

How to create a model



To have access to system configuration you should have administrative privileges.

1. Log into Atis portal, click on **Process Setup > Model > Edit**. Click on  to open editor.

1. Add basic model data

1. **Title:** Model name.
2. **Comments:** Description.
3. **Service Type:** Choose type from the drop-down list:

Service Type :

	▼
Activity	
Incident	
known errors	
Problem	
Request for Change	
Request fulfillment	
Workaround	

Click on  to save and create the new model.

2. Add model detail

Hierarchic and functional escalation

1. **Manager informed (Hierarchic Escalation):**

There are two ways to add hierarchic escalation:

You can select an pre-existing configuration from the drop-down list, to see its settings click on



Hierarchic Escalation - View

Title :

Comments :

Level	Percentage	Name Group	Permission	Comments
1	20	Request_manager	You can add motion	hierarchy level of Request fulfilment.

Or create a new configuration, click on 

Add title, description, level, percentage (Of time), group to escalate and set permissions (See, motion, movement transfer)

Add Hierarchic

Percentage :

Filter Group :

Permission :

Level :

2. Handler (Funtional Escalation):

Like hierarchic escalation, there are two ways to add functional escalation:

You can select an pre-existing configuration from the drop-down list, to see its settings click on



Or create a new configuration, click on 

Add title, description, level, percentage (Of time) and group to escalate

Add Functional

Percentage : Calc

Filter Group :

Level :

Comments :

Validation and Time settings

- Validation settings:** Enable validation options such as: *Disable time, Validate steps, User type steps*
- Time:** Set *Normal* and *Max* time values.

Disable Time Validate Steps User Type Steps

Normal time : (minute)

Max time : (minute)

Result values

Possible Returns: Here the administrator can define possible result values for a case.

Title : ← Model

Possible returns :



Result: Cost Return:

- Resolved
- Resolved
- Canceled

Select result value on incident attention

Title : ← Model

Possible returns :



Result: Cost Return:

- resolved
- resolved
- unresolved
- tooexpensive
- canceled

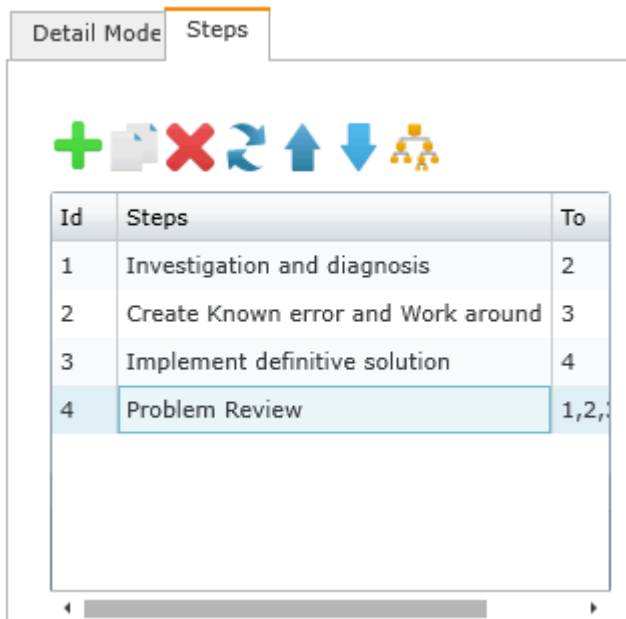
Select result value on problem attention

Guide

Service support instructions to help solving a case faster.

3. Add model Steps

Add a list of steps for the service model, each step can have its own settings:



1.

Add new step Copy step Delete step Move up/down step

Graph model steps:

2. Configure each step:

Detail

Basic step configuration. Configure status, step name, comments, caution and warning.

