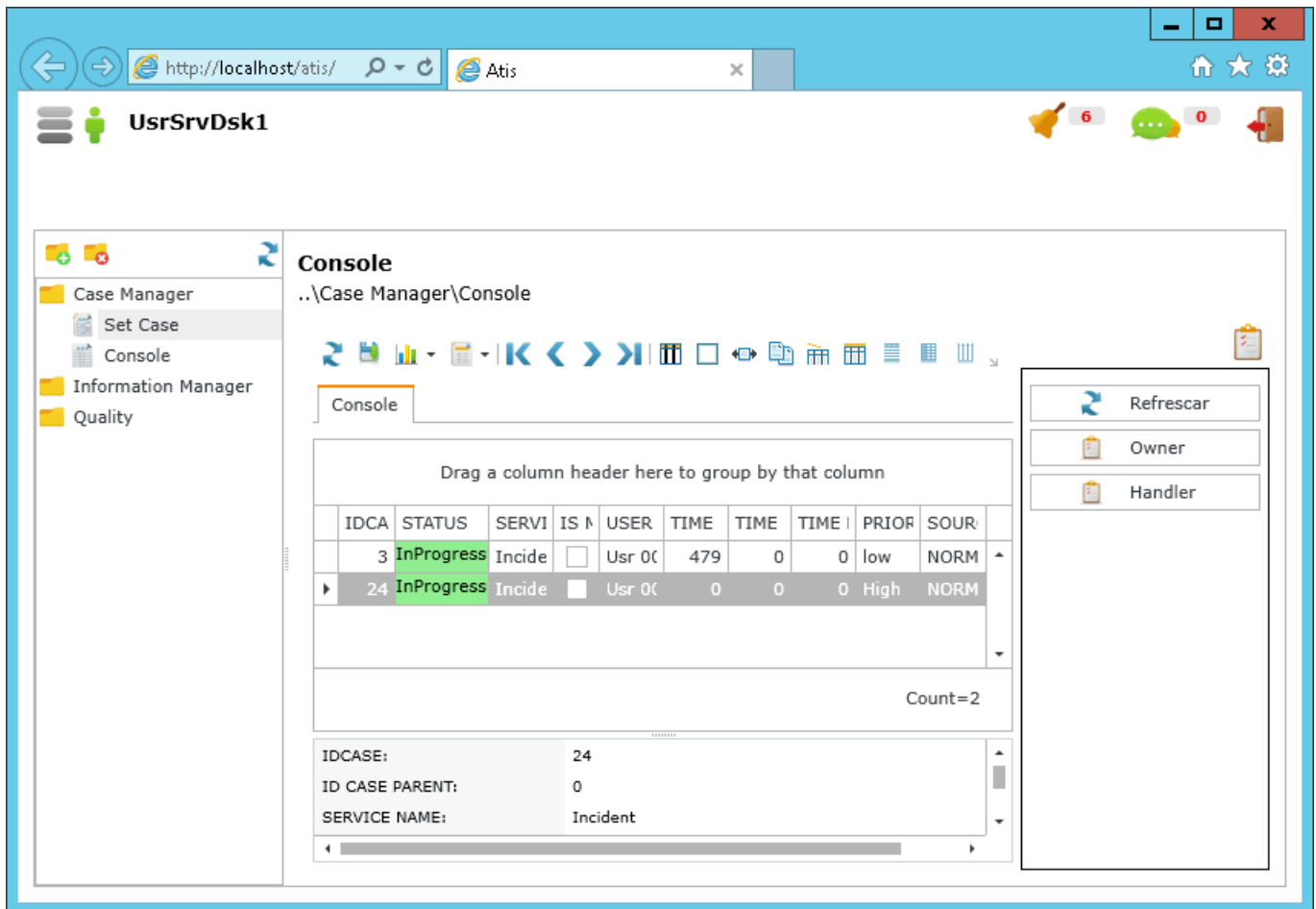



How to solve an Incident

Log into the Atis portal


In the left pane, click on **Manager case > Console.**



1. View incident source and detailed data

In the list of assigned cases, select an incident and click on  to see the detailed data of the incident.

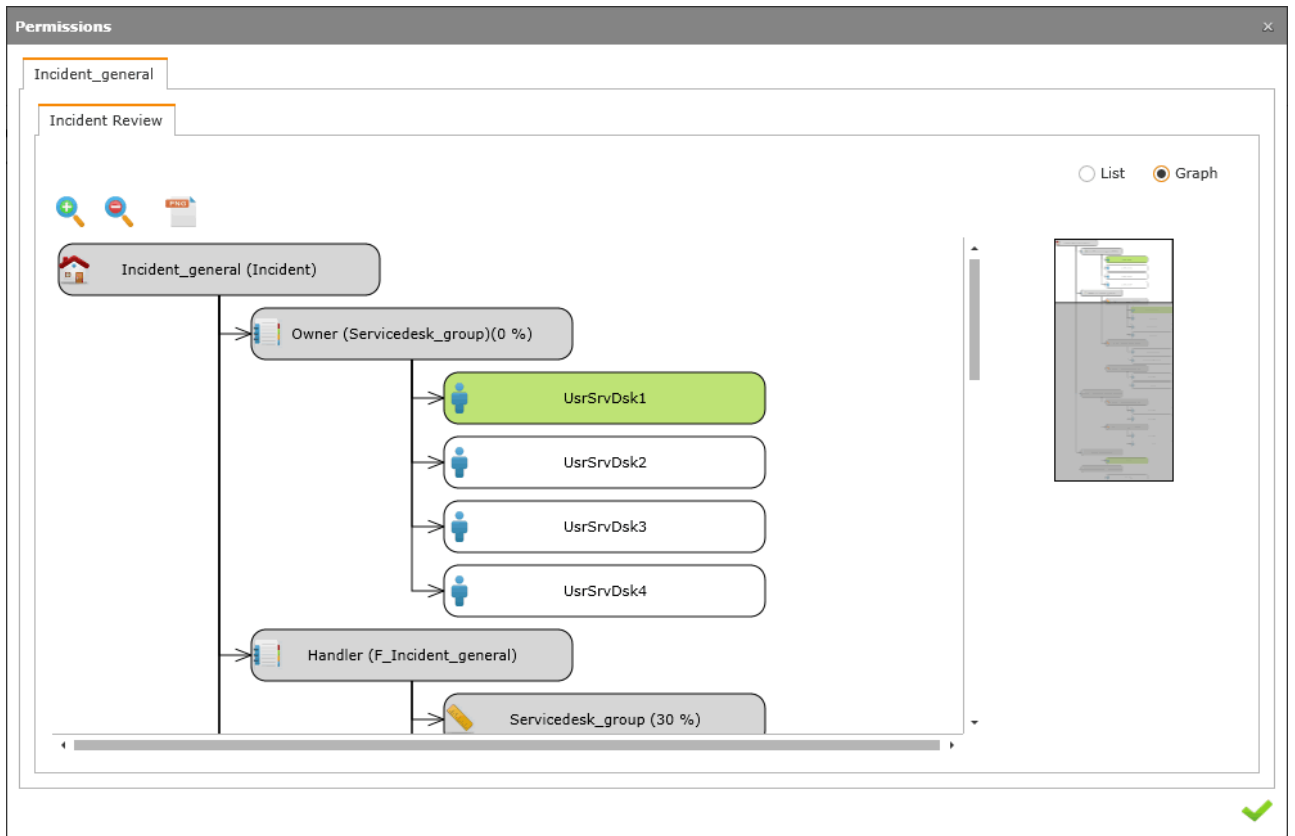
Value	Description	
IDSDTICKET	24	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	→ Incident current status
TICKET_ISMAYOR	False	
TICKET_TITLE	Monitor failing	
TICKET_COUNTTIME	13	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	2016-07-29 19:00:01	
TICKET_DATECLOSED	2016-07-29 19:00:01	
TICKET_DATELASTCUT	2016-07-29 19:13:01	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	33	
IDMDCATEGORYDETAIL_FINAL	33	
SOURCETYPENAME	PERSON	→ Source of the incident



