

ITSM Incident Management Caller Guide



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Background Principles and Basic Concepts

An incident is defined as an unplanned interruption or a reduction in the quality of a technical service or a failure of a configuration item (CI) that has not yet impacted a technical service.

The primary goal is to restore normal service operation as quickly as possible and minimize the adverse impact of incidents on business operations, ensuring that the best possible levels of service quality and availability are maintained.

ServiceNow focuses on the use of automation and information to speed the path to resolution.

Vocabulary

Term	Definition
Service Portal	Front-end portal that enables end-users to submit incidents, requests, and search the knowledge base.

Purpose

The purpose of this guide is to walk end-users through submitting an incident.

How can you raise and Incident?

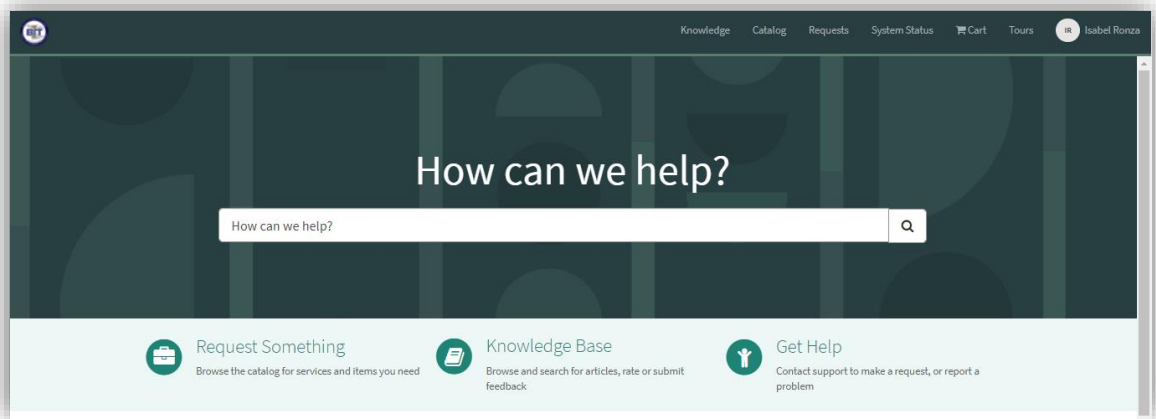
Service Portal (preferred method) – Navigate directly to <https://gviservices.servicenowservices.com>. Once on the landing page, navigate to "Get Help" and then "Create Incident."

Call the GVI-One Service Desk – Call 340-774-1013 and a Service Desk agent will create your Incident in the system directly.

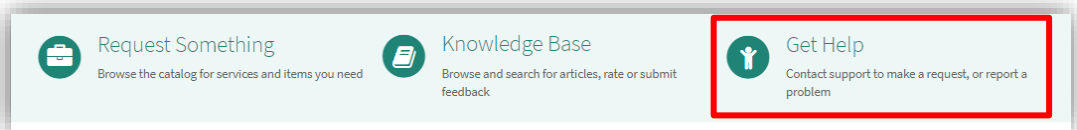
Walk Up Experience – Visit the Bureau of Information Technology on-site and talk to the Service Desk directly.

Raising an Incident Via the Service Portal

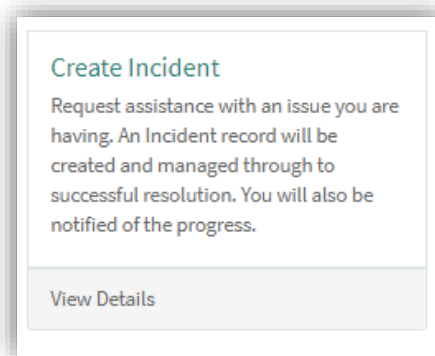
1. Navigate to <https://gviservices.servicenow.com>.



2. Select **Get Help**.



3. Select **Create Incident**



4. Fill out the form with the form with the following information:

* Indicates required

Create Incident

Request assistance with an issue you are having. An Incident record will be created and managed through to successful resolution. You will also be notified of the progress.

*** Urgency** ?

-- None --

*** Who does this issue affect?**

*** Department/Agency**

*** Island**

-- None --

*** Phone Number**


*** Category** ?

Select a category that best describes your issue ✕

-- None --

*** Please describe your issue below** ?

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident. ✕

 Add attachments

- **Urgency:** Measure of how long the resolution can be delayed until it has a significant impact on you/your work.

