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.

	ESK CMDB	MAINTENANCE	PROJECT	SETTINGS	
Overview	Problems	Changes	FAQ	Reports	Admin
+ NEW CASE	(1) INBOX 🔯 (0) MOI		HANGE LOG	Number of: 11 (Total: 37)
Actions	•			(Type 🗙) (Agent)	8
Case ID Type T	3 Subject	T Status	▼ Priority	T Received T Update	d ⊤ User
 Incident (7) 					
► 1. linje (6)					
 Gunn Garvik (1) 					
 Service (2) 					
 Access (1) 					
► 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)

M		SERVICE DESK CMDB		M	MAINTENANCE PROJECT			SETTINGS									
		Overview Pr		Problems		Ch	Changes FA		FAQ	Q Reports			Admin				
	+ NEW															Number of (Total/own) 178/1	7
								D	rag co	lumns her	e to g	group					
Ш	Case ID		T	Subject	T	Status	T	Priority	T	Received		Updated	•	User	T	Agent	T
	5838			Problemer m	ed	lkke 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	Related cases

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 ca
Information on ord	oror				
information on orde	erer				
Ordered by					
Gunn Garvik					
Attributes					
Catagory					
System					
Priority					
Medium					•
Object					
,					
DE0 Deplication					
DPS Replication					
Documentation					
Documentation					
Subject					
Problemer med applikasjon					
Description					
The replication doesent v	work.				
Scedueld report in More	Service does not sen	d 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			0
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			
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 **bare**. 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

▲ Problem		
1. Identify the problem (what when where)	2 Define the problem (limit_clarify)	3. Choice of method (how)
r. Identify the problem (what, when, where)	2. Denne the problem (limit, clamy)	o. onoice of method (now)
 Temporary solution/Permanent Solution 	on	
Description of solution		
Temporary/permanent solution found		
		INFORM RELATED CASES
• History		
- History		
History		
Logg: 16.01.2020 12:44:22 - Gunn Garvik		
Status er forandret fra Ikke startet til 1.I planlegging		
 Attachments 		
Attachments		ADD
	Add Veig fil Ingen fil valgt	NOD
+ Logring		
Lagring		
UPDATE Status 1.1 planlegging	•	HERE NEXT
In this part of the problem process, the proble	em must be analyzed.	
1. Identify the problem (what, when, w	here)	
 Define the problem (limit, clarify) Mathe al (haw) 		
3. Method (how) and root cause		
Description of temporery as betters		
Description of temporary solution:		

Temporary/permanent solution found



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						Work log					
Description	1										
						History					
Start Time			•								
Deadline			•								
Agent	Standard		Gunn G	arvik	•						
Object Type	e				•						
Object					•					_	
Status	Ikke startet				•						
Phase					•						
Email agen	t 🕑										
	NEW	SAVE DELET	E								
Existing	j tasks										
Task	Subject			Description			Start	Finished	Technican	Status	Fase
	HERE NE	хт									

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		
History		
Status er forandret fra Ikke startet til 1.I planlegging		
▲ Vedlegg Attachments		
	Add Velg fil Ingen fil valgt	AUU
▲ Saving		
UPDATE Status 1.1 planlegging	•	CREATE AS CHANGE HERE NEXT

In this part of the problem process we look at:

- Alternative solution suggestions (which possibilities exist).
 Evaluation of the options (advantages / disadvantages)
 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 	n							
						Result		
								•
 History 								
Logg: 16.01	1.2020 12:44:22 - Gun	n Garvik						
Status er fo	randret fra ikke starte	et til 1.I pla	nlegging					
 Attachme 	ents							
Attachments				SHOW	٨dd	Vela fil Ingen fil valat		ADD
					Auu -	veig in ingen in valgt		
 Lagring 								
		Ctature						
	UPDATE	Status	1.I planlegging	 		•	HERE	NEXT

Related Cases

Register	Analysis	lasks	Solution	Evaluation R	elated cases		
Associate new process ASSOCIATE SELECTED Case ID Emne		۹ ۹	< Side 1/1	2	Status	Tekniker	Туре
Existing associations							
REMOVE SELECTED							
Case ID Subject					Status	Agent	Туре

Under the tab "Related cases» the agent can easily see which service have caused the problem and what access the problem has resulted in. You also have the opportunity to associate other services / problems / access requests to the case. This is by searching in all incidents registered in the Servicedesk.

