

Capstone Project: Task 1 Solution

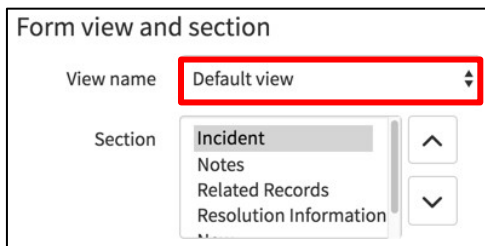
Update Incident Management

Instructions: Modify the Incident form so that it can support a new process for troubleshooting technical issues reported by Strawberry sFone users. To enable this, you will need to create a new field, configure the default view of the Incident form, and add a new choice (sFone) to the Category field.

Note: Refer to Module 3: Configure Applications for Business

A. Create a New Form Field

1. Create a new field and add it to the Default view of the Incident form.
2. Navigate to **All > Incident > Create New**.
3. Select the **Additional Options Menu**, then select **Configure > Form Layout**.
4. Ensure Default view is selected in the View name choice field under the Form view and section.



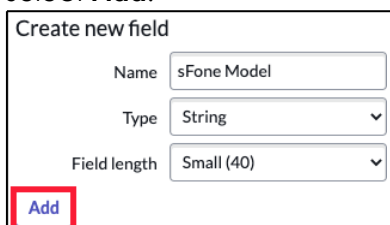
Form view and section

View name: Default view

Section: Incident

5. Under the **Create new field** section, populate the properties as follows:
 - Name: **sFone Model**
 - Type: **String**
 - Field length: **Small (40)**

6. Select **Add**.



Create new field

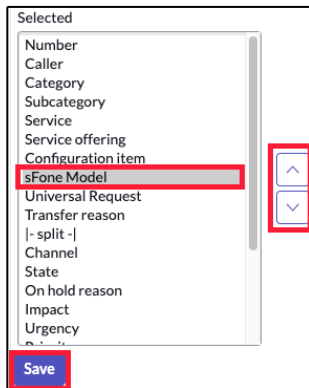
Name: sFone Model

Type: String

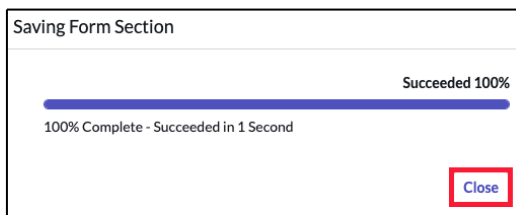
Field length: Small (40)

Add

7. Move the **sFone Model** field up under **Configuration item** in the **Selected** column.



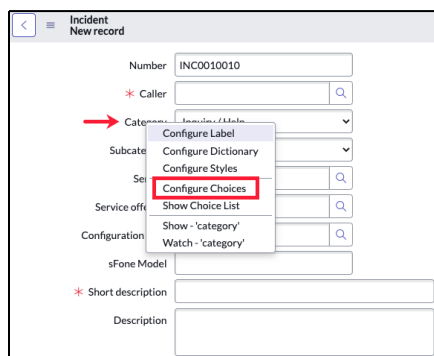
8. Select **Save**.
9. Select to **Close** the Saving Form Section message.



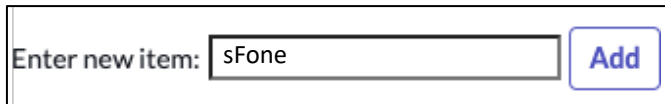
B. Add a Choice Field Option

Add a new choice value to the **Category** field.

1. From the Incident record, right-click on the **Category** field label.
2. Select **Configure Choices**.

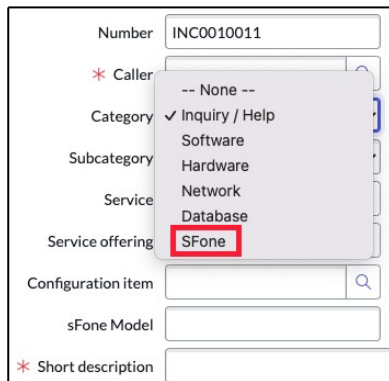


3. Type **sFone** into the **Enter new item** field.



Enter new item:

4. Select **Add**.
5. Select **Save** to return to the incident record. Confirm the **sFone** choice appears last on the list for the **Category** field.



Number:

* Caller:

Category: (Dropdown menu open showing: Software, Hardware, Network, Database, **sFone**)

Subcategory:

Service:

Service offering:

Configuration item:

sFone Model:

* Short description:

C. Create a Non-P1 sFone Incident

Create a Non-P1 sFone Incident to put your form changes into action.

1. Navigate to **All > Incident > Create New**.
2. Populate the form with the following properties:
 - Caller: **Megan Burke**
 - Category: **sFone**
 - Short Description: **My sFone will not turn on.**
3. Select **Submit**.

TASK VERIFICATION

1. Verify that the new sFone category choice and sFone Model field appear on the Default View of the Incident form.

The screenshot displays a portion of the Incident form. The fields shown are: Number (INC0010014), * Caller (with a search icon), Category (dropdown menu showing 'SFone'), Subcategory (dropdown menu showing '-- None --'), Service (with a search icon), Service offering (with a search icon), Configuration item (with a search icon), and sFone Model (text input field). The 'Category' dropdown and the 'sFone Model' field are highlighted with red rectangular boxes.