

ITSM IM Quick Reference- Reassigning an Incident

Drop to the Assignment section of the incident record. Choose the appropriate **Assigned Group+**

The screenshot shows the 'Assigned Group+' dropdown menu open. The menu items are: Analytics, Business Systems, Cardiology, Clinical Informatics, Epic, Finance, HIS, Home Health, Medical Labs, OR, PMO, Radiology, Technical Services, and UPG. The 'Epic' option is highlighted. The form fields are: Assigned Group+ (Epic Beaker), Assignee+ (empty), Vendor Group+ (empty), Vendor Ticket Number (empty), Status* (Resolved), Status Reason (No Further Action Required), and Resolution (Made changes...). Buttons for Save, Resolve, and Print are visible at the bottom.

Select the 'On Call' option if you do not intend to assign the incident to a particular person.

Otherwise, choose the appropriate person from the dropdown menu associated with **Assignee+**

The screenshot shows the 'Assignee+' dropdown menu open. The menu items are: Arthi Kalkura, Barbara W Bersch, Cicely T Hocker, Dan Kowal, Gayle A Usher, Glenn A Fielding, Jennifer Powell, Robert J Burns, Stuart Denton, and Youlon Hamilton. The form fields are: Assigned Group+ (Epic Beaker), Assignee+ (empty), Vendor Group+ (empty), Vendor Ticket Number (empty), Status* (Resolved), Status Reason (No Further Action Required), and Resolution (Made changes...). Buttons for Save, Resolve, and Print are visible at the bottom.

Finally, select 'Save'.