Incident Management

Process

The Incident Management process consists of seven procedures for handling support requests.

The first procedure is called "Support Request Registration". This procedure is used by service desk agents when they register requests from customers.

The second procedure is called "Support Request Assignment". Service desk agents use this procedure when they assign support requests to groups, and to the service desk manager in case of complaints. They also use this procedure when they handle support requests that have been rejected by group coordinators. Group coordinators use this procedure after support requests have been assigned to their respective groups. They use it to assign these support requests to a specific change coordinator or specialist for resolution.

The third procedure is called "Complaint Handling". It is used by the service desk manager when he/she works to complete support requests of the category "Request for Support Improvement" to the satisfaction of the customers who submitted them.

The fourth procedure is called "Support Request Tracking". Service desk agents follow it when they track the progress of support requests.

The fifth procedure is called "Support Request Resolution by Specialist". It is used by specialists to complete support requests that have been assigned to them.

The sixth procedure is called "Incident Escalation Handling". After an incident has been escalated, the service provider of the affected service uses this procedure to determine how the incident can be resolved in the most efficient manner.

The seventh and last procedure is called "Support Request Closure". This procedure is used by service desk agents when they resolve and close out completed support requests.

For more details about these procedures, click on the Process button to return to the graphical representation of this process and click on the box that represents the procedure that you would like to know more about. The graphical representation of this procedure will appear and you will be able to click on the Description button in the upper left-hand corner of your screen to read more about it.

Mission

The mission of the Incident Management process is to resolve support requests as quickly as possible in a prioritized fashion.

Scope

The scope of the Incident Management process is limited to the support request categories listed in the table below.

Category	Description
Request for Incident Resolution	Request from a customer to restore a service that is not functioning the way it is supposed to. Note: This includes requests for password resets from customers who have forgotten their passwords and requests for backup restores from customers who have lost data.

Request for Change	Request from a customer for modifying, adding, moving or removing some or all service functionality, access or components. Note: Requests for copying data (e.g. for making a backup or restoring a backup at a different location) and requests for batch job runs also fall within this category.
Request for Information	Request from a customer for an answer to a service-related question.
Request for Support Improvement	Request from a customer for the improvement of the manner in which the service provider organization supports the customer.

Level of Detail

The level of detail in which Incident Management information is to be registered is specified in the field utilization guidelines for the fields of the form that is available in the service management application for the support of this process.

The following form is available in the service management application for the Incident Management process:

Support Request

Click on the form to obtain the field utilization guidelines for each of its fields.

Roles & Responsibilities

The table below lists the different roles that are involved in the Incident Management process, along with their respective responsibilities. Click on a role to review its profile.

Role	Responsibility
Customer	Requests support when necessary and provides the required information to resolve the support requests. The requests are submitted by filling out the appropriate web request form or, if a web request form is not available for a specific request, by contacting the service desk by telephone or by e-mail. Verifies solutions provided by the service provider organization before accepting them.
Customer representative	Requests changes to improve the alignment of the services being provided to the customer he/she represents with the business needs of that customer, if a web form is available for the change request.
Group coordinator	Distributes support requests assigned to the group amongst its specialists taking into account the skills and the availability of the individual specialists.
Service desk agent	Provides the interface for customers to the service provider organization. Obtains the necessary information from customers and registers this in support requests in an efficient, accurate, and complete fashion. Resolves as many of the received support requests as possible within the limitations of his/her access rights and time constraints. Assigns support requests that cannot be resolved at the service desk to the appropriate group for resolution. Monitors the progress of high impact incidents and keeps all people concerned informed.

	Informs customers of the solutions after their support requests have been resolved and asks them to verify the solution.
Service desk manager	Ensures that customers are dealt with in a courteous fashion. Handles all support requests of the category Request for Support Improvement to ensure that customers who reported a complaint are turned into satisfied customers of the service provider organization.
Service provider	Decides whether an escalated incident needs to be resolved by implementing an emergency change, by recovering the affected service at its continuity site, or by continuing the resolution of the incident within the Incident Management process.
Specialist	Resolves support requests. Updates support requests with relevant information and status changes.

Key Performance Indicators

The table below lists the key performance indicators (KPIs) that have been selected for tracking the success of the Incident Management process.

KPI	Definition	Frequency	Unit
Complaints	The number of support requests registered with the Category field set to "Request for Support Improvement".	Monthly	# of support requests
Incident resolution	The number of completed support requests with the Category field set to "Request for Incident Resolution" that were completed before their target date and time, divided by the total number of completed requests for incident resolution.	Monthly	%
Service desk resolutions	The number of support requests that were both registered and resolved at the service desk without the assistance from another group, divided by the total number of support requests registered by service desk agents.	Monthly	%

Beneficiaries

The roles that rely on the Incident Management process are listed in the table below, along with their respective requirements for the Incident Management process.

Beneficiary	Requirement
Change coordinators	Information from support requests that require Change Management to get resolved.
Configuration managers	Information regarding CIs that fall within the scope of the Configuration Management process, but which could not be linked to a support request because they have not been registered.

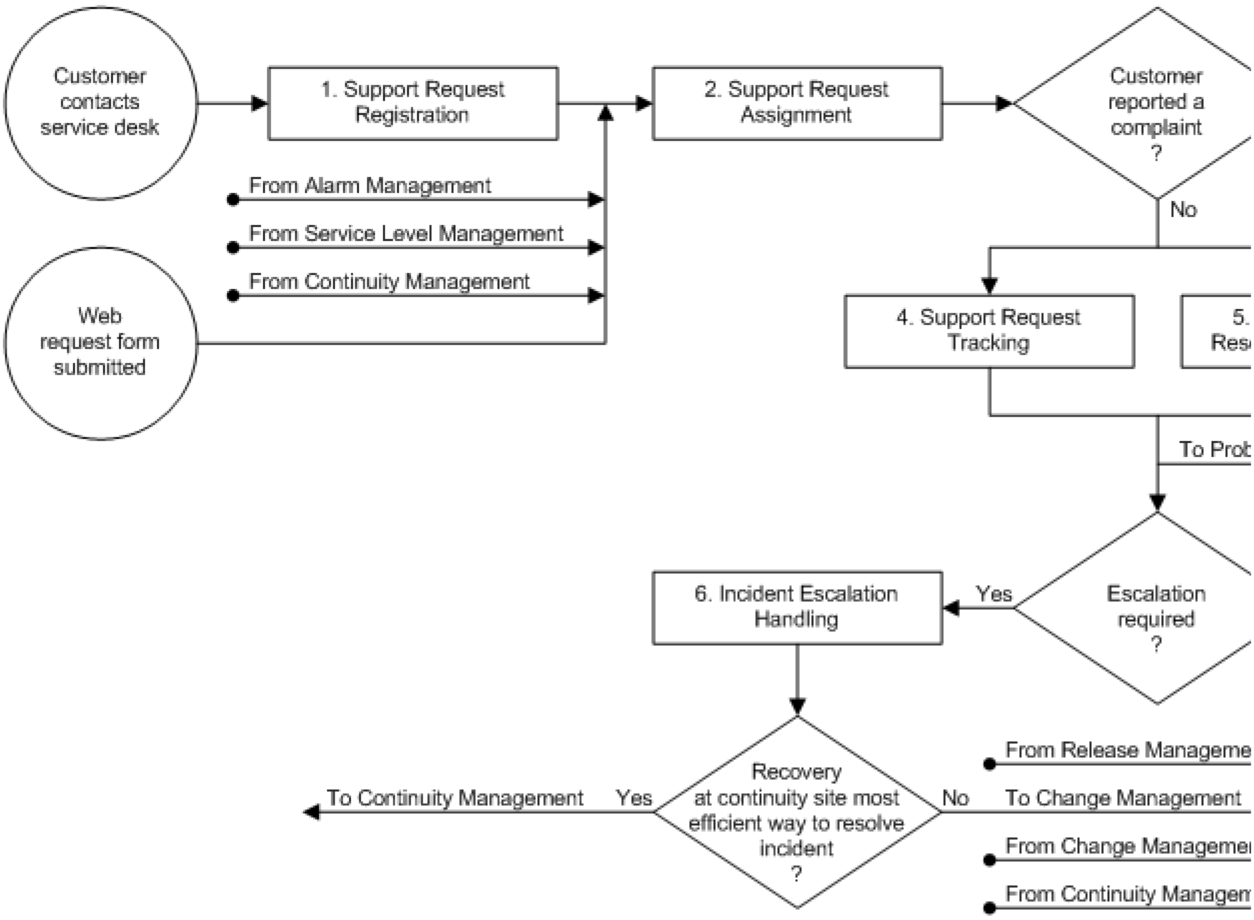
Controllers	Information regarding the time spent on support requests, and the link between support requests and the concerned SLAs, to serve as input for service cost calculation.
Customer representatives	Information updates concerning service outages.
Customers	Ability to submit support requests. Information regarding the progress and solutions of support requests. Information updates concerning service outages.
Group coordinators	Information regarding support requests that have been assigned to a group by a service desk agent.
On-duty managers	Information updates concerning service outages.
Operators	Information regarding the progress of open support requests that were generated from alarms.
Problem managers	Support request information for the identification of problems and the determination of root causes.
Service desk agents	Information regarding the progress of open support requests. Solution information of previously resolved support requests.
Service level administrators	Information regarding support requests for the update of customer information.
Service level managers	Information regarding the actual level of service provided so that this information can be compared with the SLOs that have been agreed on in the SLAs. Information updates concerning service outages.
Service providers	Information regarding the actual level of service provided so that this information can be compared with the SLOs that have been agreed on in the SLAs. Information updates concerning service outages.
Specialists	Information regarding support requests that have been assigned to a specialist.

