Can I reopen an incident once it is closed?

All S&T's support staff have been granted incident master permissions, so they should be able to open closed incidents. This includes anyone's closed incidents. To reopen a closed incident, follow these steps:

1. Load a closed incident.
2. Select Functions => Re-open incident.

A new incident request form appears with a new incident number. The basic details from the old incident are copied to it, and a relationship is created between the new and closed incident.
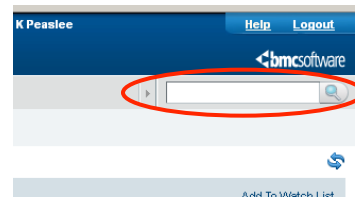
How many ways are there to search incidents?

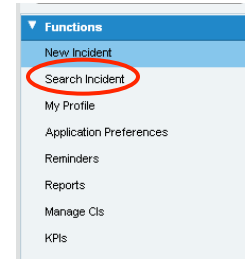There are multiple ways to search for incidents. Here are eight search methods:

1. From the Applications List, select **Incident Management – Search Incident**
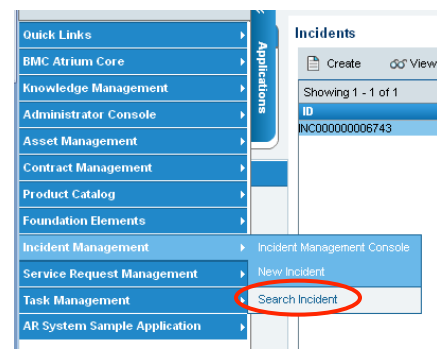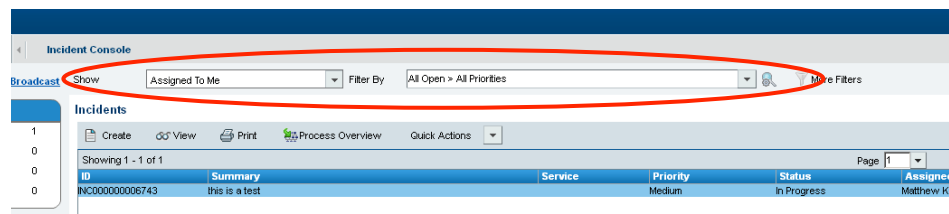

2. From the **Global Search** box

3. From the Incident Management Console Functions menu, select **Functions – Search Incident**


4. From the Incident Management Console **Show** and **Filter By** Fields (**Defined** and **My Searches**)

5. You can create and save your own searches. From the Incident Search window, enter your search criteria, then go to the **Searches** menu (**Run My Searches**, **Run Recent**, **Load My Searches**, **Load Recent**, **Save Search**)
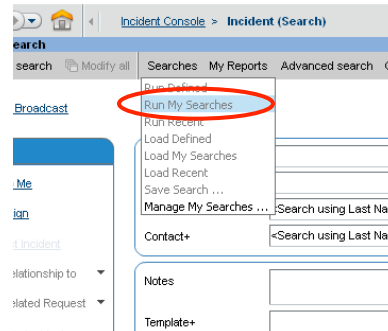
6. Once in the Incident Search window, you can search by Customer Name, Customer SSO (**Login ID** on **People Search**), Customer Employee ID (**Corporate ID** on **People Search**)
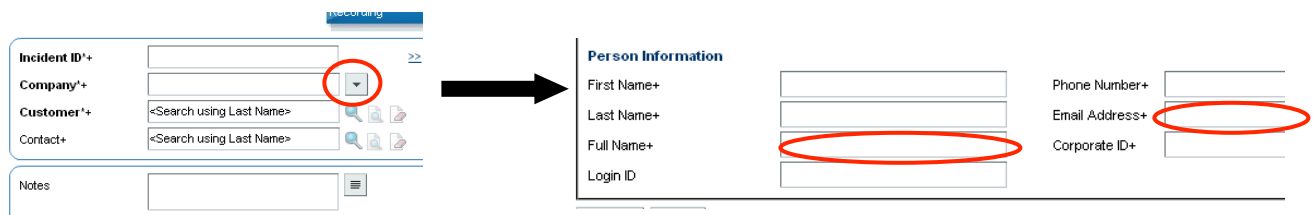
7. From the Incident Search window, you can click on the **Additional Search** tab and search by categories or by the **Request ID** field.
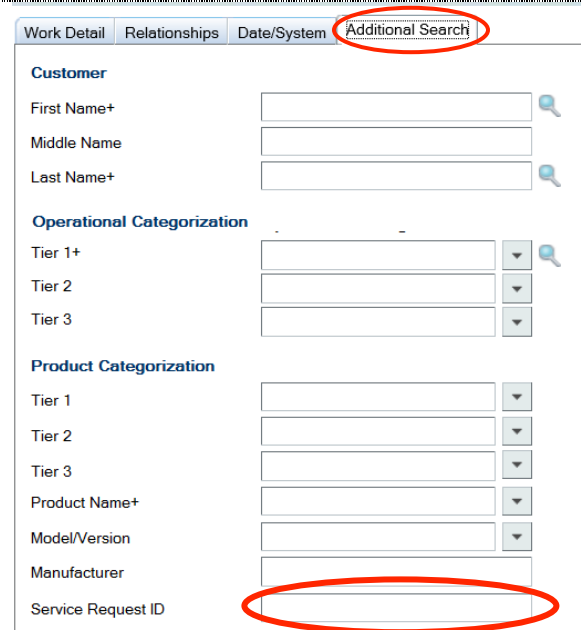
8. From the **Searches** menu on the Incident (Search) Form.

