nt³

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
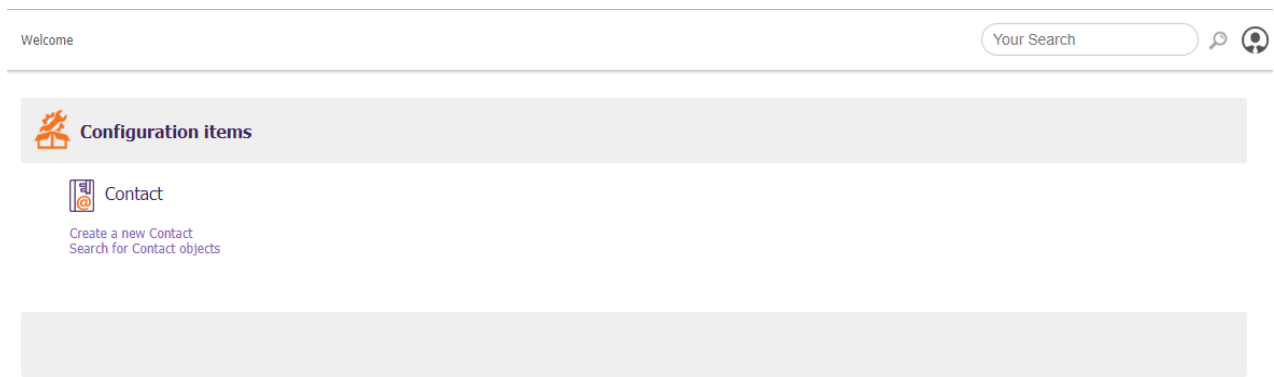
After clicking on the create new contact we have to select a person or team from dropdown.
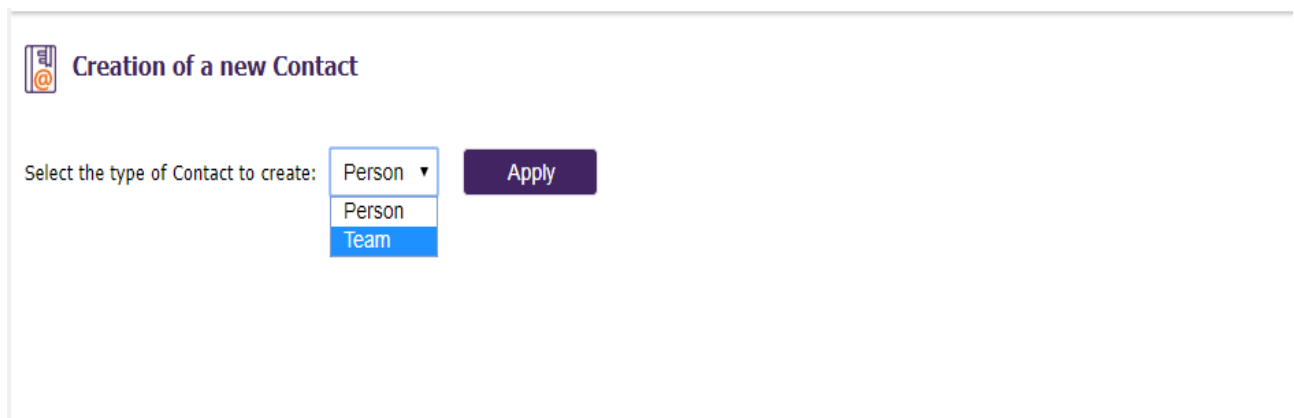
Person: We can add new contact person by selection of person from above dropdown list. We can add contact person in team only after creating team. Below is a screenshot of adding contact person form.

Creation of a new Person

Create   Cancel

Properties   Teams   Tickets

General information

Last Name	⚠
First Name	⚠
Organization	-- select one -- ▼ ⊞ ➕ ⚠
Status	Active ▼
Location	-- select one -- ▼
Function	
Manager	... 🔍 ➕
Employee number	

Personal information

Picture

Choose File No file chosen

Notification

Email	
Notification	○ no ◉ yes
Phone	
Mobile phone	

Create   Cancel

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.

Your Search

Creation of a new Team

Create   Cancel

Properties   **Members**   **Tickets**

All the people belonging to this team

	Role	Person	First Name	Organization	Status	Location	Email	Phone
				The list is empty, use the "Add..." button to add elements.				

Remove selected objects   Add Persons...

Create   Cancel

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

Your S

Add Link Person / Team objects to link with the Team

Search for Person Objects

Add new criteria ➕   Person: Any ▼ ✖ and Email: Any ▼ ✖ and Organization: Any ▼ ✖   ↻

Total: 95 objects (2 objects selected).

