

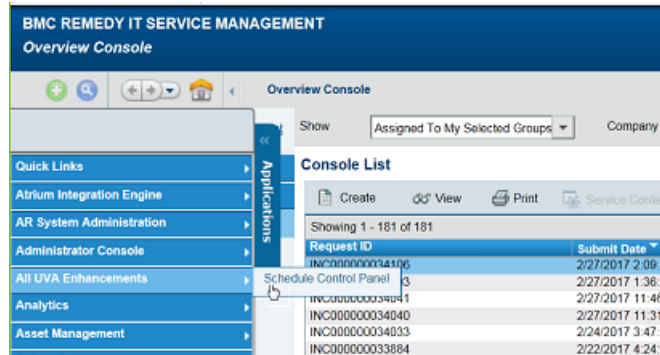
# Scheduling from Remedy ITSM IM 9.1 Quick Reference

This quick reference describes how to set the On Call schedule when working in Remedy ITSM 9.1 Incident Management.



## Accessing Schedule Control Panel

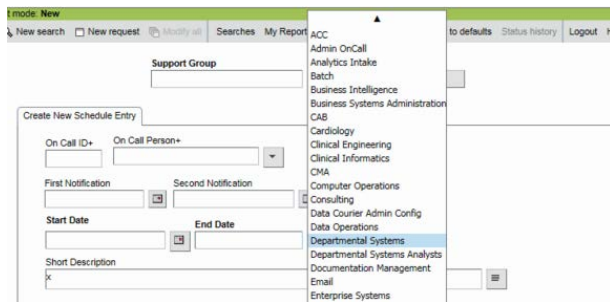
Click the Application Flyout, hover over *All UVA Enhancements* and select the *Schedule Control Panel*.



## Add

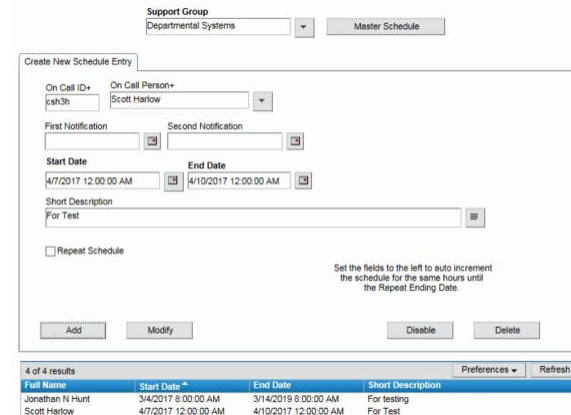
To Add an On Call schedule for a person.

1. In the dropdown to the right of the *Support Group* field and select the Support Group in this example Departmental Systems.



2. In the dropdown to the right of the *On Call Person* field and select the name of the person you need to schedule.
3. Enter the *Start Date* and the *End Date*.
4. Add a *Short Description*.

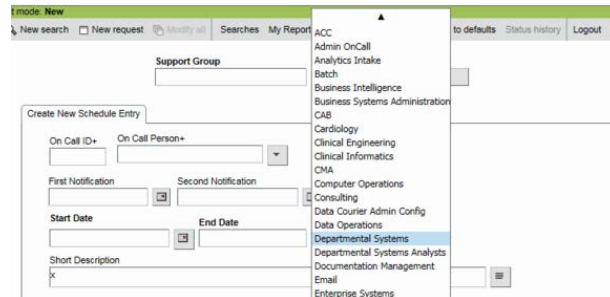
5. Click the *Add* button. The record now displays in the table below.



## Modify

To Modify an On Call schedule for a person.

1. In the dropdown to the right of the *Support Group* field and select the Support Group in this example Departmental Systems.



# Scheduling from Remedy ITSM IM 9.1 Quick Reference

This quick reference describes how to set the On Call schedule when working in Remedy ITSM 9.1 **Incident Management**.



2. In the table display below, click to select their name.

Support Group: Departmental Systems [v] Master Schedule

Create New Schedule Entry | Schedule Management

On Call ID+: jbr On Call Person+: Jill S Brown [v]

First Notification: [ ] Second Notification: [ ]

Start Date: 12/31/2017 8:00:00 AM [ ] End Date: 3/4/2019 8:00:00 AM [ ]

Short Description: For testing [ ]

Repeat Schedule

Set the fields to the left to auto increment the schedule for the same hours until the Repeat Ending Date.

Add [ ] [ ] Disable Delete

Full Name	Start Date ^	End Date	Short Description
Jill S Brown	12/31/2017 8:00:00 AM	3/4/2019 8:00:00 AM	For testing

3. Make the necessary changes then click the *Modify* button. The information in the table display will update.

## Delete

To Delete an On Call schedule for a person.

1. In the dropdown to the right of the *Support Group* field and select the Support Group in this example Departmental Systems.

mode: New

New search [ ] New request [ ] [ ] Searches My Report

Support Group [v]

Create New Schedule Entry

On Call ID+: [ ] On Call Person+: [v]

First Notification: [ ] Second Notification: [ ]

Start Date: [ ] End Date: [ ]

Short Description: k [ ]

- ACC
- Admin OnCall
- Analytics Intake
- Batch
- Business Intelligence
- Business Systems Administration
- CAB
- Cardiology
- Clinical Engineering
- Clinical Informatics
- CMA
- Computer Operations
- Consulting
- Data Courier Admin Config
- Data Operations
- Departmental Systems
- Departmental Systems Analysts
- Documentation Management
- Email
- Enterprise Systems

4. In the table display below, click to select their name.

Support Group: Departmental Systems [v] Master Schedule

Create New Schedule Entry | Schedule Management

On Call ID+: jbr On Call Person+: Jill S Brown [v]

First Notification: [ ] Second Notification: [ ]

Start Date: 12/31/2017 8:00:00 AM [ ] End Date: 3/4/2019 8:00:00 AM [ ]

Short Description: For testing [ ]

Repeat Schedule

Set the fields to the left to auto increment the schedule for the same hours until the Repeat Ending Date.