- Click on  to Owner, Handler and User of the incident:

Permissions: List view

Permissions									
Incident_general									
Incident Review									
● List ○ Graph									
Ticket Id	Type name	Status	Type User Nar	CI Generic Nar	First Name	Last Name	Middle Name	Model	Asg Lvl
24	Internal	Active	Owner	UsrSrvDsk1	Jacob	Graham	Johnson	Incident_genei	0
24	Internal	Active	User	Usr 001	Jordan	Franklin	Ford	Incident_genei	0
▶ 24	Internal	Active	Handler	UsrSrvDsk1	Jacob	Graham	Johnson	Incident_genei	1

Permissions: Graph



- Click on  to see the log of actions
- In the permissions screen, click on  to see contact data of the user:

CMDB Contact

Contact type: Information:

Type name	Contact defined
eMail	usr001@email.com

Street Address:

City :

Province/State/County :

Zip/Postal Code :

System status :

2. To start attention

Click on **Handler** button, the attention window will open, below there's a description of the default fields that appear on the window:

Number Case: 16

Incident_general : Monitor failing
Maximun time : 480 - Priority : High

Category : Desktop Support Service\Hardware\ : Failing Detail

Description
While working the user has started to notice that sometimes the monitor flickers or shows waves

Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
Analysis	0	Request fulfilment General	MODEL		IN MODEL	1
Analysis	0	Problem_general	MODEL		IN MODEL	2

Guide or general help

Attention



Message

Analysis | Solution | Customer Satisfaction Survey | Incident Review

Comment
This step is focus on understand the incident and find a solution as soon as possible so the user can continue working.
If you find the cause or a possible problem please take note in the diagnostic box or create a problem record. But do not focus on fin

Change step:
Solution

Add attention actions

In the left pane, click on , in the popup screen type the actions and click on  to save.


Records Administrator and date

View message ✕

Full message



Initial diagnosis actions:


1. Make sure all connections for the monitor are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor into a different outlet running off a different circuit.






Guide or general help Description

Attention  

07/20/16 23:11 UsrSrvDsk2(Internal Handler) 


Analysis:
Try lowering the refresh rate of your monitor to 70-75 and setting the resolution as high as it can go, then restart the computer.

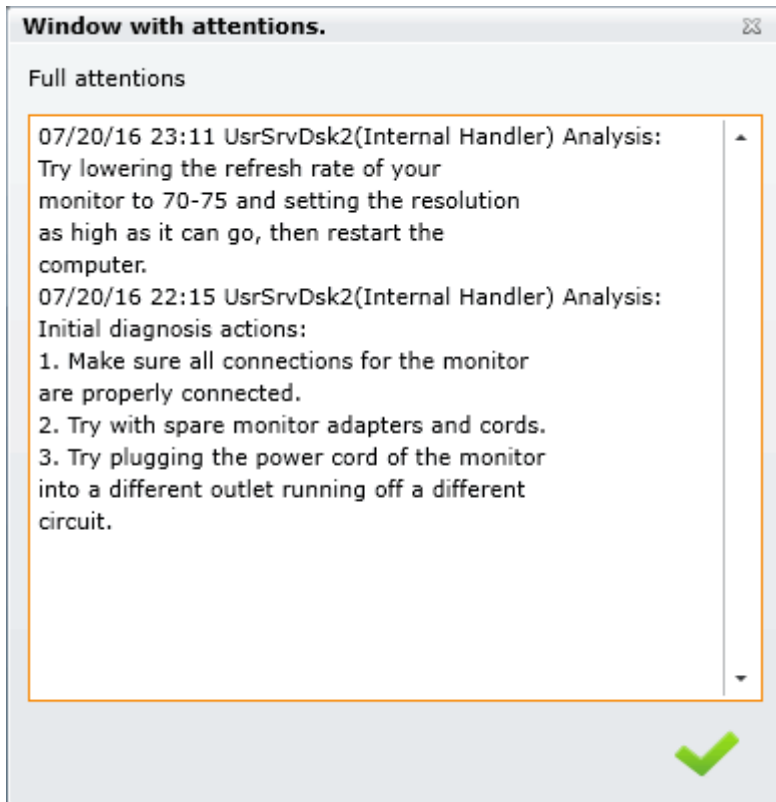
07/20/16 22:15 UsrSrvDsk2(Internal Handler) 

Analysis:
Initial diagnosis actions:

1. Make sure all connections for the monitor are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor into a different outlet running off a different circuit.

