University of Virginia Health System

WELCOME

UVAHS REMEDY INCIDENT MANAGEMENT

RightStar Systems

Course Material Index

❑ 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

Working the Incident

"Why am I getting this Incident ticket?"

Incident Assignee

Review the **Notes** for additional information or responses needed.

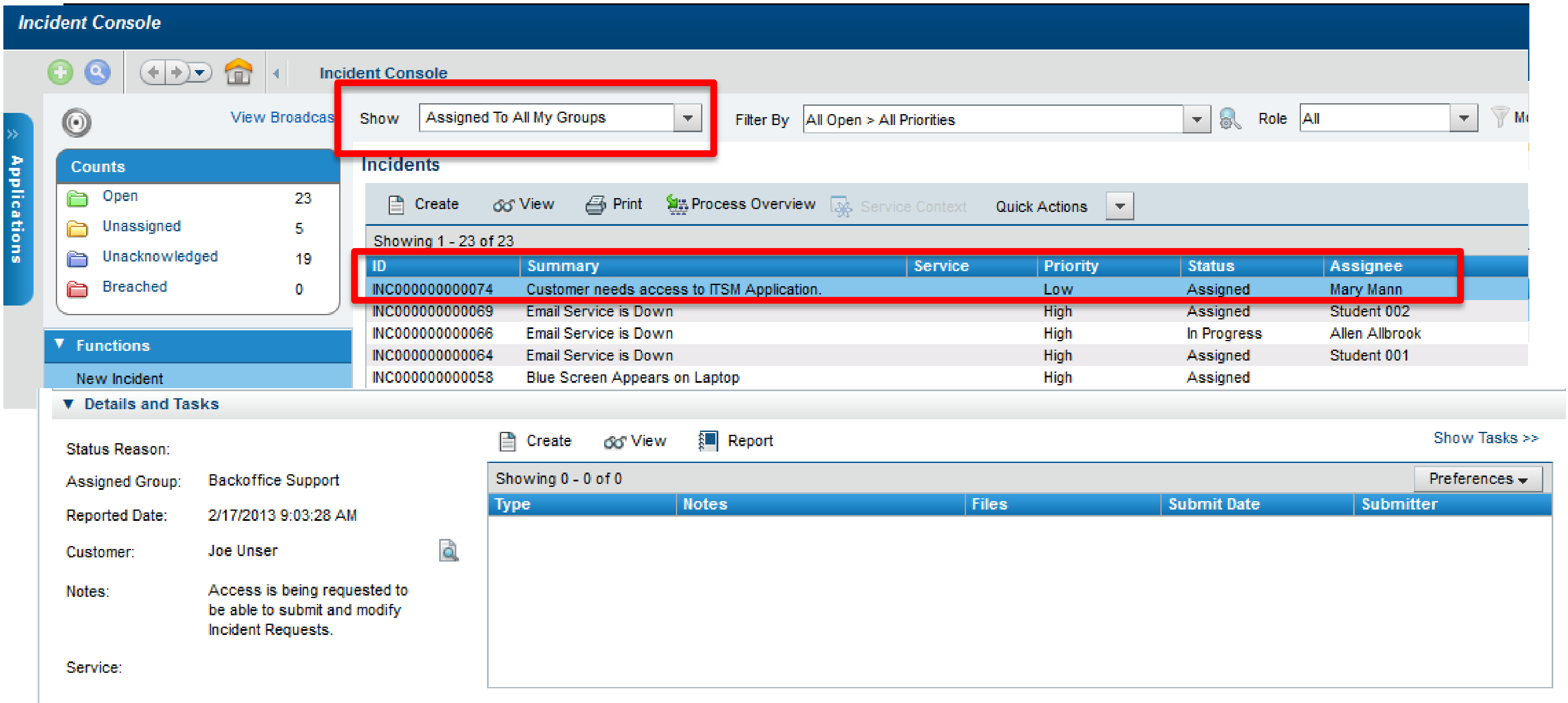
An email assignment notification is received or you notice the unassigned request in the Incident Management Console.

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

Do You Accept the Request?