Pages: ⏮ ⏪ **1** 2   3   4 ... 10 ⏩ ⏭   10 ▼ objects per page

	Person ▲	First Name	Organization	Status	Location	Email
☑	Acharya Shrvastav	Acharya	Nectar	Active	Paris	
☐	Acharya Shrvastav	Acharya	Nectar	Active	Grenoble	
☐	Acharya Shrvastav	Acharya	NCSE	Active	Paris	
☑	Adriano Neto	Adriano	Movicel	Active	*undefined*	✉ adriano.neto@movicel.co.ao
☐	Agatha Christiee	Agatha	Nectar	Active	Grenoble	✉ christie@demo.com
☐	Akhil Bhatiya	Akhil	Nectar	Active	Bordeaux	
☐	Akhilesh Arora	Akhilesh	Nectar	Active	Bordeaux	
☐	Akhilesh Yada	Akhilesh	IT Department	Active	Bordeaux	
☐	Amay Nair	Amay	Nectar New	Active	SP Infocity	✉ vnilesh1991@gmail.com

Cancel   Add

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:
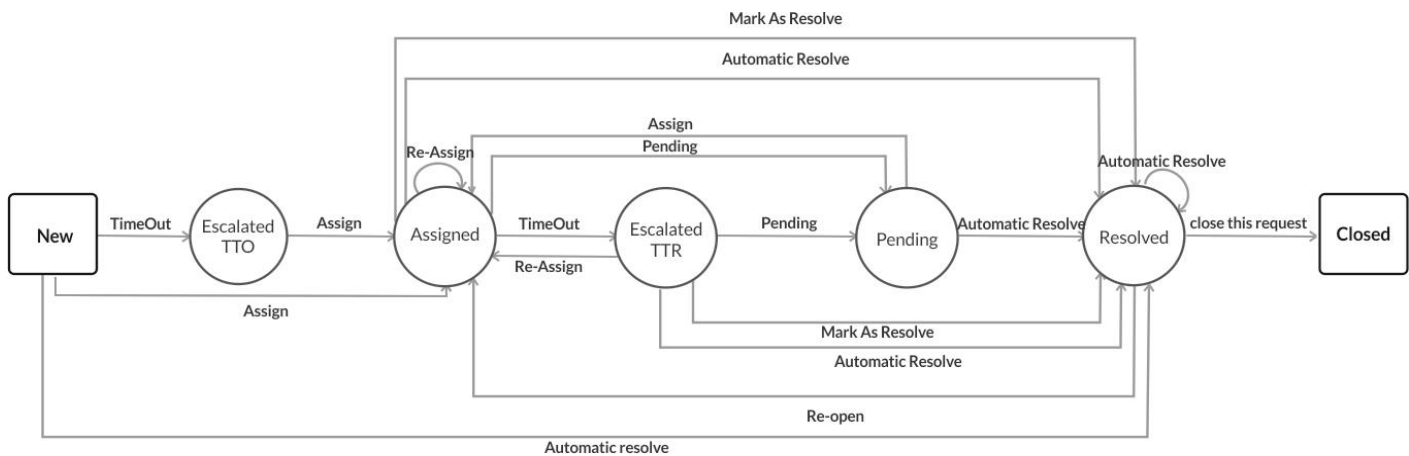
Incident Life Cycle

Creating an Incident:

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

Incident Management

‣ Overview

‣ New incident

‣ Search for incidents

‣ Shortcuts

‣ Incidents assigned to me

‣ Escalated incidents

‣ All open incidents

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	

More Information

Service	-- select one --
Service subcategory	-- select one --

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

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 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.

Dashboard for Incident Management

Last 14 days incident per priority

- low
- medium
- high
- critical

28.1%
9.4%
60.9%

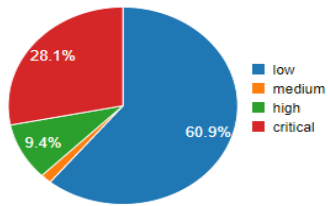**Last 14 days number of incidents**
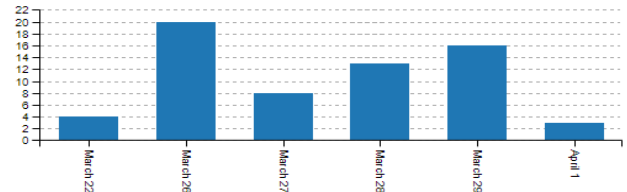
Open incidents by agent

Total: 81 objects.

Agent	▲	Count
Andre Baptista		2
Andre Baptista		2
Antonio Francisco		3
Antonio Francisco		1
Helder Bras		2
Jean-Paul Sartre		2
Jules Verne		9
Marguerite Duras		7
Mayuri Kale		5
Pedro Casaco		1
Pepino Prazer		1
Prasad Gajanan		1

Open incidents by status

Total: 81 objects.

Status	▲	Count
Assigned		48
New		25
Pending		1
Resolved		7

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:

Welcome > SLT

Your Search

Search for SLT Objects

Add new criteria +

Service Level Targets

Total: 4 objects.