Message


To view the action log, click on 

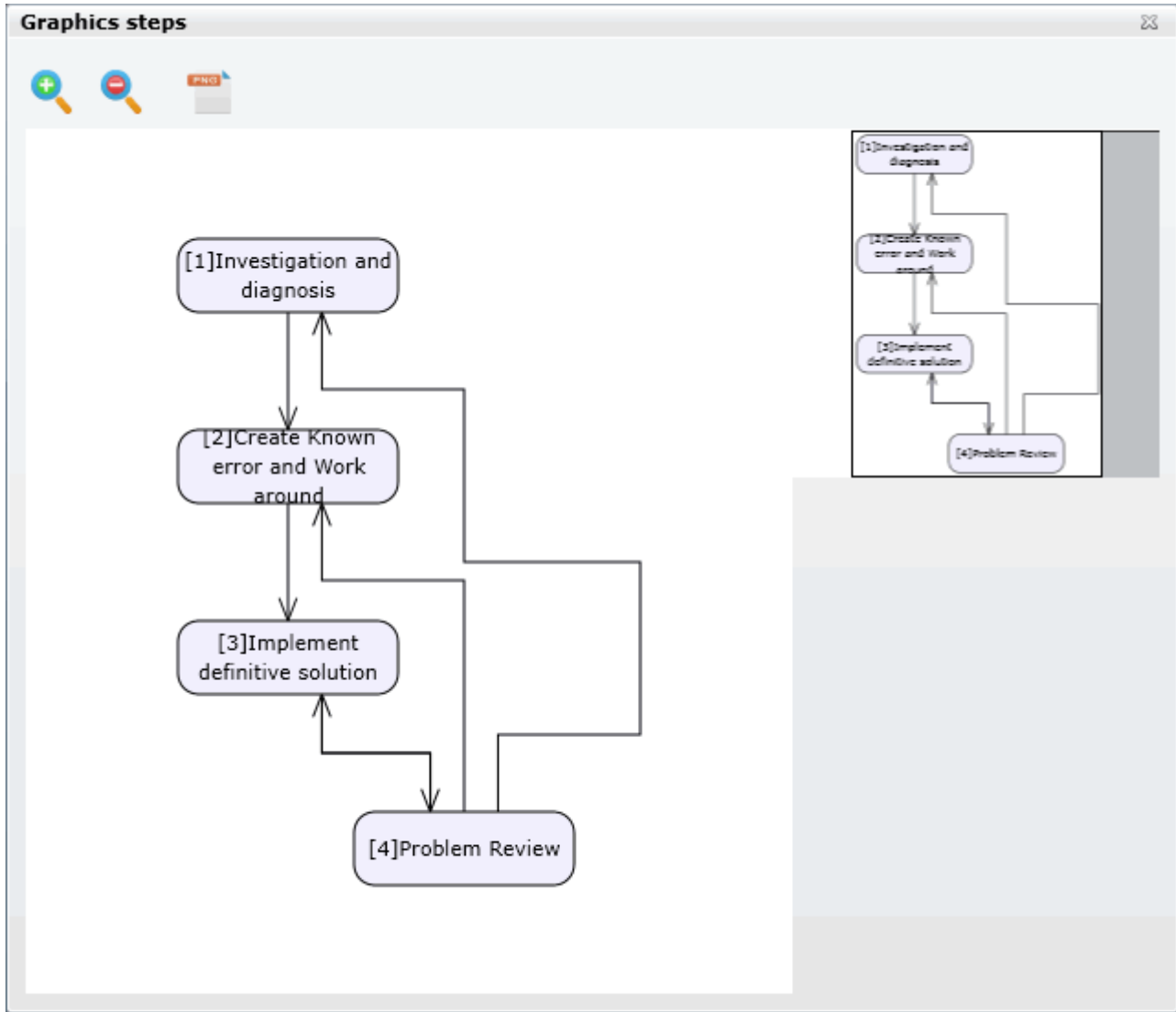


Guide


Service support instructions to help solving a case faster, these instructions are defined in the model configuration.

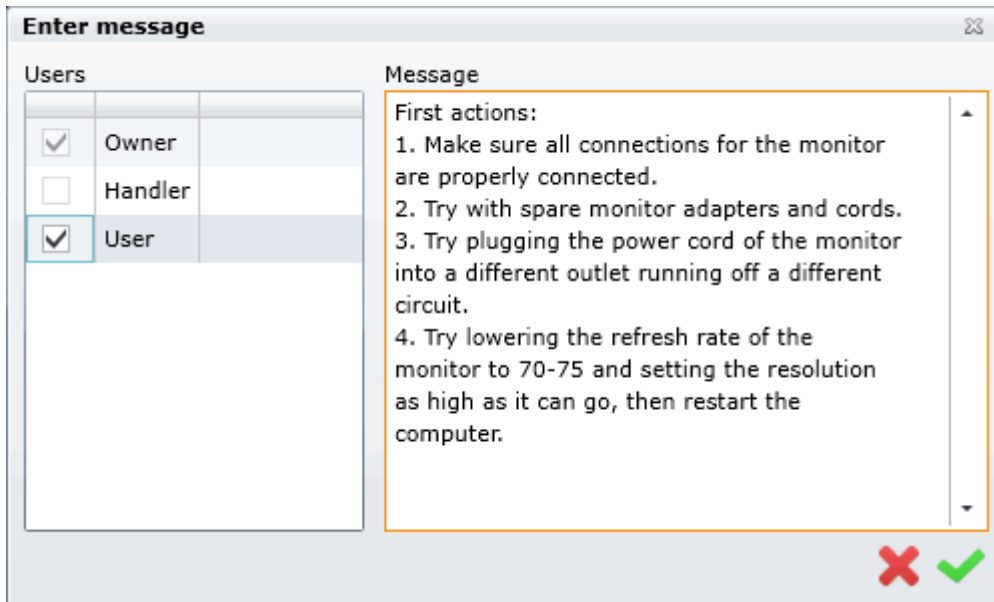
See: [How to create a model](#)


Click on  to graph model steps:



Send messages

In the left pane, click on  , in the popup screen select the users and type the message to send









Users and owner can send feedback as well, click on  to see if there're new messages.

3. Matrix of Activities

See: [How to create a model](#)

IT Help Center is based on activities/attention models. In those, the flow, attention groups, time, escalations, possible returns among others are defined. After a record is created, the tool decides which model will use according to defined rules. Then, the model will rule which group will work in the record. Every while, the tool will check the time that has passed and decide if an escalation is necessary.

