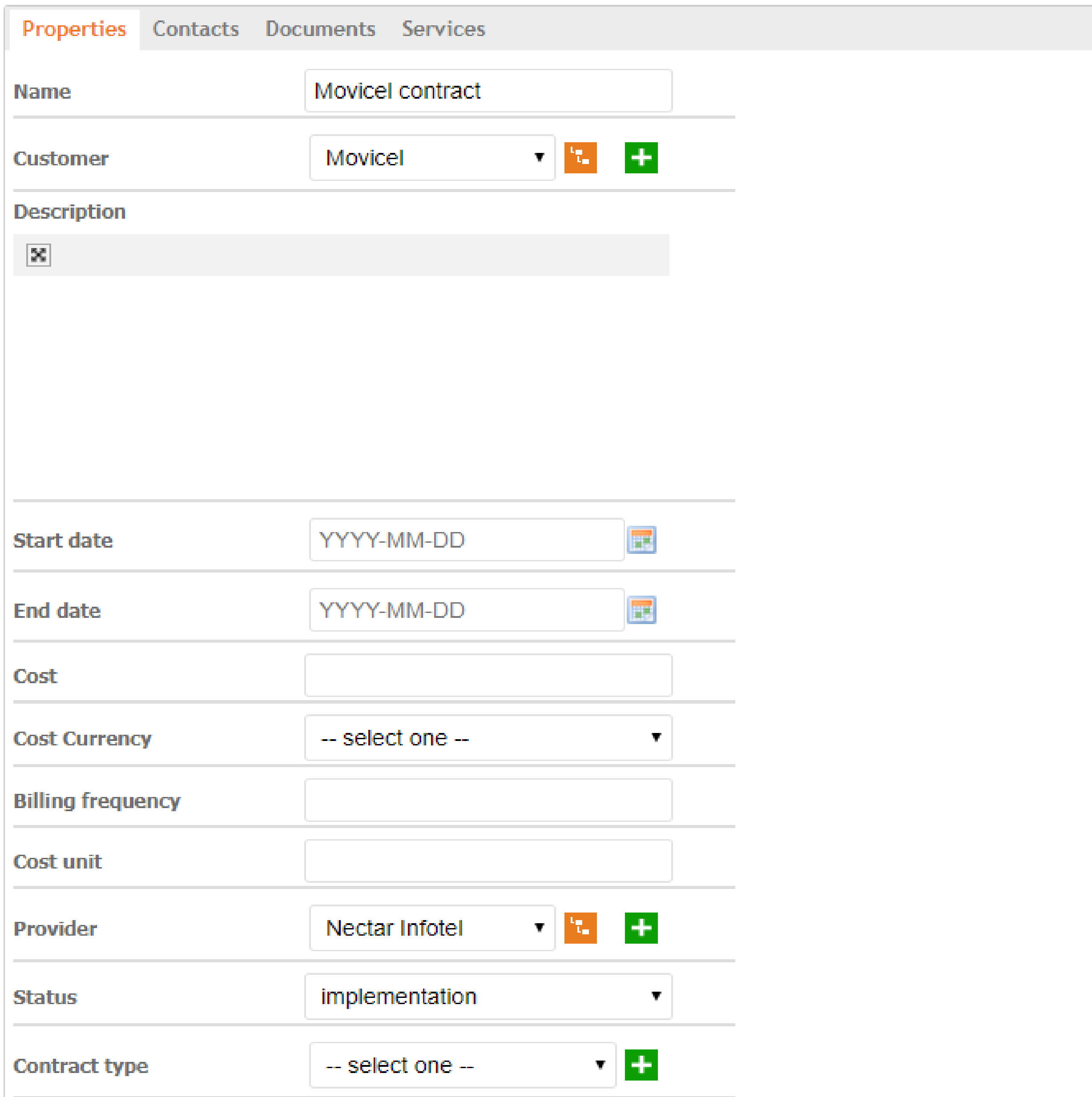
This module allows a service manager to define all the pieces of the service catalogue:
1. Customer contracts
2. Provider contracts
3. Service
4. Service subcategories
5. SLA
6. SLT

The service management is integrated with the ticket management system:
When creating a ticket for a given customer, the agent can select the service amongst the list of services defined for this customer.
Ticket deadlines are computed depending on the SLA signed with the customer.