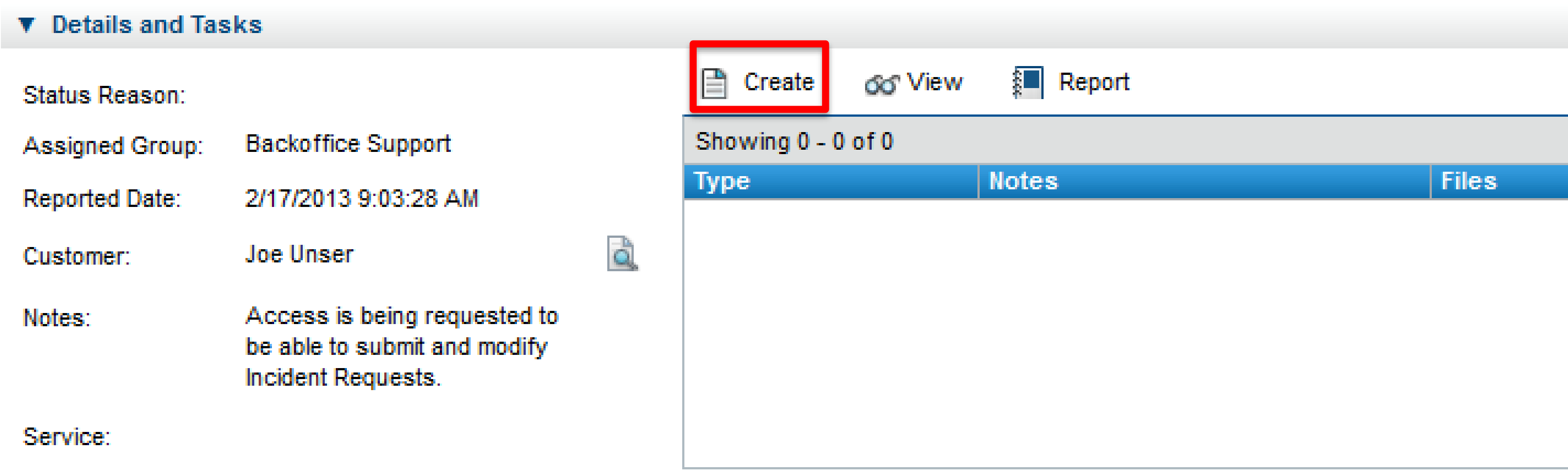
- Should I work on the Request?
  - If **Yes**,
    - Open the Incident Request, set the **Status** to **In Progress** and set the **Assignee** field to you.
    - or
    - Through the Incident Management Console, highlight the Incident request and select **Quick Actions > Assign to Me** option.
  - 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



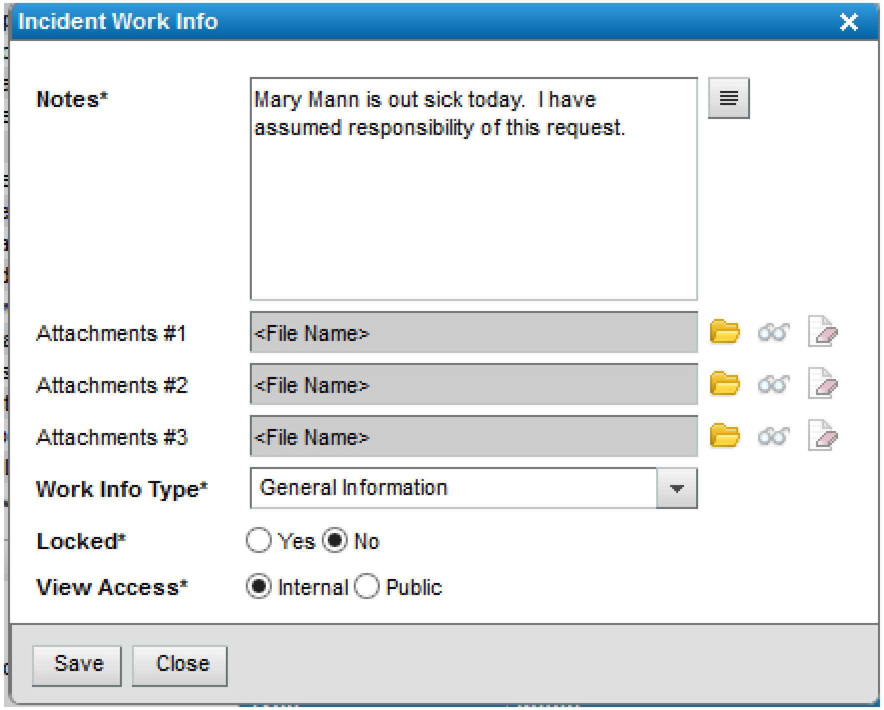
4. Review the information about the Incident at the bottom of the Incident Console.