Matrix of Activities      




Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
Analysis	0	Request fulfilment General	MODEL		IN MODEL	1
Analysis	0	Problem_general	MODEL		IN MODEL	2

Models

Analysis Solution Customer Satisfac

Comment

This step is focus on understand the incident and find a solution as soon as possible so the user can continue working.
 If you find the cause or a possible problem please take note in the diagnostic box or create a problem record. But do not focus on fin


Here you can add new related activities/cases:

- Requests [Create a new request record from an incident](#)
- Problems [Create a new problem record from an incident](#)

See: [Create a RFC from a problem record](#)


4. Attention tools

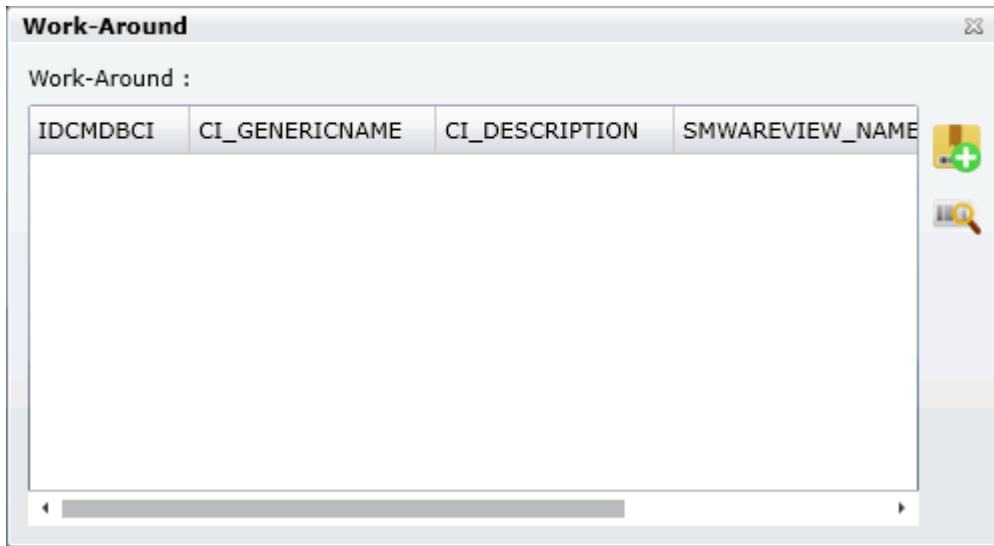
View case details



Click on  to see case details

Value	Description	
IDSDTICKET	24	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	→ Incident current status
TICKET_ISMAYOR	False	
TICKET_TITLE	Monitor failing	
TICKET_COUNTTIME	13	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	2016-07-29 19:00:01	
TICKET_DATECLOSED	2016-07-29 19:00:01	
TICKET_DATELASTCUT	2016-07-29 19:13:01	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	33	
IDMDCATEGORYDETAIL_FINAL	33	
SOURCETYPENAME	PERSON	→ Source of the incident


View Workaround

Click on  to see related workarounds.



- Click on  to search and add workarounds.
- Click on  to view selected workarounds.

View user contact info

Click on  to see user contact data.


- When you pass the mouse over the icon, you'll be able to see user name and preferred way of contact:





User Usr 001: Jordan Franklin Ford Notify me by eMail (usr001@email.com)

- When you click on icon, a popup screen allows you to add/edit contact details:

CMDB Contact

Contact type: Information: (+) - 

Type name	Contact defined
eMail	usr001@email.com
Mobile	(+57) 1-3212347896

Street Address:


City : Colombia

Province/State/County :

Zip/Postal Code :

System status :


- Prep
- Live**
- Retired

- Contact type** Select the notice type (mobile, phone, email)
- Information** Type according to notice type: mobile/phone/email and click  to add.
- Address** Other contact details like Address, country, county/state and zipcode
- Select system status:
 - Prep:** Pending for aprobation
 - Live: Active**
 - Retired:** Outdated info

Change Category



The administrator can change the category before closing the incident.

Click on  to change **Category**.

- Type reason to change category.


Change Settings

Reason for change

Same model New model

Select the category to change.



Category : ..\Desktop Support ServiceHardware<Failing>


Detail : Failing 

Select the Priority to change.

Priority : High

Is Major:

- Click on  to categorize the case, search the category that best describes the issue.

Category Search



Search by


Select the category

Category 1 :

Category 2 :

CATEGORY	CATEGORYSTATUS	
Desktop Support Service\Hardware\<Failing>	1	
Desktop Support Service\Hardware\<Problem>	1	
Desktop Support Service\Hardware\<Request>	1	
Desktop Support Service\Hardware\<Change>	1	


 

Select a new category and clic on 

Change Priority



The administrator can change the priority value before closing the incident.

Click on  to change **Priority**.


- Type reason to change priority.
- Select a new **Priority** value from the drop-down list.

'. At the bottom right are a red 'X' and a green checkmark."/>

You can also click on **Is Major** checkbox

- Click on  to save changes.

Functional Escalation

Click on 

In the popup screen, you can select escalation type and add a reason to escalate the case:

Go to the next user: The case will be automatically assigned to the next administrator available in the same level.

Go to the next level: The case will be automatically assigned to an administrator available in the upper level.

Direct Assignment: Select an administrator from the drop-down list to directly assign the case.

Functional Escalation

Go to the next user Go to the next level Direct asignation

Users


1 (4)UsrSrvDsk1 30 100

Reason for action

Click on  to escalate

Hierarchic Escalation

Click on 

In the popup screen, you can select escalation type and add a reason to escalate the case, active options:



Go to the next level: The case will be automatically assigned to an administrator available in the upper level.

Direct Assignment: Select an administrator from the drop-down list to directly assign the case.