Owner

The owner of the Incident Management process is the Service Management CAB.

This CAB is responsible for reviewing, and subsequently approving or rejecting, requests for improvement of the Incident Management process and its supporting functionality in the service management application.

Process



Procedure 1, Support Request Registration

When a customer contacts the service desk, the service desk agent links the customer's person item to a new support request. Next, the service desk agent determines the nature of the customer's request. This is done by asking the customer how he/she can be helped, if the customer contacted the service desk by phone or in person. Alternatively, if the customer contacted the service desk in writing (e.g. with an e-mail, fax, paper form, etc.) the service desk agent determines the nature of the request by reading through its information.

If the customer contacted the service desk about a previously registered support request, the service desk agent looks it up. If the support request was already closed, but the customer is not satisfied with the solution provided, the service desk reopens it. On the other hand, if the customer simply wants an update of the support request's status, the service desk agent informs the customer of the progress that has been made.

If the customer contacted the service desk to submit a new request, the service desk agent determines whether or not a support request template is available for the customer's request.

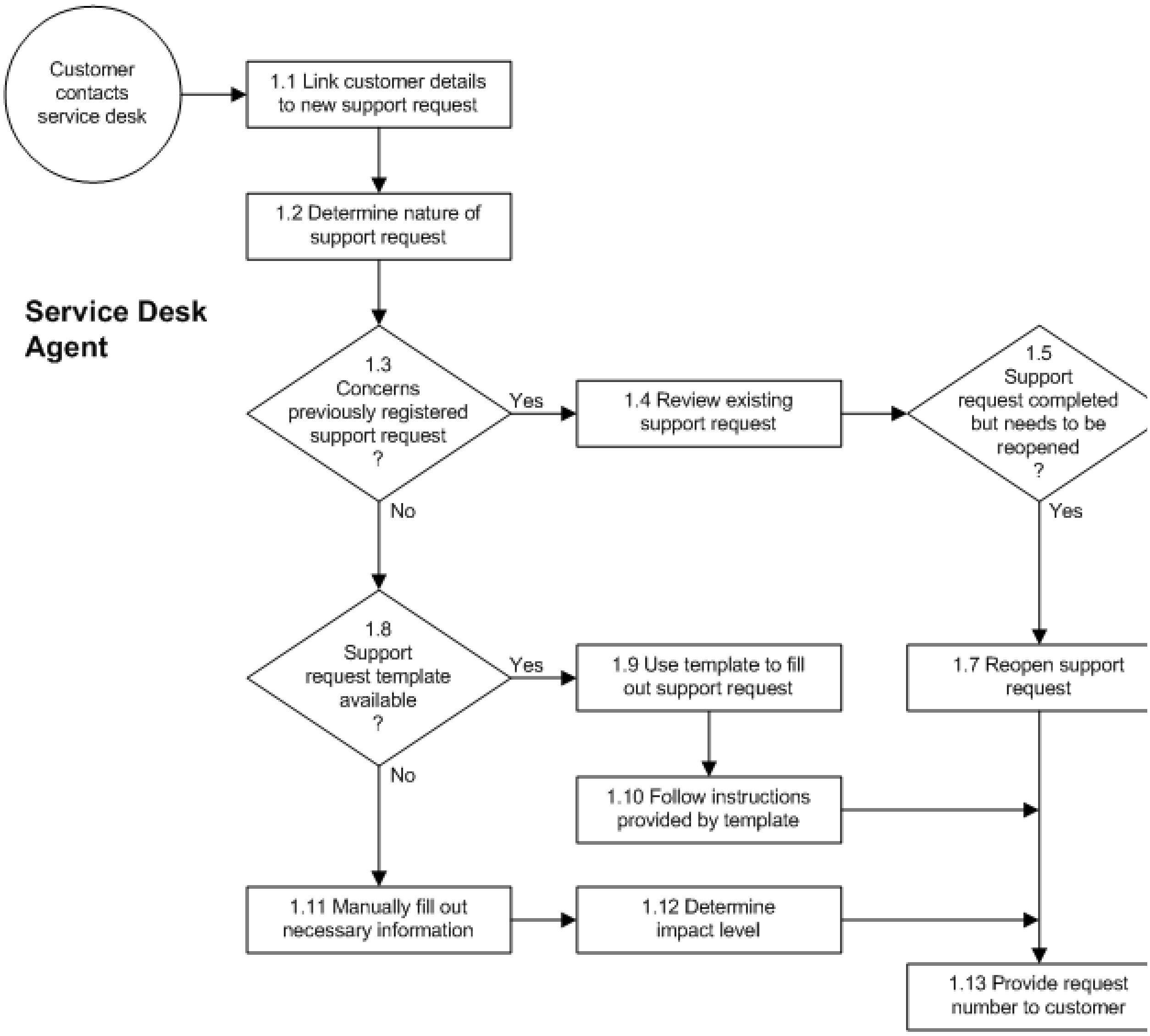
If a support request template is available, the service desk agent uses the template to fill out the support request. The service desk agent reads the instructions from the template and follows them. The instructions specify which information to obtain from the customer and how to proceed after the information has been obtained (e.g. how to resolve the request, or to which group it is to be assigned).

In case a support request template is not available for the request of the customer, the service desk agent registers the necessary information manually. The service desk agent subsequently links the applicable service and configuration item (if known) to the support request.

If the customer reported an incident, the service desk agent continues by determining the impact level based on the information provided by the customer, the information about the configuration of the service infrastructure, and the other incidents that are currently open for the impacted service. The impact level and the business importance level (BIL) of the service for the customer automatically determine the priority level that is assigned to requests for incident resolution. If it does not concern an incident, the service management application uses the support request category to automatically assign the correct priority level.

After the priority has been assigned, the service desk agent provides the support request number to the customer, if the customer is reporting the request by phone or in person.

Procedure 1, Support Request Registration



Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.1 Link customer details to new support request	1.1.1 Open a new support request. 1.1.2 Select the customer in the Customer field. To do this quickly, fill out the first few characters of the customer's last name in the Customer field and press Enter (customer codes are equal to their last name). If the characters entered in the Customer field are not unique, the service management application displays a list of persons whose codes start with the entered characters. Select the customer from this list. When in doubt, click on the Advanced Find

	button of the tool bar to open the search screen for persons. Note: If the customer is not registered, select the special person item with the code "NORECORD" and enter the name and contact details of the customer in the Information update field.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.2 Determine nature of support request	1.2.1 If you have the customer on the telephone, or if the customer visited the service desk in person, ask the customer how you may be of assistance. 1.2.2 Use the information that the customer has provided you with (regardless of whether this information was obtained over the telephone, in an e-mail, or otherwise) to determine if the customer has contacted the service desk about a previously reported support request, or if the customer wants to report a new support request. 1.2.3 If the customer is submitting a new support request, continue by determining the service that the support request relates to. Also determine what the customer is requesting, and ask for any additional information that could help resolve the request. Note: If you need more information to be able to provide sufficient information in the support request so that it can be resolved, and if you are not currently in contact with the customer (e.g. if you do not have the customer on the telephone, or the customer is not personally at the service desk), contact the customer by phone or e-mail and request the additional information that is needed. Do not register a support request until this information has been provided. 1.2.4 Select the service that the request relates to in the Service field. Note: If it concerns a request for support improvement (i.e. a complaint) or a request for the development of a new service, select the special service "N/A - Service does not (yet) exist or is out of scope".

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents	
1.3 Concerns previously registered support request ?	1.3.1	If the customer contacted the service desk about a previously registered support request, regardless of whether it has already been closed or not, continue with 1.4.1. Otherwise go to 1.8.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents	
1.4 Review existing support request	1.4.1	Look up the support request that the customer has contacted the service desk about.
	Note:	To obtain an overview of open support requests for the customer, select the menu option Action - Open Support Requests for this Customer. If the support request is not in this list, and if the customer cannot provide the support request number, use the Advanced Find functionality to search for the support request.
	1.4.2	Review the support request details, its progress, and its current status.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents	
1.5 Support request completed but needs to be reopened ?	1.5.1	Go to 1.7.1 if the customer is not satisfied with the solution provided for one of the customer's previously registered support requests. Otherwise, if the customer contacted the service desk for an update on the status of one of his/her support requests, continue with 1.6.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.6 Update customer on status and update request	1.6.1 Provide the customer with an update of the support request's status. Note: If the support request has not been updated recently, contact the specialist to whom it is assigned to obtain a status update so that you can pass this information on to the customer. 1.6.2 Summarize your actions and the information that you provided to the customer in the Information update field of the support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.7 Reopen support request	1.7.1 Reopen the support request by setting its Status field back to "Assigned". 1.7.2 Specify in the Information update field of the support request why the customer is not satisfied with the previous solution.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.8 Support request template available ?	1.8.1 Continue with 1.9.1 if a support request template is available for the type of request that the customer has contacted the service desk about. Otherwise go to 1.11.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.9 Use template to fill out support request	1.9.1 Select the appropriate support request template. The service management application will use its information to populate the fields of the new support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.10 Follow instructions provided by template	1.10.1 Read the instructions in the Information field of the new support request and follow them (e.g. obtain specific information from the customer and add this in the Information update field).

