

NEWCASTLE UNIVERSITY IT SERVICE NU SERVICE ANALYST HOW-TO GUIDE: CREATE A NEW INCIDENT RECORD

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DOCUMENT CONTROL

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VERSION HISTORY

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PROCEDURE

Creating a new incident record requires several mandatory fields; the * icon denotes these mandatory fields. A new incident record cannot be saved if fields marked with * are not complete. All new NU Service records are assigned a record number and automatically saved to the analyst creating that record.

1. CREATE A NEW INCIDENT USING THE WEB-DESK SERVICE.

First, go to your web browser and access the main home page of NU Service.

1.1. Under the NU Service console, open the **INCIDENT** workspace.



1.2. Click the **NEW** button.



1.3 The Incident window will open.

1.4 Select a Raise user from the Raise User field.



1.5 The **Logged on behalf of field** is optional and allows a customer to log an Incident on behalf of another person.



Note – Place a tick in the “Include Reported By Email” if you want both customers to receive ticket updates:

CUSTOMER AND STATUS

Raise User Information	User Ticket History	Logged on behalf of Information	LOBO Ticket History
Raise User: *	Aidan Fay (Aidan Fay) >	Logged on behalf of:	John Harvey (JD Harvey) >
Logon ID:	naf99	Logon ID:	njh199
Email:	Aidan.Fay@newcastle.ac.uk	Email:	john.harvey@newcastle.ac.uk
Alternative Email:		Alternative Email:	
Telephone:	0191 455 2222	Telephone:	123
Alternative Telephone:		Alternative Telephone:	
Location:	Europe ▾	Location:	▾
Room/Alt Location:		Room/Alt Location:	
Faculty/Service:		Faculty/Service:	
School/Department:		School/Department:	
<input checked="" type="checkbox"/> Include Reported By Email			

2. COMPLETE SUMMARY, DETAILS, SERVICE AND IMPACT

2.1. Next, go to the **Details** tab under the Raise User Information and complete the **Summary**.

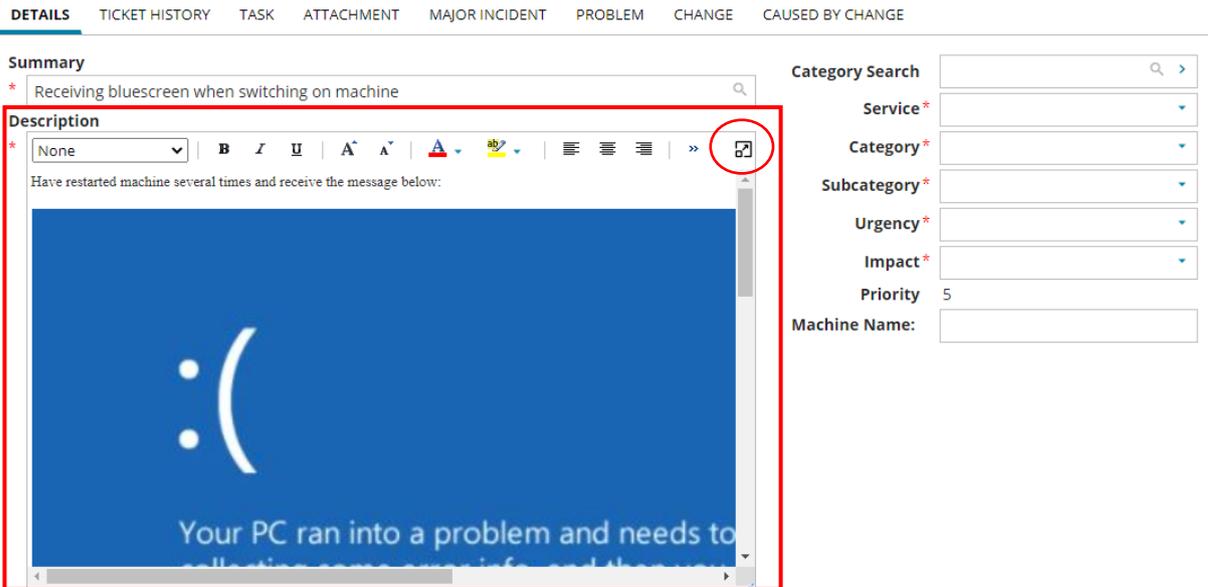
The Summary field is a free text field.

DETAILS TICKET HISTORY TASK ATTACHMENT MAJOR INCIDENT PROBLEM CHANGE

Summary

* Receiving bluescreen when switching on machine 🔍

2.2. Next, complete the **Description** field; the description field supports text and images. If required, you can pop the description out to a new window using the magnifier button in the field's top right corner.



- 2.3. Next, complete the **Service** and **Category** fields by entering your search criteria in the Category Search field. Once you have entered your search criteria, NU Service will offer you a list of matches to choose from.
- Both the Service and Category fields are drop-down menus, you can type the start of your search into either option, and NU Service will offer you a list of IT Services to choose from.



- 2.4. Next, select the impact and urgency from the drop-down menu. Selecting both impact and urgency will auto-populate the records priority.



2.5 Next, enter the Machine Name if relevant to the issue reported:

Machine Name:

3. COMPLETE TICKET INFORMATION

3.1. Next, ensure that the **Owner Team** (and owner the ticket is to be assigned to you) is correct and that a **Source** is selected.

The **Status** will show as **Active**.

Ticket Information	
Status:	* <input type="text" value="Active"/>
Owner Team:	* <input type="text" value="SMO"/>
Owner:	* <input type="text" value="Aidan Fay (Aidan Fay)"/>
Source:	<input type="text" value="Phone"/>

4. SAVE THE INCIDENT RECORD

Once all mandatory field has been completed the record can be saved.

4.1. Select the SAVE button from the incidents records toolbar



The Incident is now logged.