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
Create Incident Requests Overview

- 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!