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.11 Manually fill out necessary information	1.11.1 If the support request concerns (or is suspected to be caused by) a specific configuration item (CI), select it in the CI field. Note: If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management process, select the special CI with the code "NORECORD". Note: If the support request does not concern a specific CI, or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A". 1.11.2 Enter a short but meaningful description of the request in the Description field. 1.11.3 In the Information update field, fill out any additional information that the customer can provide and that could prove useful when resolving the support request. 1.11.4 Select the manner in which the support request was submitted to the service desk in the Source field. 1.11.5 Select the applicable support request category in the Category field. 1.11.6 If you set the Category field to "Request for Incident Resolution", check the service management application to see which changes, implemented during the past 24 hours, could have caused the incident. If you find a change that appears to have caused the incident, link it to the support request using the Relations field. When creating such a link, select the relation type "Caused by

	Change Implementation". Enter the change number in the Information update field and specify why you suspect the incident to have been caused by the implementation of this change. Note: To find a change that was implemented in the previous 24 hours and that is linked to the service for which the incident is being registered, click on the "Advanced Find…" button from the Advanced toolbar. Specify in the Advanced Find window that you are looking for implementation work orders that have been completed within the past 24 hours, and that are linked to a change which Service field is set to the service for which the incident is being registered.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
1.12 Determine impact level	1.12.1 If you set the Category field of the support request to "Request for Incident Resolution", look up the open support requests for the same service and the information from the customer to determine the extent to which the service is impacted. Select the appropriate impact level in the Impact field. Only the following options will be available: Low - Service Degraded for 1 User Medium - Service Down for 1 User or Degraded for Several High - Service Down for Several Users 1.12.2 If, on the other hand, you set the Category field to a value different from "Request for Incident Resolution", the service management application automatically limits the available impact levels to "None - No Degradation of Service". Select this option in the Impact field. Note: The service management application automatically determines the appropriate priority for requests for incident resolution using the support request's impact level and the business importance level (BIL) of the customer's SLA. If the support request is not a request for incident resolution, the service management application uses the support request category to determine the appropriate priority. Having determined the appropriate priority for the support request, the service management application subsequently uses it, in combination with the service hours specified in the customer's SLA, to calculate the target date and time for the support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents	
1.13 Provide request number to customer	1.13.1	If you still have the customer on the telephone, provide him/her with the support request number specified in the Number field.
	Note:	The customer is also automatically informed by e-mail of the support request number upon saving the support request.

Procedure 2, Support Request Assignment

If the support request concerns a request for support improvement (i.e. a complaint), the service desk agent assigns the support request to the service desk manager. All other support request categories are considered by the service desk agent for resolution. If the service desk agent is not able to resolve the request (in terms of skills, access rights and time restrictions), he/she assigns it to the appropriate group.

Support requests that service level managers passed on to the service desk for assignment are dealt with in the same fashion.

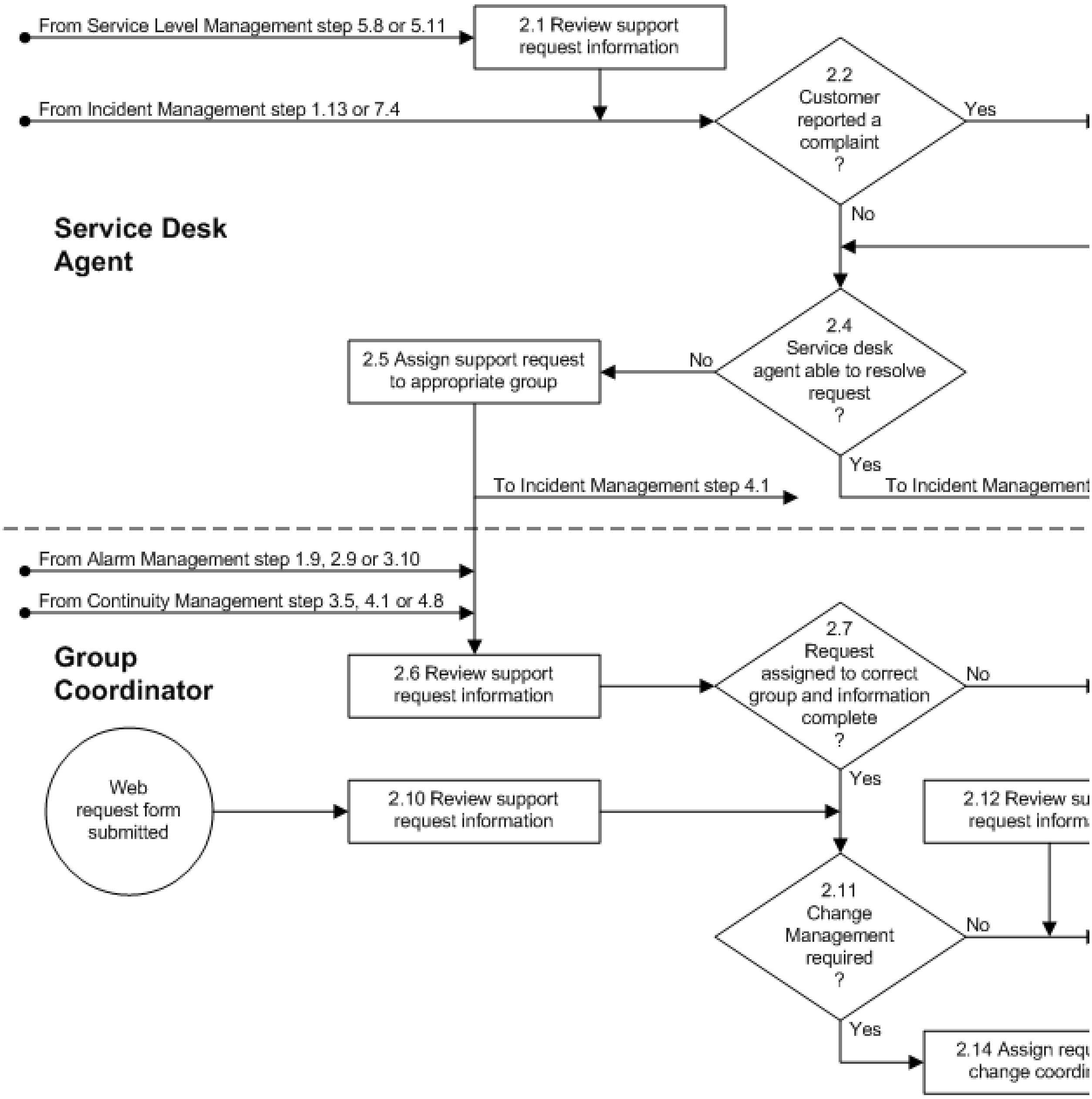
All support requests that have been assigned to a group by service desk agents, operators and the continuity manager, and after customers and customer representatives submit a web request form, are reviewed by the coordinator of the group.

If the group coordinator determines that a support request has been assigned to the wrong group, or if a support request does not contain all information that should have been provided by the service desk agent, operator or continuity manager in order to be able to complete it, he/she rejects it and specifies the reason for rejection.

Rejected support requests are automatically passed to the service desk that provides the customer interface for the group that rejected it. There, a service desk agent ensures that the missing information is collected and/or that these rejected support requests get reassigned to the appropriate group if they cannot be resolved by the service desk.

Support requests that have been assigned to the correct group, and that contain the required information, are passed to the change coordinator of the related service if it concerns a request for a change which implementation needs to be coordinated by Change Management. All other support requests are passed to the most appropriate specialist of the group (in terms of skills, availability and access rights).

Procedure 2, Support Request Assignment



Work Instructions

Procedure Step	Work Instructions for Group Coordinators	
2.1 Review support request information	2.1.1	Examine the information in the support request to gain an understanding of what has been requested by the customer representative for who the service level manager registered the support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
2.2 Customer reported a complaint ?	2.2.1 Continue with 2.3.1 if the customer reported a complaint. Otherwise, if the Category field of the support request is not set to "Request for Support Improvement", go to 2.4.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
2.3 Assign support request to service desk manager	2.3.1 Select the service desk manager in the Member field of the support request to assign the complaint to him/her. 2.3.2 Ensure that the Status field of the support request is set to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
2.4 Service desk agent able to resolve request ?	2.4.1 If the support request can be resolved by the service desk agent (with the help of other service desk agents if necessary), go to 7.1.1. Otherwise continue with 2.5.1. Note: Use the menu option "Actions - Open Problems for this Service" to look for an open problem that could have caused this support request. Such a problem could provide a workaround in its Workaround field, which could allow you to resolve this support request without the help of a specialist. Note: The service desk may not be able to resolve support requests due to access restrictions, time limitations, and/or insufficient knowledge.

