



MIES 2.0 Portal Incident Management User Guide

17-June-2025

V1.3.2

About Incident Management

About the MIES Incident Management Module

What is Incident Management

Incident refers to **the unplanned interruption or the reduction in quality of an IT service**. They can be reported by the users themselves or detected in the system automatically via monitoring tools

Therefore, **incident management** is the process of managing the lifecycle of all incident logged, from conception to closure. This aim is to **restore operations as soon as possible**



Advantages of MIES Incident Management

Coordination: Service Desk team and resolvers are promptly notified to begin resolution

Customer Satisfaction: Quick restoration of operations with minimal costs incurred

Secure: all security and incident logs are under control within NEC ecosystem

Intuitive: improved interface that is easier for Service Desk team, resolvers, and users to use



Accessing the Incident Ticket Console

Log into the MIES portal

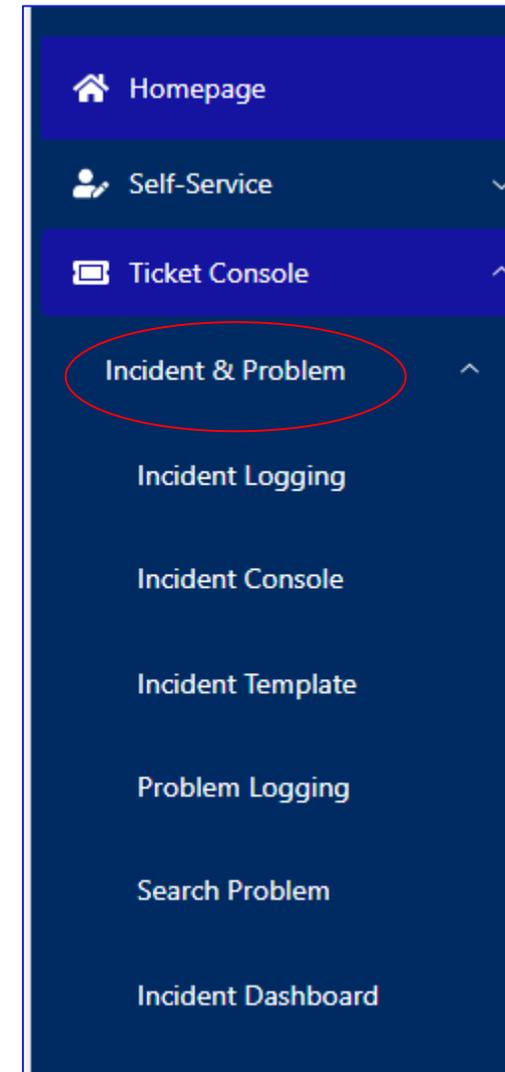
- MIES account login: <https://mies.nec-eportal.com.sg/>
- SSO login: <https://mies-oneportal.nec-eportal.com.sg>

Navigate to the main menu

- Ticket console > Incident & Problem

Consoles under the Incident Module

- Incident Logging
- Incident Console
- Incident Template
- Incident Dashboard



Accessing the incident ticket console from the main menu

Raising an Incident Ticket

Logging an Incident Ticket

Accessed via Incident Logging. Users are to complete all mandatory fields on the incident ticket

Incident Ticket Console
[Incident Search Page](#) / Incident Ticket Console

[Create](#)

Ticket Information

Company *
Select company

Template Name
Select company

Reported user *
Search value

Affected user *
Search value

Summary *
Enter summary

Note
Enter note

Vendor Ticket ID
Enter vendor ticket id

Ticket Classification

Priority: Medium

Impact *
3-Moderate/Limited

Urgency *
3-Medium

Reported Source *
Select report source

Incident type *
Select user

Incident status *
Select incident status

Status reason
Select status reason

Ticket assignment

Assign To Me Auto Assign Resolver

Support organization *
Select support organization

Assigned Group *
Select assigned group

Assignee *
Select assignee

Attachment Information

Attachments

Operation *

Categorization		Date Info
Search value		
Operation CAT 1	Operation CAT 2	Operation CAT 3
None	None	None