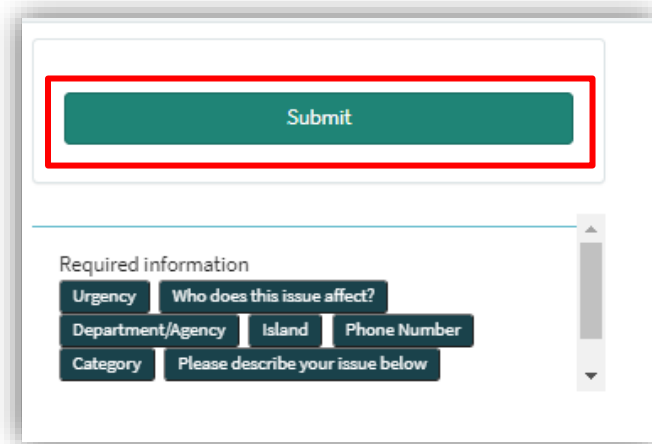
Urgency	Description
Low	<ul style="list-style-type: none"> • The damage caused by the Incident only marginally increases over time. • Work that cannot be completed by staff is not time sensitive.
Medium	<ul style="list-style-type: none"> • The damage caused by the Incident increases considerably over time.

High	<ul style="list-style-type: none"> • The damage caused by the Incident increases rapidly. • Work that cannot be completed by staff is highly time sensitive. • A minor Incident can be prevented from becoming a major Incident by acting immediately.
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- **Who does this issue affect:** User who is being affected by this issue.
- **Department/Agency:** The Department or Agency where the affected user is employed.
- **Island:** Where the affected user resides (St. Croix, St. Thomas, St. John)
- **Phone number:** The affected user's phone number.
- **Category:** The area in which the issue is best identified. (Software, Hardware, Website, Network, Security, Email, Account Access)
- **Please Describe your issue below:** Detailed explanation of the issue. The information provided, the easier it will be to diagnose and resolve the incident.

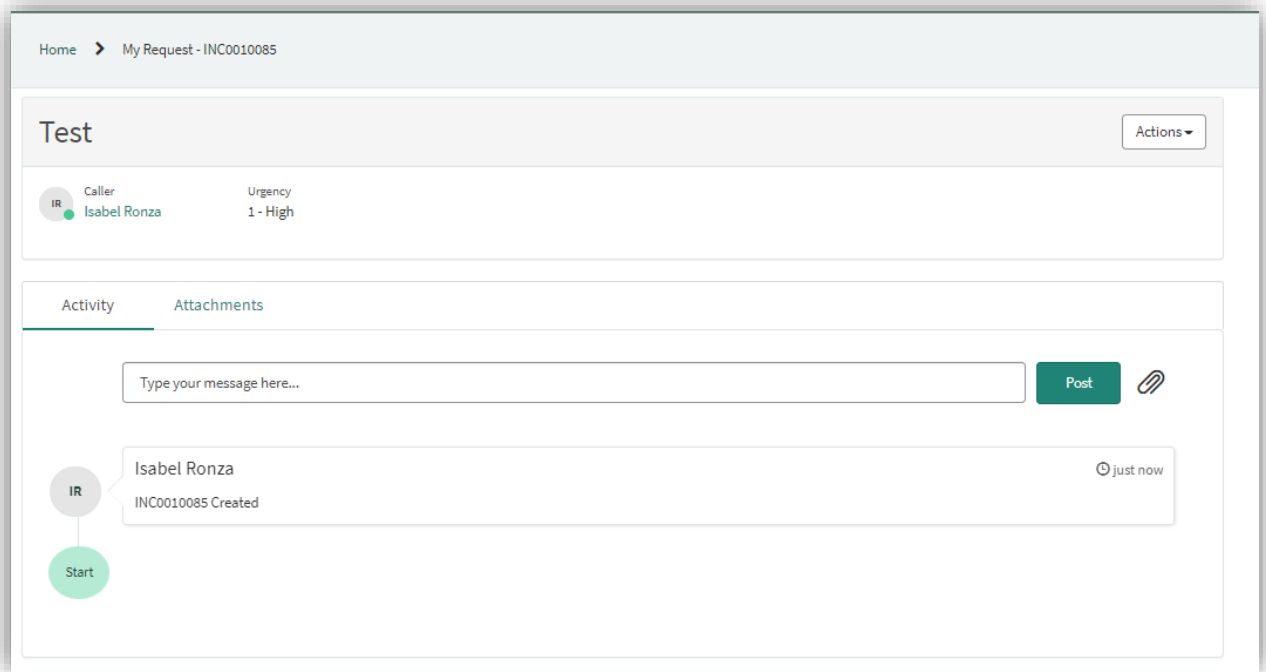
Add any attachments that may aid in the resolution of your incident via the **Add attachments** field at the bottom of the form.

5. Once all information looks correct, select **submit**.



Note: Notice all the required information is listed below the submit button.

