



**WELCOME**

**UVAHS REMEDY**

**INCIDENT MANAGEMENT**



## ☐ Summary

- ❖ [Course Summary](#)

## 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

- ❑ 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

We covered the following topics in this Course. You learned how to login and navigate in the ITSM system. You learned how to use the Consoles and create, update, and resolve Incidents while adding in all the details required.

- **Introduction**
  - Session Overview
  - ITSM Overview
  - ITIL and Process Area Overview
  - UVAHS Support Organization/Groups
- **Logging In and Navigating in ITSM**
  - Logging In and out of the System
  - Roles, Responsibilities and Permissions
  - Navigating in ITSM
- **Using My HIT Self-Service Overview**
  - Using My HIT
- **Using the Consoles**
  - Using the ITSM Consoles
- **Intro to working with Incidents**
  - Working within Incident Management
- **Creating New Incidents**
  - **Access Incident Management**
  - The Incident Request Form
  - Add & Validate Customer Info
  - View Customers Open Incidents
  - Document the Incident Info
  - Classify the Incident
  - Service, CI Fields & the Asset Tab
  - Target Date, Type, Impact, Urgency & Priority
  - Reported Source & Categorizations
  - Assigning Incidents
  - Incident Management Status Options
  - Creating New Incidents using Templates
  - Working with Related Records & Duplicates
  - Searching for Incidents
- **Updating and Resolving Incidents**
  - Assigning, Re-Assigning, Updating and Resolving Incidents
- **Summary**

This concludes the course on how to use the new Remedy ITSM system for Incident Management.

Good Luck!

# QUESTIONS & ANSWERS

# Thank You