Product *

Product CAT 1	Product CAT 2	Product CAT 3	Product Name
None	None	None	None

Resolution

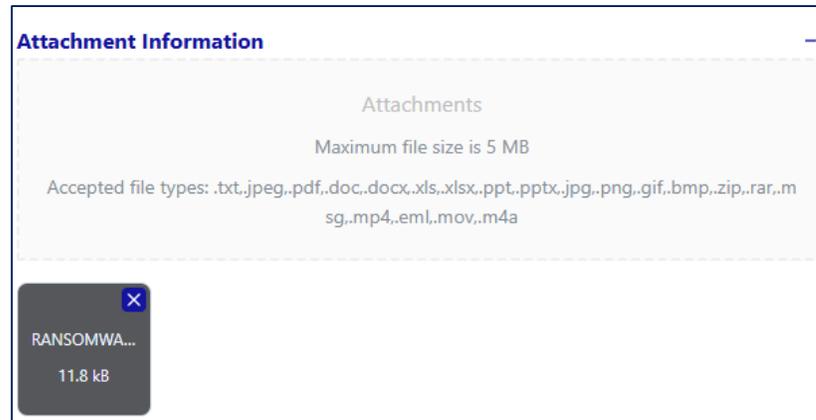
Resolution CAT 1	Resolution CAT 2	Resolution CAT 3
None	None	None

How the incident ticket looks

Logging an Incident Ticket: Basic Information

User details and a summary of the incident are recorded

Attachments can be included to supplement the incident reporting



Attachment Information

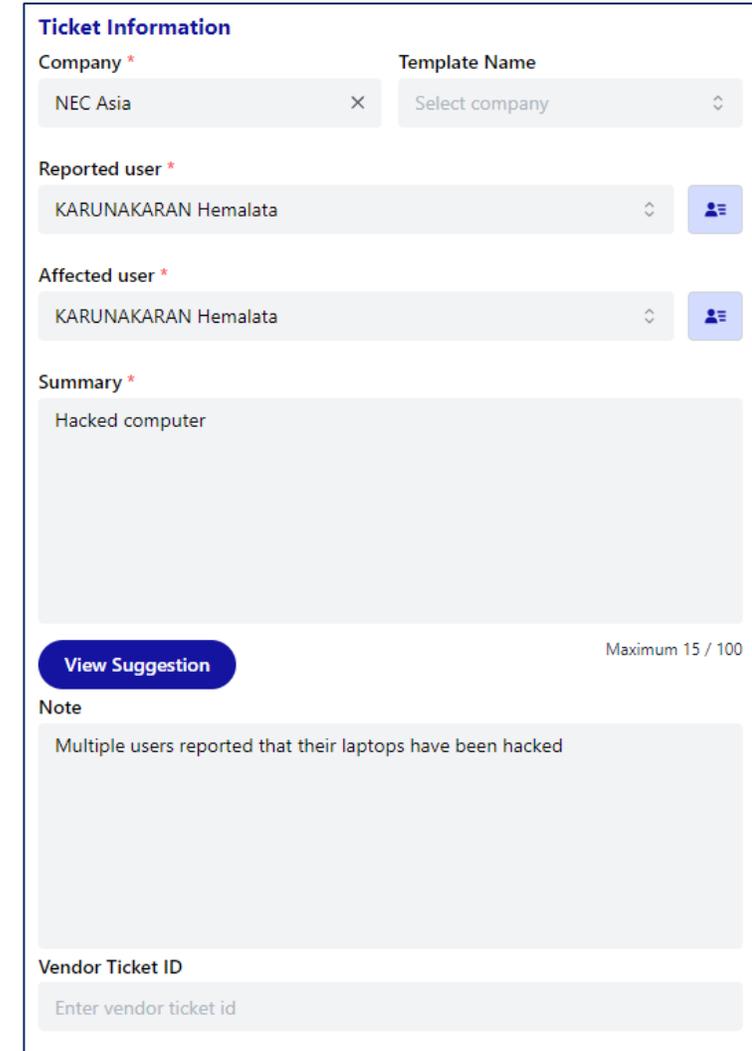
Attachments

Maximum file size is 5 MB

Accepted file types: .txt,.jpeg,.pdf,.doc,.docx,.xls,.xlsx,.ppt,.pptx,.jpg,.png,.gif,.bmp,.zip,.rar,.msg,.mp4,.eml,.mov,.m4a

RANSOMWA...
11.8 kB

Files can be attached to aid in resolution.