Assign or Re-assign the Incident



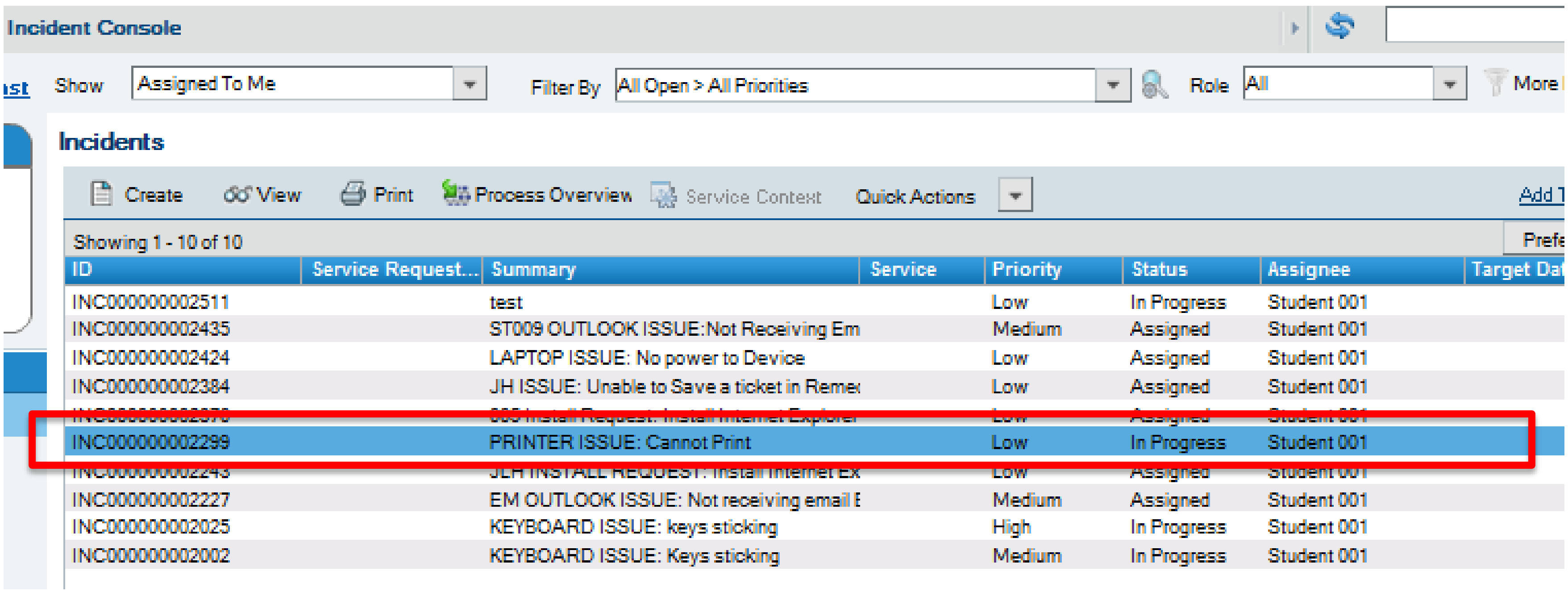
Include a Work Info into the request from the Incident Console – Select Create button.

Assign or Re-assign Incident



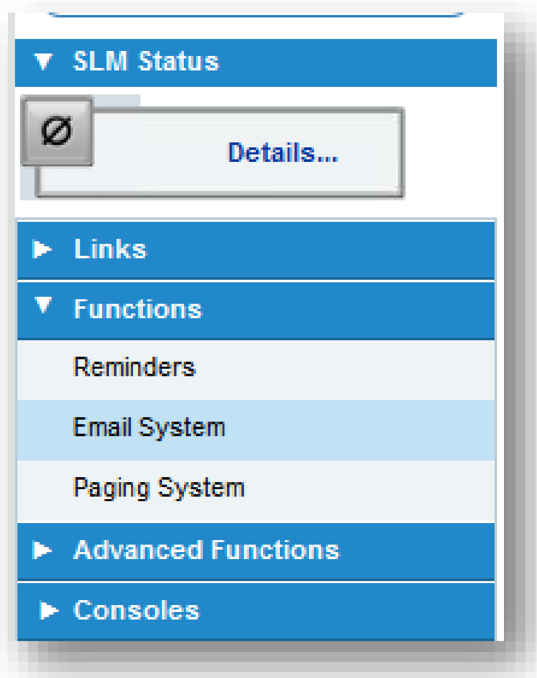
Complete the Work Info and press the Save button.