New...   Other Actions

SLT	Priority	Request type	Metric	Value	Unit
TTO priority Critical Incident 1 m	critical	incident	TTO	1	minutes
TTO priority High Incident 3 m	high	incident	TTO	3	minutes
TTR priority Critical incident 1 m	critical	incident	TTR	1	minutes
TTR priority High incident 10 m	high	incident	TTR	10	minutes

Create all the SLT'S as per priority

Image 2:

Welcome > SLT > Delivery Model > SLA

Your Search

Search for SLA Objects

Add new criteria +

Service Level Agreements

Total: 1 objects.

Modify...   New...   Other Actions

SLA	Name	Provider
Nectar Standard SLA	Nectar Standard SLA	Reliance

1.Go to SLA
2.Select your SLA
3.Click on created SLA (example- nectar standard SLA)
4.click on SLT

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

Modification of SLA: Nectar Standard SLA

Properties   SLTs (2)   Customer contracts (3)

All the service level targets for this SLA

	SLT	Priority	Request type	Metric
☐	TTO priority Critical Incident 1 m	critical	incident	TTO
☐	TTR priority Critical incident 1 m	critical	incident	TTR

Remove selected objects   Add SLTs...

Click on Add SLT button enter respectively TTO,TTR SLT's and click on apply button

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

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

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,

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

Your Search

Modification of Incident: I-000172

| Re-assign | Mark as resolved | Pending | Apply | Cancel |

Properties   Contacts   Attachments

General Information

Organization	Movicel
Caller	Pedro Ginga
Status	Assigned
Origin	phone
Title	Ticket raise#1

Description

reports download issues

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

| Team | DO Team |
| Agent | Antonio Francisco |

Dates

Start date	2019-04-01 07:05:52
Last update	2019-04-01 07:05:56
Assignment date	2019-04-01 07:05:56
TTR Deadline	

Relations

Parent incident	
parent problem id	-- select one --
Parent change	-- select one --

Resolution

SLA report

| SLA tto passed | no |
| SLA tto over | 0s |

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

Mark as resolved - **I-000172**

Service	Desktop services ▼
Service subcategory	Computer services ▼
Resolution code	bug fixed ▼

☒

Mark as resolved - I-000172

Solution

Select services , resolution code & click on mark as resolved button to resolve tickets.

Mark as resolved   Cancel

General Information

Organization	Movicel
Caller	Pedro Ginga
Status	Assigned
Origin	phone
Title	Ticket raise#1
Description	

reports download issues

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Team	DO Team
Agent	Antonio Francisco

Relations

Parent incident	undefined
parent problem id	undefined
Parent change	undefined

Resolution

More Information

Service	Desktop services

Dates

Start date	2019-04-01 07:05:52
Last update	2019-04-01 07:05:56

SLA report

SLA tto passed	no
SLA tto over	0s

3.Pending Functionality:

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

Modification of Incident: I-000171

Re-assign | Mark as resolved | Pending | Apply | Cancel

Properties | Contacts | Attachments

General Information

Organization	Movicel
Caller	Antonio Francisco
Status	Assigned
Origin	phone
Title	Ticket raise#3
Description	

Description

Qualification

Impact	A department
Urgency	critical
Priority	critical

Contacts

| Team | DO Team |
| Agent | Antonio Francisco |

Dates

Start date	2019-03-29 14:10:57
Last update	2019-03-29 14:11:03
Assignment date	2019-03-29 14:11:03
TTR Deadline	

Relations

Parent incident	
parent problem id	-- select one --
Parent change	-- select one --

Resolution

SLA report

| SLA tto passed | no |
| SLA tto over | 0s |

➢ 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

Your Search 🔍 👤

Close this request - **I-000173**

User satisfaction	Very satisfied ▼
	✖
User comment	

Close this request   Cancel

General Information

Organization	Nectar Infotel
Caller	Kirti Wale
Status	Resolved
Origin	phone
Title	Ticket raise#1
Description	

reports download issues

More Information

Service	Web Services NI
Service subcategory	Web performance
Hot Flag	No
Hot reason	
Pending reason	

Qualification

Impact	A department
Urgency	medium
Priority	high

Contacts

Team	Nectar-WTC Team
Agent	Rekha Nikam

Dates

Start date	2019-04-01 07:07:45
Last update	2019-04-01 07:14:02
Assignment date	2019-04-01 07:07:50
Resolution date	2019-04-01 07:14:02

Relations

Parent incident	*undefined*
parent problem id	*undefined*
Parent change	*undefined*

Resolution

Resolution code	assistance
Solution	

Mark as resolved - I-000173

Resolution delay	6min 17s

SLA report

SLA tto passed	no
SLA tto over	0s
SLA ttr passed	no
SLA ttr over	0s

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

Modification of Incident: I-000168

Re-open

Properties Contacts Attachments

General Information

Organization	Nectar-Pune
Caller	Shilpa Kute
Status	Resolved
Origin	phone
Title	Ticket raise#1
Description	

rupali.wagh@nectarinfotel.com

More Information

Service	Software services Pune ▼
Service subcategory	IT services ▼
Hot Flag	No
Hot reason	
Pending reason	

