



**WELCOME**

**UVAHS REMEDY**

**INCIDENT MANAGEMENT**



## ❑ Introduction

- ❖ [Session Overview](#)
- ❖ [ITSM Overview](#)
- ❖ [ITIL and Process Area Overview](#)
- ❖ [UVAHS Support Organization/Groups](#)

## Additional Modules:

- ❖ Logging In and Navigating in ITSM
- ❖ Using My HIT Self-Service Overview
- ❖ Using the Consoles
- ❖ Intro to working with Incidents
- ❖ Creating New Incidents
- ❖ Updating and Resolving Incidents
- ❖ Summary

- ❑ INTRODUCTION: Victoria Schmidt, Senior Education Consultant with 20+ years training experience, the past 12 working with the BMC Remedy products.
  
- ❑ This presentation will provide a walk through of **UVAHS's** new **Incident Management** application - the primary means for working incident requests.
  
- ❑ **UVAHS** is moving from the old Remedy system to Remedy ITSM 9.X Incident Management.

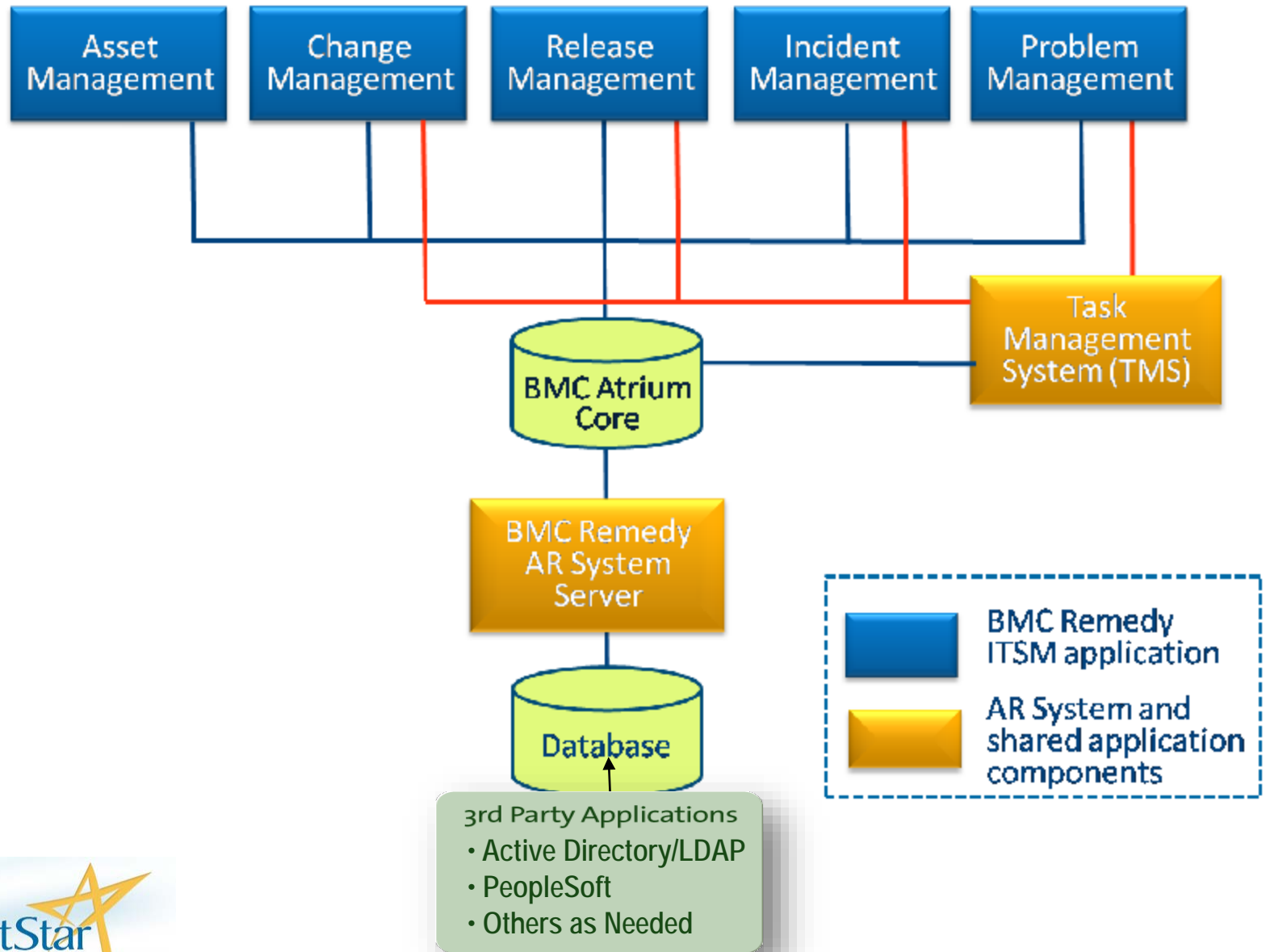
- ❑ Introduction
- ❑ Facilities, Breaks and General Logistics
  - ❖ Short class so no breaks
  - ❖ Please don't spend all your time on your Cell Phones, have them on silent during class if at all possible