Hierarchic Escalation


Go to the next user Go to the next level Direct asignation

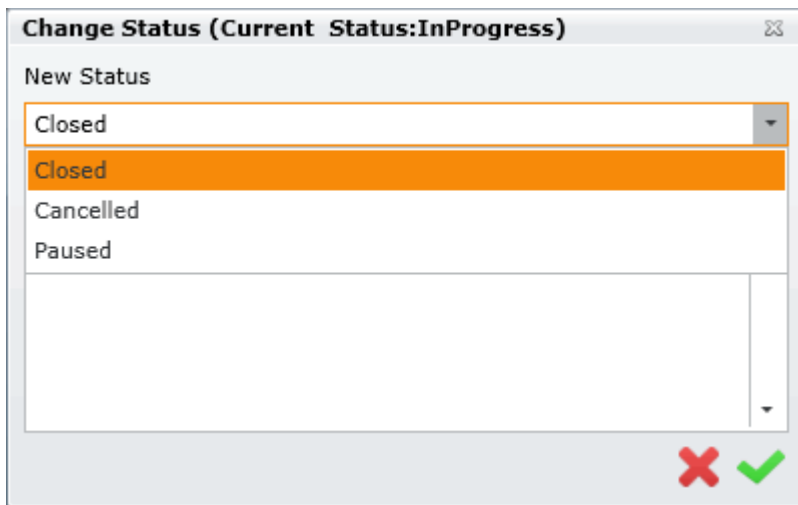
Reason for action

Click on  to escalate


Change Status

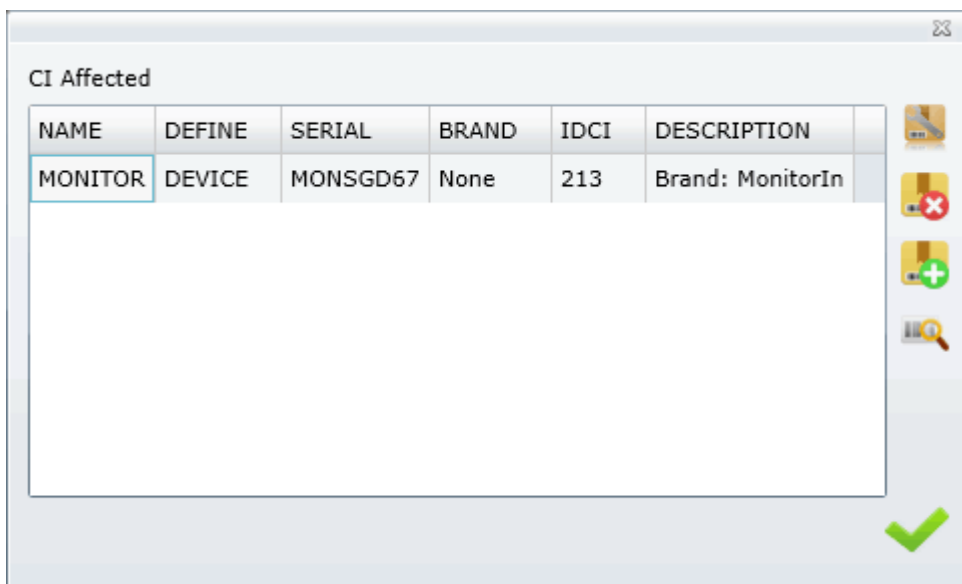
Click on  In the popup screen select a new state and add a reason:




When you pass the mouse over the icon, it'll show the current status

CI Editor


Click on  In the popup screen you can review or delete CIs already related, or add new CIs



Add CIs: click on  a popup screen allows you to browse for CIs.


Edit CI description: Select CI and click on  to edit description and click on  to save.

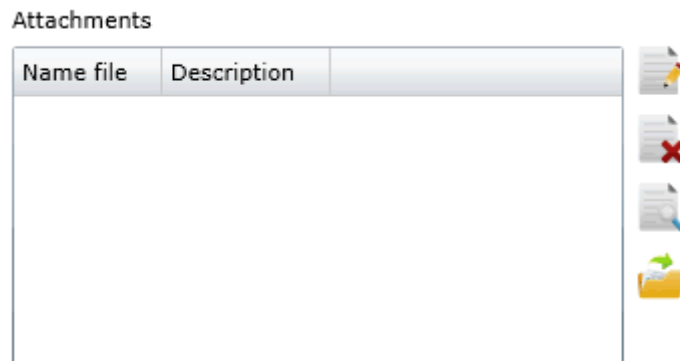
Delete CI: Select CI and click on 


View CI: Select CI and click on 
A popup screen allows you to view information and relations of the CI

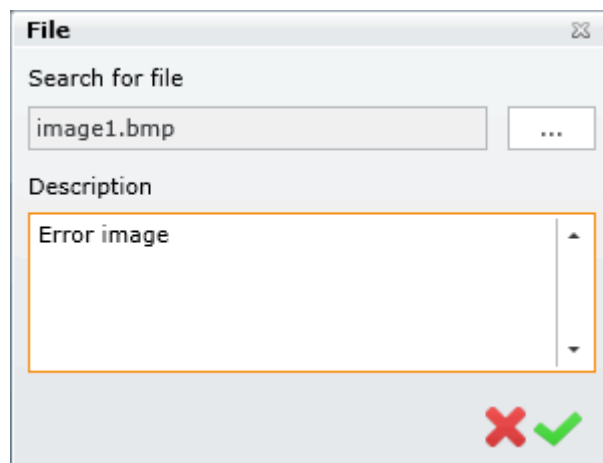
See:
[How to view and edit CIs](#)


Attachment Editor

Click on  In the popup screen you can review or delete attachments already related, or add new files



Add File: Click on  a popup screen allows you to browse your computer for the files to attach. You can include a description for each attached file.




Click on  to find the file, add description¹⁾ and click on  to save.

Edit description: Select the attachment and click on  to edit file description and click on  to save.

Delete File: Select attachment and click on 


Download File: Select attachment and click on 

5. Add/Edit related cases

Click on  to add/edit related cases to the incident:


1. When you click on icon, a popup screen allows you to add/edit related cases:



2. Click on  to search and add cases:

Related Editor

Select case and fill all data



Select Case : 0 


Category : \

Case :

Title :

Description :



Click on  to search cases:

Search

Show :

Drag a column header here to group by that column

	IDSD	T.	IDSDT	CATEC	CATEC	TICKE	MT_TI	IDSD1	IDSDT	IDSDT	IDSLA	
▶	3	E	3	Securi	Failing	InProç	Incide	0	3	2	1	▲
	24	M	4	Deskt	Failing	InProç	Incide	0	3	2	1	
	1	E	1	Securi	Failing	Closec	Incide	0	5	2	1	
	2	E	2	Securi	Reque	Closec	Incide	0	5	2	1	

- Once you've selected a case to relate, select the relation type in the dropdown list: *Unknown relation, This case is part of or This case is the result of*

Related Editor ✖

Select case and fill all data

Select Case : 3 Elevator stuck 🔍

Category : Security Service\Unknown\Failing

Case : Unknown relation

Title : Unknown relation

This case is part of

This case is the result of

Description :

