



WELCOME

UVAHS REMEDY

INCIDENT MANAGEMENT



□ Intro to working with Incidents

- ❖ [Working within Incident Management](#)

Additional Modules:

- ❖ Introduction
- ❖ 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

Incident Management v9.x User Training Class

Working within the Incident Management Application

- ❑ New Incident Requests begins when a customer has a failure/issue or a request.
- ❑ Users can follow an ITIL recommended process flow in Incident Requests, identified by graphics, menu options, and color-coding.
- ❑ The 5 stages of the Incident Management process:
 - ❖ Identification and Recording
 - ❖ Investigation and Diagnosis
 - ❖ Resolution and Recovery
 - ❖ Incident Closure
 - ❖ Closure

Incident Requests can be generated through several means:

- ❑ Directly into the Incident Request form.
 - ❖ **UVAHS** will primarily use the direct method.
- ❑ Customer creation through the My IT Self Service Console.
- ❑ Customer creation through third party software products (like Web Services to an external system or via Emails).
- ❑ Automation - software monitoring devices.

This concludes the module on an introduction on how to work with Incidents. Next, we'll move on to learning about how to creating Incidents.

Let's Continue!