

Classification of cases according to ITIL

The Servicedesk module in More Service provides full support for handling «Incident», «Service», «Access», and Service level agreements according to ITIL.

Each agent can customize his own first page according to what role or interest one has to see the different types of cases. You can group requests, Incident, services, accesses, Service, Access by dragging the "Type" column into the grouping field.

The screenshot displays the Service Desk interface. At the top, there is a navigation bar with tabs: SERVICE DESK, CMDB, MAINTENANCE, PROJECT, and SETTINGS. Below this, a sub-navigation bar shows 'Overview', 'Problems', 'Changes', 'FAQ', 'Reports', and 'Admin'. A toolbar contains buttons for '+ NEW CASE', '(1) INBOX', '(0) MONITORING', and 'NEW CHANGE LOG', along with a status indicator 'Number of: 11 (Total: 37)'. The main area features a 'Actions' dropdown and a table with columns: Case ID, Type, Subject, Status, Priority, Received, Updated, and User. A red box highlights the 'Type' and 'Agent' filters. The table content is grouped by ITIL type: Incident (7), 1. linje (6), Gunn Garvik (1), Service (2), Access (1), and Change (1).

(The example shows all requests, Service, Access and Change.)

For the different ITIL types, it is possible to sort and search for information in the same way as the rest of the overview tab.

Problems (ITILs Problem Management)

	SERVICE DESK	CMDB	MAINTENANCE	PROJECT	SETTINGS	
	Overview	Problems	Changes	FAQ	Reports	Admin
	+ NEW					Number of (Total/own) 178/17
	Drag columns here to group					
	Case ID	Subject	Status	Priority	Received	Updated
	▼ User	Agent				
	5838	Problemer med	Ikke startet	Medium	16.01 12:40	16.01 12:40
					Gunn Garvik	Gunn Garvik

More Service Servicedesk supports the ITIL procedures for problem solving.

The case for a problem is divided into:
Register, Analysis, Tasks, Solution, Evaluation, and Related cases.

Register	Analysis	Tasks	Solution	Evaluation	Related cases
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You can navigate between the different processes by selecting the tabs, or by using the navigation buttons at the bottom right of the page.



Register

Overview	Problems	Changes	FAQ	Reports	Admin
Register	Analysis	Tasks	Solution	Evaluation	Related cas

Information on orderer

Ordered by
Gunn Garvik

Attributes

Category
System ▼

Priority ●
Medium ▼

Object

DFS Replication ✕

Documentation

Subject
Problemer med applikasjon

Description

The replication doesent work.

Sceduel report in More Service does not send a report.

Ordered by:

Information about which agent / user who has registered the case.

Category:

In «Admin» tab we can define our own categories with solution suggestions that will be available in this drop-down menu. Category can also be linked to department. If this is done, the automatically selected category will be set on all items for this department. If we do not have a defined default category for a department, this can be manually set up as follows: Click the drop down menu and select the appropriate category. If category is not relevant to their business, this feature may be disabled so this field will be removed from the registration form.

Impact:

The point of this choice is to be able to distinguish who / what matters impact. Two Service can be high priority, but one matter that affects the entire business should be addressed before a matter that affects only a user. The attributes you can select are: «User», «Department», and «Business».

Priority:

Priority can be connected to department in «Admin» tab. If so, the automatically selected priority will be set on all cases for this department. If we do not have a default priority for the department, this can be set manually in the following way: Click on the drop down menu and choose priority high, low medium etc. Case with a deleted priority will show priority in red and deny update until priority has been changed to registered priority.

Object:

This feature has a direct link to the CMDB module. Here, the active items and item types for the selected department will be available options.

System is selected as follows:

Click on the drop-down menu and choose, for example the related system of the case, then select which object the case applies to. Max 6 objects can be entered.

Subject (Required field!):

Subject is the name of the case that will be visible in the case list view.


Description (Required field!):


Fill out the description field with information relevant to the case, such as the user being logged on terminal server X , but the program Z is not working.