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Team	Nectar-Pune Team
Agent	Sonal Kate

Dates

Start date	2019-03-29 13:26:21
Last update	2019-03-29 13:27:22
Assignment date	2019-03-29 13:27:10
Resolution date	2019-03-29 13:27:22

Relation

Parent incident
parent problem
Parent cl

Resolut

Resolution code
Solution

❎

close

Resolution delay

SLA rep

SLA tto p
SLA tto o
SLA ttr p

➢ Select Team
➢ Select Agent

Re-open - I-000168

Team	Nectar-Pune Team ▼
Agent	Sonal Kate ▼

Re-open   Cancel

General Information

Organization	Nectar-Pune
Caller	Shilpa Kute
Status	Resolved
Origin	phone
Title	Ticket raise#1
Description	

rupali.wagh@nectarinfotel.com

More Information

Service	Software services Pune
Service subcategory	IT services
Hot Flag	No
Hot reason	
Pending reason	

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Team	Nectar-Pune Team
Agent	Sonal Kate

Dates

Start date	2019-03-29 13:26:21
Last update	2019-03-29 13:27:22
Assignment date	2019-03-29 13:27:10
Resolution date	2019-03-29 13:27:22

Relations

Parent incident	*undefined*
parent problem id	*undefined*
Parent change	*undefined*

Resolution

Resolution code	assistance
Solution	
	close
Resolution delay	1min 1s

SLA report

SLA tto passed	no
SLA tto over	0s
SLA ttr passed	no
SLA ttr over	0s

Private log

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

Your Search

Creation of a new Incident

Assign   Create   Cancel

Properties Contacts Attachments

General Information

Organization   Nectar Infotel

Caller   Kirti Wale

Status   New

Origin   phone

Title   Ticket raise#1

Description

Report generation issues

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

Select parent incident,parent problem id,parent change when you need to assign parent incidents to the current incidents

All Open Incident:

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

Search for Incident Objects

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

All open incidents

Total: 81 objects.

Pages: 1 2 3 4 ...9   10 ▾ objects per page

Incident	Title	Organization	Caller	Start date
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04
I-000174	Ticket raise#1	Jio	John Garrrette	2019-04-01 08:53:41
I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52
I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57
I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07
I-000166	Ticket raise#1	Jio	John Garrrette	2019-03-29 11:00:50
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42

➢ 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.

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

<< Back   Delete !   Delete multiple incidents

Modify functionality:

Modify incidents single as well as multiple incident.

Your Search

Search for Incident Objects

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

All open incidents

Total: 81 objects.

↻ | New... | Other Actions | 🔧 ▼

Pages: ⏮ ◀ **1** 2 3 4 ...9 ▶ ⏭ | 10 ▼ objects per page

Modify...

Delete...

Modify single as well as incidents

Incident	▼ Title	Organization	Caller	Start date	Status	Agent
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	New	*undefined*
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	Resolved	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

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

CSV Export...

Click here to download Incident Export.csv ⟵ **Click on link to download the report**

Result of the export:

```
"Ref","Title","Organization->Name","Caller->Full name","Start date","Status","Agent->Full name"
"I-000176","Ticket raise#2","Nectar WTC","Prasad Gajanan","2019-04-01 15:04:04","Closed","Prasad Gajanan"
"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-000173","Ticket raise#1","Nectar Infotel","Kirti Wale","2019-04-01 07:07:45","Closed","Rekha Nikam"
"I-000172","Ticket raise#1","Movicel","Pedro Ginga","2019-04-01 07:05:52","Resolved","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"
```

Done

Step 5:
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	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

Excel Export...   ✖

Click here to download Incident Export.xlsx ➔ **click on link for download report**

Done

Pages: ⏮ ⏪ **1** 2 3 4 ... 10 ⏩ ⏭   10 ▼ objects per page

gement

nt

Incident	▼ Title	Organization	Caller	Start date	Status	Agent
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasac
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa
I-000174	Ticket raise#1	Jio	John Garrrette	2019-04-01 08:53:41	Assigned	Andre
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha

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
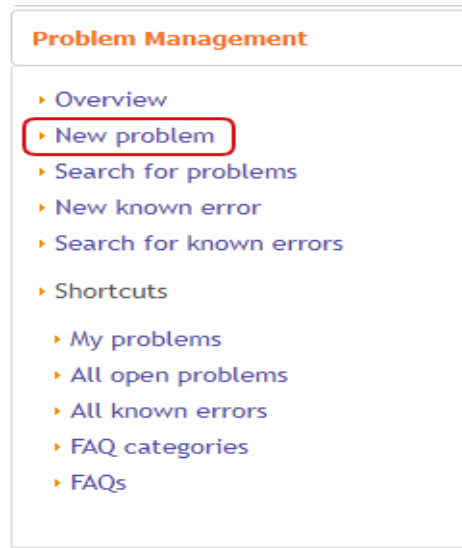
Problem Management