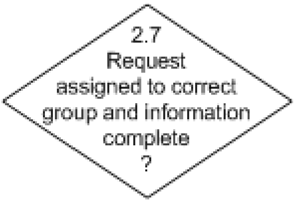
Work Instructions

Procedure Step	Work Instructions for Service Desk Agents	
2.5 Assign support request to appropriate group	2.5.1	Ensure that the appropriate group is selected in the Group field of the support request.
	Note:	The group that is responsible for providing the service that has been selected in the Service field of the support request is automatically filled out in the Group field. When a CI is selected in the CI field, however, this value is overwritten with the administrator group of the CI.
	Note:	Do not select a specific member of the group in the Member field of the support request. It is up to the group coordinator of the group to decide who the most appropriate member is (in terms of skills, availability and access rights) to work on the support request.
	2.5.2	Ensure that the Status field of the support request is set to "Assigned".
	2.5.3	If it concerns a support request that must be dealt with as soon as possible (e.g. in case of a virus attack), page or telephone the coordinator of the group to which you have assigned the support request to ensure that he/she is aware of the urgency.
	Note:	To find out who the current coordinator is of the group, open the group's details from the Group field of the support request. Do this by clicking on the Group field label and by subsequently selecting the option "Open". You can find the contact details of the group coordinator from the Coordinator field of the group in the same fashion.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators	
2.6 Review support request information	2.6.1	Examine the information in the support request to gain an understanding of what has been requested.
	2.6.2	Determine if the support request has been assigned to the appropriate group.
	2.6.3	Determine if the support request contains all information that should have been provided by the service desk agent or operator in order to be able to resolve it.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
	2.7.1 Continue with 2.8.1 if the support request was not assigned to the appropriate group or if it does not contain all information that should have been provided in order to be able to resolve it. Otherwise go to 2.11.1.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
	2.8.1 Set the Status field to "Rejected". Enter the reason for rejecting the support request in the Information update field. Note: The service management application automatically assigns each rejected support request to the service desk that provides the customer interface for the group that has rejected it.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
	2.9.1 Examine the information in the support request to gain an understanding of what has been requested and find out why the support request has been rejected by a group coordinator. 2.9.2 If the group coordinator rejected the support request because the information was incomplete, obtain the missing information and add this to the support request in the Information update field.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
2.10 Review support request information	2.10.1 Examine the information in the support request to gain an understanding of what has been requested by the person who submitted the web request form.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
2.11 Change Management required ?	2.11.1 Go to 2.14.1 if it concerns a request that will need to be handled by Change Management. Otherwise go to 2.13.1. Note: If the support request concerns an incident, a specialist will first need to determine in 5.2.1 how it is to be resolved in order to establish whether or not Change Management will be required to resolved it. So, in case of an incident, go to 2.13.1. Note: A request must be coordinated by Change Management if its implementation will cause: a service to become unavailable or degraded during service hours, the functionality of a service to become different, or the CMDB to require an update.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators
2.12 Review support request information	2.12.1 Examine the information in the support request to gain an understanding of what has been requested and why the change coordinator of the related service has determined that the support request can be completed within the Incident Management process.

Work Instructions

Procedure Step	Work Instructions for Group Coordinators	
2.13 Assign request to appropriate specialist	2.13.1	Select the most appropriate specialist (in terms of skills, availability and access rights) in the Member field of the support request. Leave the Status field of the support request set to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Group Coordinators	
2.14 Assign request to change coordinator	2.14.1	Select the change coordinator of the concerned service in the Member field of the support request. Leave the Status field of the support request set to "Assigned".

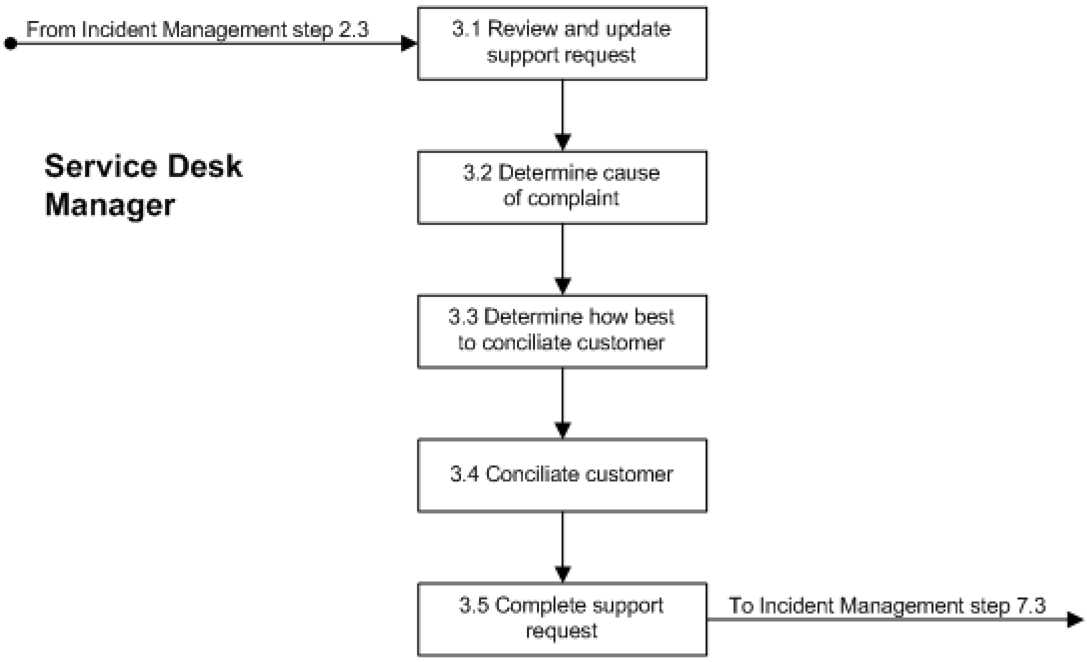
Procedure 3, Complaint Handling

After a request for support improvement (i.e. a complaint) has been registered, the service desk manager reviews its details.

The service desk manager talks to the involved service desk agent(s), specialist(s), service level manager, customer representative and/or customer as needed to determine the cause of the complaint. Having determined the cause, the service desk manager decides on a way to restore the customer's faith in the support provided by the service provider organization.

After the service desk manager has taken the necessary actions to conciliate the customer, he/she completes the support request.

Procedure 3, Complaint Handling



Work Instructions

Procedure Step	Work Instructions for Service Desk Managers
3.1 Review and update support request	3.1.1 Set the Status field of the support request to "Accepted" if you are not yet ready to start working on it. 3.1.2 Set the Status field to "In Progress" as soon as you are ready to work on the complaint. 3.1.3 Examine the information in the support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Managers
3.2 Determine cause of complaint	3.2.1 Find out what caused the customer to submit the request for support improvement. Contact the involved service desk agent(s), specialist(s), service level manager, customer representative and/or customer him/herself as needed. 3.2.2 Enter a summary of the investigation in the Information update field of the support request.

Work Instructions

Procedure Step	Work Instructions for Service Desk Managers	
3.3 Determine how best to conciliate customer	3.3.1	Determine (by talking to the customer if that could help) how the customer's confidence in the support provided by the service provider organization can be restored.

Work Instructions

Procedure Step	Work Instructions for Service Desk Managers	
3.4 Conciliate customer	3.4.1	Turn the customer into a satisfied customer of the service provider organization (with the help from the service desk agents, specialists and/or service level manager if necessary).
	Note:	If at any point it becomes clear that the complaint cannot be resolved before the date and time specified in the Target date field, estimate a realistic time at which it will be resolved and enter this in the Information update field.
	Note:	Set the Status field of the support request to "Waiting for…" if the work cannot continue for a while (e.g. because you are waiting for information from the customer or a specialist). Specify in the Information update field what you are waiting for.

Work Instructions

Procedure Step	Work Instructions for Service Desk Managers	
3.5 Complete support request	3.5.1	Describe how the complaint was completed in the Solution field of the support request.
	3.5.2	Ensure that the special service "N/A - Service does not (yet) exist or is out of scope" has been selected in the Service field.
	3.5.3	Ensure that the special CI with the code "N/A" has been selected in the CI field.
	3.5.4	Select the appropriate completion code in the Completion code field and ensure that the Status field of the complaint is set to "Completed".
	3.5.5	Perform a final review to ensure that the support request has been filled out correctly.

Procedure 4, Support Request Tracking

The service desk keeps track of open support requests by checking their status from time to time to ensure that they continue to progress towards completion. When a support request is no longer progressing, the service desk agent contacts the coordinator of the group to which the support request is assigned and ask him/her to make sure that the support request gets dealt with.