List: Review

Detail	Activity	User Type
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Status : Name Step : Next Step : Ends Step :

Comments :

Caution :

Warning :

Set Case Status :



Set case status

Define a status for each step, i.e: **InProgress, Resolved, Paused**. Here the administrator configures in which step of the model the status of the case changes from *InProgress* to *Resolved*. When the status changes to **Resolved** time counting stops for the case

Investigation and Diagnosis step has **In progress** as status

List: Investigation and diagnosis

Detail	Activity	User Type	
Status :	Name Step :	Next Step :	Ends Step :
1	Investigation and diagnosis	2	
Comments :			
Check all incidents and RFCs related or with the same Category. Apply Root cause techniques to detect the Root cause of this problem			
Caution :			
Warning :			
Set Case Status : InProgress			

The administrator defines the step in which the case could be considered as resolved.

List: Implement solution

Detail	Activity	User Type	
Status :	Name Step :	Next Step :	Ends Step :
3	Implement solution	4	
Comments :			
Create a Known error Record with Work-Around(s) related so other people can use this information. If there is a solution, document it in the Known error.			
Caution :			
Implement the solution if the cost is justifiable. Create a RFC if it is necessary.			
Warning :			
InProgress Paused Resolved			
Set Case Status : Resolved			

Review step has Resolved as status

List: Review — **Step**

Detail | Activity | User Type


Status : Name Step : Next Step : Ends Step :
4 | Review | 1,2,3, |


Comments :
At this moment the owner should check if the problem is really resolved and the quality of the resolutionas is the expected. Also he has to check that all the procedures were followed

Caution :

Warning :
InProgress
Paused
Resolved

Set Case Status : Resolved



Click on  to save configuration and case status.

Activity

You can relate activities to a step

List: Investigation and diagnosis

Detail Activity **User Type**

Select Activity:

Position Step	Activity	Validate

Activity :

Guide :

Comments :

Validate Activity

User type

Define user type for the step, interface, notifications, CI types and its attributes

List: Create Known error and Work around

Detail Activity **User Type**

Define user type to the steps

+ X

Type User Name	Available Groups
Handler	3

General Attribute Service Type Attribute CI Define

Permission :

Interface Type :

Disable Time

Notify Console :

Notify Email :

- S in progress case
- E Scale case
- S IncidentReview case
- S CSATSurvey case

List: Create Known error and Work around → Step

Define user type to the steps

+ X

Type User Name	Available Groups
Handler	3

Handler user can create new Knownerror and Workaround records

General Atribute Service Type **Atribute CI Define**

Set edit atribute CI Define

CI Define	Extra Table
KNOWN ERRORS RECORD	KNOWNERRORSRECORDINFORMATI
WORKAROUND RECORD	WORKAROUNDINFORMATION

EXTRAFIELDS_NAME LIFESTATUSPERMISSION_NAME

SYMPTOMS	_Write
FINAL_SOLUTION	_Write
ENABLE	_Write

Model created: Detail tab

Ok Close Base Model : Import

Title : Problem_Major

Comments : Modelo=Look for a root cause, work-around(s), a definitive solution, and if it is cost effective then implement it.

Service Type : Problem

Detail Mode Steps

Managers Informed (Hierarchic Escalation) : H_Problem_major Handler (Functional Escalation) : F_Incident_major

Disable Time Validate Steps User Type Steps

Normal time : 360 (minute) Max time : 720 (minute)

Possible returns : resolved,unresolved,tooexpensive,canceled

Guide : This record was created because there is something wrong that can or is impacting several users or critical functions. First, you should gather all of the information about the incident related and services impacted, then look for a root cause. Create a Known error, so servicedesk can react quickly if the incident happens again. Check if the cost of a definitive solution is reasonable then implement the solution. A final review should be done.

Model created: Steps tab

Ok Close Base Model : Import

Title : Problem_Major

Comments : Modelo=Look for a root cause, work-around(s), a definitive solution, and if it is cost effective then implement it.

Service Type : Problem

Detail Mode Steps

List: Problem Review

Id	Steps	To
1	Investigation and diagnosis	2
2	Create Known error and Work around	3
3	Implement definitive solution	4
4	Problem Review	1,2,3

Define user type to the steps

Type User Name	Available Groups
Handler	3
Problem Review	1

Set edit atribute CI Define

CI Define	Extra Table	Interface

EXTRAFIELDS_NAME	LIFESTATUSPERMISSION_NAME

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