Work from Within the Incident

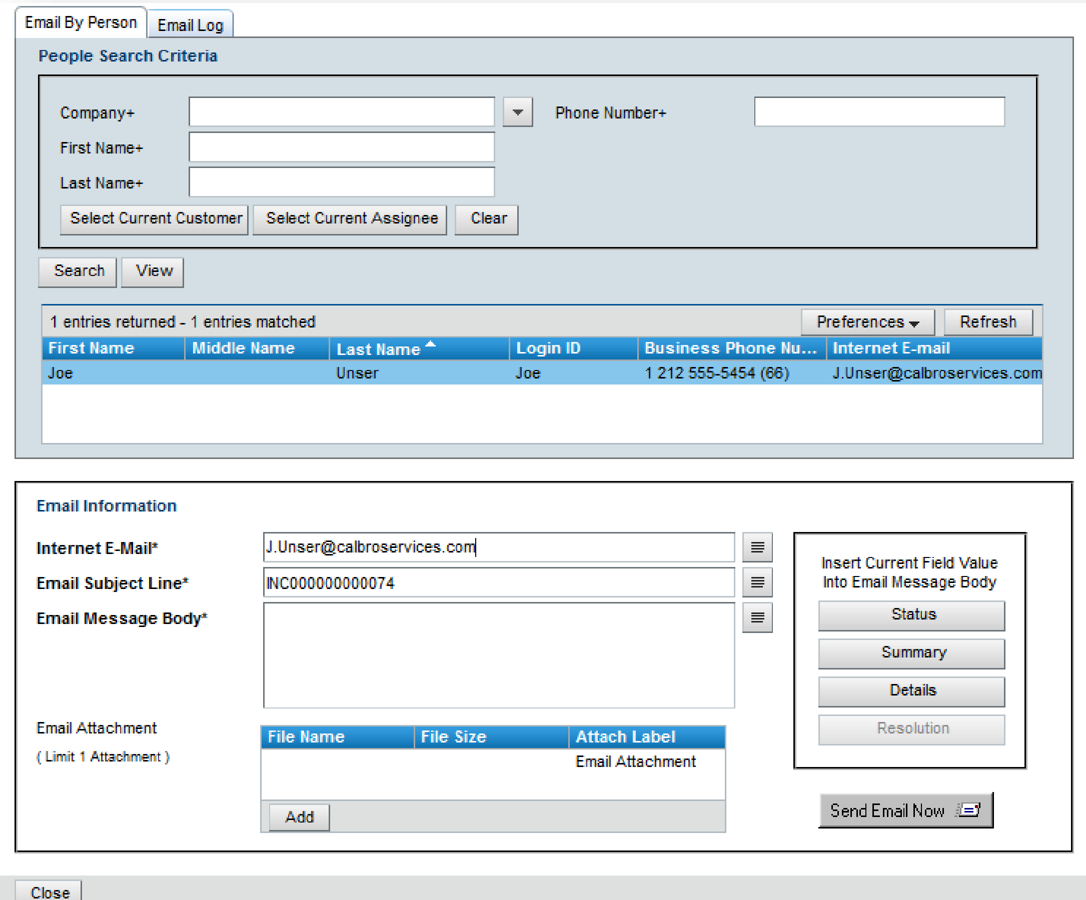


Contact the Customer

- Select Functions > Email System to send a message to the customer.



Contact the Customer



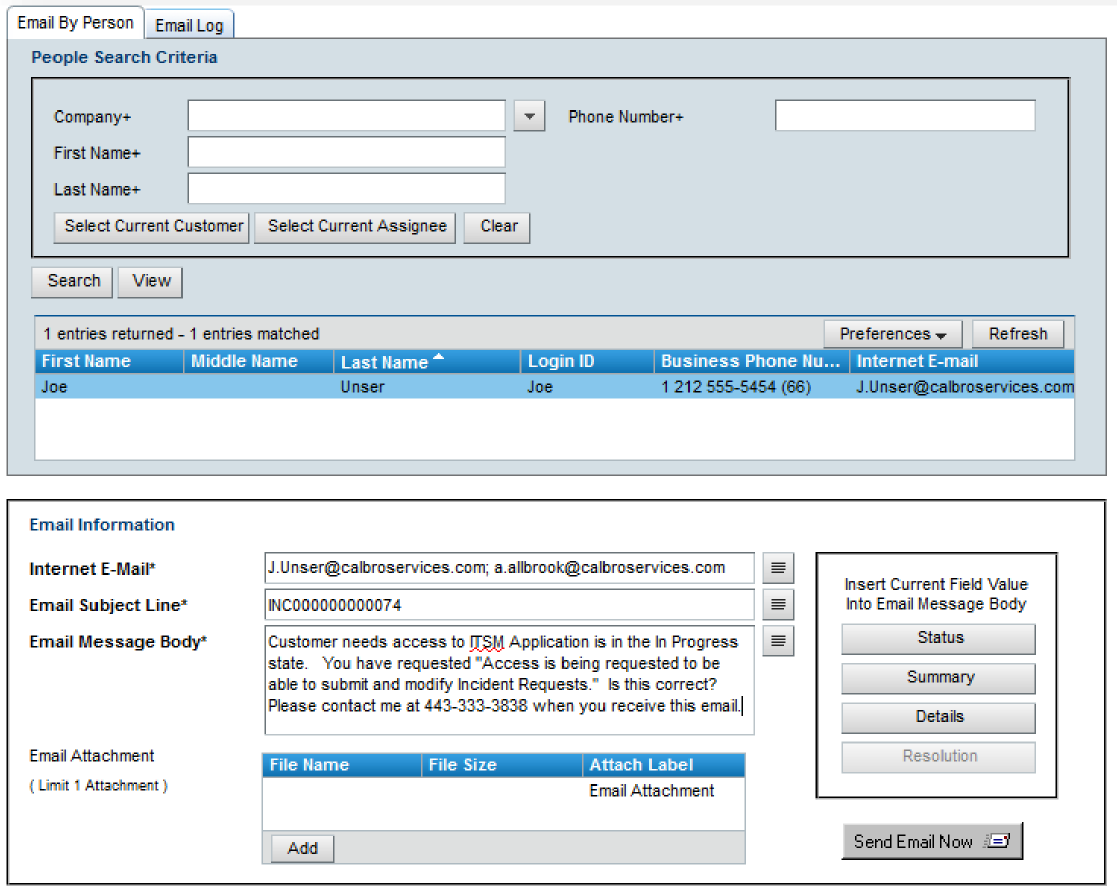
The Customer's email address is auto-filled. You can change it or add additional email addresses.