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

```
        ┌──────────────┐
        │     New      │
        └──────────────┘
               │ Assign
               ▼
        ┌──────────────┐
        │   Assigned   │ ⟲ Re-Assign
        └──────────────┘
          ▲          │
  Re-assign│         │ Resolve
          │          ▼
        ┌──────────────┐
        │   Resolved   │
        └──────────────┘
               │ Close
               ▼
        ┌──────────────┐
        │    Close     │
        └──────────────┘
```
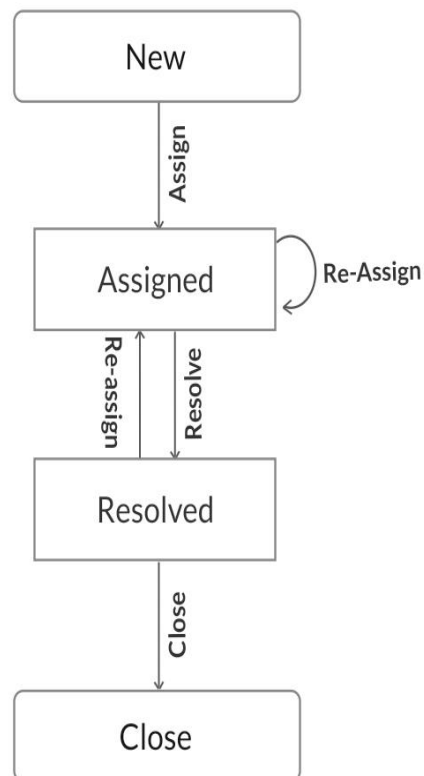
Creating a Problem:

> ➢ 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,

Your Search

Creation of a new Problem

after add all details then click on create button

Assign   Create   Cancel

Properties | Contacts | Known Errors | Related requests | Related incidents | Attachments

General Information

Ref

Title   Problem#1

Organization   Reliance

Status   New
Priority   Critical

Service   Relience service

Service subcategory   Internet service

Product

More Information

Impact   A Department

Urgency   critical

Description

Problem regarding the internet service

Dates

Start date
Last update

Contacts

Caller   Rajeet Singh

Relations

Related Change   -- select one --

Private log

Type your text here...

Assign   Create   Cancel

Assign:
  ➢ Click on modify button
  ➢ Select Team
  ➢ Select Agent
  ➢ Click on assign button

Your Search

Assign - **P-000228**

Select team & agent with respectively

Team   Helpdesk Team ▾

Agent   Rupali Wagh ▾

Click on assign

[**Assign**]   Cancel

General Information		Dates	
Ref	P-000228	Start date	2019-04-10 09:18:43
Title	Problem#1	Last update	2019-04-10 09:18:43
Organization	Reliance		
Status	New		
Priority	Critical	**Contacts**	
Service	Relience service	Caller	Rajeet Singh
Service subcategory	Internet service		
Product		**Relations**	
		Related Change	*undefined*

More Information

Impact   A Department
Urgency   critical
Description

Problem regarding the internet service

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

Search for Problem Objects

Add new criteria **+** | Ref: Any ▾ ✖ | and | Title: Any ▾ ✖ | and | Caller: Any ▾ ✖ | and | Organization: Any ▾ ✖ | ⟳

Add some criterion on the search box or click the search button to view the objects.

Search 🔍

Click on search button & check problems

New Known error:

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

Creation of a new Known Error

Create   Cancel

Properties   Documents

Name	Report format error
Customer	Idea
Related Problem	-- select one --
Error Code	
Domain	Application
Vendor	
Model	
Version	

select related problem if you want to link this error to particular problem

Symptom

Report format error

Root Cause

Work around

Solution

Create   Cancel

Search for Known error:

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

Your Search

Search for Known Error Objects

Add new criteria +

Add some criterion on the search box or click the search button to view the objects.

Search Q

click on search button to check all known error

My problems:

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

⚠ My problems

Total: 2 objects.

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

check assigned problems to you.

All open problems:

Check all open problems as per below image:

Search for Problem Objects

Add new criteria **+**   Status: **New, Assigned, Resolved** ▾ ✕   ⟳

⊙ All open problems   **check all open problems**

Total: 5 objects.