Search

Search for problem-solvers here

Problemteam

 Ronny Michelsen



History

Logg: 16.01.2020 12:44:22 - Gunn Garvik
Status er forandret fra Ikke startet til 1.I planlegging

PROBLEM- ANALYST

Standard

Gunn Garvik

Attachment

Attachment

Add

Velg fil

Ingen fil valgt

ADD

Saving

Status

1.I planlegging

UPDATE

DELETE

[HERE](#)

[NEXT](#)



Status:

Default statuses in More Service are: Not Started, Started, Fixed, Waiting, Remaining Unresolved. In «Admin tab» you can manage change and create new statuses.

Agent:

Agent is automatically set to the person who is logged in. If another agent is responsible for the matter, click on the drop down menu and choose another agent.

Time consumption:

Register the time you have spent solving the matter. If you want to see how much time is spent on the case, hold the mouse over . If you want to change the time registered on the matter, press .

Attachments:

If there is a screen shot of the error message or other documents that you wish to attach to the case, this may be added as a picture in the text box. Attachments can be added by doing the following. Click «Browse» to find the attachment, and then press «Add».

Analysis

In this section you enter a temporary solution. By checking for temporary solution found and then clicking on informed Incident, the solution is sent to the history log of associated Incident. Servicedesk manager will also receive an email where the temporary solution is described. The Incident associated with the problem have been updated in the log. Info with email icon and date is shown in the Servicedesk view.

Assignments

New task

Subject

Description

Start Time

Deadline

Agent

Object Type

Object

Status

Phase

Email agent

NEW

SAVE

DELETE

Work log

History

Existing tasks

Task	Subject	Description	Start	Finished	Technican	Status	Fase
HERE		NEXT					

The next step in the process is to perform the tasks that the analysis phase has generated. In this view you can easily find out what to do, who will do it etc. We also see a status of all the tasks assigned to the different agents. Upon completion of the assignment, the agent assigned to the task receives an email with a link to the task. Once all these tasks are resolved, we are ready for the next step in the process.

Solution

Problem

1. Alternative solution proposals (available options)

2. Evaluate alternatives (pros / cons)

3. Choice of solution (technical / economic)

History

Logg: 16.01.2020 12:44:22 - Gunn Garvik

Status er forandret fra ikke startet til 1.1 planlegging

▲ Vedlegg

Attachments

▼

VIS

Add

Velg fil

Ingen fil valgt

ADD

▲ Saving

UPDATE

Status

1.1 planlegging

▼

CREATE AS CHANGE

HERE

NEXT

In this part of the problem process we look at:

1. Alternative solution suggestions (which possibilities exist).
2. Evaluation of the options (advantages / disadvantages)
3. Choice of solution (technical and economic)

History log appears in all tabs.

You can directly from this view make a change, as a result of the chosen solution.

The system will then include all the information from the problem in the change process. The processes will also be automatically linked and this can be seen under the tab «Related cases».

Evaluation

Under the "Evaluation" tab, you are supposed to make an evaluation of the process. You typically write a short summary, as well as any things to keep in mind in future problems or aspects you can learn from.

Under «Result» there is a drop down menu where you can set the status of the evaluation.
«Successful», «Successful with complications», «Unwanted result».
This will affect KPI reports that are run during the week and / or month.

▲ Evaluation

Result

▲ History

Logg: 16.01.2020 12:44:22 - Gunn Garvik

Status er forandret fra ikke startet til 1.1 planlegging

▲ Attachments

Attachments

SHOW

Add

Velg fil

Ingen fil valgt

ADD

▲ Lagring

UPDATE

Status

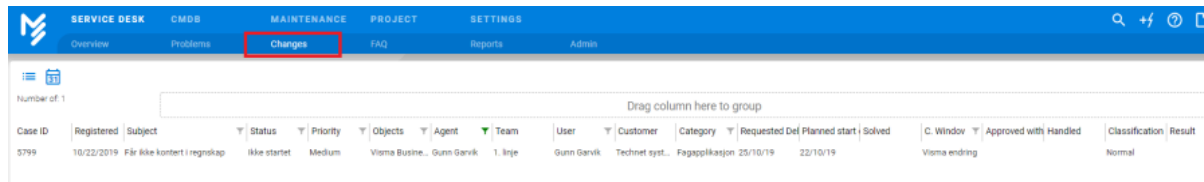
1.1 planlegging

HERE

NEXT

Related Cases

Change (ITILs Change Management)