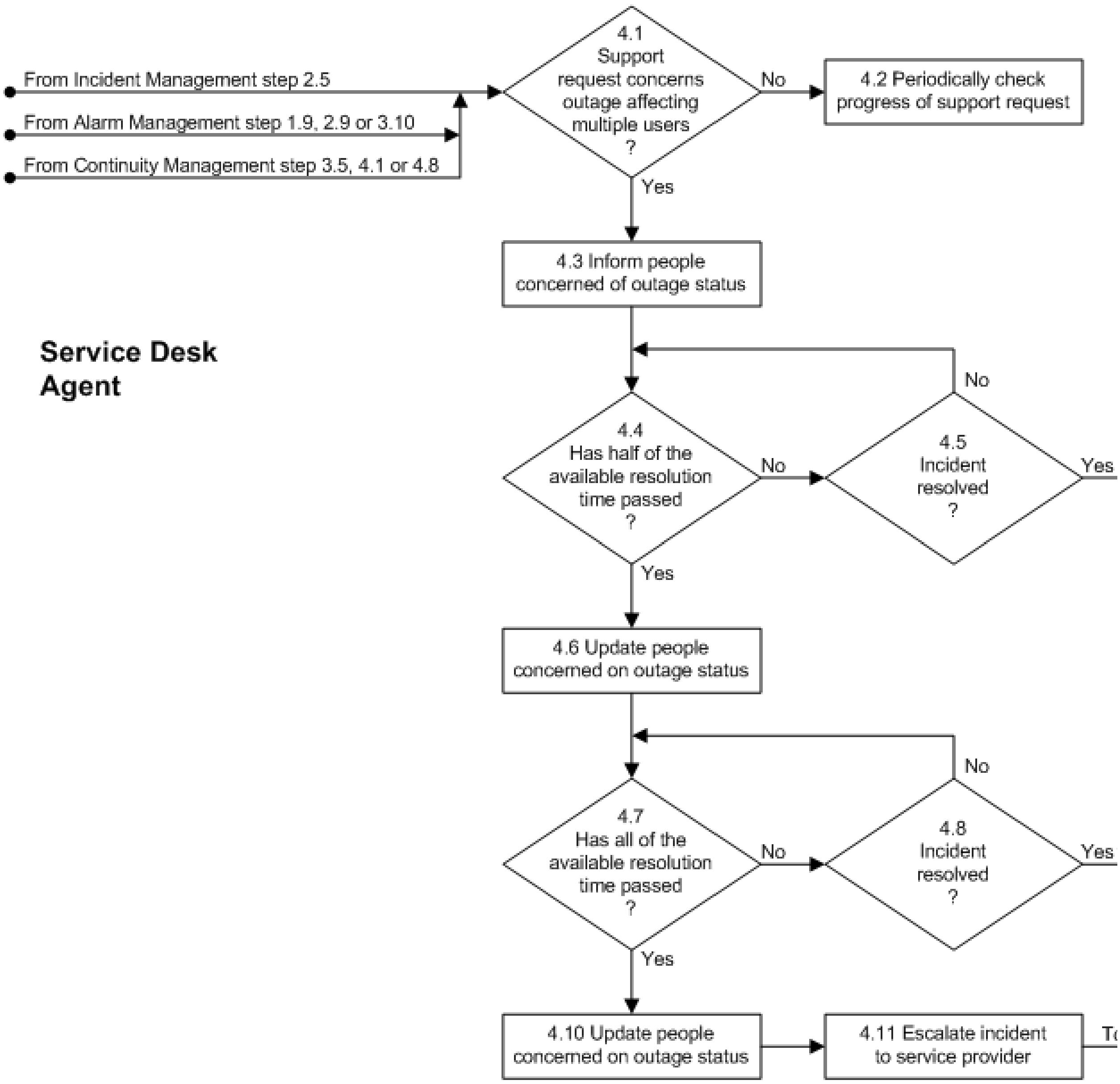
In addition, if a support request describes a new service outage that is impacting multiple users, the service desk agent informs all people concerned. The people concerned are:

- the affected users,
- the provider of the affected service,
- the customer representative(s) of the affected service,
- the service level manager(s) of the affected customer organization(s), and
- the on-duty manager.

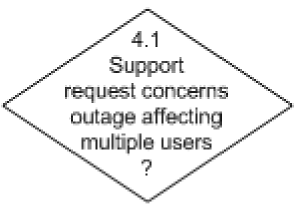
After half of the available resolution time has passed, and if the service outage has not been resolved, the service desk agent provides the people concerned with a progress update.

If the incident still has not been resolved when the target date and time have been reached, the service desk agent provides the people concerned with another progress update. After this second update the service desk agent escalates the incident to the service provider.

Procedure 4, Support Request Tracking



Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	4.1.1 Go to 4.3.1 if an incident has been registered with the Impact field set to "High - Service Down for Several Users" (i.e. if the support request concerns a service outage that affected multiple users). Otherwise continue with 4.2.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.2 Periodically check progress of support request	4.2.1 Check the status of the support request from time to time to ensure that it continues to progress towards completion. 4.2.2 If you find that the support request is not progressing any further (e.g. because, one day after it was registered, its Status field is still set to "Assigned"), contact the coordinator of the group to which the support request is assigned (by phone or e-mail) and ask him/her to make sure that the support request gets dealt with.

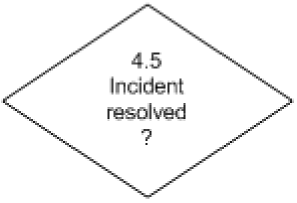
Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.3 Inform people concerned of outage status	4.3.1 Inform all people concerned of the support request number, the nature of the incident, its creation date and time, its status, and the way the symptoms manifest themselves to the users of the service. Note: The people concerned are: the affected users, the provider of the affected service, the customer representative(s) of the affected service, the service level manager(s) of the affected customer organization(s), and the on-duty manager. 4.3.2 Update the support request by specifying in the Information update field, which information was provided, and to whom it was provided.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.4 Has half of the available resolution time passed ?	4.4.1 Go to 4.6.1 if half of the available resolution time (i.e. the difference between the values in the Target date field and the Creation date field of the support request, measured in service hours) has elapsed since the registration of the support request. Otherwise continue with 4.5.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	4.5.1 Go to 4.9.1 if the incident has been resolved (i.e. if the Status field of the support request has been set to "Completed" or higher). Otherwise go back to 4.4.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	4.6.1 Open the support request to obtain an update of the situation. If the support request has not been updated recently, contact the specialist directly for a status update. 4.6.2 Provide all people concerned with an update of the situation. Again include the support request number, the nature of the incident, its creation date and time, its status, and the way the symptoms manifest themselves to the users of the service. Note: The people concerned are: the affected users, the provider of the affected service, the customer representative(s) of the affected service, the service level manager(s) of the affected customer organization(s), and the on-duty manager. 4.6.3 Update the support request by specifying in the Information update field, which information was provided, and to whom it was provided.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.7 Has all of the available resolution time passed ?	4.7.1 Go to 4.10.1 if the date and time specified in the Target date field has been reached. Otherwise continue with 4.8.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.8 Incident resolved ?	4.8.1 Go to 4.9.1 if the incident has been resolved (i.e. if the Status field of the support request has been set to "Completed" or higher). Otherwise go back to 4.7.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.9 No further tracking action required	4.9.1 No further action is required to keep track of the incident as it has been resolved.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.10 Update people concerned on outage status	4.10.1 Provide all people concerned with an update of the situation. Again include the support request number, the nature of the incident, its creation date and time, its status, and the way the symptoms manifest themselves for the users of the service.

	Note: The people concerned are: the affected users, the provider of the affected service, the customer representative(s) of the affected service, the service level manager(s) of the affected customer organization(s), and the on-duty manager. 4.10.2 Update the support request by specifying in the Information update field, which information was provided, and to whom it was provided.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
4.11 Escalate incident to service provider	4.11.1 Contact the service provider and inform him/her of the situation. Be specific about the fact that the incident has now been escalated to him/her and that it needs to be handled in accordance with the Incident Escalation Handling procedure of the Continuity Management process. Note: Contact the on-duty manager instead if the service provider is not available.

Procedure 5, Support Request Resolution by Specialist

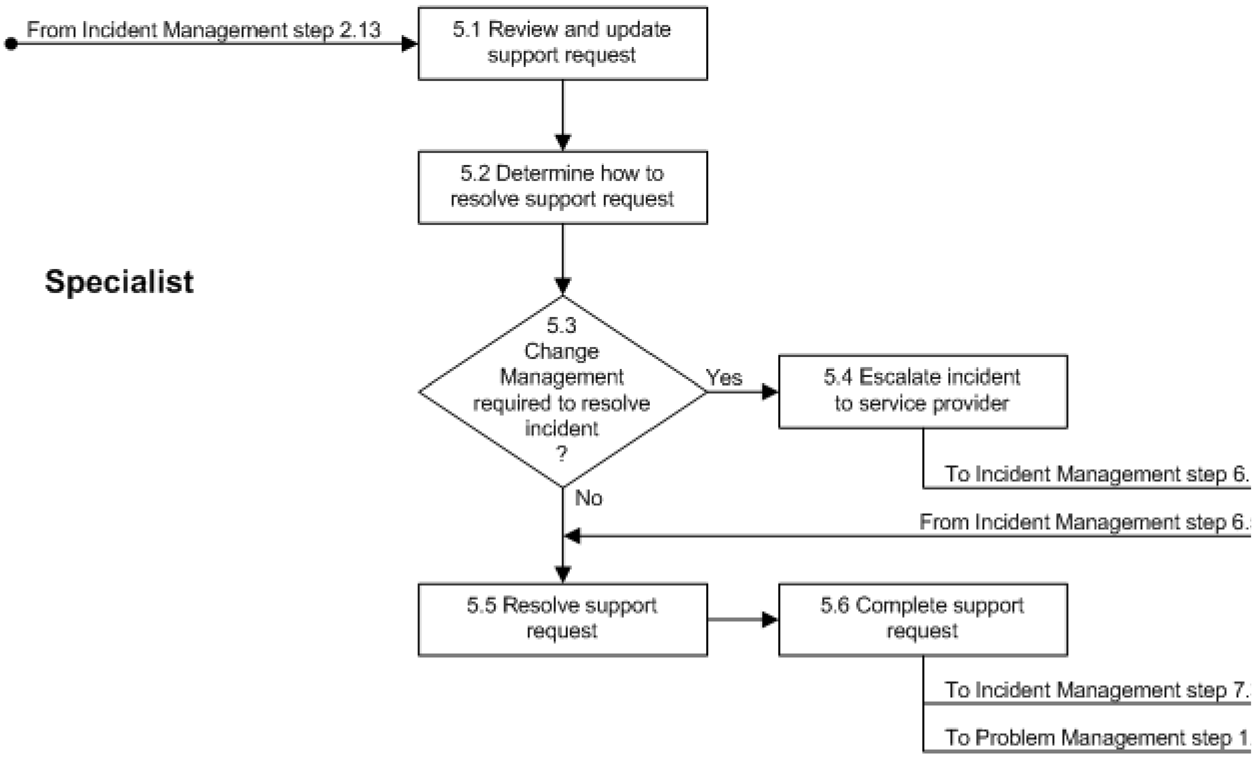
After a support request has been passed to a specific specialist of a group, this specialist reviews the support request information and determines how it should be resolved. The specialist escalates the support request to the service provider when it concerns an incident that cannot be resolved without Change Management because its resolution will cause:

- a service to become unavailable or degraded during service hours,
- the functionality of a service to become different, or
- the CMDB to require an update.