Use semi colons (;) between additional email addresses.

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

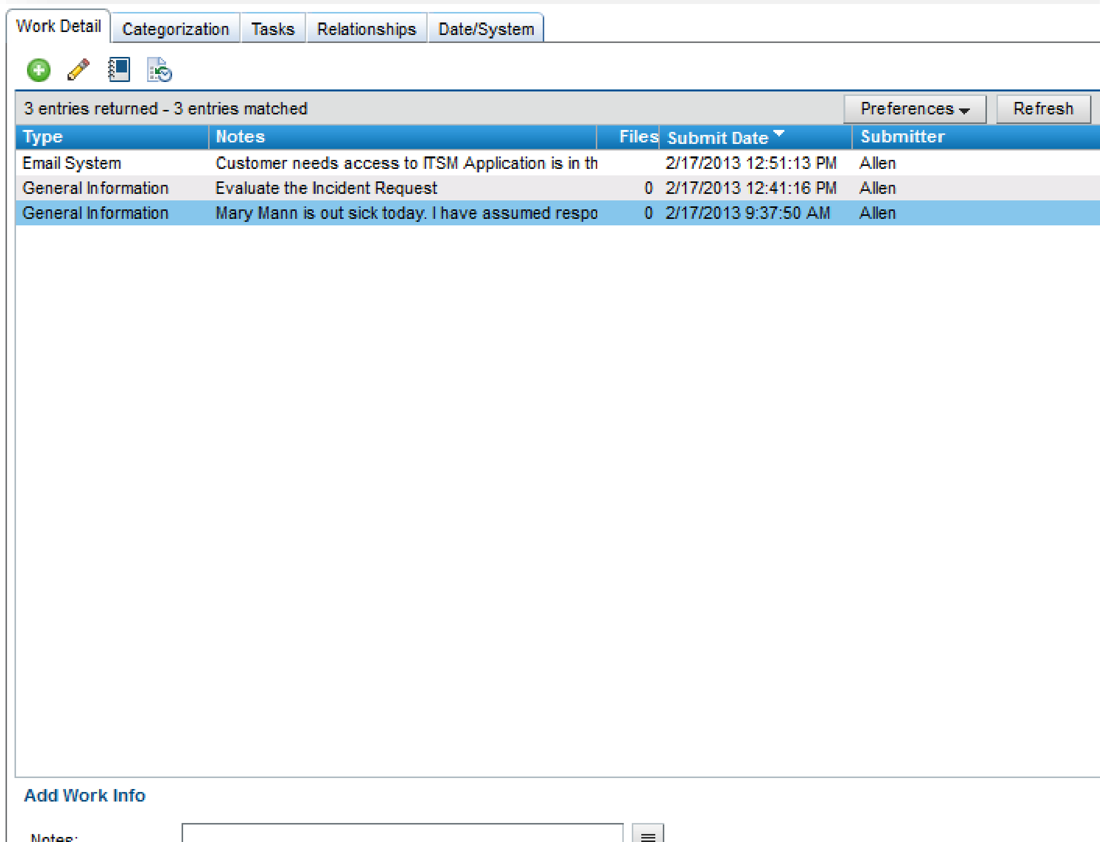
Contact the Customer

- Select the **Send Email Now** button, followed by the OK (message) and Close button.