How do I view the notes/work information on an incident?
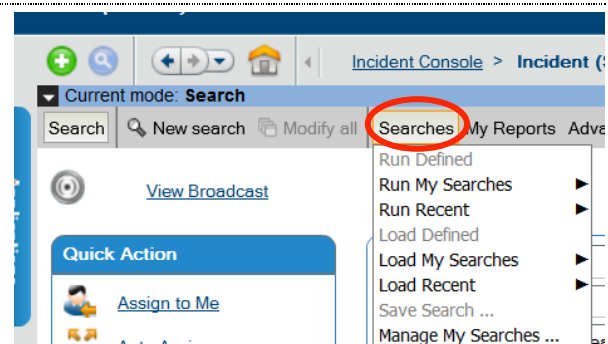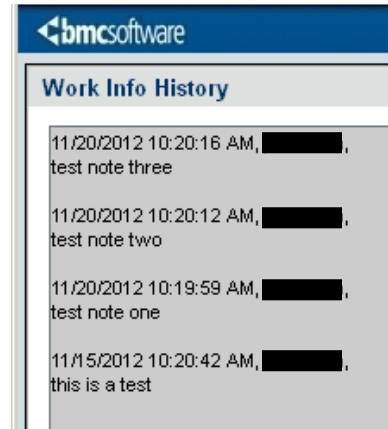In the **Work Detail** tab, you can open each note individually by

clicking on them, or you can click the **History** icon beneath
the **Work Detail** tab to display a diary of all of the notes that
have been made.

How do I view an attachment for an incident?
To view an attachment, select the note and the given attachment and then click on the **Glasses** icon

.The attachment will open.

On attachments, what types of files are allowed? Are there limits?
Files that are allowed by the Outlook Exchange Server and up to 60 Mb in size are can be used as
attachments.

How do I view a task?
To view a task, you must go to Links and select Tasks. (As shown on the
right) Then any task that has been added to the given incident will
appear. Tasks will also appear on the Overview Console for the support   user
they are assigned to.
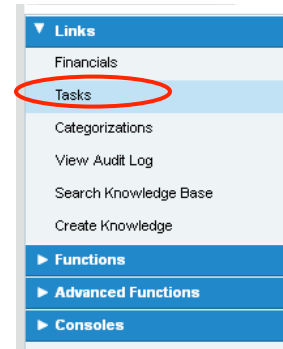
Will I receive an email if I assign an incident to myself?
If you assign an incident to yourself, you will not receive an email. An email is not automatically
generated for self-assigned incidents.

How do I know what the ID numbers are for?
On the Overview Console, and multiple places within ITSM, the field label reads **Request ID**. However,
you need to look at the prefix **INC**, **REQ**, or **WO** to determine whether the ID is referring to an incident,
service request, or a work order, etc.

**Can we set preferences for more than one session in Remedy so that we see different views
simultaneously - one for Assigned to Me and one for Assigned to Groups, etc?**
There is only one set of user preferences per profile, so you can only set viewing preferences for one
session at a time. However, support users do have the ability to have multiple displays of the overview

console appear on their IT home page at the same time. Each overview console can be set with different filters; the caveat is that the filters will reset to default 'assigned to me' on logout/login.