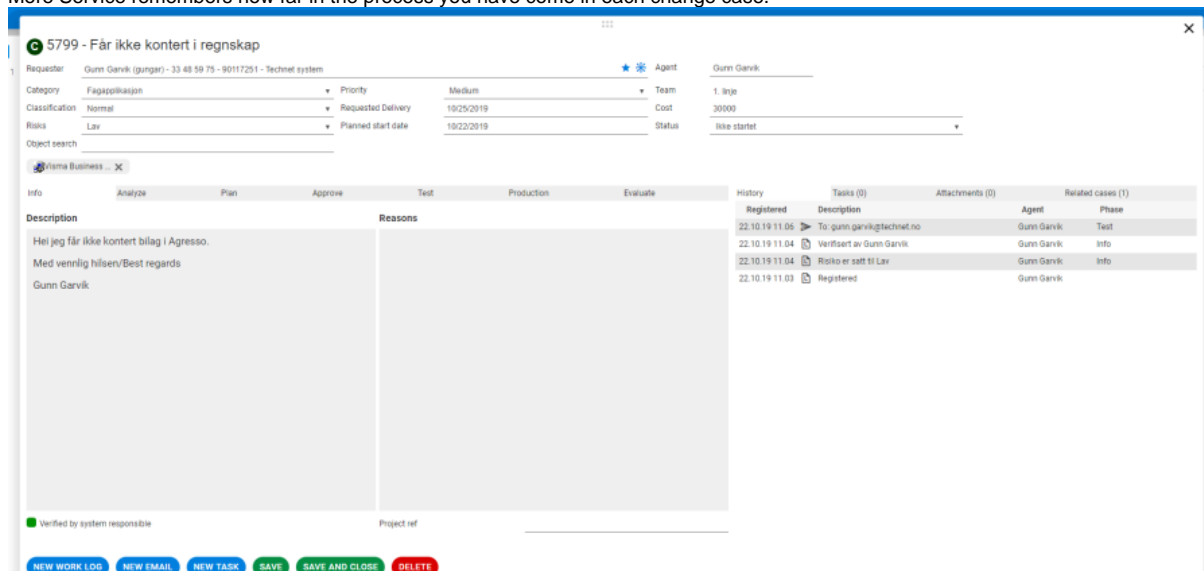


More Service supports the ITIL process for change.

The process for change is divided into:

Info, Analyze, Plan, Approve, Test, Production, Evaluate, History, Tasks, Attachments, Related Service. It is also possible to add Change Advisory Board (CAB)..

More Service remembers how far in the process you have come in each change case.



The sub processes that have been completed will be cropped off with a green check mark in the system and automatically take you to the next step in the process.

You can navigate between the different processes by selecting the tabs, or by using the navigation buttons at the bottom right of the page.

Register

The registration view takes you easily and intuitively through the various text boxes and drop-down menus.

If the change is transferred from an Incident or problem, Subject field, description and request will automatically be completed based on the information contained in the fields before.

Requester:

Information about date of registration, which agent has registered the change, customer name, user name, phone number and email address.

Category:


In Admin tab we can define our own categories of suggested solutions that will be available in this drop-down menu. Category can also be linked to a department. If this is done, the automatically selected category will be set on all cases for this department.

Object(CI) Search:

This feature has a direct link to the CMDB module. Here, the active objects and object (CI) types for the selected department will be available options. System is selected as follows:
Click on " object Search " and select, for example object type in the CMDB star, then select which object the case applies to; "server, system, etc. ". If System is not relevant to their business, this feature can be disabled in Admin tab so this field will be removed from the registration form.