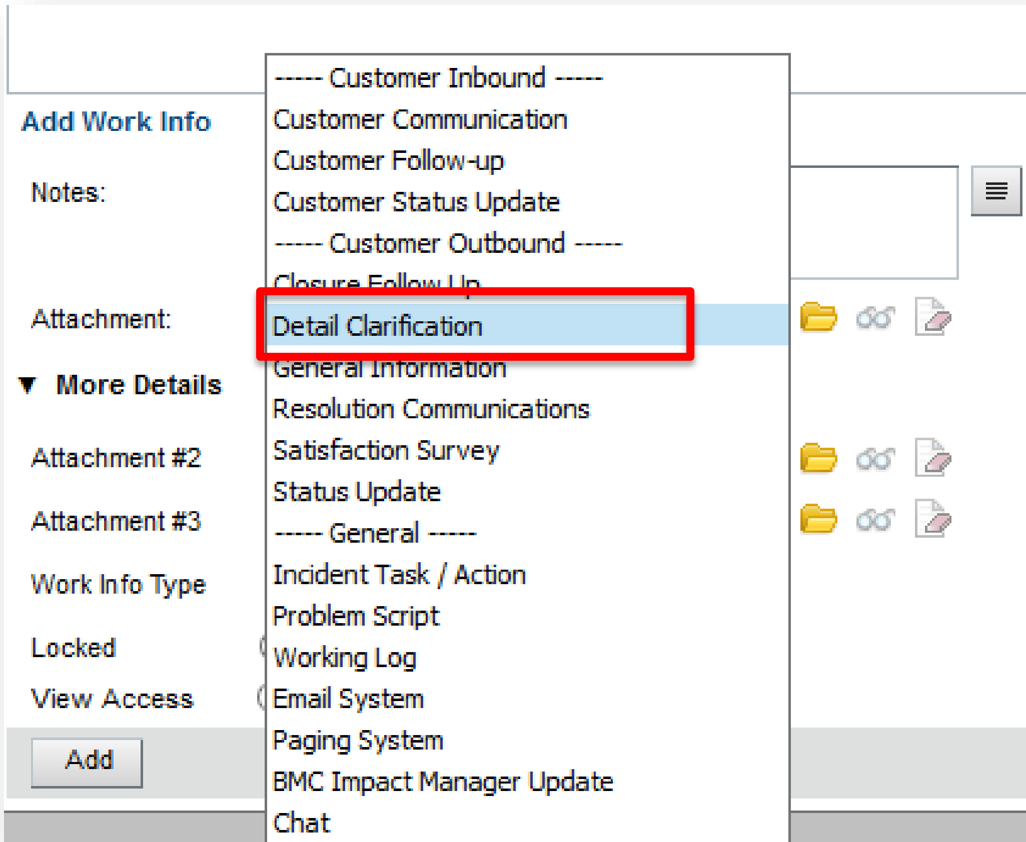
Contact the Customer

- The result of the Email Message is recorded in the Work Detail section.



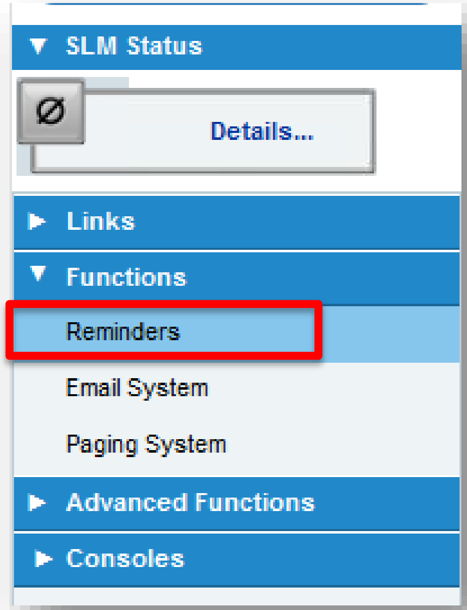
Update the Work Detail Section

- ❑ Communicate the delay to the customer – Detail Clarification and View Access = Public

