

# Welcome to the EITSM 2.0 Training!

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- We will begin at the top of the hour.
  - Audio will be provided via DCS only.
  - An audio check will be conducted 10 & 5 minutes prior to the session.
- We are taking roll call for today's training sessions. Once signed in, please type the base or unit you are representing into the chat window.
  - If additional users are present with you, please type their names into the chat window.
- If you experience audio issues during the session, please use the chat window to alert the Session Presenter & Monitors.
  - A recording of this session will be available next week and a full script will be available in the slide deck.
- If you have feedback or ideas for training, please email [690NSS.DOS.StrategicComm@us.af.mil](mailto:690NSS.DOS.StrategicComm@us.af.mil)

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CFP Training #17 - Feb 7 & 9 - 1

- Welcome to the EITSM 2.0 Training Session
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- We can't improve without you! If you have feedback or ideas for training, please email the Strat Comm Org Box at [690NSS.DOS.StrategicComm@us.af.mil](mailto:690NSS.DOS.StrategicComm@us.af.mil)

# Rules of Engagement

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- The focus of this forum is to communicate current and future enterprise level changes affecting CFP interaction with the 690 NSS, not individual incidents or local practices that cannot be scaled to the entire AFIN.
- Complaints and questions about specific incidents or topics outside the scope of the session's agenda will not be addressed in this forum.
- Due to the potential volume of questions, not all may be answered during the session; those not answered may be addressed via email after the session to [690NSS.DOS.StrategicComm@us.af.mil](mailto:690NSS.DOS.StrategicComm@us.af.mil)
- **Disclaimers:**
  - The views presented in the chat sessions are solely those of its author and do not represent the views of the 690 NSS.
  - If clarification is needed on an item, a Subject Matter Expert (SME), Session Monitor or Presenter will address the item.

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CFP Training #17 - Feb 7 & 9 2

- Before we get started, here are today's rules of engagement:
- The focus of this forum is to communicate current and future enterprise level changes affecting CFP interaction with the 690 NSS, not individual incidents or local practices that cannot be scaled to the entire AFIN.
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# Hosted by 690 NSS

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- **Presenters & Moderators:**

- Ms. Nichol Leonen
- Mr. Florencio "Armando" Valdez
- Ms. Jessica Valdez

- **SMEs:**

- AF EITSM Administrators
- 690 NSS Procedures Team

- **Materials presented during the DCS will be available on**

- <https://org1.eis.af.mil/sites/67cw/690cog/690%20NSS/SS/Enterprise%20Training>
- <https://www.milsuite.mil/book/docs/DOC-337985>

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CFP Training #17 - Feb 7&8-2013

- This session is hosted by the 690 NSS.
- I'll be your presenter today. My name is \_\_\_\_\_ and I work as a \_\_\_\_\_ in the \_\_\_\_\_ section of the 690 NSS.
- On the session with us, we have our moderators : \_\_\_\_\_ & \_\_\_\_\_
- Additionally, we have SMEs from:
  - AF EITSM Administrators
  - 690 NSS Procedures Team
- The material that we present to you today will be posted on the Strat Comm SharePoint.



# Transitioning to EITSM 2.0 Remedy 8.1

## CFP Training Session #17

February 7 & 9, 2017

690 NSS

EITSM 1.0 | EITSM 2.0 | Incident Console | Walkthrough | Training

CFP Training #17 - Feb 7 & 9 4

- Welcome to CFP Training Session #17!
- Today we will discuss Transitioning to EITSM 2.0, Remedy 8.1

# Overview

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- EITSM 1.0
- EITSM 2.0
- Incident Console Differences
- Walkthrough
- Training & Resources



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CFP Training 6.0 - Feb 28, 2019

## Overview

- First, we will discuss how we will transition from 1.0 and highlight what will stay the same as our existing processes. We will also identify the manual actions you may need to take for this transition.
- Next, we'll highlight the changes we'll see in 2.0 such as the Overview Console and Customer Information fields.
- Afterwards, we'll dig deeper into EITSM 2.0, we'll discuss key differences in the Incident Console.
- Once we have a good grasp on the particulars, we'll dive into a simple walkthrough of submitting a ticket.
- Lastly, we'll review Training and Resources that are available to all users before we begin our Q&A session.

# Transitioning from EITSM 1.0 to 2.0

- Transitioning from EITSM 1.0 (Remedy 7.1) to EITSM 2.0 (Remedy 8.1) on February 18, 2017.

- URL: <https://eitsm2.us.af.mil>

- Single Sign-On (SSO) enabled

- 1.0 link will be available on the 2.0 Quick Links

- Full write access so that users can continue working existing tickets
    - Users will not be able to create new tickets on 1.0.



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- We will be transitioning AFNET-wide from EITSM 1.0 to EITSM 2.0 on Date TBD
- On that day, you'll be able to access the new interface at <https://eitsm2.us.af.mil>. So as of that day, all new Remedy Tickets will be created on EITSM 2.0.
  - Similar to 1.0, this will be single sign on (SSO) enabled.
- There will be a link for 1.0 on the 2.0 home page by selecting Applications>Quick Links>EITSM 1\_0.
- This will allow users to close out existing tickets.
- Users will not be able to create new tickets in 1.0.