Ticket Information

Company *
NEC Asia

Template Name
Select company

Reported user *
KARUNAKARAN Hemalata

Affected user *
KARUNAKARAN Hemalata

Summary *
Hacked computer

View Suggestion

Note
Multiple users reported that their laptops have been hacked

Vendor Ticket ID
Enter vendor ticket id

Maximum 15 / 100

Filling the basic information of the incident ticket

Logging an Incident Ticket: Classification

Classification to reflect the severity of the incident

- Impact: how extensive the effects of the incident are
- Urgency: the speed at which resolvers need to act
- Priority: automatically calculated based on impact and urgency. Shows how much time and resources should be delegated to the incident

Incident statuses and status reasons to inform the Service Desk team and resolvers on resolution progress

Ticket Classification

Critical

Impact *	Urgency *
1-Extensive/Widespread ×	1-Critical ×
Reported Source	Incident type *
Phone ×	Infrastructure Event ×
Incident status *	Status reason
Pending ×	Local Site Action Required ×

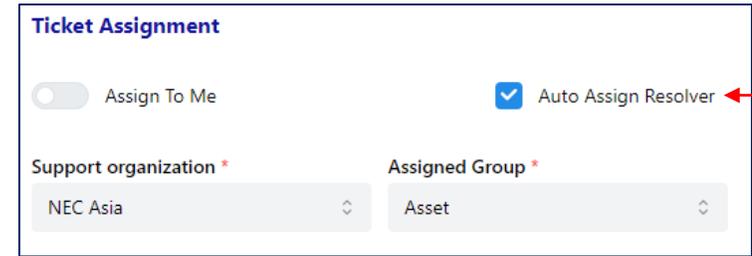
Setting the classification and the status of the ticket

Logging an Incident Ticket: Assignment

Tickets can be manually assigned to the assignee or automatically assigned by the system

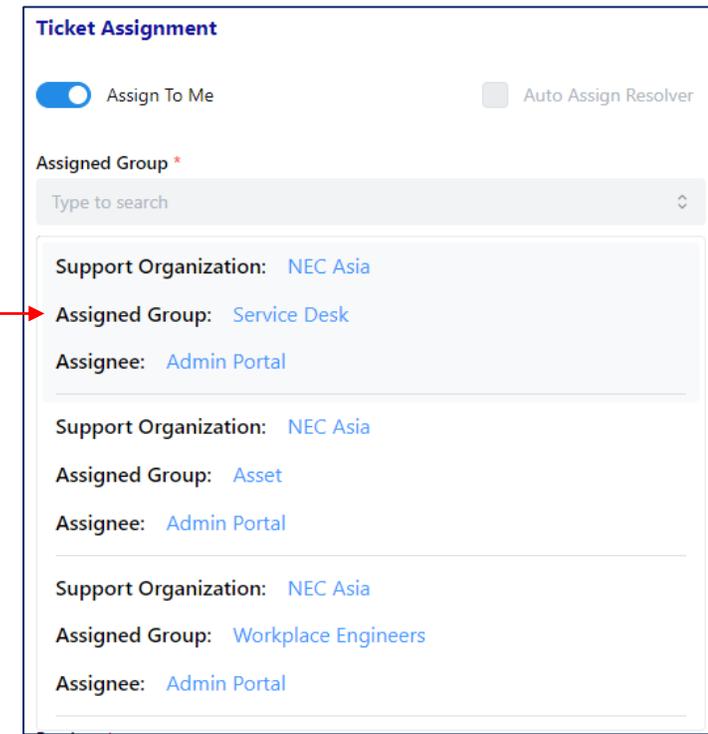
- Based on the number of open tickets each resolver is assigned

Tickets can also be assigned to the agent themselves



The screenshot shows the 'Ticket Assignment' form. At the top, there are two toggle switches: 'Assign To Me' (unchecked) and 'Auto Assign Resolver' (checked). Below these are two dropdown menus: 'Support organization *' with 'NEC Asia' selected and 'Assigned Group *' with 'Asset' selected. A red arrow points to the 'Auto Assign Resolver' checkbox.