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:

Your Search 🔍 ⊙

Search for Known Error Objects ▲

Add new criteria **+**   ⟳

⬡ All known errors

Total: 3 objects.   ⟳ **Actions** ⚒▾

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:
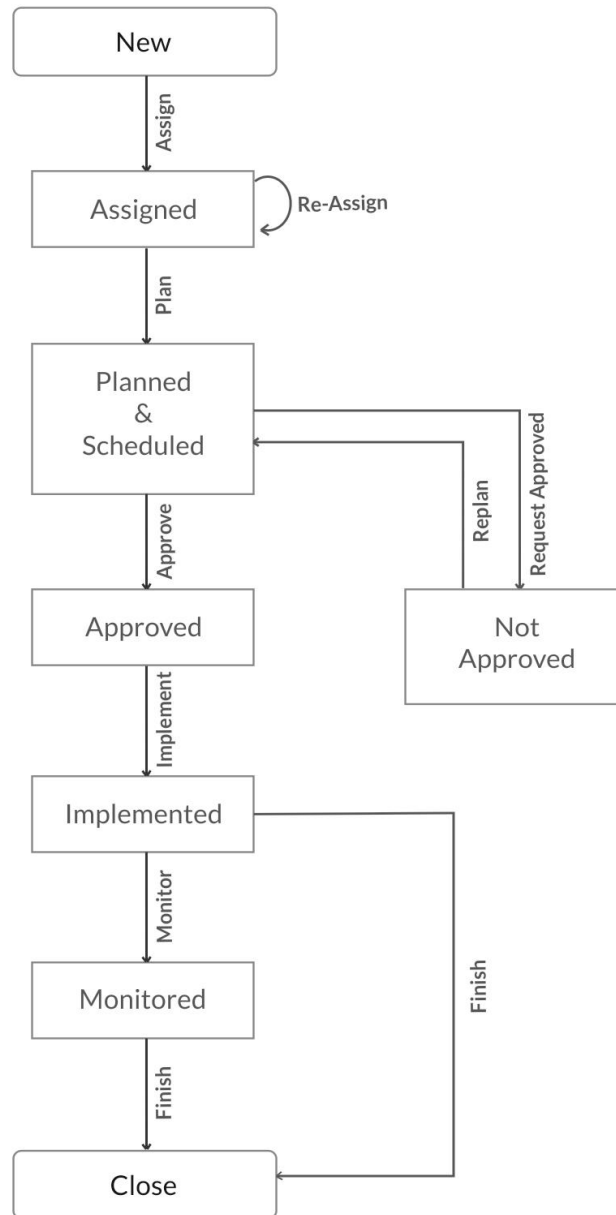
Emergency Change Life Cycle

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.