# Things that will stay the same

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EITSM 1.0

EITSM 2.0

Incident Console  
Walkthrough

Training

## ▪ User Account Permissions

- Application Permissions\*
- Access Restrictions
- Support Groups

## ▪ To modify or create new accounts, submit a ticket to

Support Company*	AFNET EITSM
Support Organization*	CSCS
Assigned Group*+	Remedy Account Management



Use the “Remedy Account” template

\*Application permissions are granted based upon Support Group membership

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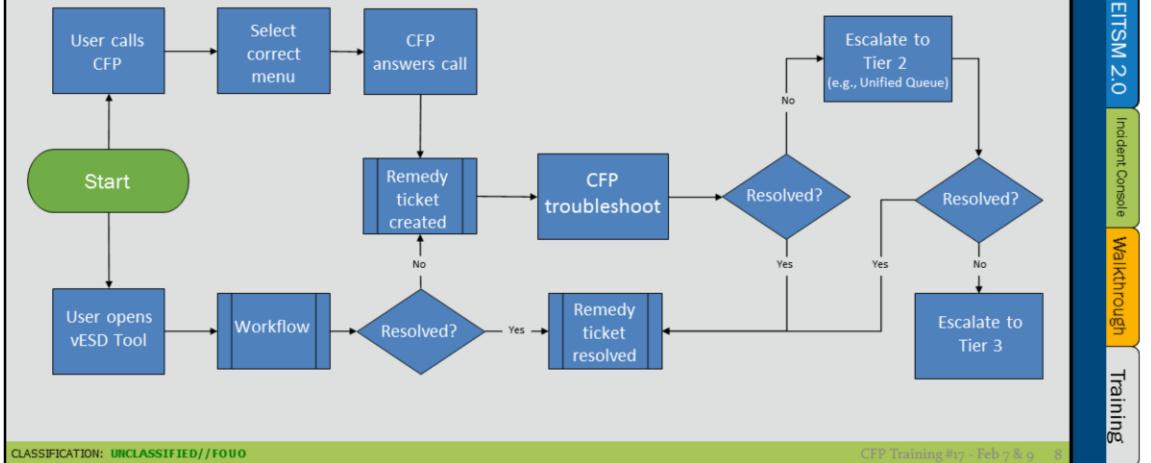
CFP Training #1 - Feb 7 & 9

Let's take a moment to discuss things that will stay the same.

- User Account Permissions will stay the same.
- This means that any applications you had access to in 1.0, such as the Incident Console or Change Console, will carry over to 2.0.
- Your access restrictions, which are the queues you are able to view and route to, will stay the same. General Users will only have access to their base whereas CFPs will have base, AFNET EITSM and 690 NSS.
- Lastly, your support groups, or the queues that you are able to work, will remain the same.
- To modify or create new accounts, submit a Remedy Ticket to AFNET EITSM>CSCS>Remedy Account Management.
- **As a reminder** – Use the “Remedy Account” template to submit the request.

# Things that will stay the same

## Incident Management Process



- Shown here is an abbreviated version of the Incident Management Process in regards to Remedy.
- With the transition to 2.0, Remedy will still be the means that we transfer incident tickets to the various tiers.
- vESD will also continue to generate and auto-assign Remedy tickets to the Comm Focal Point. From there, the CFP may troubleshoot the ticket directly or route it to either local CSTs or Tier 2 Unified Queues for processing.

# Manual Actions

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EITSM 1.0

EITSM 2.0

Incident Console  
Walkthrough

Training

- **The following will not be migrated:**

- Reports
- Saved Queries & Searches
- Custom Templates\*

- **Users must save a copy of these items and re-create them in 2.0**



Err on the side of caution,  
complete these items ASAP

- \* Enterprise Templates have been created.  
Please review prior to requesting a custom template

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CFP Training 6.0 - Feb 9, 2017

- Now that we discussed some items that will stay the same, let's look at some manual actions that you will need to take in order to complete your transition to 2.0.
- The following will **not be migrated**:
  - Reports
  - Saved Queries and Searches and
  - Custom Templates
- Users must save a copy of these items and recreate them in 2.0. Please do not delay. Access to 1.0 will be limited
  - Err on the side of caution and complete these manual actions as soon as possible. The timeframe is dependent upon operational security concerns.
- **Note:** Enterprise Templates have been migrated over. Please ensure you review the available templates before requesting any custom ones. When requesting a custom template, please ensure that it follows the same format as an enterprise template and that there isn't an existing template that covers the same issue.

# Accessing 2.0

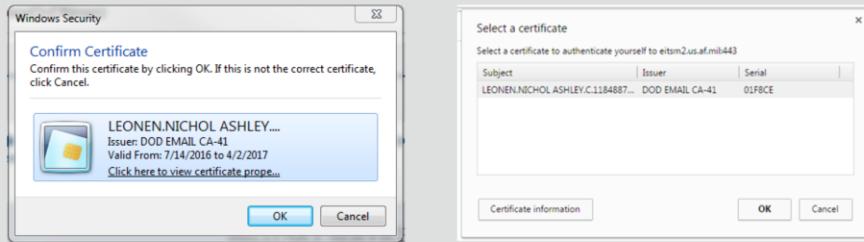
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EITSM 1.0

EITSM 2.0

Incident Console Walkthrough

Training



- URL: <https://eitsm2.us.af.mil/>
- Always select your email certificate
  - EITSM 2.0 does take into account dual CAC/role accounts

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CFP Training 61 - Feb 28-9-10