Auto-assigning the incident ticket to an agent to resolve



The screenshot shows the 'Ticket Assignment' form with 'Assign To Me' checked and 'Auto Assign Resolver' unchecked. The 'Assigned Group *' dropdown menu is open, showing a search bar and a list of options. A red arrow points to the first option in the list. The options are: 'Support Organization: NEC Asia', 'Assigned Group: Service Desk', 'Assignee: Admin Portal'; 'Support Organization: NEC Asia', 'Assigned Group: Asset', 'Assignee: Admin Portal'; and 'Support Organization: NEC Asia', 'Assigned Group: Workplace Engineers', 'Assignee: Admin Portal'.

Assigning the incident ticket to myself (the logged-in agent)

Logging an Incident Ticket: Categorization and Date Information

Classify the incident based on operation and product categories to provide more clarity

- Resolution categories categorization can be left blank first

Date information to show when the incident was first reported, escalated, responded, and when it was closed.

Categorization

Operation *

Connectivity

Operation CAT 1	Operation CAT 2	Operation CAT 3
Connectivity	None	None

Product *

Physical (Devices / Components) > Network Devices > APPLIANCE

Product CAT 1	Product CAT 2	Product CA..	Product...
Physical (Devices / Components)	Network Devices	APPLIANCE	None

Date Info

Reported Date: 11/07/2024 05:31 PM

First Escalation Date: Select date and time

Onsite Response Date: Select date and time

Close Date: Select date and time

Setting the categorization and the date information

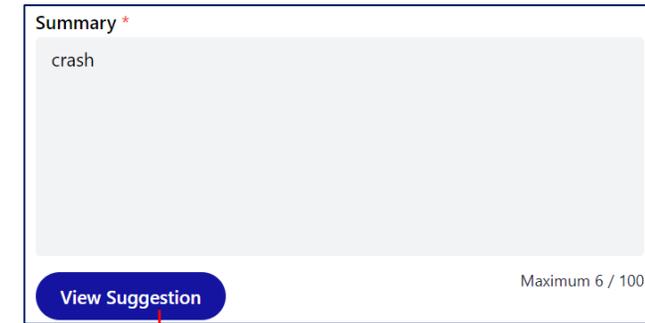
Incident Auto-Suggestions

Service Desk can refer to knowledge articles and past resolved incidents to aid in resolution

Enter in keywords into summary to view possible articles and resolved incident tickets

Apply knowledge article to the ticket

- Article technical notes automatically generated in the current incident ticket notes
- After applying knowledge article and saving ticket, article relationship is created