Note that a group coordinator is not able to determine whether Change Management is required for the resolution of incidents as this first requires the investigation by a specialist.

If Change Management is not required, the specialist resolves the support request and updates it.

Procedure 5, Support Request Resolution by Specialist



Work Instructions

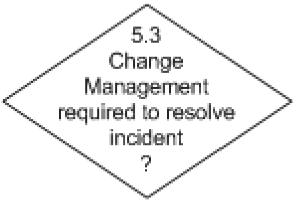
Procedure Step	Work Instructions for Specialists
5.1 Review and update support request	5.1.1 Set the Status field of the support request to "Accepted" if you are not yet ready to start working on it. 5.1.2 Set the Status field to "In Progress" as soon as you are ready to work on the support request. 5.1.3 Examine the information in the support request to gain an understanding of what has been requested.

Work Instructions

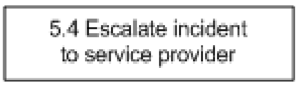
Procedure Step	Work Instructions for Specialists
5.2 Determine how to resolve support request	5.2.1 Determine how best to resolve the support request. Note: If another specialist had better resolve the support request, specify the reason in the Information update field of the support request, select your current group coordinator in the Member field, and set the Status field back to "Assigned". Do not set the Status field to "Rejected", as that will cause the service management application

	to automatically assign the support request to the service desk. Note: If you have determined that the support request needs to be resolved by another group, specify the reason in the Information update field of the support request. Select this group in the Group field, and set the Status field back to "Assigned". Do not select a specific member of the group in the Member field of the support request. It is up to the group coordinator of the group to decide who the most appropriate member is (in terms of skills, availability and access rights) to work on the support request.

Work Instructions

Procedure Step	Work Instructions for Specialists
	5.3.1 Continue with 5.4.1 if the resolution of the incident needs to be handled by the Change Management process. Otherwise go to 5.5.1. Note: The resolution of the incident must be processed by Change Management if its implementation will cause: a service to become unavailable or degraded during service hours, the functionality of a service to become different, or the CMDB to require an update.

Work Instructions

Procedure Step	Work Instructions for Specialists
	5.4.1 Contact the service provider and inform him/her of the situation. Be specific about the fact that the incident has now been escalated to him/her and that it needs to be handled in accordance with Procedure 6, Incident Escalation Handling. Note: Contact the on-duty manager instead if the service provider is not available.

Work Instructions

Procedure Step	Work Instructions for Specialists	
5.5 Resolve support request	5.5.1	Resolve the support request. Request support from external suppliers if necessary.
	Note:	If, at any point during the resolution work, it becomes clear that the support request cannot be resolved before the date and time specified in the Target date field, estimate a realistic time at which the request will be resolved and enter this in the Information update field.
	Note:	Set the Status field to "Waiting for…" if the work cannot continue for a while (e.g. because you are waiting for a spare part or for information from a supplier). Specify in the Information update field what you are waiting for. If you have registered a support request with a supplier, select this supplier in the Supplier field, and fill out the support request number that you got from the supplier in the Reference number field.
	Note:	If you have completed your work on the support request, but further action is still required to get it resolved, specify what you have done in the Information update field of the support request. If the additional work needs to be done by a specific member within your group, select this person in the Member field. On the other hand, if the additional work needs to be done by another group, select this group in the Group field. Set the Status field back to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Specialists	
5.6 Complete support request	5.6.1	Describe how the support request was completed in the Solution field.
	5.6.2	Select the appropriate completion code in the Completion code field and ensure that the Status field of the support request is set to "Completed".
	5.6.3	Select the appropriate CI in the CI field if this has not been done yet, or if the wrong CI had been selected before.
	Note:	If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management process, select the special CI with the code "NORECORD".
	Note:	If the support request does not concern a specific CI, or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A".
	5.6.4	If the Impact field is set to "High - Service Down for Several Users", fill out the date and time at which the service became unavailable in the Outage start date field and fill out the date and time at which the service became available again in the Outage end date field.
	5.6.5	If you just resolved an incident and you believe that similar incidents are likely to occur if the root cause is not removed quickly, check whether the problem that caused the incident has

	already been registered. Do this by selecting the menu option "Actions - Open Problems for this Service". If the problem has already been registered, link the incident that you just resolved to this problem using the Relations tab of the support request. On the other hand, if the problem that caused the incident has not yet been registered, notify the problem manager of the service that was affected. Do this by e-mail or telephone and be sure to provide the problem manager with the support request number under which the incident is registered and explain to him/her why you believe that the incident is likely to recur. 5.6.6 Perform a final review to ensure that the support request has been filled out correctly.

Procedure 6, Incident Escalation Handling

After a specialist or a service desk agent has escalated an incident, the provider of the affected service talks to the specialist(s) who have been dealing with the incident to get an understanding of the current situation and to determine how the incident had best be resolved. If the recovery of the affected service at its continuity site is the most efficient and reliable way to resolve the incident, the service provider escalates the incident to the on-duty manager to get the service recovery started.

In most cases, however, the recovery of the service at its continuity site is either not going to fix the incident (e.g. when the incident is caused by a bug), or the implementation of a fix within the service's current infrastructure is going to be more efficient and reliable. In such cases, the service provider continues by determining whether the resolution of the incident needs to be coordinated by Change Management. Change Management is required when the resolution of the incident will cause:

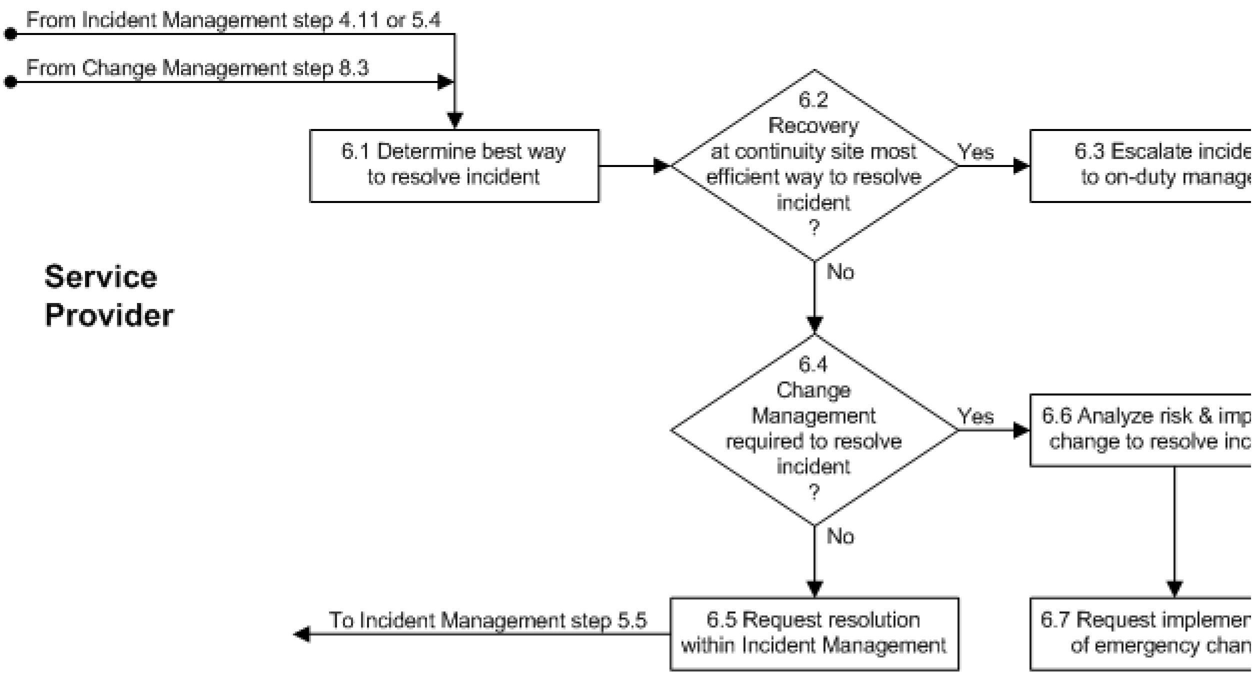
- a service to become unavailable or degraded during service hours,
- the functionality of a service to become different, or
- the CMDB to require an update.

If Change Management is not required, the service provider ensures that the most appropriate specialist(s) continue to resolve the incident within the Incident Management process.

On the other hand, if Change Management is required, the service provider consults with the specialist(s) to gain an understanding of the risks that could cause the implementation of the change to fail and the impact of the implementation on customers. Together, they figure out the best way to keep the risk and impact of the change implementation at an acceptable level. After they have established how the change should be implemented, the service provider asks the specialist(s) to perform the implementation as an emergency change.