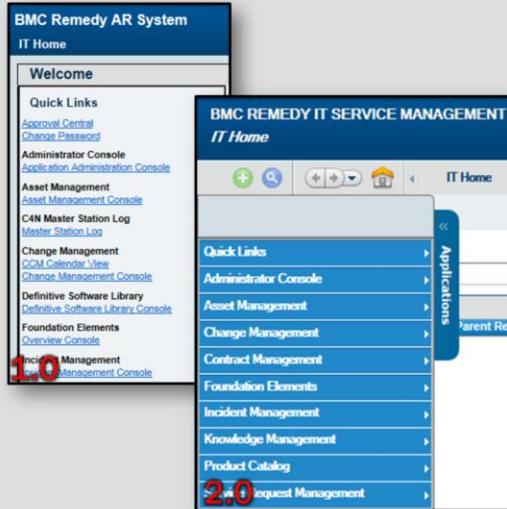
- Now that we covered things that will stay the same and manual actions you'll need to take, let's look at items unique to EITSM 2.0
- To access 2.0, please visit <https://eitsm2.us.af.mil>
- Don't forget to update your bookmarks for this link.
- Upon accessing the site, always select your email certificate. In most cases, the site will prompt you with only this certificate.
- In the past, we've had a lot of questions regarding remedy access for dual CAC/role users. Provided that the user selects the correct CERT for the account they are trying to log into, they will access the correct account/role.

# Applications List

- Applications List moved from IT Home page to a tab

- Click on the Applications tab to view

- Viewable modules are dependent on user's permissions
- Some modules are not in use yet (i.e., Knowledge Management)



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CFP Training 617 - Feb 7 & 9 - 11



- So after you've successfully logged in, right off the bat you'll see a different home page.
- Rather than the AF logo and a Quick Links bar, you'll see a collapsible Applications Tab.
- Click on the Applications Tab to see what you have access to.
- For those who need to access 1.0, it will be found under Quick Links.
- While you are using Remedy, you can easily switch back and forth between consoles using the Application Tab.
- Please note that the viewable modules are dependent on a user's permissions and some modules are not in use yet such as Knowledge Management.

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# Overview Console

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**▪ Customizable Dashboard**

- Overview Console<sup>^\*</sup>
- Change Console
- Incident Console
- Incident Watch List
- All Open Incidents by Status & Priority\*
- Total Open Changes by Priority\*

<sup>^</sup> Default  
\* Shown on slide

Priority	Count
Critical	1
High	46
Medium	50
Low	1

Status	Critical	High	Medium	Low
Assigned	1	1	1	286
In Progress	1	1	1	10

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CFP Training Day - Feb 28, 2013

- The next thing you'll notice as soon as you log into EITSM 2.0 is the Overview Console. This is a customizable dashboard that allows you to view multiple consoles at a glance.
- By default the Overview Console will display your open incidents, tasks and changes. In our screenshot, this is the upper left corner.
- Also shown on the slide, we have "**Total Open Changes by Priority**" in the lower left console. At the right, I have "**all open incidents by status and priority**". If I wanted to, I could further refine this data by filtering it by company or base.
- Listed here are other consoles that you can add to your Home Page. Please note that the data reflected in these dashboards will only show incidents or changes that you have the correct Access Restrictions to see.
- For more details on how to customize your dashboard, a video link is included towards the end of this presentation.

EITSM 1.0

EITSM 2.0

Incident Console  
Walkthrough  
Training

# Customer & Contact Information

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Customer & Contact Information has been simplified

- Search by Last Name

- or -

- Click Search to open People Search

1. Search by Corporate ID (EDIPI)
2. Select entry from results

A screenshot of the EITSM 1.0 interface. A search bar contains the name 'Leonen'. Below it is a list of results: 'Leonen (janice.leonen@us.af.mil/Janice)', 'Leonen (nichol\_ashley.leonen.1 ctr@us.af.mil/Nichol ashley)', 'Leonen (ronnie.leonen.1@us.af.mil/Ronnie)', and 'Leonen (ryan.leonen@us.af.mil/Ryan)'. There are also 'Add' and 'Edit' buttons.

A screenshot of the EITSM 2.0 People Search window. It includes sections for 'Organization Information' (Company, Organization, Department), 'Location Information' (Region, Site Group, Site), and 'Person Information' (First Name, Last Name, Full Name, Phone Number, Email Address). A red box highlights the 'Corporate ID+' field, which is empty. Below the fields are 'Search' and 'Clear' buttons.

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CFP Training 601 – Feb 28, 2013

EITSM 1.0

EITSM 2.0

Incident Console  
Walkthrough

Training

- Customer and Contact Information has been simplified.
- Rather than the previous 13 fields that were available for both Customer and Contact Information, it has been replaced by 1 field in 2.0.
- One way that you can search is by last name. Nichol has an uncommon last name, so when we search by her last name, only a few results populate and we're able easily select her account.
- A second way to search is to open the People Search window by clicking the customer search icon
- In the People Search window, input a User's EDIPI into the Corporate ID field. Here we have highlighted "Corporate ID field"
- A result will populate underneath. Select the result to populate this user into your ticket.