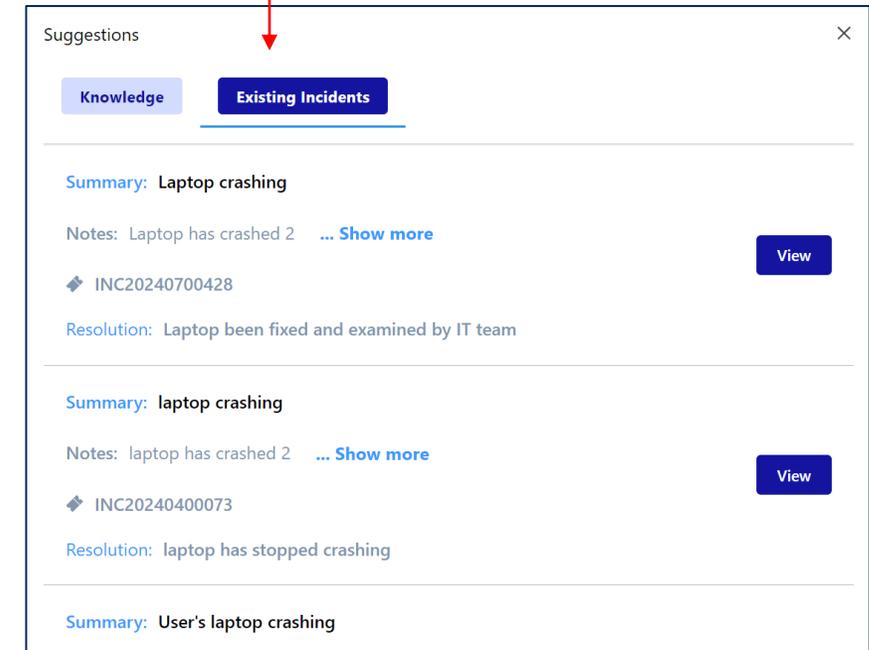


Summary *

crash

Maximum 6 / 100

View Suggestion



Suggestions

Knowledge Existing Incidents

Summary: Laptop crashing

Notes: Laptop has crashed 2 ... Show more View

INC20240700428

Resolution: Laptop been fixed and examined by IT team

Summary: laptop crashing

Notes: laptop has crashed 2 ... Show more View

INC20240400073

Resolution: laptop has stopped crashing

Summary: User's laptop crashing

Viewing the past resolved incident tickets

Logging an Incident: Incident Templates

Incident templates auto-fill the entire ticket with pre-defined values

Templates can be utilized for common IT issues in the Self-Service console

Saves time in manually filling an incident ticket entirely

Ticket Information

Company * NEC Asia X

Template Name Select company

Reported user * Ransomware template (NEC Asia)

Ticket Information

Company * NEC Asia X

Template Name Ransomware template (NEC Asia) X

Reported user * Search value

Affected user * Search value

Summary * Ransomware Infection

View Suggestion

Note User's device has been infected with a ransomware

Vendor Ticket ID Enter vendor ticket id

Ticket Classification

Impact * 3-Moderate/Limited X

Urgency * 1-Critical X

Reported Source Direct Input X

Incident type * User Service Restoration X

Incident status * Assigned X

Status reason Select status reason

Ticket Assignment

Assign To Me

Auto Assign Resolver

Support organization * NEC Asia

Assigned Group * Service Desk

Categorization

Operation * Anti-virus>Anti-virus>Anti-virus

Operation CAT 1 Anti-virus Operation CAT 2 Anti-virus Operation CAT 3 Anti-virus

Product * Physical (Devices / Components)> Workstation> LAPTOP

Product CAT 1 Physical (Devices / Components) Product CA... Workstation Product CA... LAPTOP Product... None

Resolution Search value

Resolution CAT 1 None Resolution CAT 2 None Resolution CAT 3 None

Using an incident template to auto-fill a ticket

Viewing all Incidents Logged

Exploring the Incident Console page

Incident Console Page

Accessed from the main menu

- Ticket Console > Search Incident

Shows all incidents logged and their statuses in a table format

All incidents can be exported into a CSV or Excel sheet

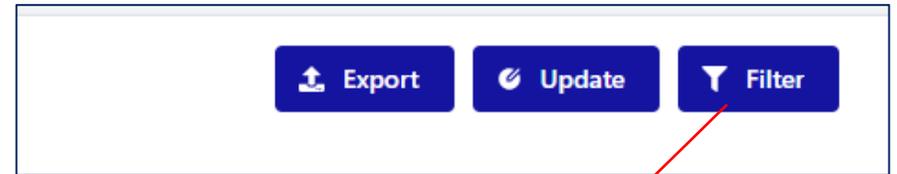
The screenshot shows the 'Incident Search Page' interface. At the top right, there are buttons for 'Export', 'Update', and 'Filter'. Below these is a table with the following columns: Ticket Number, Status, Company, Assigned Group, Assignee, Affected User, Reported User, Summary, Reported On, Last Modified Date, Priority, Re-open Count, and Row actions. The table contains eight rows of incident data.

