WELCOME

UVAHS REMEDY
INCIDENT MANAGEMENT
Updating and Resolving Incidents

Assigning, Re-Assigning, Updating and Resolving Incidents

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
Demonstration: Using Incident Mgmt.
Incident Management v9.x
User Training Class

Updating and Resolving Incidents
“Why am I getting this Incident ticket?”

An email assignment notification is received or you notice the unassigned request in the Incident Management Console.

What should you do? Check the Notes, Work Info, Relationships, Categorization and Customer tabs to determine implementation requirements.
Do You Accept the Request?

- Should I work on the Request?
  - If Yes,
    - Open the Incident Request, set the **Status** to **In Progress** and set the **Assignee** field to you.
    - or
    - Through the Incident Management Console, highlight the Incident request and select **Quick Actions > Assign to Me** option.
  - If No, re-assign the ticket to the appropriate Support Group or exit the ticket to allow the appropriate person to complete the assignment.
Assign or Re-assign the Incident

1. Open up the Incident Management Console
2. Set the Show field to Assigned To All My Groups option.
3. The new Incident Request displays – assigned to a different person than the logged in User.
4. Review the information about the Incident at the bottom of the Incident Console.
Assign or Re-assign the Incident

5. Under the Quick Actions option, you can choose to do any one of three options.

- **Results** – Ticket is now assigned to the logged in user’s name.
- **Include a Work Info into the request from the Incident Console** – Select Create button.

Include a Work Info into the request from the Incident Console – Select Create button.
Assign or Re-assign Incident

Complete the Work Info and press the Save button.
**Work from Within the Incident**

![Incident Console](image)

<table>
<thead>
<tr>
<th>ID</th>
<th>Service Request...</th>
<th>Summary</th>
<th>Service</th>
<th>Priority</th>
<th>Status</th>
<th>Assignee</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC0555555555551</td>
<td></td>
<td>test</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INC0555555555553</td>
<td>ST009 OUTLOOK ISSUE: Not Receiving Email</td>
<td></td>
<td>Medium</td>
<td></td>
<td>Assigned</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555554</td>
<td>LAPTOP ISSUE: No power to Device</td>
<td></td>
<td>Medium</td>
<td></td>
<td>Assigned</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555556</td>
<td>JH ISSUE: Unable to Save a ticket in Remit</td>
<td></td>
<td>Low</td>
<td></td>
<td>Assigned</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555557</td>
<td>355 Install Request: Install Internet Explorer</td>
<td></td>
<td>Low</td>
<td></td>
<td>Assigned</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555558</td>
<td>PRINTER ISSUE: Cannot Print</td>
<td></td>
<td>Low</td>
<td></td>
<td>In Progress</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555559</td>
<td>EM OUTLOOK ISSUE: Not receiving email</td>
<td></td>
<td>Medium</td>
<td></td>
<td>Assigned</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555560</td>
<td>KEYBOARD ISSUE: keys sticking</td>
<td></td>
<td>High</td>
<td></td>
<td>In Progress</td>
<td>Student 001</td>
<td></td>
</tr>
<tr>
<td>INC0555555555561</td>
<td>KEYBOARD ISSUE: Keys sticking</td>
<td></td>
<td>Medium</td>
<td></td>
<td>In Progress</td>
<td>Student 001</td>
<td></td>
</tr>
</tbody>
</table>
Select Functions > Email System to send a message to the customer.
Contact the Customer

The Customer’s email address is auto-filled. You can change it or add additional email addresses.

Use semi colons (;) between additional email addresses.

Use the buttons and typing to update the Email Message Body entry.
Contact the Customer

- Select the **Send Email Now** button, followed by the OK (message) and Close button.
The result of the Email Message is recorded in the Work Detail section.
Communicate the delay to the customer – Detail Clarification and View Access = Public
Reminders are used to send a reminder someone, or an entire group, of something that needs done.

Often times you can send a reminder to yourself, to remember to do something.
Reminder of the Request

Select the Create Reminder tab to set up the reminder message.
Type in your first and last name into the Recipient’s field to send the message to yourself. Then enter a subject and the message detail information.

Set the Time when you want to be emailed – one hour or later from now – Select Save.
Audit: Changes to the Incident Fields

Sometimes you will see a message indicating that the ticket has been updated since you last opened it. Do you want to continue—Yes or No?

The recommendation would be to continue your change and then review the earlier change by selecting **Links > View Audit Log** option.

This will display the list of changes performed by the other technician.
Certain attributes are recorded when changes occur. This includes Status and Assignee attributes.
Resolve the Incident

- Set the Incident Request to **Resolved** when the issue has been resolved or cannot be resolved.

- Fill in the **Resolution** field, describing how you resolved the incident. Be sure to give enough details so that other technicians can use your information to resolve the same issue should it occur again.
This concludes the module on how to use the Remedy ITSM to update and resolve your Incidents. Next, we’ll move on to the summary for the course.

Let’s Continue!