

An Incident or a Service Request?

An Incident is an unexpected disruption or reduction in the quality of IT Service. For example, you face WiFi connectivity issue or website/application is down or you require a password reset, you will log an Incident ticket.

A service request is logged when you require a pre-defined service from the Service Request Catalog. For example, you require access to an application or install a licensed software, you will log a Service Request. For information on how to log a Service Request, refer the Service Request Quick Reference Guide.

Process Flow

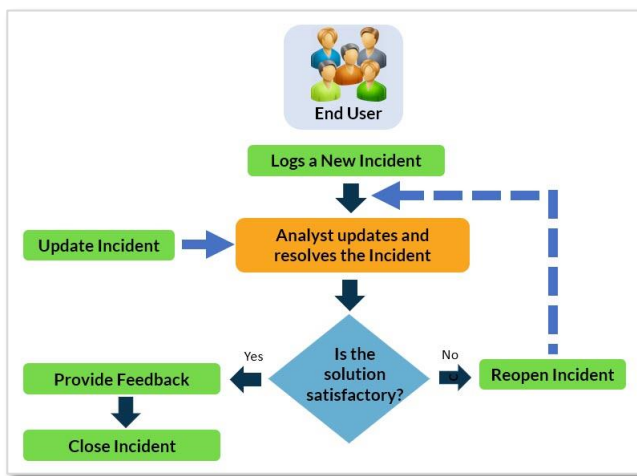


Figure 1: Process Flow - Incident

Access Incident Module

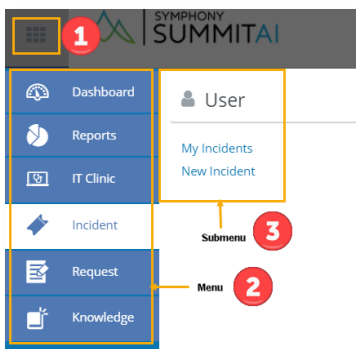


Figure 2: Menus and Submenus

Log an Incident

Navigation: Click on the **Incident** module and under the **User** section, select **New Incident**. On the **New Incident** page, specify the **Symptom** (1), **Description** (2) and other required fields and click **Submit** (3). (Refer to figure 3)

Alternatively: Click on the **Dashboard** and under the **USER DASHBOARD** tab, click on the **NEW INCIDENT**.

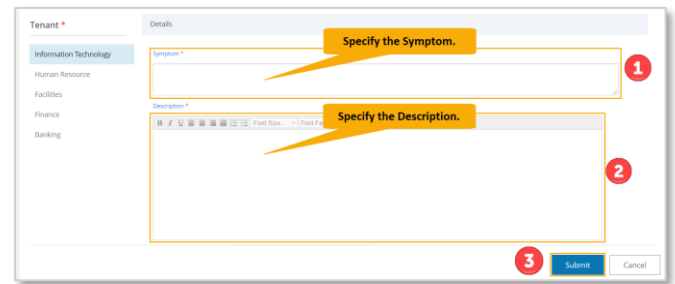


Figure 3: Details page

Search an Incident

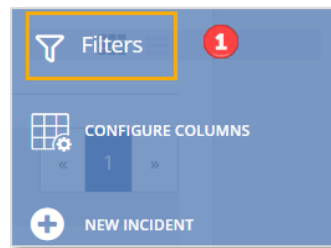


Figure 4: Filters icon

Navigation: Click on the **Incident** module and under the **User** section, select **My Incident**. On the **My Incident** page, select **FILTER** icon (1) under the action panel section on the right side. Provide the search criteria (2) and click **Submit** (3). (Refer to figures 4 and 5)

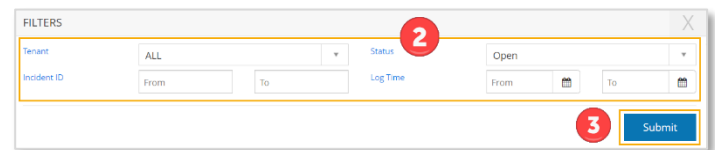


Figure 5: FILTERS pop-up page

Update an Incident

Navigation: Click on the **Incident** module and under the **User** section, select **My Incident**. On the **My Incident** page, select the **Incident ID** (1), upload **New Attachment** (2), and provide **Additional Information** (3). (Refer to figures 6 and 7)

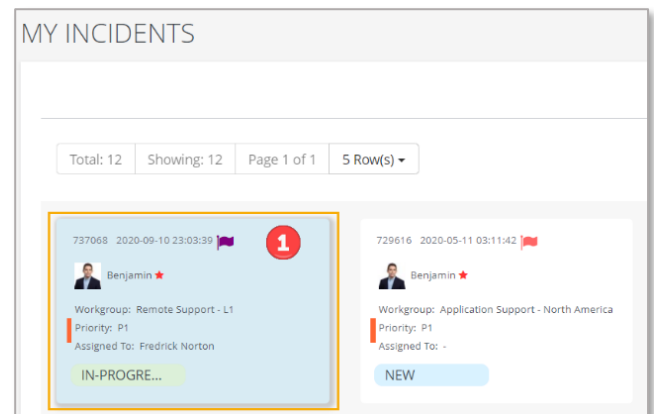


Figure 6: MY INCIDENTS list page

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Quick Reference Guide (Incident Management)