<input type="checkbox"/>	Ticket Number	Status	Company	Assigned Group	Assignee	Affected User	Reported User	Summary	Reported On	Last Modified Date	Priority	Re-open Count	Row actions
<input type="checkbox"/>	INC20250500447	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	End User 1 NEC Demo	End User 1 NEC Demo	Laptop Issues	28/05/2025 09:55 AM	28/05/2025 09:55 AM	Medium	0	
<input type="checkbox"/>	INC20250500446	Assigned	NEC Demo	ARC	Test 2 NEC Demo	Service Desk 1 NEC Demo	Service Desk 1 NEC Demo	Ransomware infection	28/05/2025 09:55 AM	28/05/2025 09:55 AM	High	0	
<input type="checkbox"/>	INC20250500445	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	Service Desk 2 NEC Demo	Service Desk 2 NEC Demo	Reset user's Windows Password	28/05/2025 09:54 AM	28/05/2025 09:55 AM	Low	0	
<input type="checkbox"/>	INC20250500444	Assigned	NEC Demo	ARC	End User 1 NEC Demo	Service Desk 1 NEC Demo	Service Desk 1 NEC Demo	Ransomware infection	28/05/2025 09:45 AM	28/05/2025 09:46 AM	High	0	
<input type="checkbox"/>	INC20250500443	Assigned	NEC Demo	ARC	Test 2 NEC Demo	User 2 NEC Demo	User 2 NEC Demo	Ransomware infection	28/05/2025 09:45 AM	28/05/2025 09:45 AM	High	0	
<input type="checkbox"/>	INC20250500442	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	Approver 1 NEC Demo	End User 1 NEC Demo	Laptop Issues	28/05/2025 09:44 AM	28/05/2025 09:45 AM	Medium	0	
<input type="checkbox"/>	INC20250500441	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	Approver 1 NEC Demo	Approver 1 NEC Demo	Laptop Issues	28/05/2025 09:44 AM	28/05/2025 09:44 AM	Medium	0	
<input type="checkbox"/>	INC20250500440	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	End User 1 NEC Demo	End User 1 NEC Demo	Laptop Issues	28/05/2025 09:39 AM	28/05/2025 09:40 AM	Medium	0	

The incident search page showing the incidents logged, status and priority levels

Filtering Incident Tickets

The whole incident list can be filtered to retrieve certain tickets
Applied filters will appear at the top of the table



Select Filters ×

Company
NEC Demo ×

Ticket Number
Input placeholder

Summary
Ransomware

Note
Input placeholder

Reported User (Please select Company first)
▾

Affected User (Please select Company first)
▾

Re-open Count
Please enter Re-open Count here ▾

Date and Time ▾

Basic Information ▾

Assigned Information ▾

Accessing the incident filters

Exporting Incident Ticket List

Incident ticket details can be exported as a normal Excel/CSV file or dynamic Excel/CSV file

- Normal files – all the ticket fields will be exported
- Dynamic files – selected ticket fields will be exported

Filters can be applied before exporting the list of specific tickets

The image illustrates the process of exporting incident tickets. On the left, a table of incident tickets is shown with columns for 'Assigned', 'Priority', and 'Status'. A red arrow points from the 'Export Dynamic excel file' option in the dropdown menu to the 'Dynamic export Incidents' dialog box. This dialog box allows users to select specific fields to export, such as Incident Number, Company, Organization, Department, and Status. Another red arrow points from the dialog box to the resulting Excel sheet on the right, which displays the selected data in a structured format.

	A	B	C	D	E
1	Incident Number	Company	Department	Organization	Status
2	INC20240400097	NEC Asia	Digital Transformation	NEC Asia	Assigned
3	INC20240400096	NEC Asia	MSBU 2	NEC Asia	Assigned
4	INC20240400095	NEC Asia	MSBU 2	NEC Asia	Assigned
5	INC20240400082	NEC Asia	MSBU 2	NEC Asia	Assigned
6	INC20240400079	NEC Asia	MSBU 2	NEC Asia	Pending
7	INC20240400076	NEC Asia	MSBU 2	NEC Asia	Pending
8	INC20240400075	NEC Asia	MSBU 2	NEC Asia	In Progress
9	INC20240400065	NEC Asia	MSBU 2	NEC Asia	In Progress
10	INC20240400056	NEC Asia	Digital Transformation	NEC Asia	Assigned

Example of exporting the incidents into a dynamic Excel sheet.