What does the plus sign (+) and the asterisk (*) mean on the field labels?

On field labels with a plus sign (+), the + indicates that there is work flow behind it. Additional functionality is associated with this field. Typically, you access this functionality by pressing **Enter**. For example, you might press **Enter** in a field to access a search dialog box or to perform a search based on the value typed into the field. If a field label followed by a plus sign is also bolded, the field is required. Otherwise, the field is optional.

On field labels bold with an asterisk (*) next to it, the * indicates that the field is required. The field is required to submit and update the form.

Note: If you leave the field blank when you attempt to submit the form, the field is highlighted with a red border.

What happens if a user logs into the wrong site the first time?

Make sure on the first login that users go to the correct site, especially support users, because there is a java script that sets the default home page, and ITSM will redirect the person to this home page at login. For non-support users, the home page should default to the Request Console. For support users, the home page should default to the Overview Console. For example, a support user, logged into request-dev for the first time, and his/her home page was redirected to the Request Console instead of the Overview Console.   Report the issue immediately to the Help Desk if the wrong home page appears at log in.

What is a Service Category?

A service category is groupings used to organize services in the Service Catalog displayed on the SRM Request Entry Screen.

What is a Service Request Definition?

A service request definition (SRD) provides the business details for a service request such as title, description and the specification of the request fulfillment process. SRDs appear as individual service offerings within the service catalog displayed on the SRM request entry screen.

What changes in status will the customer see?

Service Request State	Incident State	Work Order State
Draft	N/A	N/A
Waiting Approval	N/A	N/A
Rejected	N/A	N/A
Planning	Assigned	Assigned
Pending	Pending	Pending
In Progress	In Progress	• Planning • In Progress
Cancelled	N/A	Cancelled
Completed	• Resolved • Closed	• Completed • Closed
Closed	N/A	N/A

Why isn't the create icon and search icon enabled on the Overview Console?
At the Overview Console level, you could be creating or searching for incidents, work orders, changes, problems, assets, etc. Therefore, you must advance down one more level before these icons are enabled.

What does the bold red "sensitive" label appearing after the Customer field label mean?
This label indicates that this particular student is asserting their FERPA right to privacy. Unlike the legacy Remedy environment, ITSM includes directory information for FERPA asserting students. No information concerning this person may be released to anyone without written consent of the student.

Can I log into ITSM Remedy in several places? I received the error "User is currently connected from another machine ARERR 9093. Do you wish to override?" What's this about?
If a user tries to log into ITSM Remedy in more than one location/machine, you will receive this error message. If you want to override the previous log in, click the confirmation to override. Sometimes, the browser will not perform as expected, and you will receive this error message in error. At this point, it is best to completely exit from the system and try logging in again.

Is the S&T Help Desk located in Rolla or Columbia?
The S&T Help desk is located in Rolla on the S&T Campus.

What if a customer does not exist in the system?
Generic types of people have been identified within the system so that the user can select a generic type when a customer's data is not in the system. These generic types include the following:

- Alumni/Former Student
- Parent/Relative of Student
- Visitor
- Prospective Employee
- Prospective Student
- Vendor
- Continuing Education
- Other

If a customer is not in the system, follow these steps:
1. From the Incident Form, click on the Search icon to display the People Search window.
2. In the Full Name field, enter the generic type for the given customer.
3. Click on Search.
4. Select the generic type from the list.
5. Enter the customer contact information in the Notes field.

Will retirees be in the system?
Yes retirees should be listed in the system under the campus at which they were last employed. The generic person 'Other' can also be used when assigning a retiree an alumni status if they do not appear in ITSM.

What is auto assign?
Auto assign assigns the incident based on predefined mapping. Automated assignment can be based on the customer organization, location, operational categorization, or product categorization. If Auto Assign rules are defined, the system automatically determines who to assign to an incident based on

those established rules. For instance, round robin incident assignments can be triggered to ensure balanced work load of a given team.

NOTE: Auto assign is not configured at this time.

Can Searches be dropped to a CSV file?
Yes, you can save your search data into a comma-separated values (CSV) file that allows you to easily retrieve the data into a variety of spreadsheet or database applications.