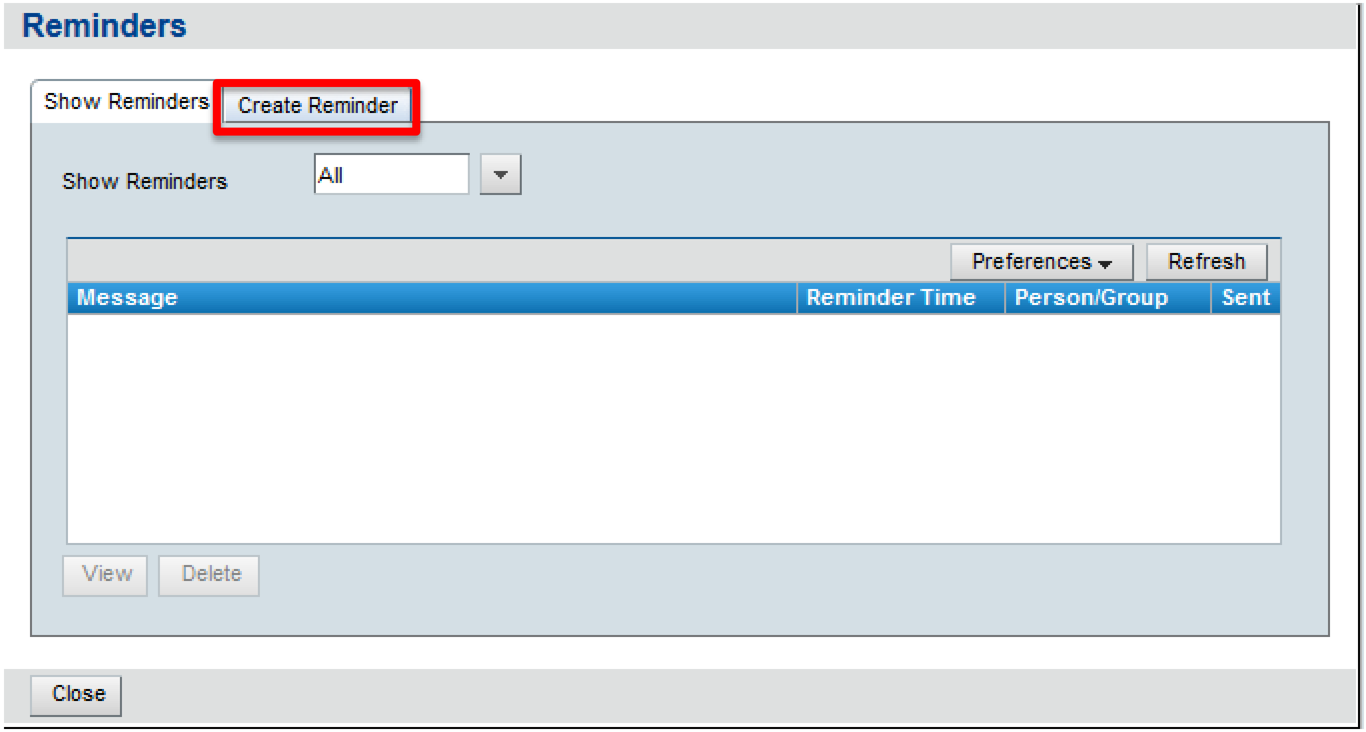


Reminder of the Request

- 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.



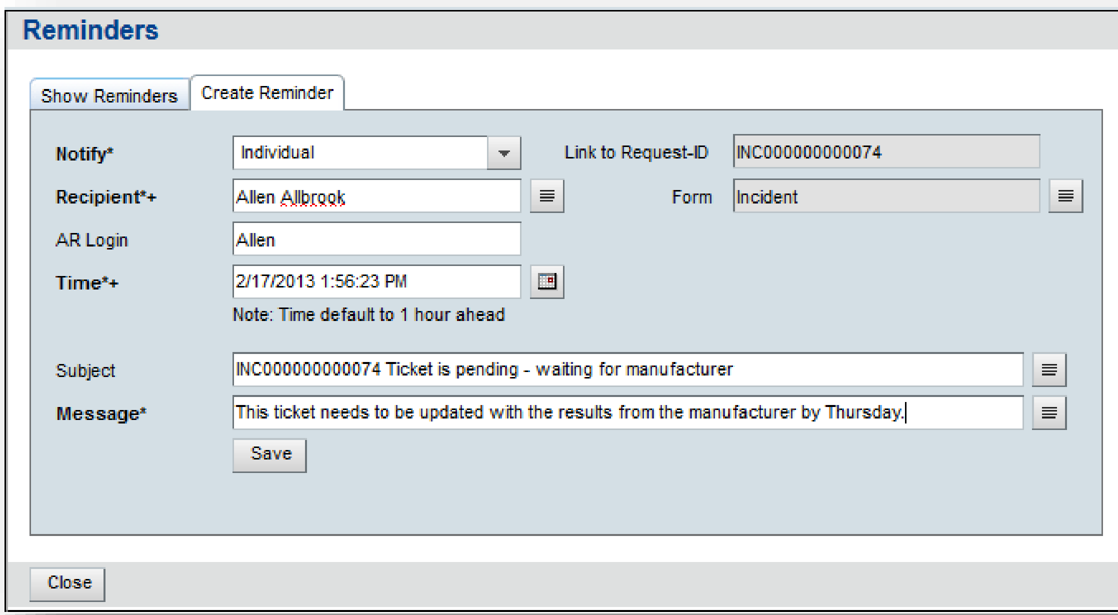
Reminder of the Request



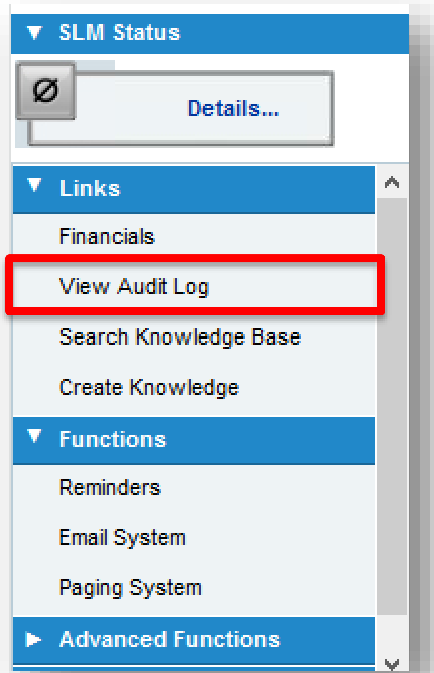
Select the Create Reminder tab to set up the reminder message.