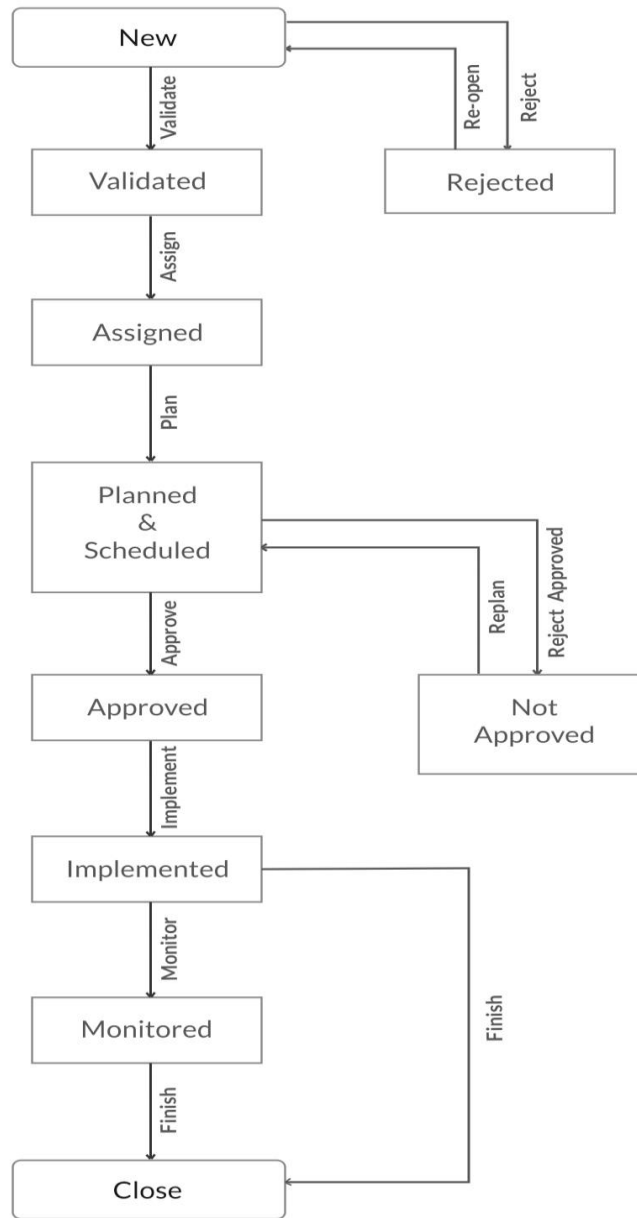**Normal Change Life Cycle**

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.

```
                    ┌─────────────────┐
                    │      New        │
                    └─────────────────┘
                             │ Assign
                             ▼
                    ┌─────────────────┐
                    │    Assigned     │
                    └─────────────────┘
                             │ Plan
                             ▼
                    ┌─────────────────┐
                    │    Planned      │
                    │       &         │
                    │   Scheduled     │
                    └─────────────────┘
                             │ Implement
                             ▼
                    ┌─────────────────┐
                    │   Implemented   │────────┐
                    └─────────────────┘        │
                             │ Monitor         │ Finish
                             ▼                 │
                    ┌─────────────────┐        │
                    │    Monitored    │        │
                    └─────────────────┘        │
                             │ Finish          │
                             ▼                 │
                    ┌─────────────────┐        │
                    │     Close       │◄───────┘
                    └─────────────────┘
```
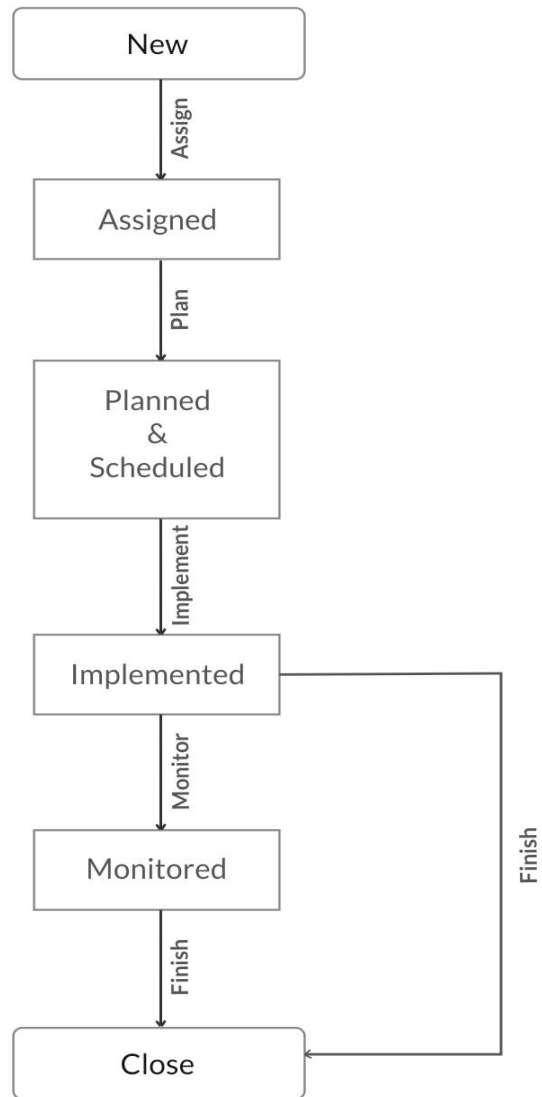
Routine Change Life Cycle

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.

Creation of a new Customer Contract

Create   Cancel

Properties   Contacts   Documents   Services

Name   ⚠

Customer   -- select one --   ▾   🔶 ➕ ⚠

Description
☒

Start date   YYYY-MM-DD   📅

End date   YYYY-MM-DD   📅

Cost

Cost Currency   -- select one --   ▾

Billing frequency

Cost unit

Provider   -- select one --   ▾   🔶 ➕ ⚠

Status   -- select one --   ▾

Contract type   -- select one --   ▾   ➕

Create   Cancel

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.

Creation of a new Delivery Model

Create   Cancel

Properties   Contacts   Customers

Name   ⚠

Organization   -- select one --   ▾   🔶 ➕ ⚠

Description
☒

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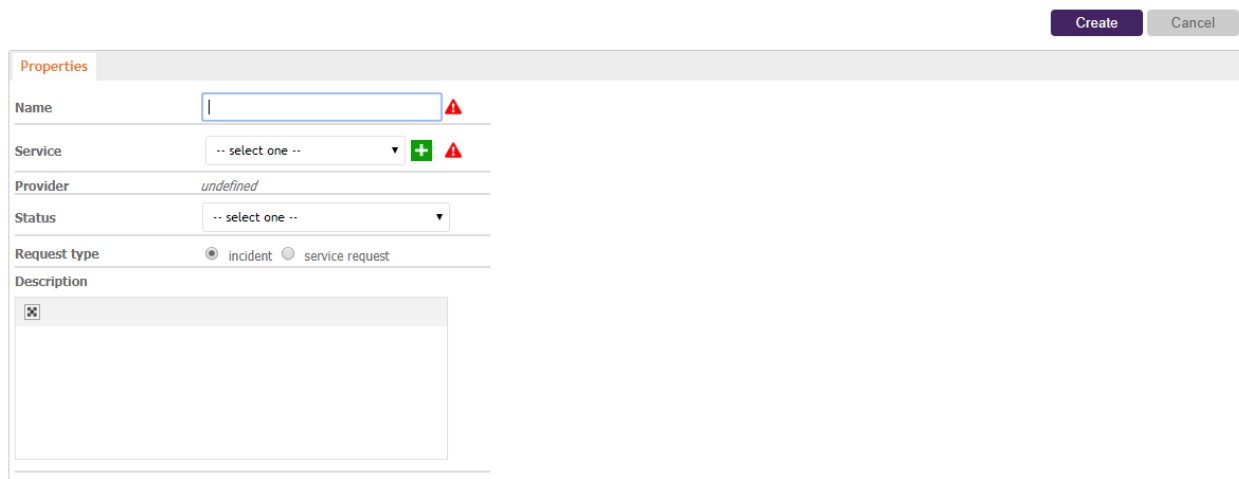
- Troubleshooting
- Order a new server
- Configure a new virtual machine
- Repair a server

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.