Can you search for a user ID?
Yes, the Log in ID field on the People Search window allows you to search by user ID, or SSO.

What is Backlog of Incidents?
This option displays the number of incident requests that do not yet have their Status field set to Resolved, Closed, or Canceled.

What is BMC Impact Manager Event?
BMC Impact Manager Event is an option in the reported source drop down menu on the incident form. It indicates that this incident was reported via the BMC Impact Management application. Use of this option is not expected initially.

Can we add a new Tier 1 Operational Category? For instance, Asset Management tried to add "Purchase" or "Procure". No, you must select the category from the drop-down list. To add or edit a category, you will need to go to your manager and request a modification to the categories. This request will be reviewed by the steering committee.

Is there a way to set a panel on the Overview Console to display only Tasks assigned to you?
To configure the Overview console to display the tasks that are assigned to you, follow these steps:

1. From the Applications area of the IT Home Page, select **Foundation Elements => Overview console**.
2. From the Navigation pane of the Overview console, select **Functions => Application Preferences**.
3. In the Application Preferences dialog box, click the **Task Management** tab.
4. From the Show Task menu, select **Yes** and then click **Save**.

Later, if you want to prevent the Overview console from displaying your tasks, then repeat the preceding procedure selecting **No** from the Show Task menu.

How long will the historical data be stored in ITSM Remedy?
The ITSM steering committee is still finalizing this timeframe, but they have requested that data be stored for two years on the live system.

Why does the customer have a different number from the IT support staff for a given incident?
A service request can initiate more than one type of request. It can create an incident or a work order. The service request does not have a one-to-one correspondence with the incident; therefore, it cannot be the same number.

Why use templates?
For commonly occurring incidents, a template is recommended. A template will help ensure accuracy and completeness. It also ensures consistency in the way information about the incident request is captured.

How do I request a template?
You will need to go to your manager to request a template for commonly occurring incidents. A template request form and process has been defined and provided to all IT management.

If you create relationships for incidents, do you have to update all related incidents? If you update one related incident, will it automatically update the other related incidents?
When you define a relationship between the current incident request record and another record, the other record might already have one or more records related to it. To more thoroughly document all the record relationships, you can choose to relate the other record's related records to the current incident request record.

Can the user reopen a request?
A non-support user can re-open a service request by clicking the Reopen button at the bottom of the Request Entry screen that appears when a completed request is highlighted.

Can you use the mouse wheel versus clicking on the arrows?
You should be able to use the mouse wheel or click on the arrows for the drop-down menus and lists.

Can you have multiple incidents open on the screen at one time?
Yes, you should be able to open multiple tabs/windows. If you press the Shift key and then click a record entry in the console or in any search results table, the record opens in a second window. Also, if you hold the Shift key and click a link, button, and so on, the form or dialog box associated with the link or button opens in another window.

Note: If there is a record in the history list that you want to open in a second window, press the Shift key and then *double-click* the entry.

What's the difference between a fixed and floating license?
IT Support users are assigned one of the two write license types: Fixed or Floating.
Fixed – A fixed license is associated with a user login id and is reserved for that user. The fixed license never times out; however, everyone is subject to the 90-minute mid-tier session timeout.
Floating – Users set up to acquire floating licenses are assigned a read license when they first log in. On the first (search, modify, create) action (pretty much concurrent with login), AR system looks for a floating license to assign them. If there are none, a notification is displayed and the user is limited to read-only activity. Otherwise, a floating license is assigned to that user until the license times out after

60 inactive minutes or the person logs off. Floating licenses are served up on a first come first served basis.

TIP: If you walk away from the system, be sure to save your work/data. Otherwise, you might lose your data.

Note: Proper log out means clicking log out **AND** closing all browser windows related to a particular session or completely navigating away from the mid-tier (ITSM).

Can you view or update another user's Watch List?
The Watch List provides a separate area where you can place records that you particularly want to monitor. You can use the Watch List to track an incident request record throughout its lifecycle, even if it is reassigned to a group that you do not belong to. After you add an incident request record to the Watch List, it stays there until you remove it.   However, you can only view your Watch List that you established; you cannot view another user's Watch List, as it's tied to his/her profile.

How can I see who has initiated an incident if it wasn't the customer? Is this information captured?
The submitter of an incident can be viewed by loading the incident in the incident form, clicking the Date/System tab in the informational area of the incident and reviewing the Submitter field under the System Information section. The submitter's login id will be listed there.