Step 1:

Customer Contract:

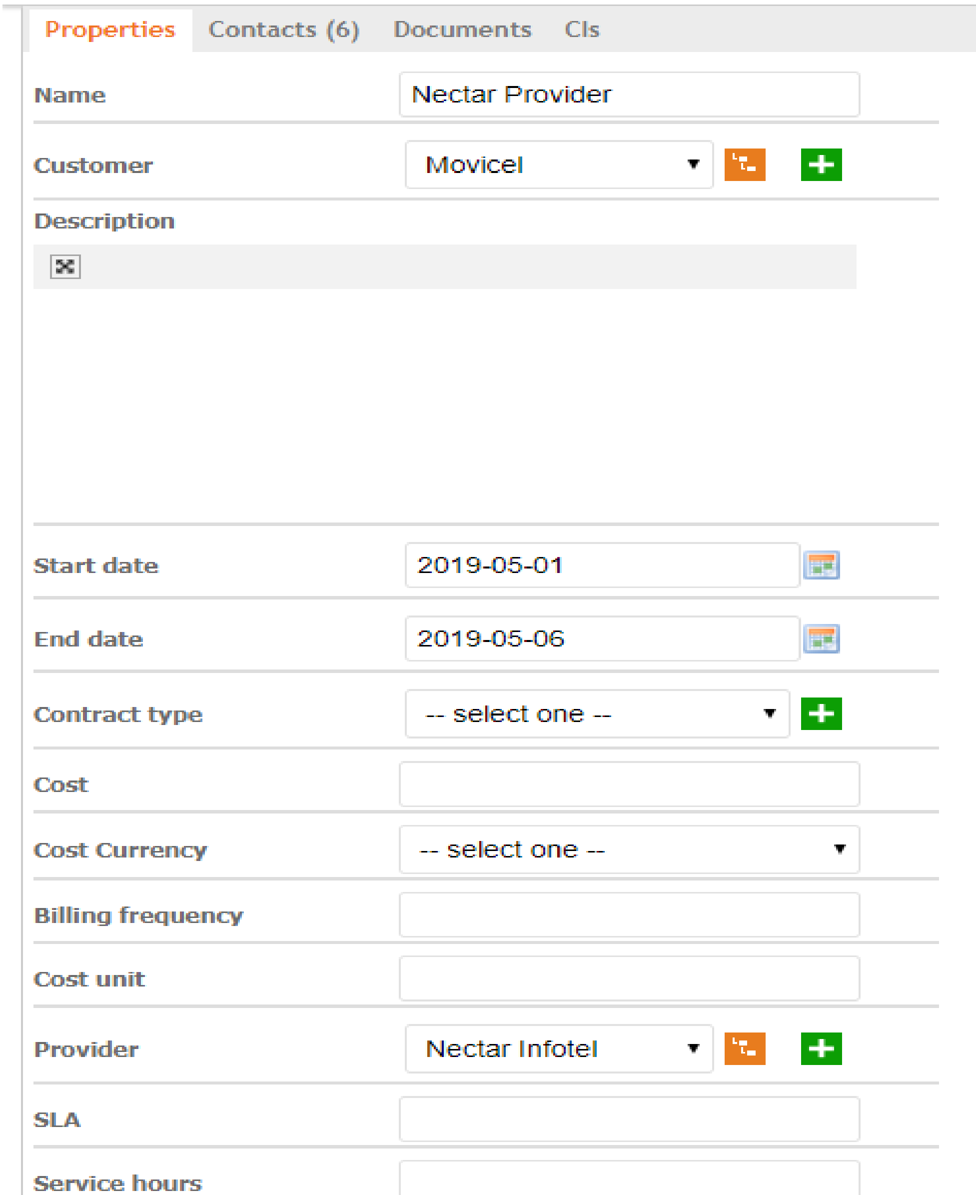
A customer contract allows you to define which services have been purchased (requested) by a customer and what are the SLA corresponding to those services. By default, no coverage window is defined in NT3. It is possible to document several contracts for a given customer. For each customer contracts you can link documents, and contacts related to it.



Step 2:

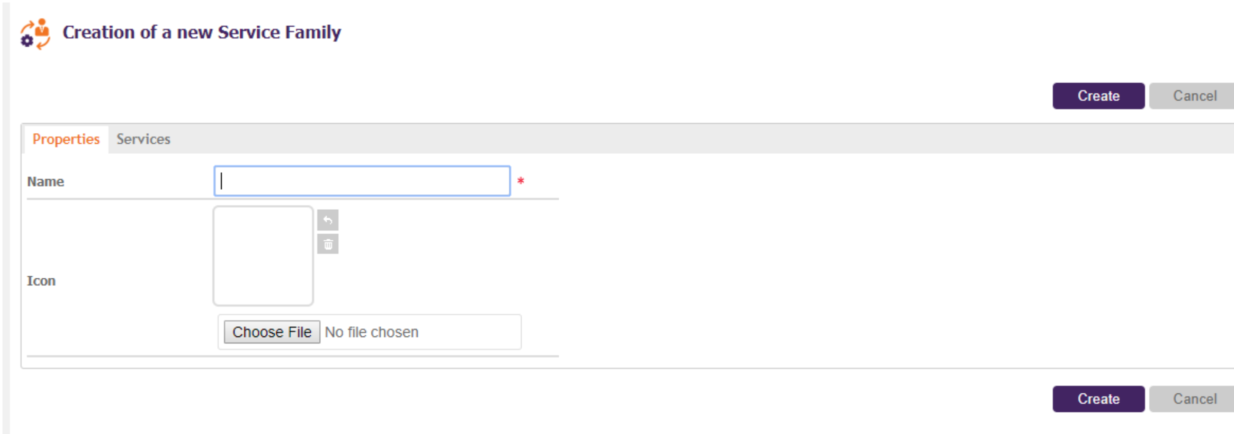
Provider Contracts:

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.



Step 3:

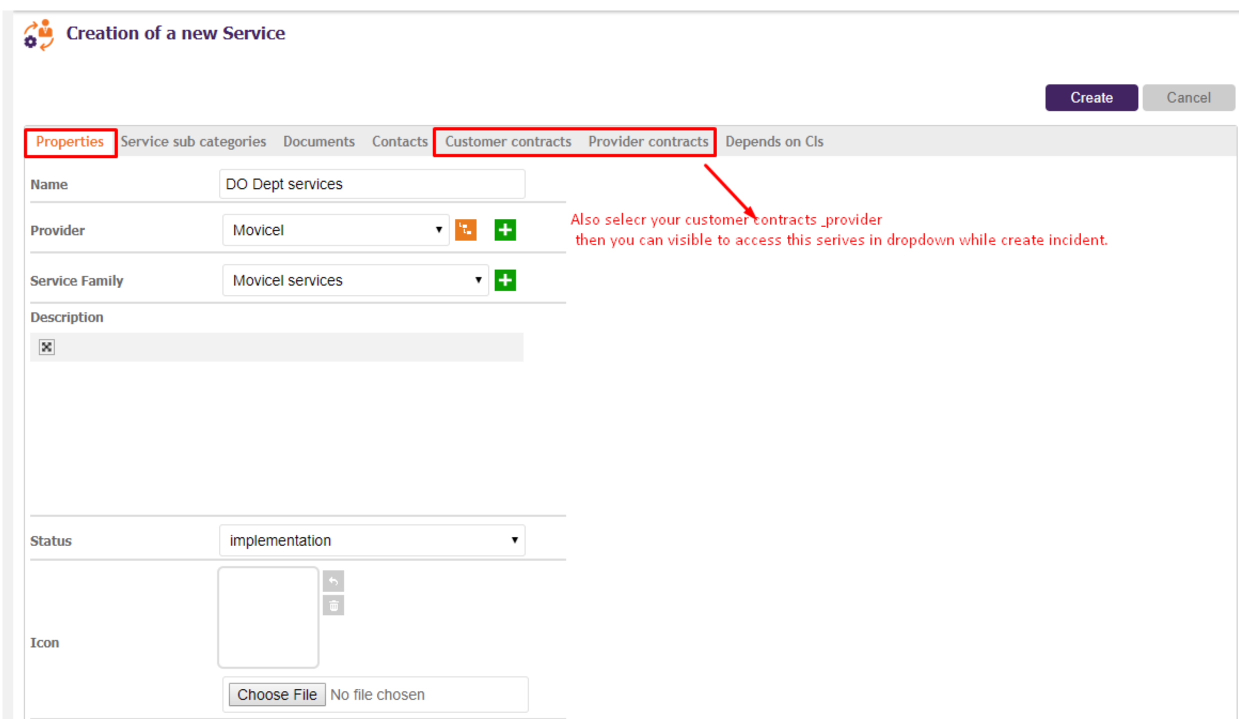
Service Family: create standard service for Department.



Step 4:

Services: create service as per your Department.