# Customer & Contact Information

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- Hover next to the Customer or Contact field to view more information

- Account is linked to Active Directory



Any changes to user info should be completed via MyGAL or IAO Express

- Customer and Contact tabs must be filled out for each incident

- Customer = person requiring the work
- Contact = person requesting the work, or acting as the POC
- Occasionally these are the same person

Customer*	VIP	Bird, Eric C			
Contact*		Leonen, Nichol ashley C			

Name:	Leonen, Nichol ashley C
Corporate ID:	1184887084
Phone:	###
Email:	nichol_ashley.leonen.1 ctr@us.af.mil
Site:	
Address:	
Time Zone:	

EITSM 1.0

EITSM 2.0

Incident Console

Walkthrough

Training

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CFP Training 617 - Feb 18-2014

- So what happened to those other fields?
- If you hover next to the Customer or Contact field, you'll be able to view more information.
- Similar to EITSM 1.0, Remedy Account information is linked to the user's account in Active Directory. Any changes to the user's information should be completed via View/Update MyGAL on the ESD Portal or through IAO Express.
  - MyGAL (<https://esd.us.af.mil/esdportal/MyGAL.aspx>) will point users to the correct resources such as User Self Help or DEERS/RAPIDS
  - Please contact a Cybersecurity Liaison to make modifications via IAO Express
- Customer and Contact Tabs must be filled out for each incident.
- The Customer is the person that requires the work while the contact is the person that is requesting the work or acting as the POC.
- Occasionally these are the same person.

# Data Changes

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- Support Company is found by MAJCOM rather than INOSC EAST & INOSC West

- AETC>Lackland AFB

- 690 NSS will be found under 24 AF

- ESD has been replaced by AMAC

Support Company*	690 NSS
Support Organization*	AMAC
Assigned Group*+	Inbound Tickets

- The Medical ESD has been removed from under 690 NSS to Defense Health Agency (DHA).

24 AF	24 AF Staff
26 NOG	26 NOG
299 NOS	26 NOS
561 NOS	299 NOS
690 COG	33 NWS
690 NSS	38 CEIG
83 NOS	624 OC
AFDW	68 NWS
AFNET EITSM	690 COG
AFNIC	690 NSS
AFNOC	AFOSI
ANG	AFRC
Army	AFSOC
IMSC	AFSPC
INOSC East	AMC
INOSC West	ANG
MAJCOM	ARPC
PMO	DHA
Scientific Center	PACAF
Third Party	USAFA
	USAFE

EITSM 1.0

EITSM 2.0

EITSM 1.0

EITSM 2.0

Incident Console

Walkthrough

Training

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- Next let's look at some data changes –
- Support Company is found by MAJCOM rather than INOSC East or INOSC West.
- For example, previously Lackland AFB was under INOSC West, but now you'll be able to find Lackland AFB under AETC.
- The 690 NSS queues have moved as well. In 1.0, it was on the first menu. Now, you'll find the 690 NSS under the 24 AF, as shown in our screenshots to the right.
- Additionally, our queues have been renamed so that our Support Organizations says AMAC rather than ESD.
- The Medical ESD has moved queues too. In 1.0, it was found under the 690 NSS, but in 2.0, please select Defense Health Agency (DHA), as shown in Red.

# Using Templates

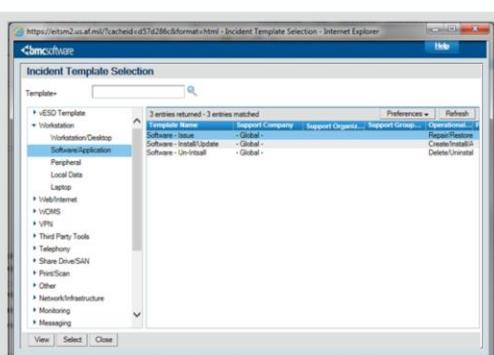
- Templates now have categories and sub categories

- Populates Summary, Notes & Categorization fields

 Templates provide standardization & generate better metrics.

- If you need to select a different template,

- Clear the Template+ field
- Then click the Template Search



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CFP Training #11 – Feb 7&9, 2016

EITSM 1.0  
EITSM 2.0

Incident  
Console

Walkthrough  
Training

- Templates have been loaded into Remedy and now contain categories and subcategories.
- Templates will populate the Summary, Notes, and Categorization fields of your Remedy Ticket. In some cases, it will also populate the Assignee.
- Remember, templates provide standardization and generate better metrics. Users should always select a template. If no template matches your request, please select Other.
- In the event that you need to select a different template, you must first clear the Template+ field prior to selecting Template Search to choose another template.

**Resolution Screens**

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**EITSM 1.0    EITSM 2.0**

**Incident Console**

**Walkthrough**

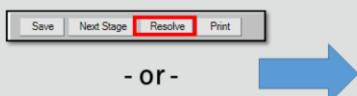
**Training**

**1.0**

**2.0**

**2.0**

Select Resolve or Next Stage to trigger Resolution field



- Another change that you will see in 2.0 is how you will resolve tickets.
- In 1.0, you were able to simply set the Status to Resolved and insert information in the Resolution field.
- In 2.0, you have to either select resolve or Next Stage> Resolution and Recovery.
- From there, a window will pop up and you'll see the resolution field.

# Creating an Incident Ticket

- Click on the Applications list.
- Hold mouse over the Incident Management application and select New Incident from the sub-menu.

- At the **Incident** window, type the last name of the customer in the **Customer\*+** field then click the Customer Search icon.



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CFP Training #1 - Feb 7&8, 2018

- Now that we know more about Remedy, let's do a quick walkthrough of creating an incident ticket.
- First, we'll start off by clicking on the Applications List and selecting New Incident.
- In the Incident window, we can type the last name of the customer field and select the user from the drop down, or we can click the Customer Search Icon.