How difficult would it be to add columns, such as Last Modified date? (Can we match today's columns?)
This is not something a support user can set in their profile. This would be very difficult.

How can I look up Tasks and the work done on Tasks?
To configure the Overview console to display tasks, follow these steps:

1. From the Applications area of the IT Home Page, select **Foundation Elements => Overview console**.
2. From the Navigation pane of the Overview console, select **Functions => Application Preferences**.
3. In the Application Preferences dialog box, click the **Task Management** tab.
4. From the Show Task menu, select **Yes** and then click **Save**.

Later, if you want to prevent the Overview console from displaying your tasks, then repeat the preceding procedure selecting **No** from the Show Task menu.

To view tasks associated with a given incident, click on Tasks from the Incident Management Console. When Details is showing, click Show Tasks.

Can we change a task to an incident?
No.

Is there a way to track who assigned an incident?
Yes, open the incident in the Incident form. Under the Links area, click View Audit Log. The Incident Audit Log will appear. Select Assignment from the Audit Type drop down. The left pane of the log shows

the audit entry date, the fields changed, and who changed them. The right pane shows the actual changes made to the change values.

What's the difference between Unassigned and Unacknowledged?
Unassigned incidents have not been assigned to anyone. However, Unacknowledged means the incident was assigned, but was never worked.

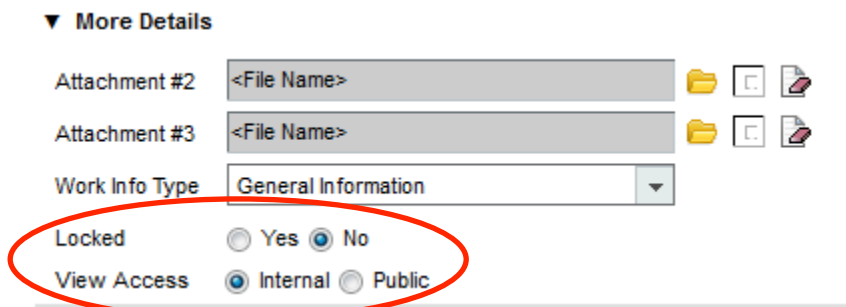**How do I send information back and forth to the customer within the system?**
There are two options for communicating with the customer within the system:

Option 1 – Add Notes in the Work Detail for the Customer to View

1. Select the incident, and click on the Work Detail tab.
2. Click in the **Notes Field** on the right hand side of the screen.
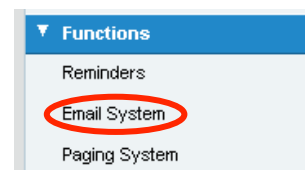
3. Add the desired text to the **Notes** field.
4. Click on the More Details arrow.

5. Make the record viewable to the customer by selecting the **Public** radio button next to **View Access**.

6. Click **Add**. The Note is added to both the Incident and the Service Request.
7. Click **Save**.

Option 2 – Send an Email to the Customer within Remedy

1. Select the given incident.
2. Click on the Functions menu on the left-hand side of the window.
3. Select Email System. (As shown on the right)

4. When the Email System window appears, enter your data as needed in the **Email Subject Line** and **Email Message Body**.

Note: The Customer populates in Internet Email field, and the Incident # populates in the Subject Line.