Note that the role of service provider is performed by the on-duty manager when the service provider of the affected service is not available.

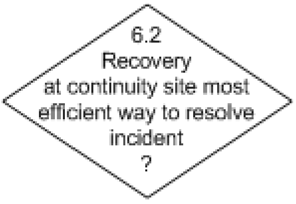
Procedure 6, Incident Escalation Handling



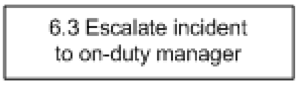
Work Instructions

Procedure Step	Work Instructions for Service Providers
6.1 Determine best way to resolve incident	6.1.1 Discuss the situation with the specialist(s) who have been working on the resolution of the incident. 6.1.2 If the service is degraded, but not completely unavailable to the affected customers, consider whether the service will need to be taken down in order to resolve the incident. Also determine if other, currently unaffected, services are going to become unavailable when the incident is being resolved. Note: This step is very important in situations where, for example, a reboot of a server, on which multiple services are running, is required to complete the implementation of the change that will resolve the incident. 6.1.3 Decide, with the help of the specialist(s), how the incident had best be resolved.

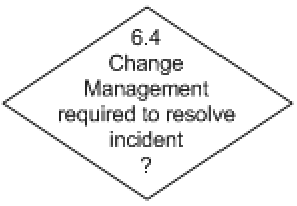
Work Instructions

Procedure Step	Work Instructions for Service Providers
	6.2.1 Continue with 6.3.1 when it is clear that the resolution of the incident is going to take a long time and that the recovery of the affected service at its continuity site is the most efficient and reliable way to resolve the incident. If this is not the case, go to 6.4.1. Note: The recovery of the service at its continuity site should not be considered when it is possible to resolve the incident by: improving security measures (e.g. updating virus definitions, applying a security patch, etc.), restoring a backup or a previous software release at the production site (e.g. in case of data corruption or an application change implementation that was unsuccessful), or by replacing hardware that has failed in order to continue service delivery from the production site.

Work Instructions

Procedure Step	Work Instructions for Service Providers
	6.3.1 Contact the on-duty manager and inform him/her of the situation. Be specific about the fact that the incident has now been escalated to him/her and that a service recovery is required in order to get the incident resolved in a timely fashion.

Work Instructions

Procedure Step	Work Instructions for Service Providers
	6.4.1 Go to 6.6.1 if the resolution of the incident needs to be handled by the Change Management process. Otherwise continue with 6.5.1. Note: The resolution of the incident must be processed by Change Management if its implementation will cause: a service to become unavailable or degraded during service hours, the functionality of a service to become different, or the CMDB to require an update.

Work Instructions

Procedure Step	Work Instructions for Service Providers	
6.5 Request resolution within Incident Management	6.5.1	Ask the most appropriate specialist(s) to complete the resolution of the incident by continuing to follow Procedure 5, Support Request Resolution by Specialist.
	6.5.2	Continue to monitor the process of the incident's resolution. If necessary start again at 6.1.1 to determine whether the incident should be resolved in a different manner.

Work Instructions

Procedure Step	Work Instructions for Service Providers	
6.6 Analyze risk & impact of change to resolve incident	6.6.1	Discuss the implementation of the change that is expected to resolve the incident with the specialist(s). Identify the risks that could cause the implementation to fail, as well as the impact of the implementation on customers.
	6.6.2	Discuss the rollback possibilities with the specialist(s) and figure out how to keep the risk and impact of the change implementation at an acceptable level.
	6.6.3	If the affected service needs to be recovered on a different infrastructure at the production site, find out whether a continuity plan is available. If this is the case, select the checklists of the plan that should be followed by the specialist(s) during the change implementation to help minimize the risk of failure.

Work Instructions

Procedure Step	Work Instructions for Service Providers	
6.7 Request implementation of emergency change	6.7.1	Ask the most appropriate specialist(s) to implement the change by following the Emergency Change Management procedures.
	6.7.2	Take enough time to ensure that the specialist(s) understand how the change is to be implemented to avoid unnecessary risk of failure and impact on customers. This includes specifying which continuity plan checklists are to be used, if a continuity plan can be used to help minimize the risk of failure.

Procedure 7, Support Request Closure

If the service desk agent is able to resolve the support request he/she is working on (in terms of skills, access rights and time restrictions), he/she resolves and completes it.

After the completion of a support request, regardless of who completed it, the service desk agent informs the customer of the support request and asks the customer to verify its solution.

If the customer informs the service desk that the support request has not been solved in an acceptable fashion, a service desk agent will once more attempt to get it resolved.

Otherwise, the service desk agent continues by checking if the support request concerns a service outage that affected multiple users. If that is the case, the service desk agent informs the people concerned of the manner in which the incident has been resolved.

The people concerned are:

the affected users,

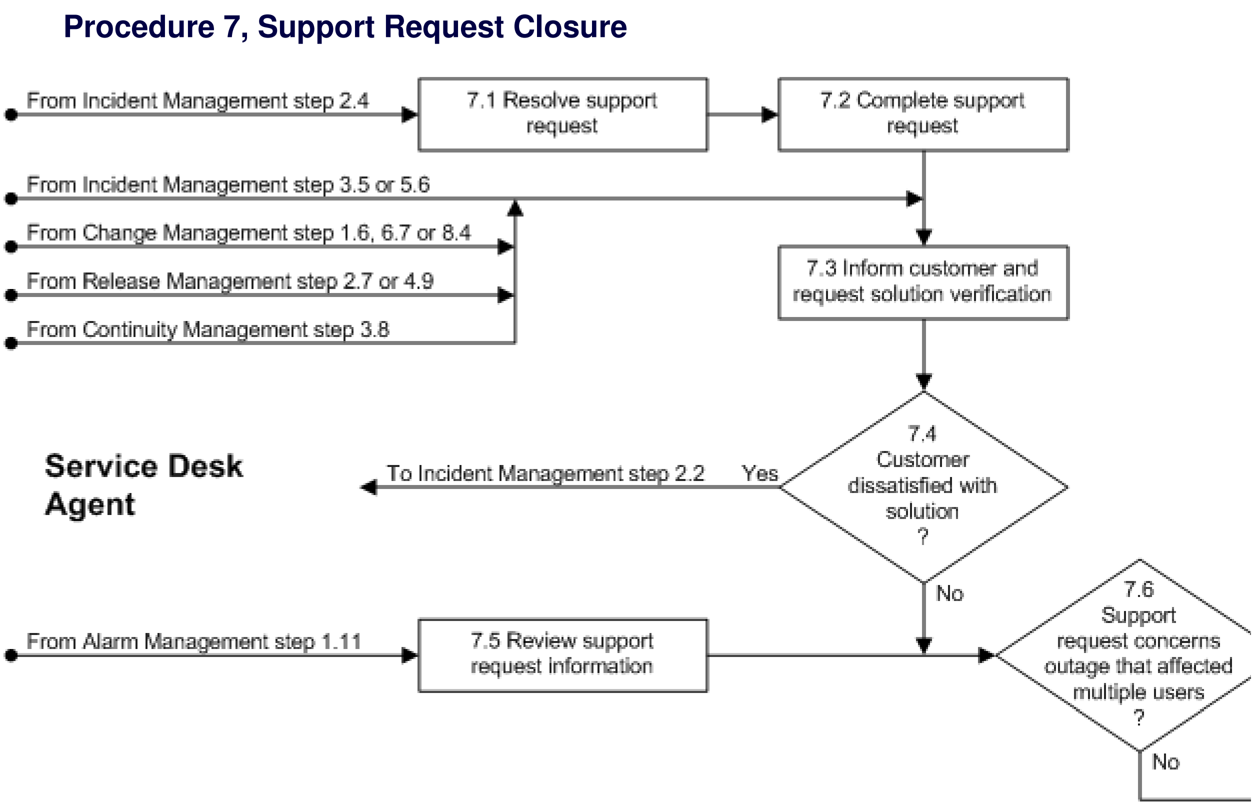
the provider of the affected service,

the customer representative(s) of the affected service,

the service level manager(s) of the affected customer organization(s), and

the on-duty manager.

Finally, if the customer has confirmed that the support request has been resolved in a satisfactory fashion, or if the customer does not respond within 28 days, the support request is closed.



Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
7.1 Resolve support request	7.1.1 Resolve the support request. If necessary, ask the customer and/or your colleagues at the service desk for assistance.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
7.2 Complete support request	7.2.1 Describe how the support request was resolved in the Solution field. 7.2.2 Select the appropriate completion code in the Completion code field. This causes the Status field of the support request to be set to "Completed". 7.2.3 Select the appropriate configuration item (CI) in the CI field if this has not been done yet, or if the wrong CI had been selected before. Note: If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management process, select the special CI with the code "NORECORD". Note: If the support request does not concern a specific CI, or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A". 7.2.4 Perform a final review to ensure that the support request has been filled out correctly.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
7.3 Inform customer and request solution verification	7.3.1 If the information in the Solution field was entered by a specialist, ensure that it is meaningful (i.e. that it explains how the solution was implemented). If this is not the case, contact the specialist directly and work with him/her to improve it. Also correct any

	spelling or grammatical mistakes if there are any in this field. 7.3.2 Inform the customer of the manner in which the support request has been completed and ask the customer to verify this solution. Note: The customer may be informed by telephone to verify the solution or by setting the Status field to "ClosedMail". Saving the support request with the "ClosedMail" status invokes the automated generation of an e-mail that is sent to the customer. This e-mail informs the customer that the support request has been completed and asks the customer to verify the solution. It furthermore invites the customer to contact the service desk if the solution is not satisfactory.