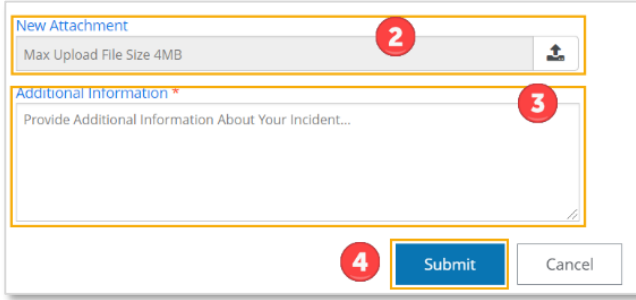


Figure 7: Update Incident details

Cancel an Incident

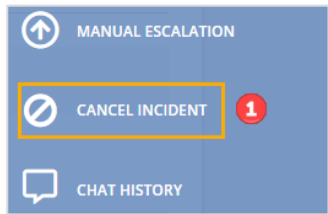


Figure 8: CANCEL INCIDENT icon

Navigation: Click on the **Incident** module and under the **User** section, select **My Incident**. On the **My Incident** page, select the **Incident ID**, and click on the **CANCEL INCIDENT** icon (1) under the action panel section on the right side. Specify the Cancellation Remarks (2) and click **Submit** (3). (Refer to figures 8 and 9)

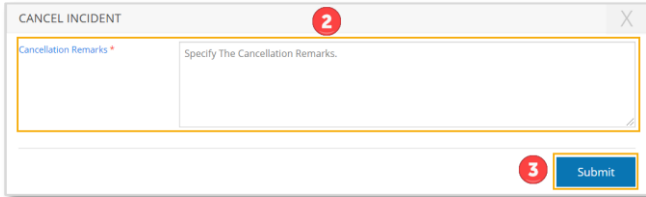


Figure 9: CANCEL INCIDENT pop-up page

Reopen an Incident

Navigation: Click on the **Incident** module and under the **User** section, select **My Incident**. On the **My Incident** Details page, select the required **Issue Id** (1) of the resolved Incident and click the **REOPEN INCIDENT** icon (2) on the action panel section on the right side. Specify the Reopen Remarks (3) and click **Submit** (4). (Refer to figures 10 to 12)

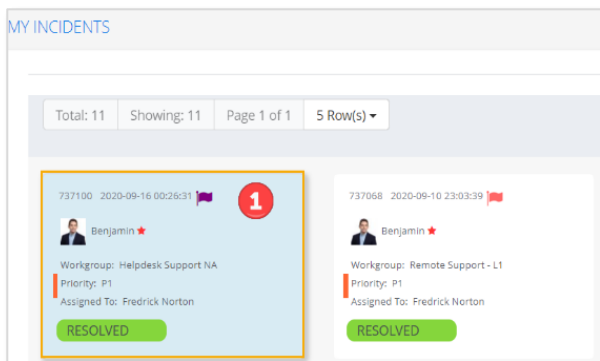


Figure 10: MY INCIDENTS list page

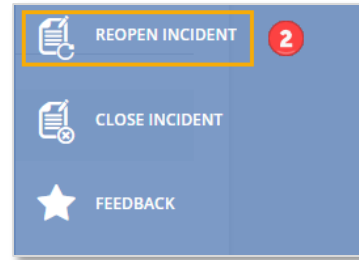


Figure 11: REOPEN INCIDENT icon

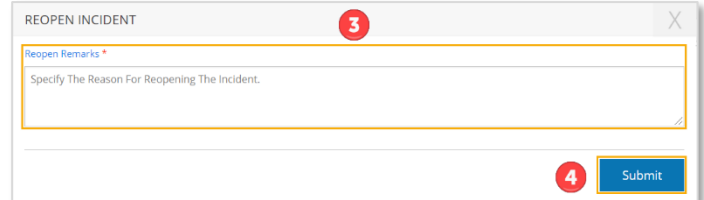


Figure 12: REOPEN INCIDENT pop-up page

Provide Feedback

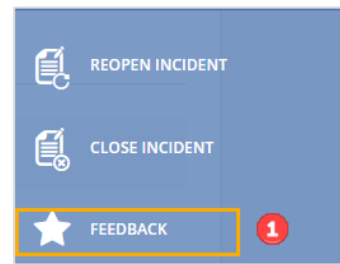


Figure 13: FEEDBACK icon

Navigation: Click on the **Incident** module and under the **User** section, select **My Incident**. On the **My Incident** Details page, click the required **Issue Id** of the resolved Incident and click on the **FEEDBACK** icon (1) on the action panel section on the right side. Provide your feedback (2) and click **Submit** (3). (Refer to figures 13 and 14)

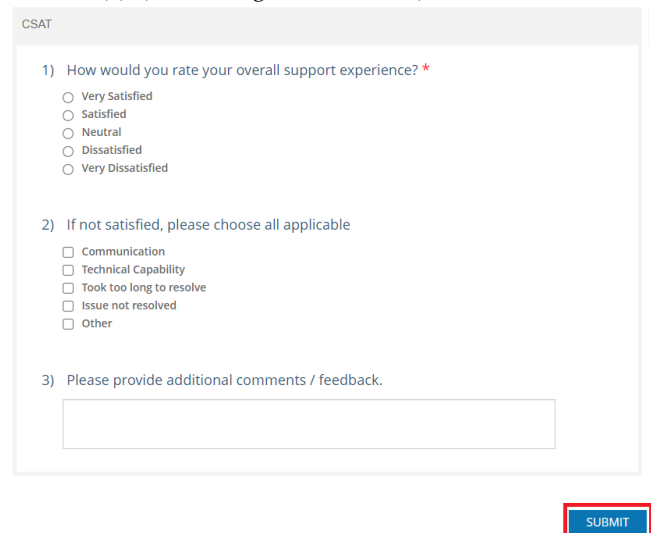


Figure 14: FEEDBACK pop-up page

Alternatively: Post resolved of an Incident; end user receives a pop-up notification. The user can provide the feedback in the pop-up window.

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Note: This Quick Reference Guide summarizes the default privileges assigned to the End Users.