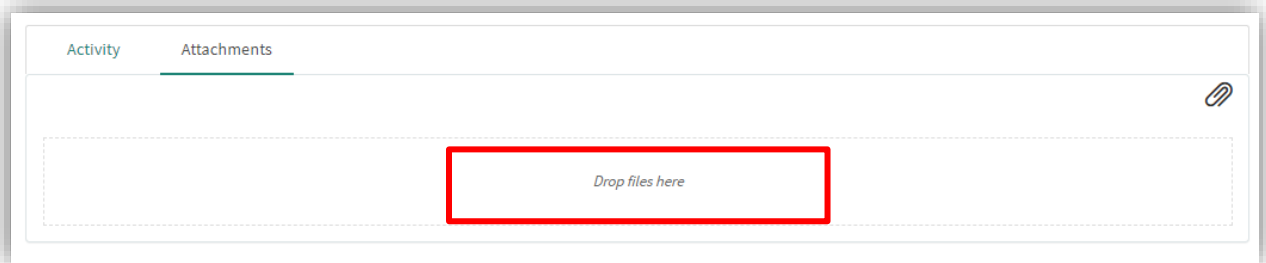
6. You will then be directed to the Request page.



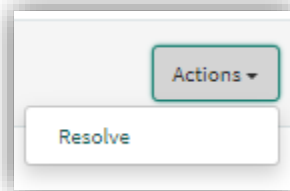
7. To interact with the person in charge of resolving your incident, add text to the **Type your message here** text box and select **Post**.



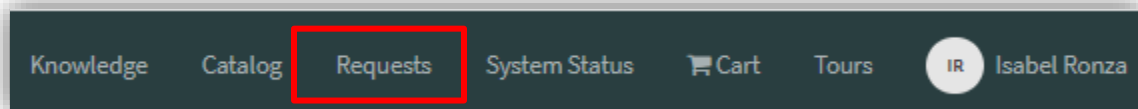
- If you would like to add attachments to your incident, hit the **Attachments** tab and drop any files into the drop box.



- If your incident has resolved on its own, select **Actions > Resolve**.



- If you are returning to the Service Portal to check the status of your incident, navigate to **Requests** in the menu banner of the landing page.



- You will then be directed to the **My Requests** table which will list all your past and present requests.

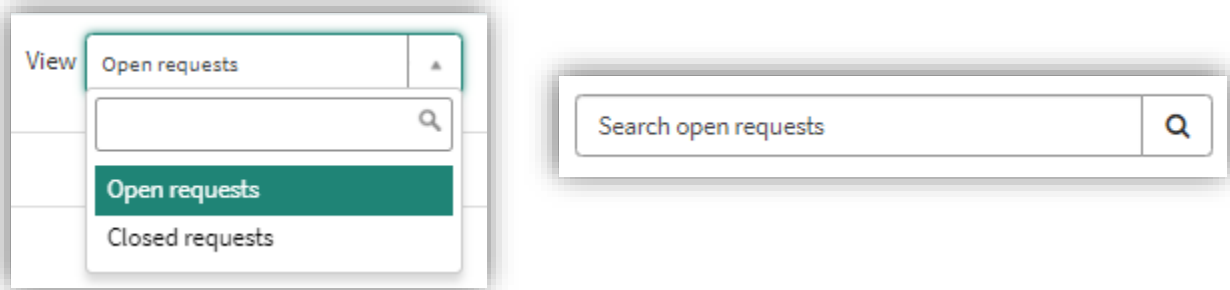
Home > Requests

My Requests

View: Open requests [dropdown] Search open requests [input] [Q]

Request	State	Updated
test INC0010063 2 - High	Resolved	14h ago
test INC0010054 4 - Low	New	12d ago
Reset the password for Humza Riaz on Client Services INC0010043 5 - Planning	New	13d ago

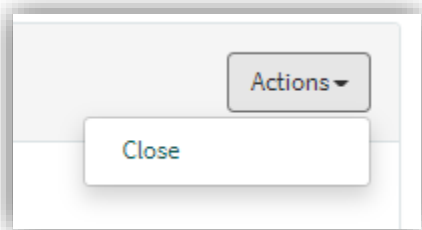
12. You can filter between your open and closed requests by selecting the drop-down **View** field. You can also filter your open requests by typing in the **Search open requests** field.



13. Select the request you wish to view. Notice how the state has been set to **Resolved**.

Request	State	Updated
test INC0010063 2 - High	Resolved	14h ago

14. To accept the resolution of your incident, select **Actions > Close**. Note: if you do "close" the incident yourself, the incident will auto close in three business days.



Notifications

The following email notifications will be sent throughout the lifecycle of your incident:

- Email denoting your incident has been created.
- Email denoting the person working your incident has posted a new comment.
- Email denoting your incident has been resolved.
- Email denoting your incident has been closed.
- Email with a satisfaction survey for you to evaluate the work that was completed to resolve your incident.