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 specialized in 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 will be allocate to that person also.
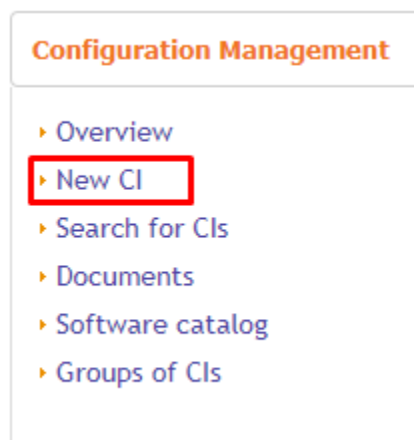
As shown in above image we can create configuration items by clicking on new CI link.

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 list of relationships.

Creating Application Solution

Creation of a new Functional CI

Select the type of Functional CI to create: Application Solution ▼   Apply

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

Creation of a new Application Solution

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).

Creation of a new DB Server

Create   Cancel

Properties | Contacts | Documents | Application solutions | DB schemas | Provider contracts | Services | Active Tickets

Name	[_____]	*
Organization	-- select one -- ▼	*
Status	-- select one -- ▼	
Business criticality	low ▼	
System	-- select one -- ▼	*
Software	-- select one -- ▼	
Software licence	-- select one -- ▼	
Path	[_____]	
Move to production date	YYYY-MM-DD	
Description		

Database Schema

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

Creation of a new Database Schema

Create Cancel

Properties Contacts Documents Application solutions Provider contracts Services Active Tickets

Name	[ ]	*
Organization	-- select one -- ▼	*
DB server	-- select one -- ▼	*
Business criticality	low ▼	
Move to production date	YYYY-MM-DD	

Description

Create Cancel

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.

Creation of a new Middleware

Create   Cancel

| Properties | Contacts | Documents | Application solutions | Middleware instances | Provider contracts | Services | Active Tickets |

Name _____ *

Organization -- select one -- ▼ 🔲 ➕ *

Status -- select one -- ▼

Business criticality low ▼

System -- select one -- ▼ *

Software -- select one -- ▼ ➕

Software licence -- select one -- ▼

Path _____

Move to production date YYYY-MM-DD 📅

Description

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.

Creation of a new Middleware Instance

Create   Cancel

| Properties | Contacts | Documents | Application solutions | Provider contracts | Services | Active Tickets |

Name _____ *

Organization -- select one -- ▼ 🔲 ➕ *

Middleware -- select one -- ▼ ➕ *

Business criticality low ▼

Move to production date YYYY-MM-DD 📅

Description

Mobile Phone

If there is any mobile related issues then we can add perticular 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 -- ▼ [icon] [+] *
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 [icon]
Purchase date	YYYY-MM-DD [icon]
End of warranty	YYYY-MM-DD [icon]

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

[text area]

Network Device

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

Creation of a new Network Device

Create   Cancel

Properties   Contacts   Documents   Application solutions   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 --	

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

More information

Network type	-- select one --	*
Brand	-- select one --	
Model	-- select one --	
IOS version	-- select one --	
Management ip		
RAM		
Rack units		
Serial number		

Other information
Description

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).

Creation of a new PC Software

Create | Cancel

Properties | Contacts | Documents | Application solutions | Provider contracts | Services | Active Tickets

Name		*
Organization	-- select one -- ▼	*
Status	-- select one -- ▼	
Business criticality	low ▼	
System	-- select one -- ▼	*
Software	-- select one -- ▼	
Software licence	-- select one -- ▼	
Path		
Move to production date	YYYY-MM-DD	

Description

PDU

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

▦ Creation of a new PDU

Create   Cancel

Properties Contacts Documents Provider contracts Services Active Tickets

|		
Name		*
Organization	-- select one -- ▾ 🔲 ➕	*
Status	production ▾	
Business criticality	low ▾	
Location	-- select one -- ▾	
Rack	-- select one -- ▾	*
Power start	-- select one -- ▾	
Brand	-- select one -- ▾ ➕	
Model	-- select one -- ▾ ➕	
Serial number		
Asset number		
Move to production date	YYYY-MM-DD 📅	
Purchase date	YYYY-MM-DD 📅	
End of warranty	YYYY-MM-DD 📅	
Description		

RACK

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

Creation of a new Rack

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.

END