- ❑ Introduction to Remedy ITSM
- ❑ Log in to the system
- ❑ Navigate to and use the Incident Management Console
- ❑ Incident Management Console:
  - ❖ Create an Incident
  - ❖ Move an Incident through process to resolved
    - Update Incidents to Add Notes, Details, Cis/Assets, and if appropriate Tasks
    - Perform Searches for Incidents
    - Relate other records such as Change Requests
    - Resolve Incidents

- Online Help
- Training Materials
- Access to Training/Test Environment

# Remedy ITSM Overview



## ❑ What is Remedy ITSM?

- ❖ Suite of applications
- ❖ All modules use the Remedy Action Request System
- ❖ Custom applications can be created with AR System

## ❑ Remedy ITSM main modules:

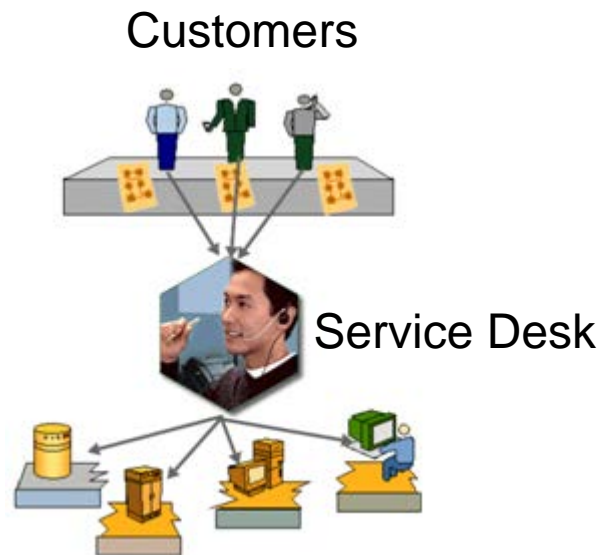
- ❖ Service Desk (Incident and Problem Management)
- ❖ Requester Console
- ❖ Change & Release Management
- ❖ Asset Configuration Management
- ❖ Atrium Configuration Management Database (CMDB)



# Service Desk Application

Service Desk Management is a company's primary IT service, intended to provide a single point of contact to meet the communication needs of both End Users and IT Employees.

BMC Software's Service Desk Management is broken up into a combination of Incident Management and Problem Management Applications.



## ❑ ITIL stands for “Information Technology Infrastructure Library”

- ❖ “ITIL is listed in the magic quadrant as the leader of the IT Standards” - *\*Forrester*
- ❖ “There are a lot of things the business does that IT just doesn’t know about. ITIL allows us to align ourselves with the business instead of just making them angry when something they need just isn’t available.” - *Christine Rose, Director of Global IT, FINISAR*
- ❖ “Firms with superior IT governance have at least 20% higher profits... than firms with poor governance given the same strategic objectives.” - *Louis Boyle, VP Gartner EXP*



# What is Incident Management?

- ❑ Incident Management (based on ITIL) is any event which is not part of the standard operation of a service and which causes, or may cause an interruption to or a reduction in the quality of service.
- ❑ Best described as “quick fix” requests.
- ❑ Incident Management supports:
  - ❖ Detection
  - ❖ Classification
  - ❖ Diagnosis
  - ❖ Escalation
  - Recording
  - Investigations
  - Tracking
  - Closure



# What is an Incident Request?

Goal of Incident Management:  
To quickly restore service to customers.

Has an Issue!



Locked out of Account!