Choose department:

Standard



Search

Documentation:

Subject

(Required field)

Subject is the name of the case that will be visible in the case list view.

Description

(Required field)

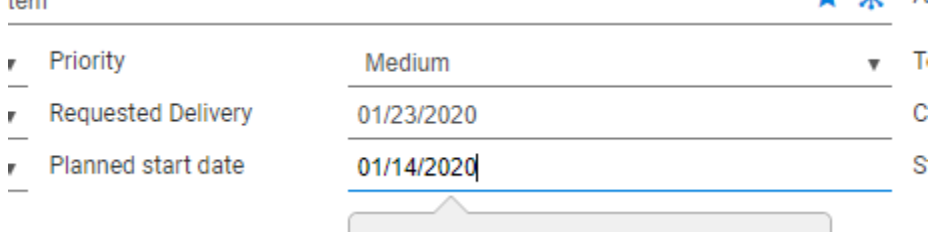
Fill out the description field with information relevant to the case, such as the user being logged on terminal server X , but the program Z is not working. In terms of change, it should also describe what needs to be changed.

Consequence of not implementing change

This field specifies the consequences that can occur if you do not make the change.

Desired delivery time from customer:

Here you have access to a calendar and can retrieve date from this.



Priority	Medium	T
Requested Delivery	01/23/2020	C
Planned start date	01/14/2020	S

Verified by system administrator:

Access in a professional application, which may depend on compatibility with other systems, should be verified and approved by the system administrator. System Administrator often has useful information that is important to investigate before upgrading.

Work log

This is a work log for agents with the opportunities to send mail to requester or other agents.



Status:

Default statuses in More Service are: Not Started, Started, Resolved, Waiting, Remaining Unresolved. In Admin tab you can manage change module and create new statuses.

Coordinator:

Agent is automatically set to be the person who is logged in. If another agent is responsible for the case, click on the drop down menu and choose another agent.

Time consumption:

Register the time you have spent solving the case. If you want to see how much time spent on the case, hold the mouse over . If you want to change the time registered on the case, press .

Attachments:

If there is a screenshot of the error message or other documents that you wish to attach to the case, this can be attached as an attachment. Press **Browse** to find the attachment and then press **Add**.

Evaluate

5799 - * Får ikke kontert i regnskap

Requester	Gunn Garvik (gungar) - 33 48 59 75 - Technet system			Agent	Gunn Garvik
Category	Fagapplikasjon	Priority	Medium	Team	1. linje
Classification	Normal	Requested Delivery	01/23/2020	Cost	30000
Risks	Lav	Planned start date	01/14/2020	Status	Ikke startet

Object search

Visma Business ... X

Info Analyze Plan Approve Test Production Evaluate History Tasks (0) Attachments (0) Rel

Risk assesment

Impacts

Recommendation

NEW WORK LOG NEW EMAIL NEW TASK SAVE SAVE AND CLOSE DELETE

In the first step of the change process, change manager makes a risk assessment and classification of the change. Scope of the change and what consequences the change can have for the entire organization, user group / location or single person. Based on the outcome of the different risk assessment in the matrix and classification, the number of members of the Change Advisory Board (CAB) in the next tab Approve will vary.

High risk classification

If high risk for the whole organization, Technet recommends that at least 3 people including change management in the Change Advisory Board to assess the change.

Only change process manager can approve, claim a review or reject the change.

Category	Fagapplikasjon	Priority	Medium
Classification	Normal	Requested Delivery	01/23/2020
Risks	Lav	Planned start date	01/14/2020

Object search

Risk Low Classification

Change manager can approve, review, or reject the change by himself / herself.

In the «Risk Assessment» text box: Risk must be reported:

Consideration is given to the potential impact of the change on the entire organization, department or user if it does not successfully deployed. What other systems may be affected and what consequences this will have. Evaluation of costs if not everything goes as planned is also an important risk assessment. In short, what is the worst thing that can happen.