		×	ENANCE	PROJECT
Case ID				FAQ Solution
Customer	User •			
User			Q Q	« Sid
From	То			
Reg. by				
Op.unit All	Agent ▼ All	•	-	
Туре				
Status				
Status Types		,		
Priority				
Category		•		
Object Type	Object			
Subject				
Description				
Include subcases				
SEARCH				

Check for «Service» you want to associate with the problem and choose "Associate selected"

	Regis	ter Analysis	Tasks	Solution	Evaluation	Rela
Ass	sociate ne	W process	0	O sir	te 1/1	
	Case ID	Emne	~			
	5829	Test v brukerportal passord end	ring			
	4024	Sender du en link til oppkobling	?			
	2894	Bestilling				
	2893	Test av sak				
	2564	janne test 1				
Exis RE	sting asso MOVE SELE Case ID	CTED Subject				

Change (ITILs Change Management)

M	SERVICE DESK					९ +/ 🔊 🗅	
.1	Overview	Problems	Changes	FAQ	Reports	Admin	
= 53							
Number of:	1					Drag column here to group	
Case ID	Registered Subject	Ŧ	Status T Priority	T Objects T Agent	Team	User T Customer Category T Requested Del Planned start Solved C. Windov T Approved with Handled C	Classification Result
5799	10/22/2019 Får ikke	kontert i regnskap	ikke startet Medium	Visma Busine Gunn G	arvik 1. linje	Gunn Garvik Technet syst Fagapplikasjon 25/10/19 22/10/19 Visma endring N	iormal

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)..

org Fragizonitazion Printi/ Resussitiat dalle Statuti <listatuti< li=""> S</listatuti<>	Jester	Gunn Garvik (gungar) - 33	48 59 75 - 90117251 - Techne	t system				★ *	Agent	Gunn Garvik				
ticator i dennedi i e e e e e e e e e e e e e e e e e	gory	Fagapplikasjon			Priority	Medium			Team	1. linje				
tearch i earch i earc	sification	Normal		*	Requested Delivery	10/25/2019			Cost	30000				
tesent terms Lainees	8	Lav		*	Planned start date	10/22/2019			Status	likke startet		*		
hand Balandes _ Kalandes - Kaland	ect search													
Analyze Pain Approve Text Production Exelute ription Reasons Registered Age () Asschmatch (0) Asschmatch (0) jeg fär likke kontet bilag i Agresso. 22 10.19 11.04 © Verflaart tar Gunn Garrik Text d verhlig inflaer/Best regards um Garrik Verflaart tar Gunn Garrik Gunn Garrik Into nm Garrik Registered Gunn Garrik Into	Misma Bu	siness 🗙												
Initiation Reasons Registreet Description Aged Pate 1/26 får låke kontert blag i Agresso. 22 103 81 10 6 ™ ™ Ourn Gank 100 2 vendnig hågersbest regards in Garvik ™ Sendom K Mellow Sendom K Mellow an Garvik M Sendom K Mellow Sendom K Mellow Sendom K Mellow		Analyze	Plan	Appro	re Test		Production	Evaluat	e .	History	Tasks (0)	Attachments (0)	Rela	ted cases (1)
22 1019 1106 № To quan gavingisterinativo Quan Qarink Teat 22 1019 1104 № Winterine Quan Qarink Quan Qarink Into 22 1019 11104 № Revisitarie Quan Qarink Mito 22 1019 11104 № Revisitarie Quan Qarink Mito 22 1019 11103 № Registered Quan Qarink Mito	rintion				Reasons					Registered	Description		Agent	Phase
Jeg Tar Ike konter Dillig J Agresso. 22.101911.04 [™] Writest ar down Gank dw Bon d vennlig hilsen/Best regards 22.101911.01 [™] Registere at tit Law Gwn Gank into 22.101911.01 [™] Registere at tit Law Gwn Gank into 21.101911.01 [™] Registere at tit Law Gwn Gank into	anperon				Reasons					22.10.19 11.06	 To:gunn.garvik@technet.no 		Gunn Garvik	Test
d vennlig hilden/Best regards 22.10.1911.04 🕅 Reidoer sett til Lov Gunn Garvik into ann Garvik 22.10.1911.03 🗋 Regatered Gunn Garvik	i jeg tår	r ikke kontert bilag i Agr	resso.							22.10.19 11.04	Verifisert av Gunn Garvík		Gunn Garvik	Info
nn Garvik 22.10.19.11.03 🖻 Registreed Gunn Garvik	d venn	lig hilsen/Best regards								22.10.19 11.04	Risiko er satt til Lav		Gunn Garvik	Info