5. Click on the **Send Email Now** button. A dialog box appears stating the email has been sent.

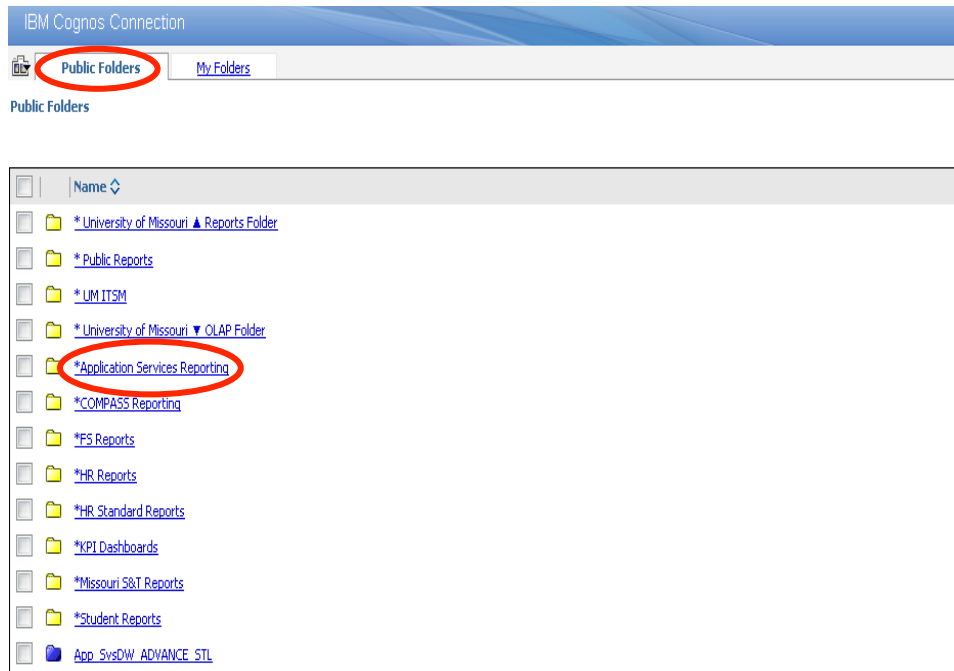**How do I access Cognos and search for old ticket data?**

1. Log in at https://reports.umsystem.edu.

2. Enter your email address in **Username** and your **password** and click on **Login**.

3. Select **Public Folders** and **Application Services Reporting**.

4. Click on **Remedy**.
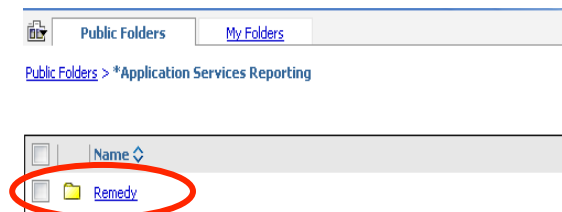
5. Click on **TicketEntry**.
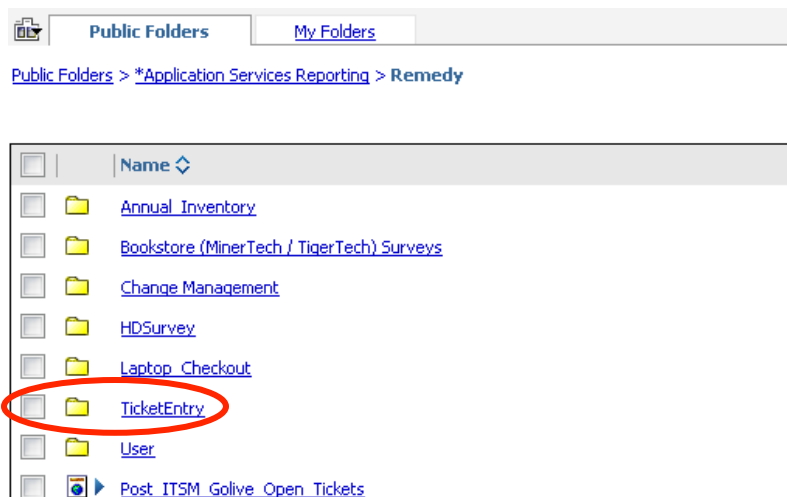
6. Select **Legacy Remedy Ticket Search** report (about halfway down the page).
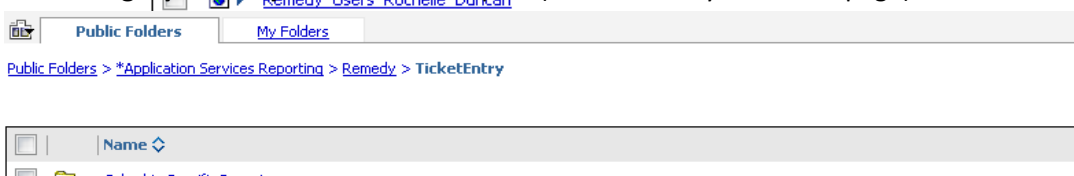
7. Enter as much information as you can about the ticket(s) for which you are searching.
   Note: All fields are optional, but the results will be much easier to navigate if several fields are selected.
8. Click **Finish** to view the results
9. Click a ticket number to view more details about that ticket.