Updating Incident Tickets

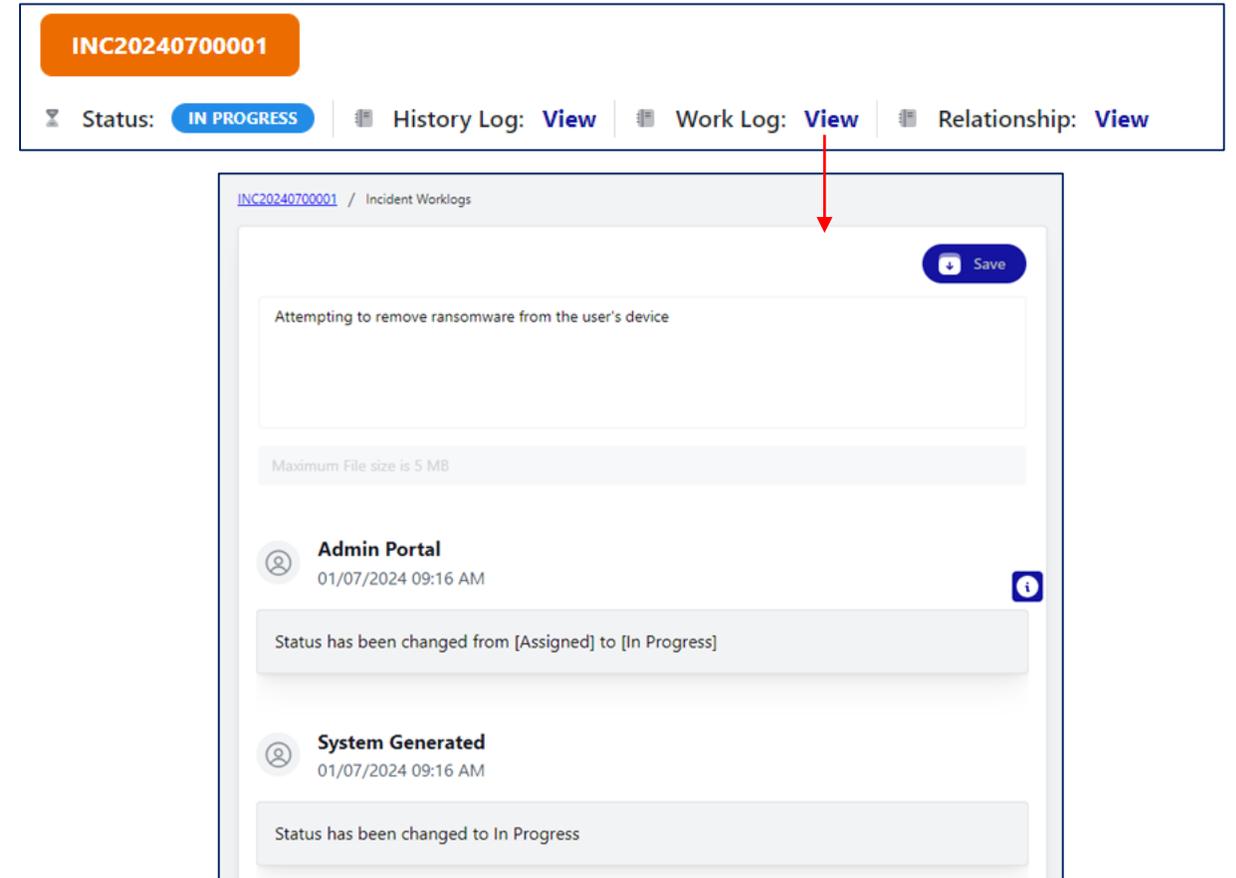
Updating resolution progress on the incident tickets

Updating Incident Tickets

Incident ticket fields are to be updated during resolution
Ticket assignment can be changed manually in this stage

Custom updates can be entered on the worklog itself

- Any changes made will be automatically logged in the worklog
- Attachments are found there as well



The screenshot displays the interface for updating an incident ticket. At the top, the ticket ID **INC20240700001** is shown in an orange box. Below it, the status is **IN PROGRESS**, and there are links for **History Log: View**, **Work Log: View**, and **Relationship: View**. A red arrow points from the **Work Log: View** link to the worklog section below. The worklog section is titled **INC20240700001 / Incident Worklogs** and contains a text area with the entry: **Attempting to remove ransomware from the user's device**. Below the text area is a **Save** button and a note: **Maximum File size is 5 MB**. The worklog also shows two entries: **Admin Portal** and **System Generated**, both dated **01/07/2024 09:16 AM**. The **Admin Portal** entry has a message: **Status has been changed from [Assigned] to [In Progress]**. The **System Generated** entry has a message: **Status has been changed to In Progress**.