✓ ✗

4. Finally, add title and description:

Related Editor ✖

Select case and fill all data

Select Case : 3 Elevator stuck 🔍

Category : Security Service\Unknown\Failing

Case : This case is the result of

Title : Failure on circuit

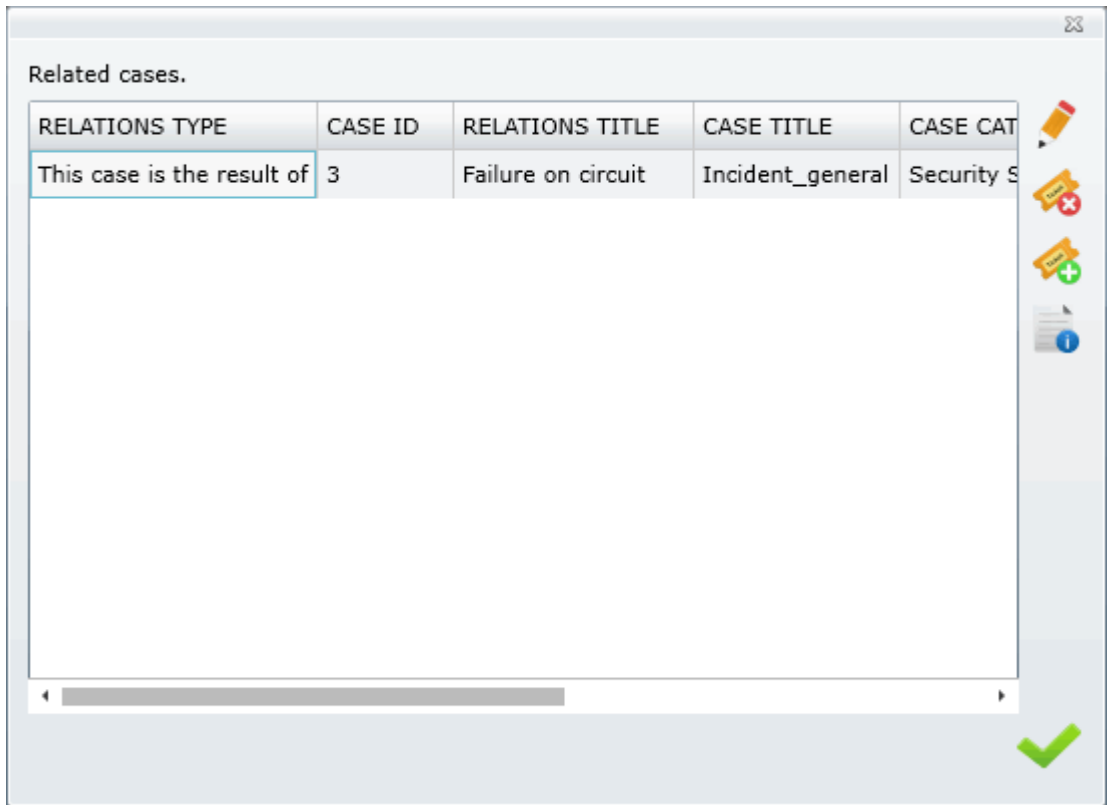
Description : There's a circuit on main circuit




✓ ✗

Click on  to save.

Related cases.


RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CAT
This case is the result of	3	Failure on circuit	Incident_general	Security S



-  Click on icon to delete relation
-  Click on icon to edit relation
-  Click on icon to view the info of the related case

6. Add/Edit parent-child relations

Add Parent Relations



Click on  In the popup screen you can search in a list of existing cases, select the case that will be the **Parent**

Search Relation


Show :

IDSDTICKET	TICKET_TITLE	IDSDTICKETM	CATEGORYDESCRIPTION
8	The printer is not detected.	8	
9	Loss of connection to your router.	9	
10	Loss of signal.	10	
22	Printing in color issue	13	
28	Multi-function printer unable to print	14	
33	Monitor maintenance	15	Maintenance and repairs for
34	Dusty GPU and the fans not working	16	
35	Add knownerror and workaround	17	Maintenance and repairs for
37	Monitor flickers after repair	18	
11	The printer is not detected.	19	

Counter 14

Add Child Relations



Click on  In the popup screen you can search in a list of existing cases, select the case(s) that will be the **Child/Children**

Relation

Show :

	IDSDTICKET	TICKET_TITLE	IDSDTICKETMT	CATEGORYDESCRIP	CATEGORY
<input type="checkbox"/>	33	Monitor maintenano	15	Maintenance and rej	Failing
<input type="checkbox"/>	34	Dusty GPU and the l	16		Request
<input type="checkbox"/>	35	Add knownerror and	17	Maintenance and rej	Failing
<input type="checkbox"/>	37	Monitor flickers afte	18		Problem

Count=4

Graph relations

Click on to draw the graphic.

View Ticket 16

(33) Monitor maintenance
CHILDREN
 Visible
 Childs Activities Parents

(34) Dusty GPU and the fans not
CHILDREN
 Visible
 Childs Activities Parents

(16) Monitor failing
MAIN
 Visible
 Childs Activities Parents

(37) Monitor flickers after repair
CHILDREN
 Visible

(35) Add knownererror and workarc
CHILDREN
 Visible

Incident_general : Monitor failing Maximun time : 480 Priority

Information
General
Permissions
Relations
Childrens
Parents

..\Relations\Childrens

Name	Ticket
TICKET	33
TICKET	34
TICKET	35
TICKET	37

7. Change step



Modifying model configuration and step settings requires access to system configuration,



therefore, you should have administrative privileges.

See: [How to create a model](#)

When an administrator has included all activities and actions for the current step, can set the next step. In the right corner bottom, if possible, choose the next step²⁾ from the drop-down list and click

on icon

Each time there's a step change, the administrator has to include a reason and optionally a recommendation for the next step.

1. To change from **Analysis** to **Solution**

Step summary for :

Type a description of the actions executed in this step: Analysis

I performed the following actions:

1. Make sure all connections for the monitor are properly connected.
2. Try with a spare monitor adapters and cords.
3. Try plugging the power cord of the monitor into a different outlet running off a different circuit.

Recommendation for new step: Solution

I lower the refresh rate of the monitor to 70-75 and setting the resolution as high as it can go, then restart the computer.
I found out that there's a problem with the main circuit.

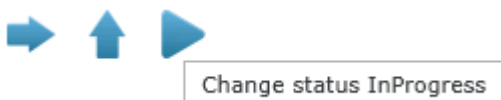
Analysis **Solution** Customer Satisfaction Survey Incident Review

Comment

In this step you or your team should implement a solution that allows the users to continue working, If you need, create a RFC or other record to complete the task.

Change step: Customer Satisfaction Survey

While the incident is in the **Analysis** and **Solution** steps its status is **InProgress**:



2. To change from **Solution** to **Customer Satisfaction Survey**

Step summary for :