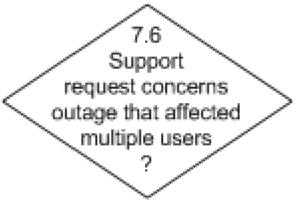
Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	7.4.1 If the customer is not dissatisfied with the provided solution (e.g. the customer is satisfied or does not respond to the automatic e-mail notification that was sent out when the Status field of the support request was set to "ClosedMail"), go to 7.6.1. Otherwise go back to 2.2.1.

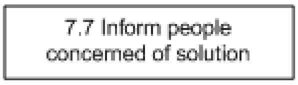
Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	7.5.1 Review the support request that has been resolved by one of the operators. Determine whether or not this concerns a service outage that affected multiple users (i.e. a high-impact incident).

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	7.6.1 Continue with 7.7.1 if the Impact field of the support request is set to "High - Service Down for Several Users" (i.e. if the support request concerns a service outage that affected multiple users). Otherwise go to 7.8.1.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	7.7.1 Inform all people concerned about how the incident has been resolved. Include the support request number, the nature of the incident, its creation date and time, and its status. Also specify the date and time at which the incident was resolved (i.e. the value in the Completion date field) and the duration of the service outage (in service hours). Note: The people concerned are: the affected users, the provider of the affected service, the customer representative(s) of the affected service, the service level manager(s) of the affected customer organization(s), and the on-duty manager. 7.7.2 Update the support request by specifying in the Information update field, which information was provided, and to whom it was provided.

Work Instructions

Procedure Step	Work Instructions for Service Desk Agents
	7.8.1 Change the value in the Status field of the support request from "Completed" to "Closed". Note: Do not change the status if it was set to "ClosedMail" in 7.3.2. In that case, the service management application will automatically set the Status field to "Closed" if, after 28 days, the customer has not responded to the automatic e-mail notification to indicate that the solution is not satisfactory.

Support Request

The table below lists the fields of the Support Request form and provides utilization guidelines for each field.

<table>
<tr><th>Page</th><th>Main</th></tr>
<tr><th>Field</th><th>Utilization</th></tr>
<tr><td>Number</td><td>This field contains the unique support request number.
This number is automatically generated by the application.</td></tr>
<tr><td>Status</td><td>Use this field to select the appropriate status for the support request from the following list of options:
<table>
<tr><td>Rejected</td><td>The support request had better be assigned to another group.</td></tr>
<tr><td>Assigned</td><td>The responsibility for the resolution of the support request has been assigned to a specific group or member.</td></tr>
<tr><td>Accepted</td><td>The support request will be resolved as soon as the member to whom the support request has been assigned is ready to start working on it.</td></tr>
<tr><td>In Progress</td><td>The support request is currently being resolved.</td></tr>
<tr><td>Waiting for…</td><td>It is temporarily not possible to make any further progress in the resolution of the support request.</td></tr>
<tr><td>Completed</td><td>The work on the resolution of the support request has come to an end because of the reason specified in the Completion code field.</td></tr>
<tr><td>Change Pending</td><td>A change has been registered for the implementation of the requested change.</td></tr>
<tr><td>ClosedMail</td><td>The customer has been informed via e-mail of the manner in which the support request has been completed. The e-mail has asked the customer to verify the solution of the support request.</td></tr>
<tr><td>Closed</td><td>The customer has accepted the solution of the support request (i.e. the customer has indicated that he/she is satisfied with the solution, or the customer has not responded to the "ClosedMail" e-mail notification within 28 days).</td></tr>
</table></td></tr>
<tr><td></td><td>Separator</td></tr>
<tr><td>Customer</td><td>Use this field to select the customer who submitted the support request.</td></tr>
<tr><td>Service</td><td>Use this field to select the service for which the customer has submitted the support request.
Select the special service "N/A - Service does not (yet) exist or is out of scope" if the support request does not concern a specific service, or if it concerns a service that is not (yet) provided.</td></tr>
</table>

CI	Use this field to select the configuration item (CI) that is causing the service disruption (in case of a request for incident resolution), or that the user wants to know something about (in case of an request for information), or that the user wants to have changed (in case of a request for change). Select the special CI with the code "NORECORD" if the CI has not yet been registered in the configuration management database (CMDB). Select the special CI with the code "N/A" if the support request does not concern a specific CI (e.g. in case of a request for support improvement).
	Separator
Description	Use this field to enter a short description of the support request. Examples: For requests for incident resolution: Slow response time on <Service> Error message using <Service> Cannot log onto (or access) <Server or Service> Job <Job name> failed with <Abend code> <Customer code> router in <City> down For requests for information: How to <Requested information> For requests for change: Install <Software & Version> on <Workstation or Server Code> Apply upgrade from <Current Software & Version> to <Requested Software & Version> For requests for support improvement: Request <Support Request Number> not resolved in time Change <Change Number> was implemented without approval
Information	This field shows all information that was entered in the Information update field when the support request was saved. Above each entry, the application indicates who entered the text in the Information update field and when it was saved. Each new entry is inserted at the top of this field.
Information update	Use this field to provide any additional information that could prove useful for resolving the support request and/or to provide a summary of the actions that have been taken to date. In case of incidents, specify for instance if the customer has used the service before and whether or not the same incident was encountered. If the customer used the service before, specify since when the customer is experiencing the incident. If there is an error message, enter the complete error message in this field, even if a screen shot of this message has been attached to the support request.
	Separator
Folder	This field is automatically set to the folder of the organization to which the person who created the support request belongs.
Page	***Details***
Field	**Utilization**
Source	Use this field to select the manner in which the support request was submitted from the following list of options: Alarm E-mail

	Fax, Letter, Paper Form, or Memo Own Observation Personal Visit Telephone Web Request Form
Category	Use this field to select the support request category from the following list of options: Request for Change Request for Incident Resolution Request for Information Request for Support Improvement Request is Out of Scope
	Separator
Impact	Use this field to select the extend to which the service is impacted from the following list of options: None - No Degradation of Service Low - Service Degraded for 1 User Medium - Service Down for 1 User or Degraded for Several High - Service Down for Several Users Note that a service is degraded when some of its functionality is not functioning, or when the response time of the service is slow. A service is down when none of its functionality can be accessed.
Priority	For requests for incident resolution, the application automatically selects the correct priority from the following list of options after the customer, the service level agreement, and the impact level have been selected: P40 - To Be Completed within 40 Service Hours P16 - To Be Completed within 16 Service Hours P8 - To Be Completed within 8 Service Hours P4 - To Be Completed within 4 Service Hours P2 - To Be Completed within 2 Service Hours P1 - To Be Completed within 1 Service Hour For requests for information, the application always sets the priority to P40. For requests for support improvement, the application always sets the priority to P8. For requests for change, the application always sets the priority to P40.
	Separator
Creation date	This field is automatically set to the date and time at which the support request was created.
Target date	This field is automatically set to the date and time at which the support request should be completed, after the priority has been set.
Completion date	This field is automatically set to the date and time at which the support request status was set to "Completed" or greater.

Assignment	Separator
Group	Use this field to select the group to which the support request is to be assigned.
Member	Use this field to select the person to which the support request is to be assigned.
Supplier	Use this field to select the supplier organization that has been asked to assist with the support request.
Reference number	Use this field to enter the unique reference number under which the support request has been registered by the supplier organization.
	Separator
Solution	Use this field to describe, step by step, how the support request has been completed.
Completion code	Use this field to select the appropriate completion code for the support request from the following list of options, after the support request has been completed: Gone - Not Able to Reproduce Solved - Root Cause Analysis not Required Unable - Not Able to Solve or in Conflict with Standard or Policy Withdrawn - Request Withdrawn by Customer Workaround - Root Cause not Removed
Page	***SLA Tracking***
Field	**Utilization**
SLA	Use this field to open the SLA that is linked to the support request.
	Separator
Creation date	This field is automatically set to the date and time at which the support request was created.
Target date	This field is automatically set to the date and time at which the support request should be completed, after the priority has been set.
Maximum duration	This field automatically calculates the difference between the Target date and the Creation date, taking into account only the service hours of the SLA that is linked to the support request.
Completion date	This field is automatically set to the date and time at which the support request status was set to "Completed" or greater.
Actual duration	This field automatically calculates the difference between the Completion date and the Creation date, taking into account only the service hours of the SLA that is linked to the support request.
	Separator
Outage start date	Use this field to enter the exact date and time at which the service became unavailable due to the incident described in this support request.

Outage end date	Use this field to enter the exact date and time at which the service became available again after the incident described in this support request was resolved.
Outage duration	This field automatically calculates the difference between the Outage end date and the Outage start date, taking into account only the service hours of the SLA that is linked to the support request.
	Separator
Reporting tag	Use this field to select the one of the following options to ensure that accurate SLA reports can be generated using the support request information: Customer Accountable Service Provider Accountable Supplier Accountable Duplicate
Page	***Relations***
Field	**Utilization**
Relations	Use this field to link alarms, problems and/or changes to this support request.
Page	***History***
Field	**Utilization**
Registration	The application automatically specifies in this field who created the item and when it was created. The application also uses this field to indicate who last updated the item and when this was done.
History	The application automatically creates a line when an audited field is filled out or updated. For each history line the application specifies who caused it to be created and when it was created.