These are all  
“UNPLANNED” or  
“UNSCHEDULED”  
events.

Application not functioning!



Lost Connectivity – Needs help!



Asking a Question!



# What is NOT Classified as an Incident?

Moving employees or equipment



Installing software or hardware



These are all "PLANNED" or "SCHEDULED" events.

Requesting an Upgrade



Purchase Requests



Setting up a company party or event



# What is Problem Management?

- ❑ (ITIL) Problem Management attempts to proactively prevent the occurrence of incidents, errors, and additional problems.
- ❑ A problem investigation tries to get to the root cause of a request and a permanent solution.

***NOTE: UVAHS is NOT implementing Problem Management at this time.***



## ❑ What is Change Management?

- ❖ Change Management is a means to ensure standardized methods and procedures are used for efficient and prompt handling of all UVAHS changes, in order to minimize the number and impact of issues/problems occurring when a service is performed.
- ❖ Change Management comes with two applications – Change and Release. UVAHS is already using Change Management in Remedy ITSM and is NOT using Release Management at this time.

## ❑ Components of Change Management

- ❖ Change Categorization
- ❖ Risk Assessment
- ❖ Impact Assessment
- ❖ Schedule Management
- ❖ Approval Process
- ❖ Implementation, Back-out & Test plan management

# What is Classified as a Change?

Moving employees or equipment



These are all "PLANNED"  
or "SCHEDULED" events.

Installing software or hardware



Setting up a Network



Requesting an Upgrade



Setting up Equipment

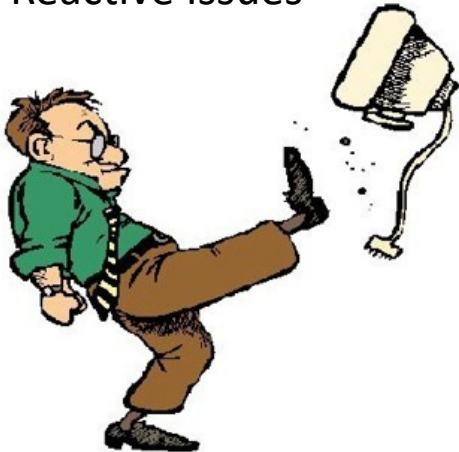




# Incident Management Process Flow

At UVAHS, Incidents are usually created from a phone call, email or the My IT self service application. Problem Investigations (PIs) are NOT currently used at UVAHS.