Reminder of the Request

- ❑ 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



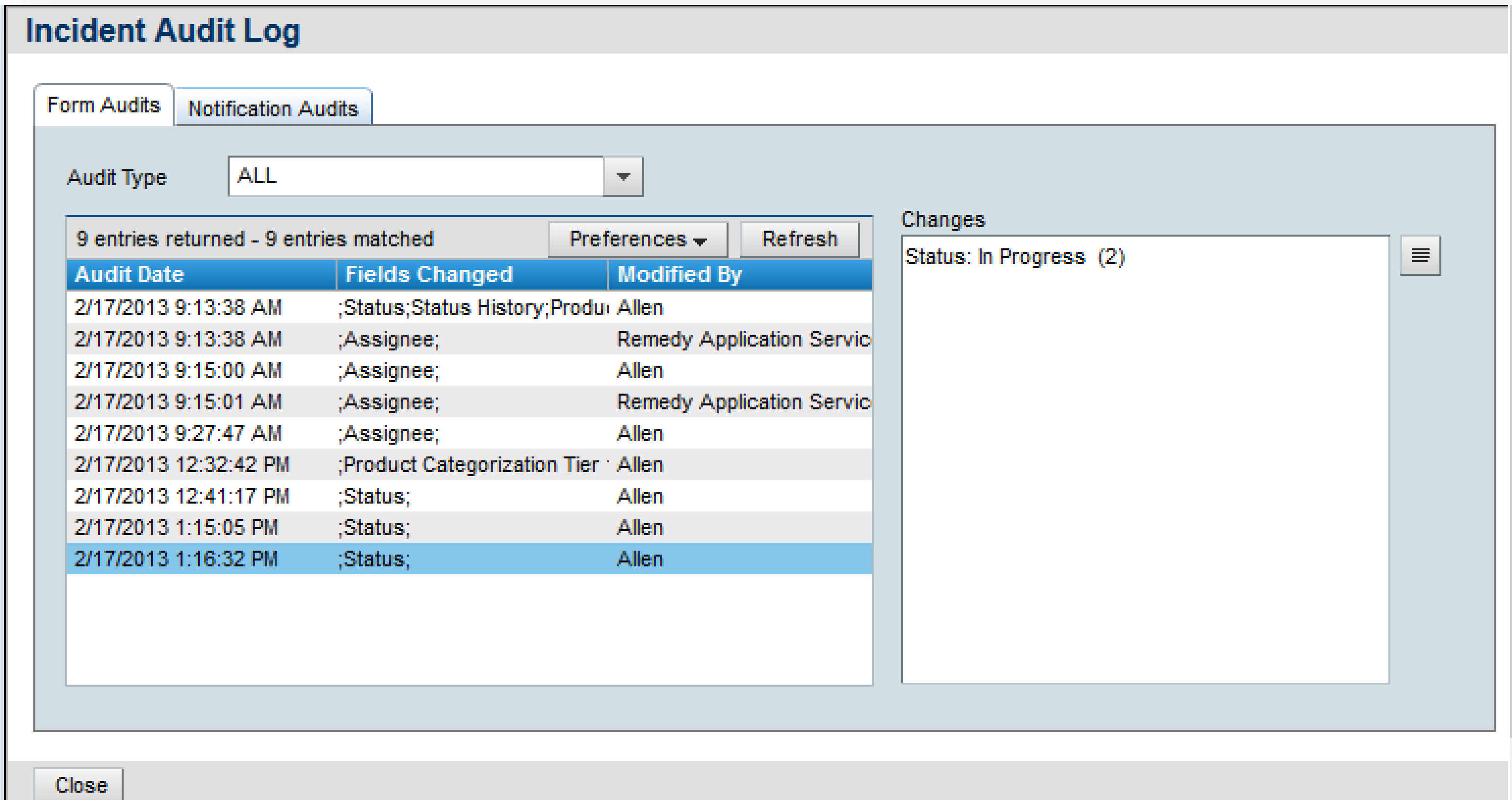
Sometimes you will see a message indicating that the ticket has been updated since you last opened it. Do you want to continue – Yes or No?

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.

Audit: Changes to the Incident Fields

- 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.

Next Up

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!