INCIDENT MANAGEMENT

CREATING AN INCIDENT RECORD

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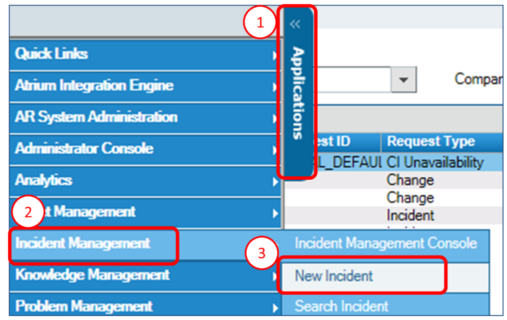
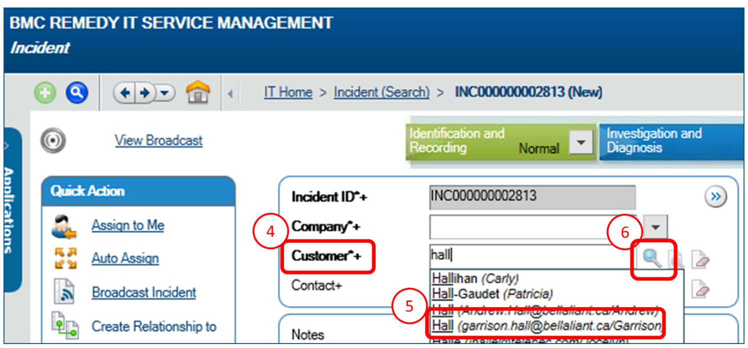
Creating an Incident via the Remedy ITSM Best Practice view is simplified user experience and can be quickly and accurately completed by following the below steps.

1. Select **Applications**
2. Choose **Incident Management**
3. Select **New Incident**

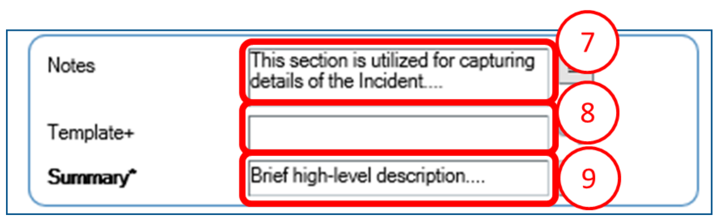


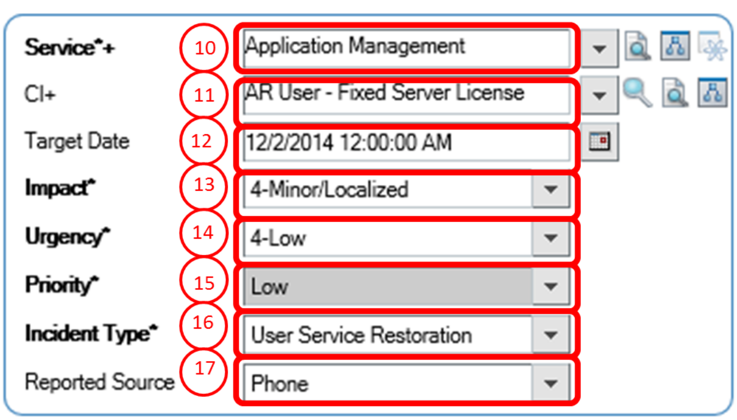


On the New Incident form you must specify the Customer that is impacted by the Incident:

4. On the Customer field type last name
5. If you find the customer in the drop down list select them
6. If you are unable to find by Last Name select Advanced Search option (Magnifying glass)

7. **Notes** is to be populated with all details to identify the reason the Incident is open
8. **Template+** selection allows for rapid creation of an Incident record based on predefined fields.
9. Summer is a brined 100 character or less overview of the Incident