EITSIM 1.0  
EITSIM 2.0

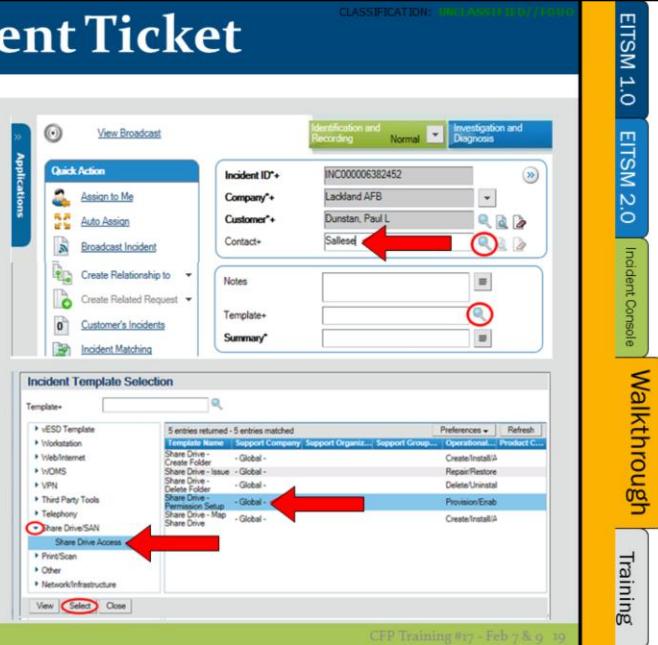
Incident Console

Walkthrough

Training

# Creating an Incident Ticket

- At the Incident window, type the last name of the point of contact in the **Contact+** field then click the Contact Search icon
- Click the **Template Search** icon.
- On the **Incident Template Selection** screen, select the appropriate category and sub-category from the available template menus.
- Click on the template to highlight it. Click **Select** to use the template.



- Similar to the Customer field, we'll populate the Contract field by typing the last name of the POC and clicking the Contact Search icon.
- Once our customer and contact is populated, click on the Template Search icon.
- On the **Incident Template Selection** screen, select the appropriate category and sub-category from the available template menus. Click on the template to highlight it. Click **Select** or double-click the entry to use the template.

EITSM 1.0  
EITSM 2.0

Incident Console

Walkthrough

Training

# Creating an Incident Ticket

- The Summary and Template fields along with the Incident Type field are populated appropriately and should not be altered.
- The Notes field now contains prompts for specific information.
- Fill out the required information in the Notes field.

The screenshot shows the 'Incident - Notes' dialog box. The 'Notes' field contains the following text:

VALIDATION  
Validation Source: CFP  
Trusted Agent:  
How was this Validated: (Digitally Signed Email Received, Remedy Submission, Remedy Support Groups, Not Required) Remedy Submission  
PROBLEM  
Remedy Account Creation  
REQUIRED INFORMATION  
Failure to provide REQUIRED INFORMATION may result in cancellation of your request.  
ONLY ONE REMEDY ACCOUNT CREATION PER TICKET  
1.4.2 Enterprise technicians may not copy, or mirror geographic information, support groups, permission groups or application restrictions to new Support Staff Accounts within Remedy.

Pay Grade/Service:  
First Name:  
Middle Initial:  
Last Name:  
ED-PR:  
Support Staff (Yes or No):  
Company/Base Name:  
Base:  
Organization:  
D.N.:  
Email Address:

OK Cancel

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CFP Training v01 - Feb 18 & 19, 2010

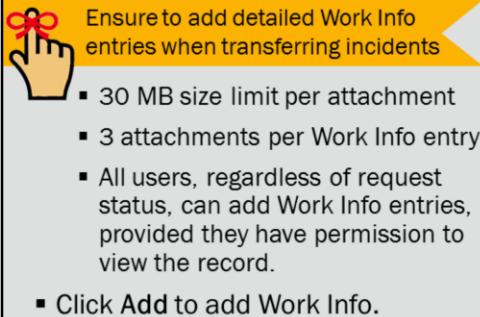
- The Summary and Template fields along with the Incident Type field are populated appropriately and should not be altered.
- The Notes field now contains prompts for specific information.
- Fill out the required information in the Notes field

EITSM 1.0 EITSM 2.0 Incident Console Walkthrough Training

# Creating an Incident Ticket

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- Use the **Work Detail** tab to add work info entries, attach any screen captures, email correspondence or spreadsheets to the incident.



EITSM 1.0

EITSM 2.0

Incident Console

Walkthrough

Training

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- Use the **Work Detail** tab to add work info entries, attach any screen captures, email correspondence or spreadsheets to the incident.
- As a best practice, ensure to add detailed Work Info entries when transferring incidents.
- Unlike in EITSM 1.0, there is a 30 megabyte size limit per attachment.
- Additionally, all users, regardless of request status, can add Work Info entries, provided they have permission to view the record.
- When you're finished inputting your notes or adding an attachment, simply click **add** to add the work info to the Incident
- Whenever you add additional work info entries to existing tickets, ensure that they are concise while still detailing any troubleshooting or status changes.

# Creating an Incident Ticket

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- Set the Priority\* of the ticket by selecting Priority Matrix and responding to the prompts

Impact\*

Urgency\*

Priority\*

Priority Matrix

- Ensure the priority is set IAW the AFIN Incident Priority Matrix
  - <https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=PD-REF-0443906>
  - Provide justification for a higher priority if the issue isn't listed.

bmcsoftware

Which network is the incident occurring on?

Who is impacted?

What service is affected by the incident?

Is the reported incident a system outage or degradation?

Is a workaround available?

