ITSM Incident Management Access and Set-up

Accessing Incident Management

1. Click on the desktop icon which will open the ITSM application web login page. If the icon is not available on your desktop, you can install it on your PC by running the ‘load ITSM’ command at a Windows run prompt. Go to Start, select Run, enter ‘load ITSM’ and select ‘OK’. If you are unable to install the desktop icon you may also access the web login page directly via http://service which will re-route you to the ITSM login page.

2. Enter your UVA network username and password.
3. By default the Overview Console will appear that will display all items assigned to you (Incidents, Change Requests, Work Orders), however, you will want to change your default preferences to view the Incident Management console and making it your Home page.

4. Select Incident Management Console from the Consoles option. This will open the Incident Console in a different browser tab.
To change your view to default to the Incident Console, select Application Preferences on the left under Functions.
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6. Also, the fields shown below highlighted in yellow should be changed to the selections shown below.
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7. Depending on your job role, you may want to change the Show field to a different view based on the definitions of each below:
   
   *Submitted by Me* = all incidents you created (includes ones reassigned to other groups)
   
   *Assigned to Me* = all incidents assigned to you either by default when the incident is created or reassigned to you from another group.
   
   *Assigned to My Selected Groups* = i.e., if you are a member of the Cadence team than you may want to show all incidences assigned to just the Cadence team.
   
   *Assigned to All My Groups* = i.e., if you are a member of more than one Epic Phase 2 group than it will show all incidences to all groups you belong to.

8. Select ‘Save’ after your selections are completed. You may receive a warning that you need to log off and back in to ITSM for the change to take effect.
9. The Incident Console has a lot of preferences as to what fields you can view. They are located under Preferences as shown below. Also, this is where you want to set your console’s refresh rate so it will update at an interval of your choosing. Recommended refresh rate for a busy console could be 1 minute with 0 (zero) being the default. You can, also, refresh your console using the refresh icon above the Preferences option.
10. Select the 'Set Refresh Interval' option, and enter your chosen interval (in minutes), and select 'OK':