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

CONTENTS

1. Creating a new Incident using the web-desk service........................................ 3

2. Completing Summary Details and Impact..........................................................4

3. Completing ticket information.............................................................................6

4. Saving the Incident Record..................................................................................6
PROCEDURE

Creating a new incident record requires several mandatory fields; the * icon donates 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:

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.

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 with auto-populate the records priority.
2.5 Next, enter the Machine Name if relevant to the issue reported:

Machine Name: PS-NUIT-201116

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.

<table>
<thead>
<tr>
<th>Ticket Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status:</strong> <em>Active</em></td>
</tr>
<tr>
<td><strong>Owner Team:</strong> SMO</td>
</tr>
<tr>
<td><strong>Owner:</strong> Aidan Fay (Aidan Fay)</td>
</tr>
<tr>
<td><strong>Source:</strong> Phone</td>
</tr>
</tbody>
</table>

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.