Type a description of the actions executed in this step:Solution

The issue is fixed, the monitor is working fine

Recomendation for new step:Customer Satisfaction Survey

✓ ✗

Analysis Solution **Customer Satisfaction Survey** Incident Review

Comment

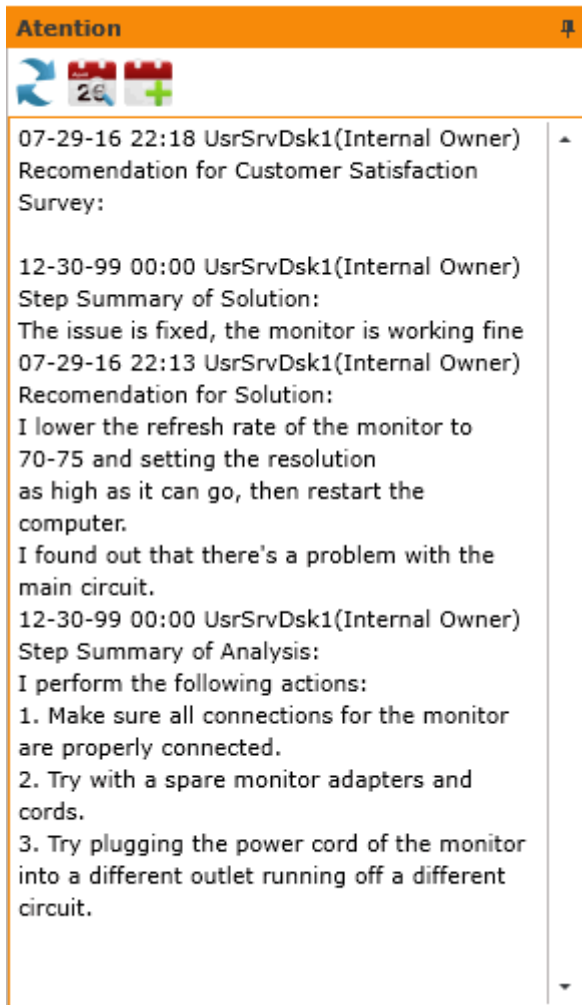
At this step the user should be consulted about the quality of the service he received while this incident was resolved.

Change step:
Incident Review

When there's a solution and the step is **Customer Satisfaction Survey** the status changes to **Resolved**



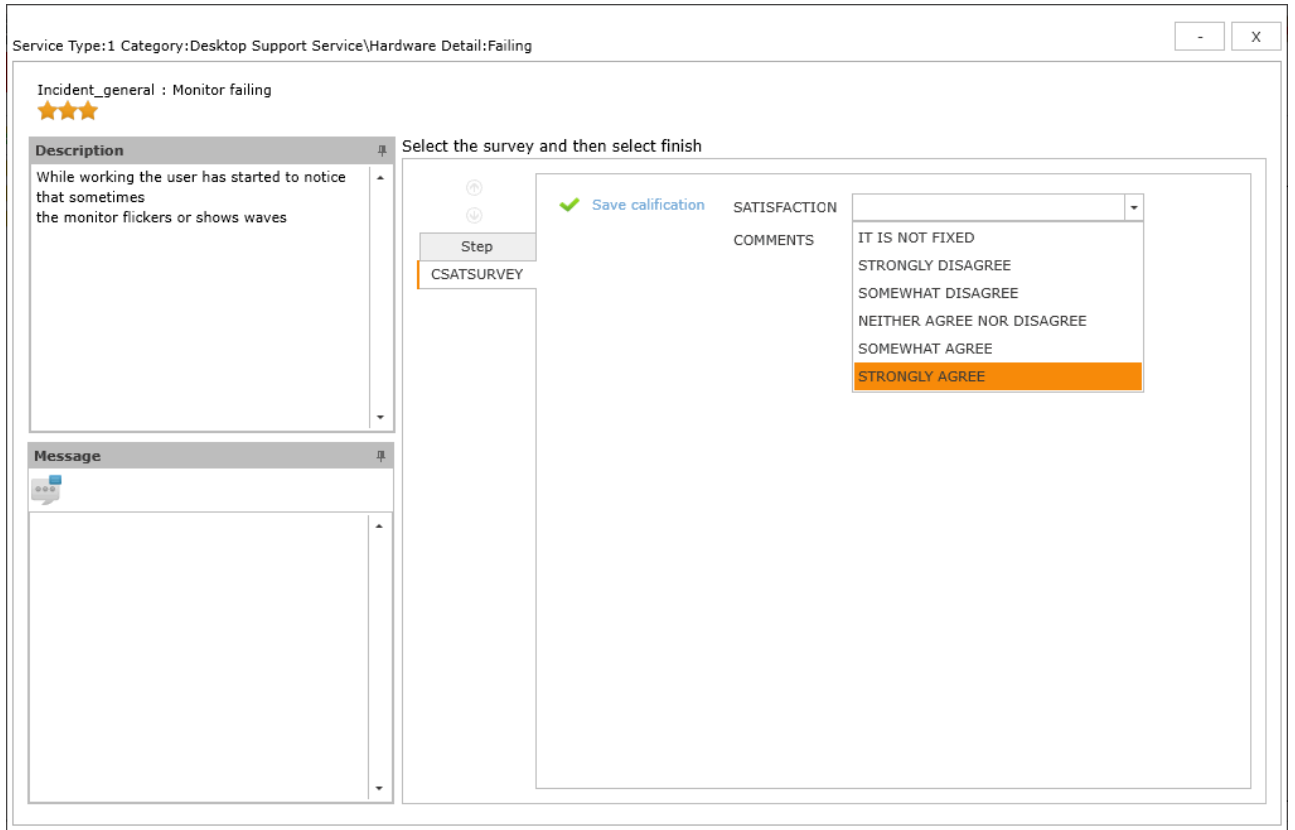
3. Actions and activities are registered in the action log, see Attention pane:



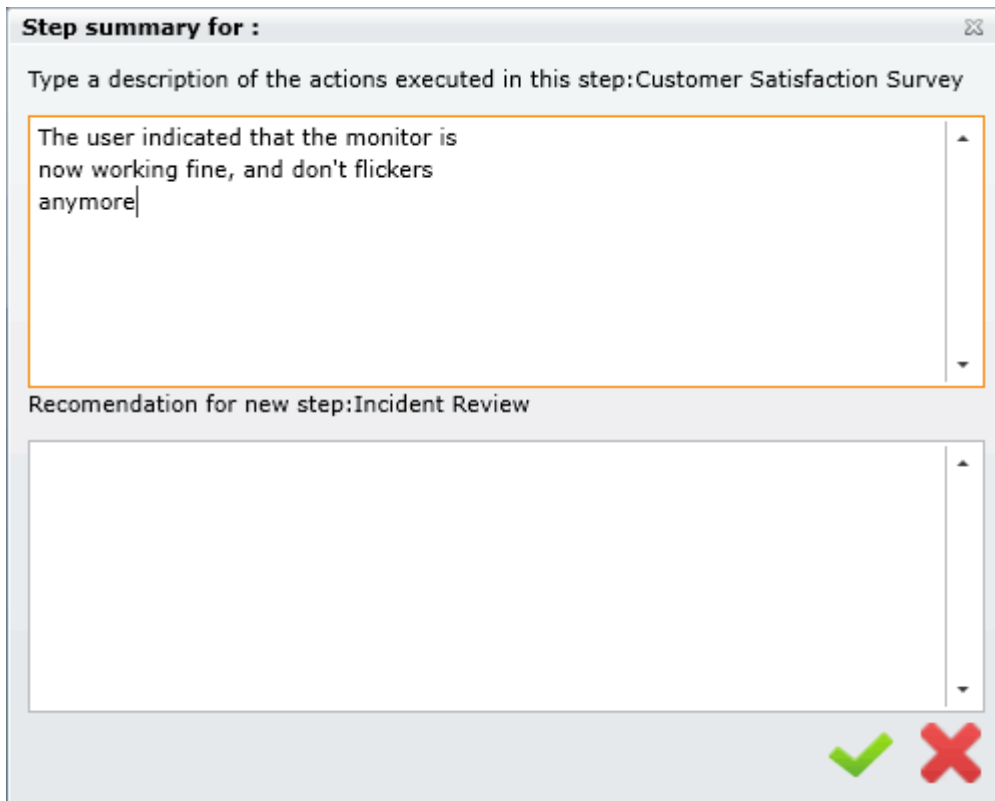
8. Closing case

1. After the **Customer Satisfaction Survey** is sent by the user, the case needs an additional review, if it's approved the case can be closed:

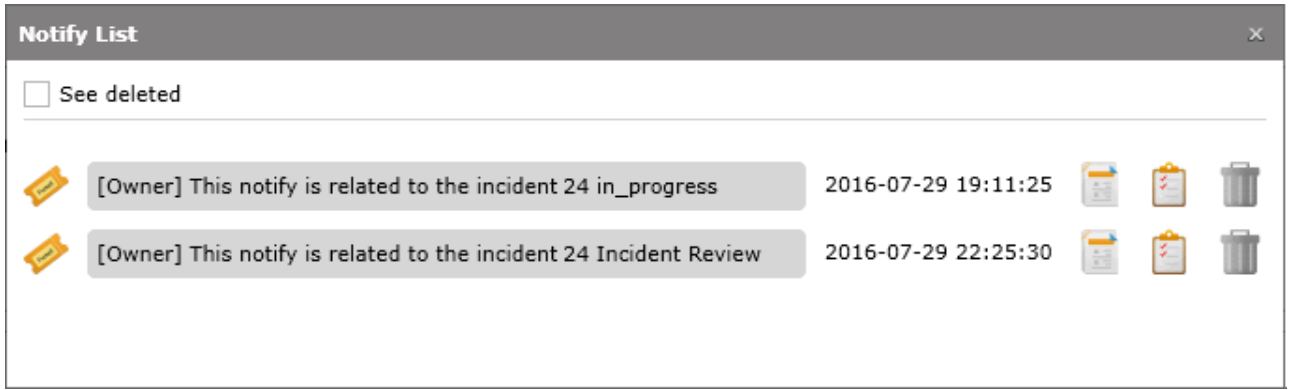
Customer Satisfaction Survey



- 2. To change the step to **Incident Review**, first the handler of the case must type the reason and optionally a recommendation for the next step:



When the step is changed to **Review**, the owner of the case will be notified:



3. According to the review, the case result can be changed to **Resolved** or **Cancelled**. Select a result value from the dropdown list, add a cost return value and click on to save

Result: Resolved Cost Return:

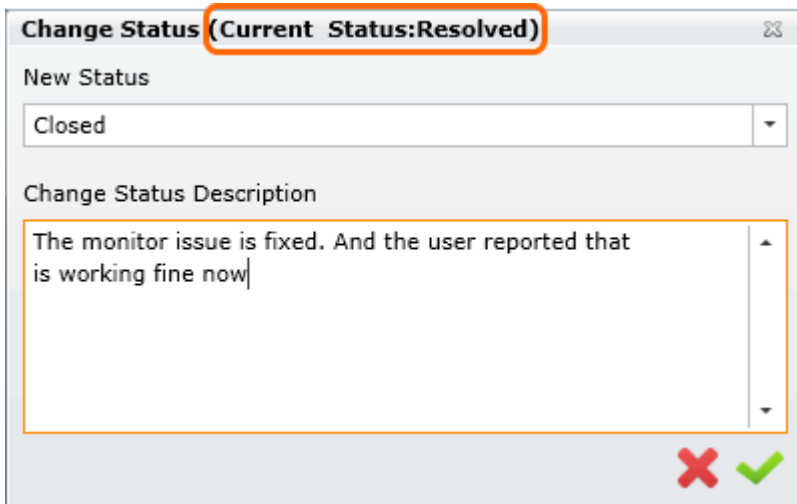
- Resolved
- Cancelled

See:

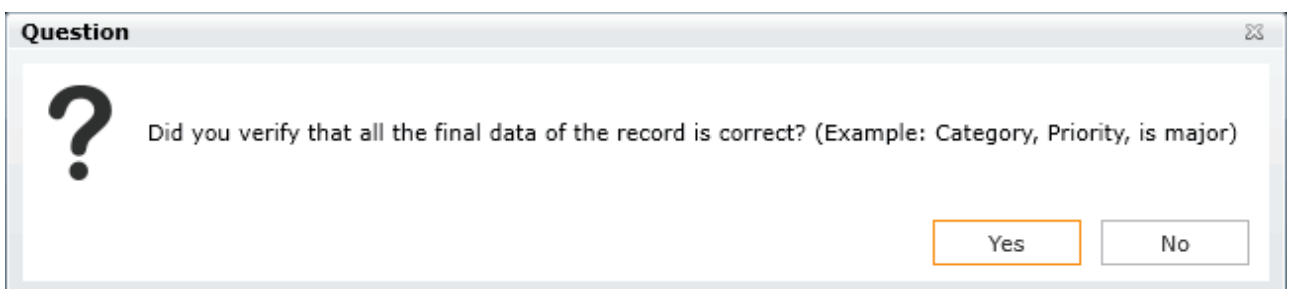
[Models:Result values](#)

[Models:Set case status](#)

4. Click on to change status:



5. When the administrator clicks on there will be a message asking to verify if the incident data is correct.



If the administrator clicks NO, then can change any detail of the case:

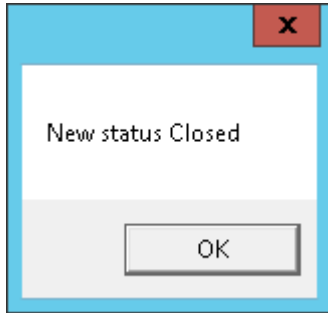
See:

[Change Category](#)

[Change Priority](#)

[Set case as Major](#)

If the administrator clicks yes, the status is changed to **Closed** . :



1)

Optional

2)

According to the service model

From:

<http://leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:

http://leverit.com/ithelpcenter/en:archived:administrator:solve_incident

Last update: **2021/06/17 16:34**