OK Cancel

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CFP Training 01 - Feb 28, 2023

EITSM 1.0  
EITSM 2.0

Incident Console

Walkthrough

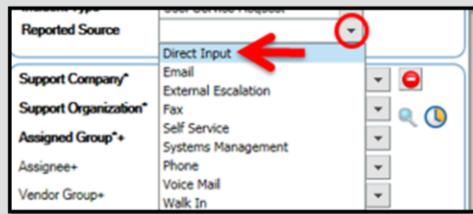
Training

- Set the Priority\* of the ticket by **selecting Priority Matrix and responding to the prompts**
- Remember - priority should be set IAW the AFIN Incident Priority Matrix. Events or outages not listed in this matrix should be escalated at the discretion of the Crew Commander.
- Ensure that you **provide justification for a higher priority if the issue isn't listed in the matrix**. Only users with Crew Commander permissions will be able to change the priority of a ticket. If there is no reason for the higher priority in the ticket, they are able to downgrade the priority.

# Creating an Incident Ticket

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- Select a Reported Source.



EITSM 1.0

EITSM 2.0

Incident Console

Walkthrough

Training

CLASSIFICATION: UNCLASSIFIED//FOUO

- Select a **Reported Source**

# Creating an Incident Ticket

- Select the **Categorization** tab.
- The **Operational Categorization** Tiers will be automatically populated based on the template selected.
- Use the drop-down menus to indicate a specific **Product Name+** or **Named Operation**, if applicable.

The screenshot shows the 'Categorization' tab of the EITSM 1.0 interface. The 'Categorization' tab is highlighted with a red oval. The 'Work Detail' tab is visible but not highlighted. The 'Categorization' section includes fields for Company (Lackland AFB), Operational Categorization (Provision/Enable/Unlock, Share Drive/SAN, Share Drive Access), and Product Categorization (Tier 1, Tier 2, Tier 3). Specific dropdowns for Product Name+ and Named Operation are highlighted with red and green boxes respectively.

- Select the **Categorization** tab.
- The **Operational Categorization** Tiers will be automatically populated based on the template selected.
- Use the drop down menus to indicate a specific **Product Name+** or **Named Operation**, if applicable.

EITSM 1.0    EITSM 2.0    Incident Console    Walkthrough    Training

# Creating an Incident Ticket

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- Make a selection from the **Support Company** drop-down menu.
- Continue to make a selection from the **Support Organization** and **Assigned Group** drop-down menus until the correct queue is selected.

The screenshot shows the EITSM 1.0 Incident Console. On the left, there is a form with fields for Service\*, CI\*, Target Date, Impact\*, Urgency\*, Priority\*, Incident Type\*, and Reported Source. Below these are dropdown menus for Support Company (set to Air Force), Support Organization (set to AFNET EITSM), and Assigned Group (set to 690 NSS). The Assigned Group dropdown has a red arrow pointing to the option '690 NSS'. At the bottom of the screen are buttons for Save, Next Stage, Resolve, and Print. On the right side of the interface, there is a sidebar with tabs for EITSM 1.0, EITSM 2.0, Incident Console, Walkthrough, and Training. The Incident Console tab is currently selected. The sidebar also lists Product Name, Model/Version, Manufacturer, and JTF-GND. A large dropdown menu for Assigned Group is open, listing various options like 24 AF Staff, 26 NOG, 26 NOS, 299 NOS, 33 NWS, 38 CEIG, 624 OC, 68 NWS, 690 COG, and 690 NSS, with the last item '690 NSS' highlighted by a red arrow.

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- Now that the ticket is mostly populated, we need to route it to the appropriate queue.
- Make a selection from the **Support Organization** drop-down menu.
- Continue to make a selection from the **Support Organization** and **Assigned Group** drop-down menus until the correct queue is selected.

# Creating an Incident Ticket

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- Click **Save** to complete request.

Support Company*	690 NSS	
Support Organization*	AMAC	
Assigned Group*	Inbound Tickets	
Assignee+		
Vendor Group+		
Vendor Ticket Number		
Status*	New	
Status Reason		

**Save** **Next Stage** **Resolve** **Print**

Application Preferences can be set to either open a new ticket or continue working the saved ticket.



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- Click **Save** to complete request.
- Application Preferences can be set to either open a new ticket or continue working the saved ticket.

EITSM 1.0

EITSM 2.0

Incident Console

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Training

# Walkthrough Videos

## ■ Creating an Incident

- <https://www.milsuite.mil/book/docs/DOC-327893>

## ■ Resolving an Incident

- <https://www.milsuite.mil/book/docs/DOC-327895>

## ■ Relating an Incident

- <https://www.milsuite.mil/book/docs/DOC-327897>

Join or follow our milBook group for the latest Enterprise Training videos!

<https://www.milsuite.mil/book/groups/enterprise-training>



- Listed here are additional walkthrough videos to assist you in transitioning to EITSM 2.0

EITSM 1.0  
EITSM 2.0

Incident Console

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# AF E-Learning

**EITSM 1.0 EITSM 2.0 Incident Console Walkthrough Training**

- In preparation for EITSM 2.0 (Remedy 8.1), Remedy users should complete the AF E-Learning CBT to familiarize themselves with the new design.
  - Incident Management Console: AF-EITSM 2.0 Service Desk
  - Change Management Console: AF-EITSM 2.0 Change Management

<https://usafprod.skillport.com>

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- Now that we've looked at a Remedy Walkthrough, let's look at some training and resources.
- At this time, Remedy Users should complete the AF E-Learning CBT to familiarize themselves with the new design.
- For Incident Management Console Users, please complete AF-EITSM 2.0 Service Desk.
- Change Management Console users should complete AF EITSM 2.0 Change Management.