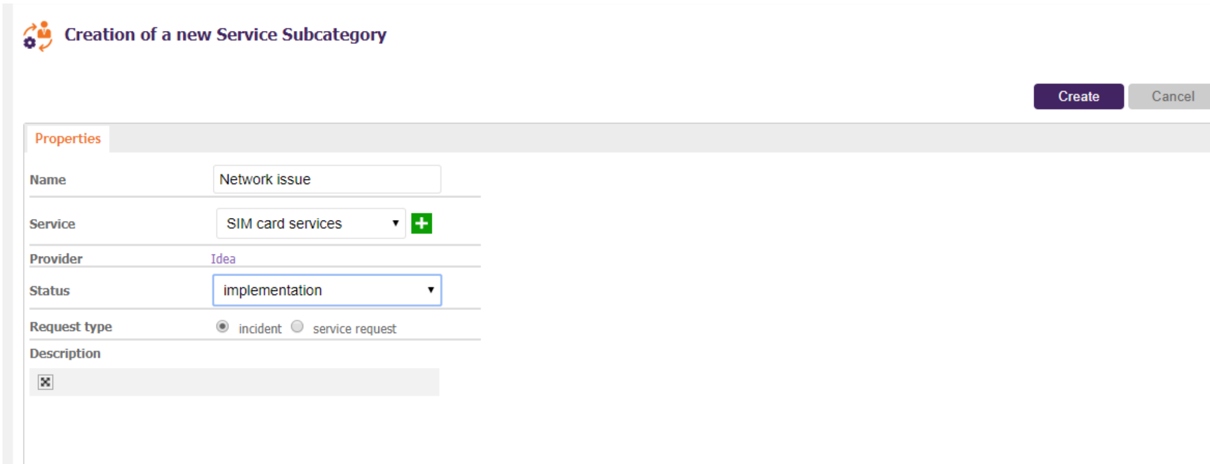
1. Add service
2. Add customer contracts
3. Add customer provider then you can visible to access this service in dropdown while creating incident.



Step 5:

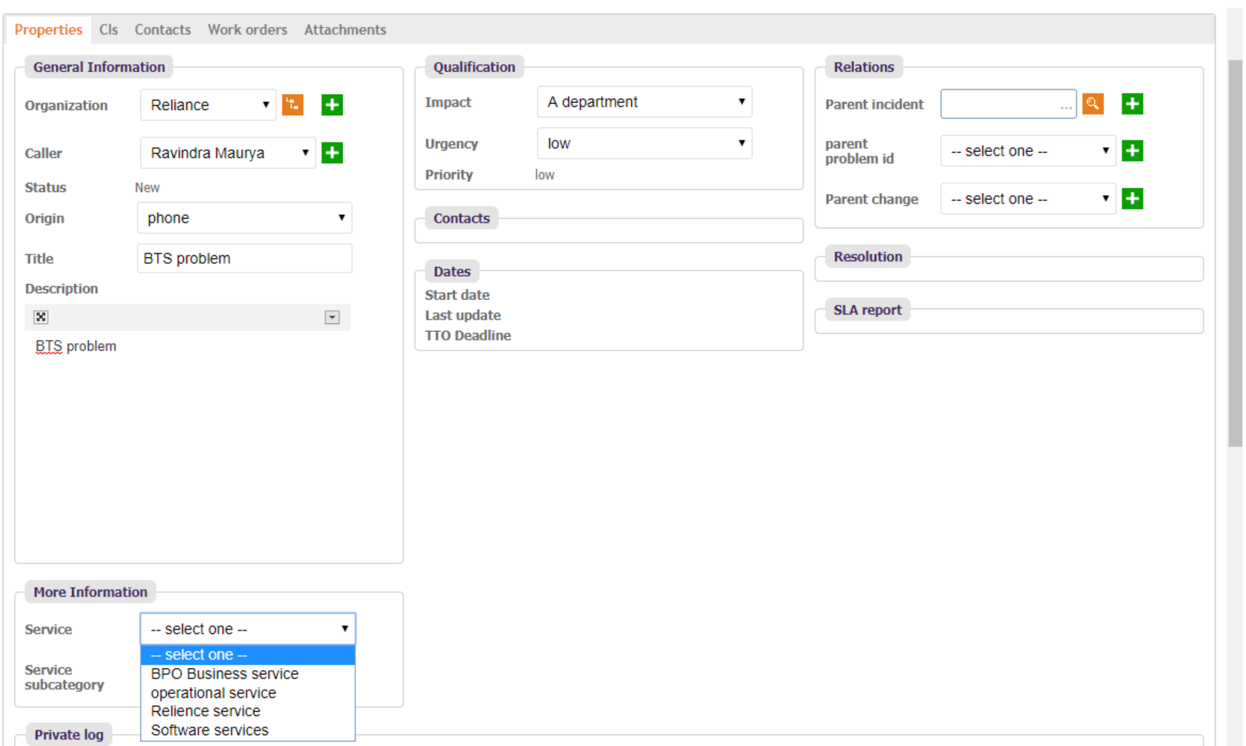
Service Subcategory:

Create subcategory service under your services which you created.



Step 6:

Now you can check your services showing in dropdown list while creating incident.



END