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.



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	•	Т
,	Requested Delivery	01/23/2020		С
,	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.

m

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 Brows, to find the attachment and then press Add.

Evaluate

C 5799	- * Får ikke kor	ntert i regnska	р								
Requester	Gunn Garvik (gungar) - 3	3 48 59 75 - 90117251 -	- Technet system			★ *	Agent	Gunn Garvik		×	
Category	Fagapplikasjon		v Pi	riority M	edium	•	Team	1. linje			
Classification	Normal		v Ri	equested Delivery 01	/23/2020		Cost	30000			
Risks	Lav		• PI	anned start date 01	/14/2020		Status	likke startet		*	
Object search											
🐠 Visma Bu	siness 🗙										
Info	Analyze	Plan	Approve	Test	Production	Evalua	ate	History	Tasks (0)	Attachments (0)	F
Risk assesr	nent			Impacts				Registered	Description		Agent
								CD			
				Recommendation							
								C1			
NEW WOR		NEW TASK	RAVE SAVE								
Chief How	HEIT EMAIL	ALL ASK	SATE	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
ļ	Classification	Normal 🔹		Requested Delivery	01/23/2020
	Risks	Lav 🔻		Planned start date	01/14/2020
l			_		

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)

ł								
	Info	Analyze	Plan	Approve	1	Test	Production	Evaluate
3	Add CAB member				Minutes			
	•							
3	Gunn Garvik			\otimes				
					Decision	1		

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	Production	Evaluate	His
Instructions					Testers		F 22
Testes på Https:tmsj kode 9009	portal.no 100				Cunn Garvik	© ©	
Result							
					SEND TEST PLAN		
		NEW TASK	SAVE SAVE AND CL	OSE 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 kan order and tell where the test team can test. By cliking «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 manualy write result in text field «Result».

Useful for historical data as experience.

Below this tab you can also add attachments.

Production

🚚 Visma Business ... 🗙

Info	Analyze	Plan	Approve	Test	Productio	n		6	Evaluat	te		
Put into productio	on			Result								
			0									
						∢ Su	Мо	Janu Tu	u ary 3 We	2020 Th	Fr) Sa
						29	30	31	1	2	3	4
						5 12	6 13	7 14	8 15	9 16	10 17	11 18
						19	20 27	21 28	22 29	23 30	24 31	25
SERVICE LOG	C. Window	Visma endring	Result	*	Actual production date	01/23/	262(20	23	50		
NEW WORK LOG	NEW EN	AAIL NEW TASK	SAVE SAVE AND	CLOSE DELET	TE							

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, og 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	Velykket	
Vedlegg	Velykket med komplikasjoner Ikke vellykket	
▲ Lagring		

Actual production date 01/23/2020

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



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

i	Ass As	SOCIATE NEW PROCESS	Q	Q ≤ Side 1/1 →]	
		Case ID	Emne	Status	Tekniker	Туре
_	Exis RE	sting associations MOVE SELECTED				
L		Case ID	Subject	Status	Agent	Туре
U		5798	Får ikke kontert i regnskap	Løst lukket	Gunn Garvik	0
١.						

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.