Add [ ] [ ] Disable Delete

Full Name	Start Date ^	End Date	Short Description
Jill S Brown	12/31/2017 8:00:00 AM	3/4/2019 8:00:00 AM	For testing

5. Click the *Delete* button. The record is deleted.

Support Group: Departmental Systems [v] Master Schedule

Create New Schedule Entry

On Call ID+: cms5v On Call Person+: Cory M Skeens [v]

First Notification: [ ] Second Notification: [ ]

Start Date: 7/7/2017 12:00:00 AM [ ] End Date: 7/10/2017 12:00:00 AM [ ]

Short Description: for testing [ ]

Repeat Schedule

Set the fields to the left to auto increment the schedule for the same hours until the Repeat Ending Date.

Add [ ] Modify [ ] Disable Delete [ ]

# Scheduling from Remedy ITSM IM 9.1 Quick Reference

This quick reference describes how to set the On Call schedule when working in Remedy ITSM 9.1 Incident Management.



## Master Schedule

To view the Master Schedule.

1. Click the *Master Schedule* button.



The Master Schedule displays.

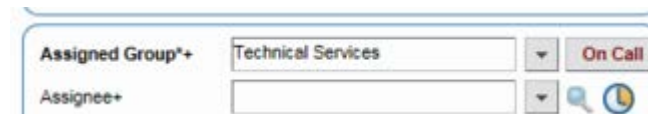
On Call...	Full Name	Support Group	Start Date	End Date	Short Description
gsm4e	George S Mitc	Peoplesoft Human Resou	2/13/2017 12:00:00 AM	2/27/2017 12:00:00 AM	x
jws5h	William W Shi	Interface	2/27/2017 9:00:00 AM	3/6/2017 9:00:00 AM	x
TEWSR	Tom E Widdo	Technical Services	2/20/2017 8:00:00 AM	2/27/2017 8:00:00 AM	x
FJL8Q	Frank J Lappo	Technical Services	2/27/2017 8:00:00 AM	3/6/2017 8:00:00 AM	x
ajlMa	Ashley Jurney	Epic Ambulatory	2/24/2017 5:00:00 PM	2/27/2017 12:00:00 AM	x
lmt2k	Lydia Hale	Epic Ambulatory	2/27/2017 12:00:00 AM	2/27/2017 8:00:00 AM	x
smg6a	Stephen M Gr	Epic Ambulatory	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	x
lmt2k	Lydia Hale	Epic Ambulatory	2/27/2017 5:00:00 PM	2/28/2017 8:00:00 AM	x
mch9g	Min Henderso	Web Center	2/20/2017 12:00:00 AM	2/27/2017 12:00:00 AM	x
cwk8f	Corey W Krai	Web Center	2/27/2017 12:00:00 AM	3/6/2017 12:00:00 AM	x
jrm6m	Jeremy S McC	PCS	2/27/2017 11:30:00 PM	2/28/2017 8:00:00 AM	Monday - Tuesday
gjm5e	Gerson Morak	PCS	2/28/2017 4:00:00 PM	2/27/2017 8:00:00 AM	Sunday - Monday
jr15j	James Rowe	PCS	2/27/2017 7:00:00 AM	2/27/2017 4:00:00 PM	Monday
jo4ec	John Bolton	PCS	2/27/2017 7:00:00 AM	2/27/2017 4:00:00 PM	Monday
sgm8t	Steven Martin	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
ht5z	Brian Twitty	PCS	2/27/2017 7:00:00 AM	2/27/2017 4:00:00 PM	Monday
pas9pc	Pranav Shah	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
chp8b	Curtis H Preci	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
dtt3a	Delmer L Thor	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
jrh4p	Jay L Hearn	PCS	2/27/2017 8:30:00 AM	2/27/2017 5:00:00 PM	Monday
ry13t	Raymond Lam	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
tr8k	Thomas Rowe	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
jr6w	John Ryan	PCS	2/27/2017 4:00:00 PM	2/27/2017 11:30:00 PM	Monday
pc7x	Jan Coleman	PCS	2/27/2017 8:00:00 AM	2/27/2017 5:00:00 PM	Monday
wy4f	Wiedong Yin	Interface	2/20/2017 9:00:00 AM	2/27/2017 9:00:00 AM	x
mjs5qd	Matthew J Sci	Network	2/27/2017 12:00:00 AM		x
cp8b	Cecilia C Pan	Peoplesoft Human Resou	2/27/2017 12:00:00 AM	3/13/2017 12:00:00 AM	x

2. Click the *Home* button to return to ITSM.

## Assigning the Incident to On Call

To assign an incident to a person On Call.

1. In the dropdown to the right of the *Assigned Group* field, select the group.



2. To assign the incident, click the *On Call* button next to *Assigned Group* field. The Assignee+ field displays the person who is On Call currently for that group.

