

ITSM IM Quick Reference- Receiving and Updating an Incident

Acknowledge the Incident

Click on the Acknowledge in the email assignment notification.

Incident Assignment Notification

Request Details:

Li Fultz,
Remedy Incident [INC000000064911](#) () with Medium Priority has been assigned to you.
Customer: Susan Gearhart
Phone: 434-982-5329
Site:
Room:
Department:
Summary: Email Title: Name Change
Asset Note:
Notes: The origin email will arrive shortly.

I have changed the name of Tammy Williamson #37956 to her new name below. Thanks

Zanzal, Tammy Lynn

Acknowledge

This will send an email enabling ITSM to change the status from unassigned to In Progress.

Update the Incident

1. Select the Incident in the Incident Management Console and double click it.

Incidents

ID	Service Request ID	Summary	Service	Priority
INC000000064911	REQ000000026574	Email Title: Name Change		Medium
INC000000064908	REQ000000026572	Email Title: Name Change		Medium
INC000000064870		Please REACTIVATE the AD account(s) referenced in the		Medium
INC000000064865		Please REACTIVATE the AD account(s) referenced in the		Medium
INC000000064860		Please REACTIVATE the AD account(s) referenced in the		Medium
INC000000064843	REQ000000026567	Email Title: Your Epic Request has been Processed		Low

2. Enter the relevant description of the work you perform to the **Add Work Info** Notes section then click add.
3. If appropriate, Change **Status*** to 'Resolved'.
4. Change **Status Reason** to the appropriate response. Add notes to the **Resolution** box.

The screenshot shows the ITSM console interface for updating an incident. The incident ID is INC000000064911, assigned to Li Fultz. The status is currently 'Resolved'. A red circle highlights the 'Status*' dropdown menu, which is set to 'Resolved'. Other fields include 'Status Reason' (No Further Action Required) and 'Resolution' (Made changes...). The 'Add Work Info' section is visible on the right, with a 'Notes' field and an 'Add' button. The bottom of the console has 'Save', 'Resolve', and 'Print' buttons.

5. Select 'Save'