10. Select Impacted Service (Based on Customer)
11. Select Impacted CI+ (if known)
12. Target date will auto populate on based on Service Target
13. Impact of the Incident to the Customer
14. Urgency of the Incident for the User
15. Priority is determined by Impact & Urgency *
16. Selected Incident Type
17. Specify how the Incident was Reported

remedy

** priority matrix displayed on page 2*

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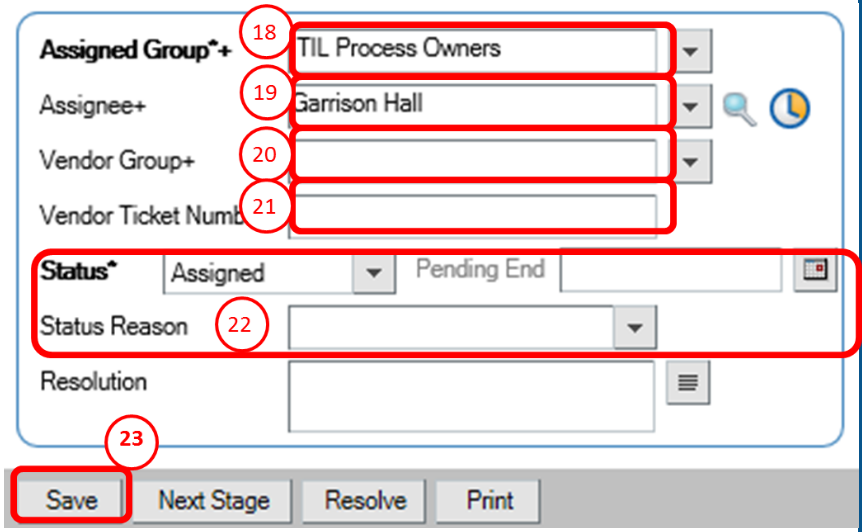
18. Select the **Assigned Group+** (note this is a searchable field; I.e.: CSS will find all CSS support groups)

19. Specify **Assignee+** (if applicable)

20 & 21. Allow you capture Vendor details

22. **Status*** is utilized in conjunction with Status Reason (if applicable) . **Pending End** is a mandatory field when Incident is set to Pending Status.

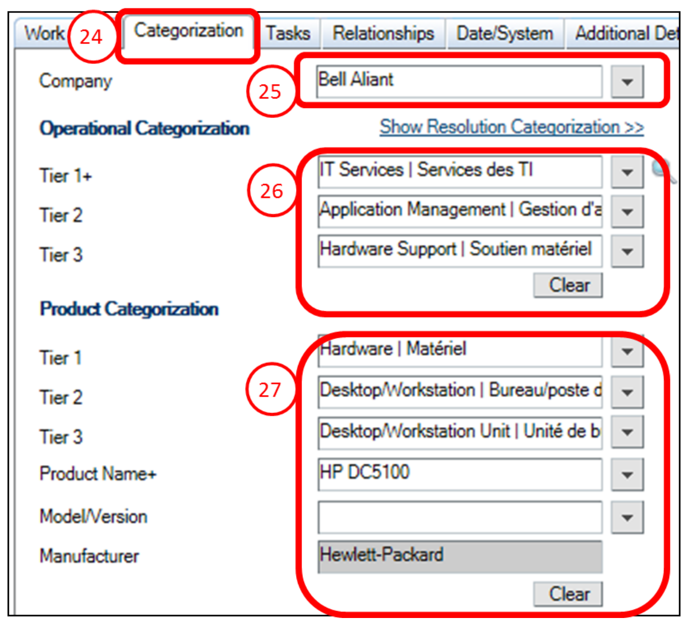
23. At this point you can successfully submit the Incident by selecting **Save** in the bottom left corner of the record.



INCIDENT CATEGORIZATION

Incident Categorization is automatically completed during Incident creation when the Service and CI+ are specified. In the event they are not poplulated, you will be required categorize the Incident.

24. Select **Categorization** tab
25. **Company** is pre-populated based on Customer selected
26. **Operational Categorization** is a 3 tier model where you can specify the Portfolio (Tier1) & Service (Teri 2) impacted. Tier 3 is utilized to identify the Symptom or activity being performed.
27. **Product Categorization** is a multi tier option to identify the at fault Product. NOTE: **Product Name+** is searchable and allows you to quickly find the product at fault.



INCIDENT PRIORITY MATRIX

Priority Matrix		Customer Urgency			
		1-Critical	2-High	3-Meduim	4-Low
Impact	1-Extensive/Widespread	Critical	Critical	High	Low
	2-Significant/Large	Critical	High	Medium	Low
	3-Moderate/Limited	High	High	Medium	Low
	4-Minor/Localized	High	Medium	Medium	Low