# LJG-690 NSS- 902 *Incident Management*

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- Describes how to complete common Remedy tasks such as:
  - Creating an Incident Request
  - Routing an Incident Request
  - Creating Incident Relationships

- This will be updated to reflect the EITSM 2.0 release

<https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=LJG-690NSS-9023984>

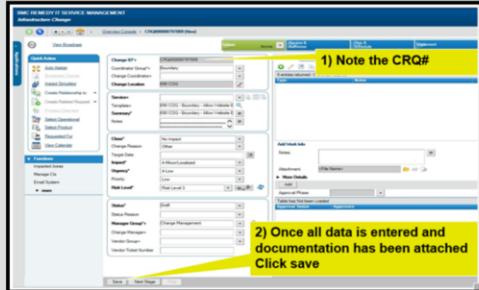
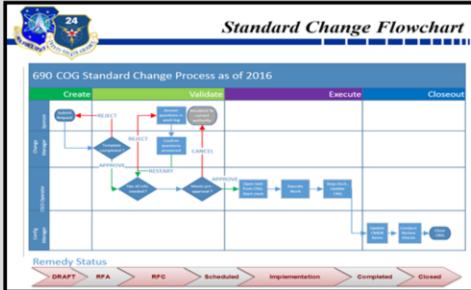
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- The main resource for Incident Console users is LJG-690 NSS-902.
- It describes how to complete common Remedy Tasks such as:
  - Creating an Incident Request
  - Routing an Incident Request
  - Creating Incident Relationships
- This will be updated to reflect the EITSM 2.0's release

# Change Sponsor Training



**Processes, Walkthroughs (EITSM 1.0 & 2.0) & Best Practices!**

<https://www.milsuite.mil/book/trainingscenarios/1956>

**2.0 Walkthrough only:**

<https://www.milsuite.mil/video/watch/newvideo/14802>

- While this presentation focused primarily on the Incident Console, the Change Console is affected too.
- Change Sponsors may view the scenario linked here for items specific to Change – this features processes, walkthroughs in both EITSM 1.0 and 2.0 as well as Best Practices.
- If you'd like to look at just the 2.0 video, it is linked here too.

# Remedy Resources

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EITSM 1.0 EITSM 2.0  
Incident Console Walkthrough  
Training

## ▪ CFP Routing Matrix

- <https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=PD-REF-0024272>

## ▪ AFIN Incident Priority Matrix

- <https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=PD-REF-0443906>

## ▪ Remedy Permissions Matrix

- <https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=PD-REF-0044338>

Note: These links reflect the current Remedy 7.1  
They will be updated to reflect the EITSM 2.0's release

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- Shown here are 3 documents to assist Incident Management Console Users.
- CFP Routing Matrix lists different queues that bases may route to.
- The AFIN Incident Priority Matrix details what constitutes as a High, Medium, and Low ticket. This will be a handy reference for bases.
- Lastly, there is the Remedy Permissions Matrix. Please refer to this when requesting to create or modify a user's Remedy Account.
- Currently these links reflect Remedy 7.1 screenshots and processes. They will be updated to reflect EITSM 2.0 processes and screenshots.

# Quick Reference Training Guide

Describes differences seen in the:

- Incident Management Console
- Incident Form
- Change Management Console
- Change Form

<https://esd.us.af.mil/esdportal/DocFrame.aspx?DOCID=INF-IM-0094408>



- Another great resource is the Quick Reference Training Guide
- It highlights the differences between EITSM 1.0 and 2.0.
- While we primarily highlighted the Incident Management Console, this guide covers details seen in the Change Management Console too.

EITSM 1.0

EITSM 2.0

Incident Console  
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**BMC Docs**

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▪ **Self-Help Documents**

▪ **Examples:**

- [Navigating Consoles, forms and Modules](#)
- [Using Search](#)
- [Working with Reports](#)

Note: Instructions are written for COTS version and may differ from AF version.

<https://docs.bmc.com/docs/display/public/servicedesk81/Using>

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- BMC provides a wealth of self-help documents for Remedy 8.1
- Some articles of interest are:
  - [Navigating Consoles, forms and Modules](#)
  - [Using Search](#)
  - [Working with Reports](#)
- Each of these are hyperlinked to the article. We encourage you to check them out.
- Note: Instructions are written for COTS version and may differ from AF version.

EITSM 1.0   EITSM 2.0   Incident Console   Walkthrough   Training

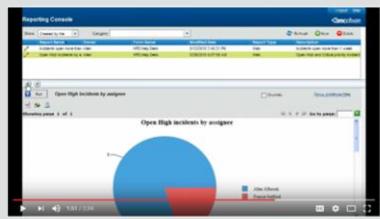
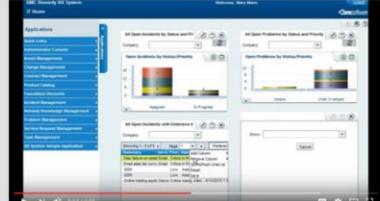
# BMC Docs

- Walkthrough Videos

- Examples:

- Customizing and Using the IT Home Page
- Creating and Running Ad-Hoc Reports
- Quickly Creating a Fully Qualified Change

Note: Instructions are written for COTS version and may differ from AF version.