In the «Recommendation» text box:

Here you can enter the recommended procedure for the change according to previously made Access of the same type.

Approve / Change Advisory Board (CAB)

Info
Analyze
Plan
Approve
Test
Production
Evaluate

Add CAB member

Gunn Garvik

Minutes

Decision

The Change Advisory Board (CAB) will automatically add change manager and coordinator. It is also possible to enter more agents or other external persons to join. It is possible to send the change case by email to the participants who have been added to CAB. Insert the date of when the change case should have been processed in CAB, and the date for when the change is planned done. Here, the change manager shall state if the change is "Approved", shall be "Reviewed" or "Finally rejected". Minutes can be entered in logs and "Decision" field can be substantiated with comments. Comments and results of decision can be sent to requester by pressing «Send Decision»

Processed

Planned completed deadline

☐ Approved
☐ Reconsider
☐ Final rejection

SEND DECISION

SEND TO CAB

NEW WORK LOG

NEW EMAIL

NEW TASK

SAVE

SAVE AND CLOSE

DELETE

Testing

Info
Analyze
Plan
Approve
Test

Instructions

Testes på
<https://tmsportal.no>
kode 900900

Result

Production
Evaluate
His

Testers

Trond Lykken

Gunn Garvik

SEND TEST PLAN

NEW WORK LOG
NEW EMAIL
NEW TASK
SAVE
SAVE AND CLOSE
DELETE

Under the Test tab, technical tests are being processed. Comments and expected result of the test are entered in the work log.

Here you can also list the selected people who will perform the user test in a test team.

Under the instruction tab you can order and tell where the test team can test.

By clicking «send test plan» an email with instructions are sent to the test team.

The tests must be manually sent to the users and the result must be submitted by agents in the test log. Result of user tests are added in history logg under the Test tab and you can manually write result in text field «Result».

Useful for historical data as experience.

Below this tab you can also add attachments.

Production

Visma Business ... X

Info Analyze Plan Approve Test Production Evaluate

Put into production

Result

January 2020

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

SERVICE LOG C. Window Visma ending Result Actual production date 01/23/2021

NEW WORK LOG NEW EMAIL NEW TASK SAVE SAVE AND CLOSE DELETE

In «Put into production» field, the plan for deployment should be described, and attachments or routines for rollback should be attached/entered. Describe the release plan. You can also attach a separate document describing the release plan.

Change Window - Production Coordinator

To plan the change in a change window, go to the change calendar (Servicedesk -> Access), and drag Access on the left side (Access without window) and drop it in the window you want.



If you want to create a new window, click the button, and fill in window title and to / from dates.

Deployment Comments

Fill in experiences that came up during production setting in the «Result» text box. Possible valuable experiences can be described.

For the fixed evaluation options of **Result** there is a drop down menu.

Resultat

▲ Vedlegg

Vedlegg

▲ Lagring

Actual production date 01/23/2021

Tasks

The next step in the process is to perform the tasks that the analysis phase has generated. In this view you can easily find out what to do, who will do it etc. We also see the status of all the tasks assigned to the different agents. Once all these tasks are resolved, we are ready for the next step in the process.

Attachments

History

Tasks (0)

Attachments (0)

Related cases (1)

Browse

Drag and drop attachments here

Under the Attachments tab, the system will retrieve all documents that have been affected by the change. In plain text this means that it shows all the documents that are associated with the tasks of the change.

Related Service

Associate new process

ASSOCIATE SELECTED

Search icons

Side 1/1

Case ID	Emne	Status	Tekniker	Type
---------	------	--------	----------	------

Existing associations

REMOVE SELECTED

Case ID	Subject	Status	Agent	Type
<input type="checkbox"/> 5798	Får ikke kontert i regnskap	Løst lukket	Gunn Garvik	i

Under this tab, the agent can easily see which Incident have caused the problem and what Access the problem has caused. You also have the opportunity to associate other Incident / problems or Access.