

NEWCASTLE UNIVERSITY IT SERVICE

NU SERVICE HOW-TO GUIDE:

CREATE A PROBLEM RECORD

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DOCUMENT CONTROL

Document name:	Analyst Guide – How to create a new Problem Record
Department/function:	Service Delivery
Effective from:	Jan 2022
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VERSION HISTORY

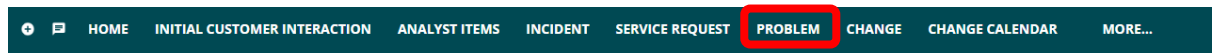
Version	Date	Author	Change
0.1	06/01/2022	Aidan Fay	Created

PROCEDURE

All NUIT analysts can create a new Problem Record on NU Service; All mandatory fields marked as * must be completed to save the record.

1. CREATE A PROBLEM RECORD

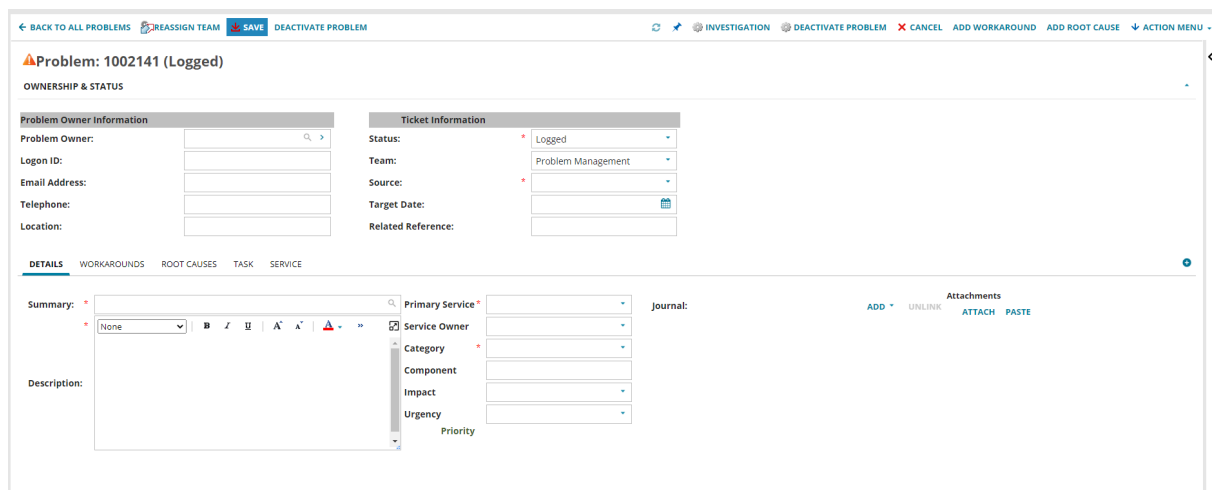
1.1. First, go to the **PROBLEM** workspace.



1.2. Then select **NEW PROBLEM**



1.3. The Problem window will open.



1.4. Enter the Problem Owner Information:

Problem Owner Information		Ticket Information	
Problem Owner:	Aidan Fay (Aidan Fay)	Status:	* Logged
Logon ID:	naf99	Team:	Problem Management
Email Address:	Aidan.Fay@newcastle.ac.uk	Source:	* Incident Management
Telephone:	0191 455 2222	Target Date:	
Location:	Europe	Related Reference:	

1.5. Enter the **Summary**, **Description** and other mandatory fields concerning the Problem:

DETAILS WORKAROUNDS ROOT CAUSES TASK SERVICE

Summary: * Several machines are displaying bluescreens this morning

Description: * Several machines are displaying bluescreens this morning, restarts resolve but reported incidents are increasing.

Primary Service: Accessibility Advice

Service Owner:

Category: * Accessibility

Component:

Impact: Multiple Services / Infrastruct

Urgency: Medium

Priority: 2

Journal: ADD * UNLINK ATTACHMENTS ATTACH

1.6. Click **SAVE** at the top of the page:

← BACK TO ALL PROBLEMS REASSIGN TEAM **SAVE** DEACTIVATE PROBLEM

You can now see that the **Status** has now been set to **Logged**:

Ticket Information

Status: * Logged

Team: Problem Management

Source: * Incident Management

2. HANDLING A PROBLEM RECORD

Once the Problem is logged, you can change take ownership by clicking **INVESTIGATION** from the top of the page:

INVESTIGATION DEACTIVATE PROBLEM CANCEL ADD WORKAROUND ADD ROOT CAUSE ACTION MENU

The Status of the Problem is the updated accordingly:

Ticket Information

Status:

* Investigation

WORKAROUNDS

A workaround can be added by selecting the WORKAROUNDS tab:

DETAILS **WORKAROUNDS (0)** ROOT CAUSES (0) TASK (0) SERVICE (1)


Then by clicking **New Problem Workaround**, entering the **Description** and clicking **Save**:

New Problem Workaround

Workaround

Description

None

 | **B** | *I* | U | A⁺ | A⁻ | A₊ | ab | >> | 

Restarting machine temporarily resolves issue/allows machines to start up.