<https://www.youtube.com/user/BMCdocs/search?query=Remedy+8>

- BMC also has a ton of walkthrough videos on YouTube for Remedy 8.1
- Here are a few links for items that we've mentioned in this presentation:
  - [Customizing and Using the IT Home Page](#)
  - [Creating and Running Ad-Hoc Reports](#)
  - [Quickly Creating a Fully Qualified Change](#)
- We encourage you to check them out.

EITSM 1.0

EITSM 2.0

Incident Console  
Walkthrough

Training

# Review

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- EITSM 1.0
- EITSM 2.0
- Incident Console Differences
- Walkthrough
- Training & Resources



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- Let's Review!
- First, we discussed how we will transition from 1.0 and highlighted what will stay the same as our existing processes. We also looked at the manual actions you may need to take for this transition.
- Next, we looked at the changes we'll see in 2.0 such as the Overview Console and Customer Information fields.
- Then we dug deeper into EITSM 2.0 and discussed key differences in the Incident Console.
- We did a quick walkthrough of submitting a Incident Ticket.
- And lastly, we reviewed Training and Resources that are available to all users.
- Without further ado, let's begin our question & answer session.

# Questions?

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- Please type your questions in the chat window or on milBook:
  - <https://www.milsuite.mil/book/docs/DOC-344351>
- Questions may be answered via SME in the chat window or verbally by the presenter.

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- Our Question and Answer Session is now open.
- Please type your questions in the chat window.
- Questions may be answered via SME in the chat window or verbally by the presenter.

# Thank you for joining us!

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Suggestions? Feedback? Questions?

Email: [690NSS.DOS.StrategicComm@us.af.mil](mailto:690NSS.DOS.StrategicComm@us.af.mil)

Materials will be posted at

<https://org1.eis.af.mil/sites/67cw/690cog/690%20NSS/SS/Enterprise%20Training>  
and

<https://www.milsuite.mil/book/groups/enterprise-training>

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- Suggestions for briefing topics, feedback on our session and any questions regarding material covered in the session may be addressed via email to 690NSS.DOS.StrategicComm@us.af.mil
- Thank you for joining us!

The Session has now ended.

The Team is now collecting data for reporting purposes.

Missed the session? Join us for our next session:

7 Feb: 1500Z, 2100Z and 2400Z

9 Feb: 1500Z and 2100Z

# Subscribe to Strat Comms Announcements

## Subscribe

Interested in getting notified whenever key information is released by 690 NSS Strategic Communications? Never miss another AFIN Ops Communicator or Enterprise Training by following these easy steps:

**Subscribe Now**

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2. Choose your desired alert options and click "OK."
3. When a new 690 NSS Strategic Communications Announcement is created, you will receive an email in your mailbox.
4. You can always change your alert settings or delete an alert by accessing "Manage My Alerts" under the "Alert Me" button.



<https://org1.eis.af.mil/sites/67cw/69ocog/690%20NSS/SS/default.aspx>

- Did you miss an issue of the AFIN Ops Communicator? Not a problem! You can find all issues of the Communicator, as well as Enterprise Training recordings and other materials produced by the Strat Comms team, on the 690 NSS Strategic Communications SharePoint.
- Follow these easy steps:
  - Navigate to the site
  - Click the “Subscribe Now” button to subscribe to the alerts
  - Choose your desired alert option and click “OK”

# Terms & Acronyms

<b>AFIN</b>	Air Force Information Network	The globally interconnected, end-to-end set of Air Force information capabilities, and associated processes for collecting, processing, storing, disseminating, and managing information on-demand to warfighters, policy-makers, and support personnel, including owned and leased communications and computing systems and services, software (including applications), data, security services, other associated services and national security systems.
<b>AMAC</b>	AFIN Mission Assurance Cell	The AMAC provides mission assurance for Air Force Operations, ensuring the health and availability of the Air Force Enterprise Network through command and control (C2) of maintenance operations and defensive cyber hardening actions, providing friendly forces freedom to maneuver in and through cyberspace.
<b>CBT</b>	Computer-Based Training	CBTs provide on-demand training on a variety of topics. AF E-Learning offers several on <a href="https://usafprod.skillport.com/skillportfe/custom/login/usaf/seamlesslogin.action">https://usafprod.skillport.com/skillportfe/custom/login/usaf/seamlesslogin.action</a>
<b>CFP</b>	Communication Focal Point	Tier 1 Support for the base. Duties include troubleshooting and resolving incidents for systems directly under CFP control.
<b>CL</b>	Cybersecurity Liaison	Formerly Organizational IAO. Duties include to develop, implement, oversee, and maintain an organization cybersecurity program that identifies cybersecurity requirements, personnel, processes, and procedures.
<b>CSCS</b>	Cyber Security and Control System	The Air Force CSCS weapon system is designed to provide 24/7 network operations and management functions and enable key enterprise services within Air Force unclassified and classified networks. This system also supports defensive operations within those Air Force networks.
<b>IAO</b>	Information Assurance Officer	Currently known as a Cybersecurity Liaison. Please see CL.
<b>INC</b>	Incident	Commonly refers to a Remedy Ticket in the Incident Management Console.
<b>SME</b>	Subject Matter Expert	Personnel designated as an authority in a particular area or topic. May be responsible for on-the-job training in their respective category.
<b>vESD</b>	Virtual Enterprise Service Desk	vESD is the Enterprise standard for NIPR incident management. It is an application which automatically fixes minor IT issues and if unable to auto-resolve, vESD will auto generate a Remedy ticket for the user.

- Listed here are terms and acronyms used in this presentation.