Reactive Issues



Reactive Requests



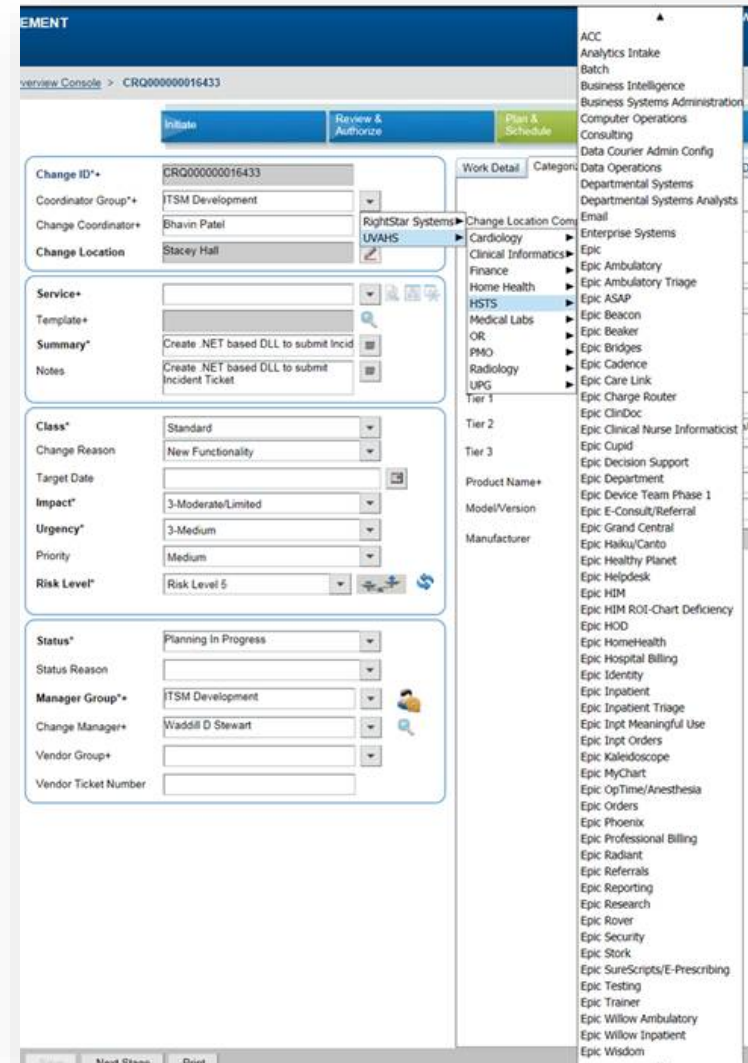
Proactive Issues



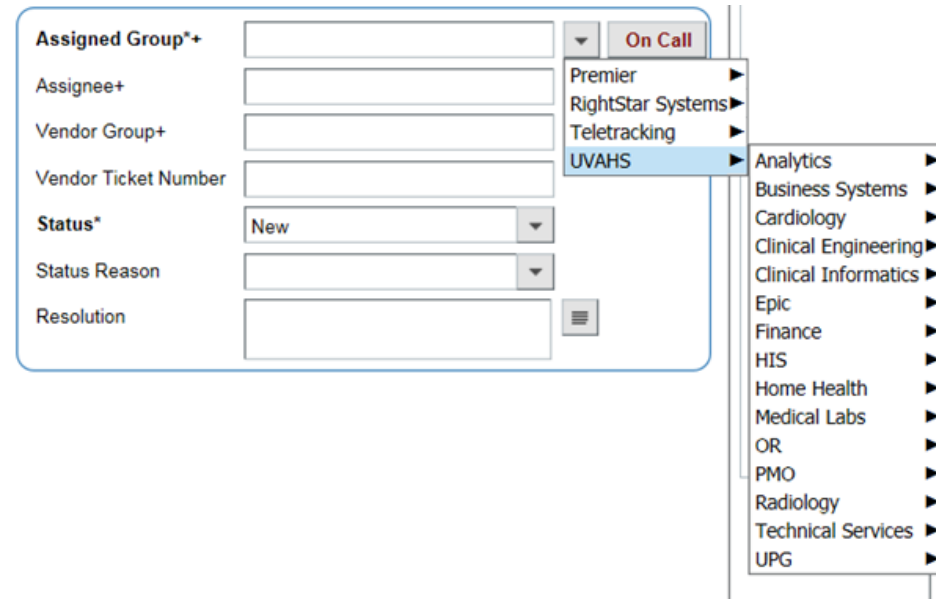
Tickets can be generated based on Users being “PROACTIVE” or “REACTIVE.”

The Support Organizations for UVAHS has changed.

- ❑ Currently in production we have 95% of our groups squeezed into a single Support Organization called “HSTS”.
- ❑ This produces a very long list (99 groups) to scroll through.



- ❑ We are realigning this list with our Incident Management rollout and moving support groups under a new structure that better reflects our organization.
- ❑ We will implement this in production in advance of Go-Live (it may not currently be complete in the Test/Training system).



The screenshot shows a form with the following fields:

- Assigned Group\*+**: A dropdown menu with a red "On Call" button to its right. The dropdown is open, showing a list of support groups. "UVAHS" is highlighted in blue.
- Assignee+**: An empty text input field.
- Vendor Group+**: An empty text input field.
- Vendor Ticket Number**: An empty text input field.
- Status\***: A dropdown menu with "New" selected.
- Status Reason**: A dropdown menu.
- Resolution**: An empty text input field.

The dropdown menu for "Assigned Group\*+" contains the following items:

- Premier
- RightStar Systems
- Teletracking
- UVAHS** (highlighted)
- Analytics
- Business Systems
- Cardiology
- Clinical Engineering
- Clinical Informatics
- Epic
- Finance
- HIS
- Home Health
- Medical Labs
- OR
- PMO
- Radiology
- Technical Services
- UPG

**TIP:** Keep in mind that IF you are someone that assigns or re-assigns tickets, just put in the assignee and press the enter key (or select from the type ahead menu) the company and support group will be automatically populated for you!

This concludes the introduction to the Incident Management course. Next, we'll move on to learning about how to Log into the system and navigate around in ITSM.

# Let's Continue!