Created By: naf99

On: 21/07/2021 08:36

Modified By: naf99

On: 21/07/2021 08:36

Save

Cancel

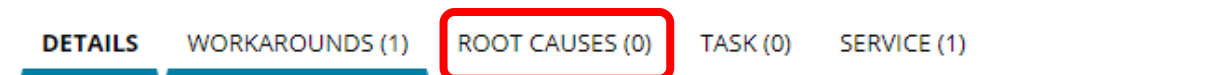
You can now see the workaround has been added:

 [New Problem Workaround](#) [→ Go to](#)

Description	Created By	Created On	Modified By	Modified On
Restarting machine temporarily resolves issue	naf99	21/07/2021 08:...	naf99	21/07/2021 08:38

ROOT CAUSES

A Root Cause can be added by selecting the **ROOT CAUSES** tab:




Then by clicking **Add Root Cause**, entering the **Root Cause** and clicking **Save**:

New ProblemRootCause

Root Cause

Root Cause

None

B *I* U **A** **A** **A** **ab** **>>** 

Issue appears to be with machine build/image

Created By naf99

Created On 21/07/2021 08:41

Modified By naf99

Modified On 21/07/2021 08:41

Save

Cancel

You can now see the workaround has been added:

 **Add Root Cause**
 **Rule Out Root Cause**
[→ Go to](#)

Root Cause	Ruled Out	Modified On	By
Issue appea...	<input type="checkbox"/>	21/07/2021 ...	naf99

TASKS

To aid investigations tasks can be assigned to other teams, a TASK can be created by clicking the **TASK** tab:

DETAILS	WORKAROUNDS (1)	ROOT CAUSES (1)	TASK (0)	SERVICE (1)
----------------	-----------------	-----------------	-----------------	-------------






Then by clicking **New Task**, entering the task details and clicking **Save**:

New Task

Summary

* Check build / image of machines Status: Logged

Details

* None | **B** | *I* | U | A⁺ | A⁻ |  |  |  |  » 

All machines appear to have image 1.2.2.2..24.4. installed, can we please investigate if this is what is causing the issue.

Team* Desktop Support

Owner









Created By: naf99 **On:** 21/07/2021 08:

Modified By: **On:**

Comments

Save
[Cancel](#)

You can now see the task has been added:

 **New Task**
[→ Go to](#)
 **Accept**
 **Reject**
 **Complete**
 **Reassign**
 **Waiting**
 **Continue**
 **Cancel**

Task ID	Subject	Status	Team	Owner	Created On	Modified On
1002142	Check build / image of machines	Logged	Desktop Su...		21/07/2021 ...	21/07/2021 ...

[< Select a different template](#)

* = required

SERVICE OPTIONS

* Please enter account UserID

This can be a personal or role account.

Please confirm your contact
* telephone number:

2.1. Next complete the **Urgency** under ticket information.

Ticket Information	
Status:	* <input type="text" value="Active"/>
Assigned team:	* <input type="text" value="SMO"/>
Assigned analyst:	* <input type="text" value="Aidan Fay (Aidan Fay)"/>
Urgency:	* <input type="text" value="Low"/>

2.2. Save the record from the '**SAVE**' button above the Customer and status details.

[< SAVE](#) [NEW](#)

CUSTOMER AND STATUS

Raise User Information

The Service Request has now been logged.

LINKING AN INCIDENT TO A PROBLEM RECORD

There are two ways of linking an Incident to a Problem Record.

To log a new Incident against the Problem, from the Problem Record select “New Incident”:



Enter the Incident details and click Save:

New Incident

Incident: 1000163

Raise User:

Aidan Fay

Logged on behalf of:

Summary:

Attaching an incident to a Problem Record

Category search:

Service:

Accessibility Advice

Category:

Accessibility Advice

Subcategory:

Impact:

Medium

Urgency:

Medium

Priority

3

Source:

Phone

Assigned Team:

Service Toolset & Quality

Assigned Analyst:

Aidan Fay

First contact resolution:

☐

Description:

None

Attaching an incident to a Problem Record

Save

Cancel

You can now see the Incident is logged against the Problem Record:

DETAILS

TICKET HISTORY

INCIDENT (2)

WORKAROUNDS (1)

ROOT CAUSES (0)

TASK (0)

SERVICE (2)

Link

Unlink

Go to

Ticket ID	Summary	Created	Current Status	Customer ID	Customer Full Name	VIP	Service	Category	Subcategory	Priority	Assigned Team
<div><div></div><div>1000163</div></div>	Attaching an incident to a Problem Record	10/01/2022 13:57	Active	na199	Aidan Fay		Accessibility Advice	Accessibility Advice		3	Service Tools...

To add an existing Incident to a Problem Record:

Click on the Incident tab:

DETAILS TICKET HISTORY **INCIDENT (2)** WORKAROUNDS (1) ROOT CAUSES (0) TASK (0) SERVICE (2)

Click Link:



Highlight the Incident you want to attach to the Problem Record, and click Select:

where Incident Status Equal to Active fx + - X Search

Ticket ID	Summary	Created	Current Status	Customer ID	Customer Full N
1000159	test incident	10/01/2022 13:06	Active	naf99	Aidan Fay
1000154	Unable to Log onto myapps.ncl.ac.uk & myworkplace.ncl.ac.uk	06/01/2022 17:18	Active	nct93	Chris Tulip
1000152	Printer not working	06/01/2022 12:06	Active	nmb84	Marc Bennett
1000150	MFA Auth App Issues	23/12/2021 15:24	Active	c0016678	Katie McLeish

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Save Search as Default Reset Default Search Add Edit **Select** Cancel

The Incident is now attached.