Accessing worklog on the ticket

Resolution Categorization

Shows what was the issue highlighted in the ticket and how it was resolved

When resolving the incident ticket, the resolution categorization needs to be completed

The screenshot shows a user interface for resolution categorization. It features a tree view on the left with three items: 'Hardware Management' (grey circle), 'Hardware Failure/Break/Fix' (green circle), and 'Hardware Replacement' (blue circle). Below the tree is a search bar with the placeholder text 'Search value'. At the bottom, there is a table with three columns: 'Resolution CAT 1', 'Resolution CAT 2', and 'Resolution CAT 3'. Each column contains the word 'None'.

Resolution CAT 1	Resolution CAT 2	Resolution CAT 3
None	None	None

Completing the resolution categorization of the incident ticket

Viewing Service Level Agreements Metrics

SLAs related to the incident are automatically populated for easy reference

Easily keep track SLAs to ensure that their obligations are met satisfactorily

- Timing: acceptable response duration to the incident
- Milestone: stages of incident resolution. Email notification are sent to the team for each stage
- SLA Pending/Pause Timing – tracks how long the ticket has been pending status

SLA Measured	Status	Last Modified Date	Row actions
NEC Demo P1 Incident Escalation	Running	16/12/2024 09:58 AM	
NEC Demo Incident Resolution P1	Running	16/12/2024 09:58 AM	

1 - 2 / 2 Records per page 10

SLA Measurement Details

INC20241200489 / SLA Measurement Details

NEC Demo Incident Resolution P1 (Running)

INC20241200489 | 2 hours | Mon - Fri 9am-6pm

Timing

- Start: 16/12/2024 09:58 AM
- Due: 16/12/2024 11:59 AM
- Running

Milestone Target

- Start: 16/12/2024 09:58 AM
- 25%: 16/12/2024 10:29 AM (Active) - Email Notification will be sending out
- 50%: 16/12/2024 10:59 AM (Active) - Email Notification will be sending out
- 75%: 16/12/2024 11:29 AM (Active) - Email Notification will be sending out
- Due: 16/12/2024 11:59 AM

SLA Pending/Pause Timing

START	END	DURATION
-------	-----	----------

Event QID	Entity Event ID	Status	Created On	Created By	Last Modified Date	Last Modified By
195162	241	Processed	16/12/2024 05:58 PM	System	16/12/2024 05:58 PM	ConsoleApp.ITSMService
195164	249	Processed	16/12/2024 05:58 PM	System	16/12/2024 05:58 PM	ConsoleApp.ITSMService

Viewing the SLA metrics on the incident ticket

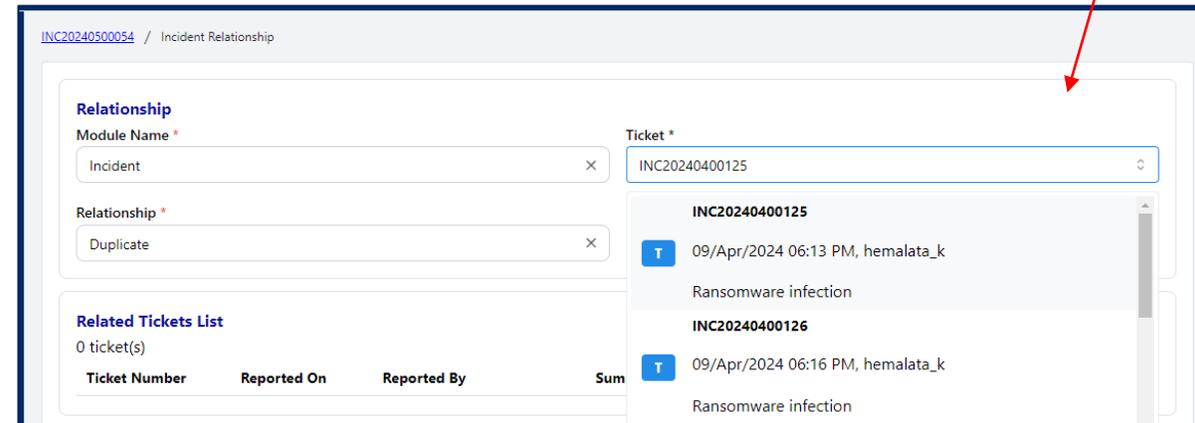
Linking Related Tickets

Incident and other tickets can be linked together

- **Original:** the main incident that occurred earlier or triggered other similar incidents
- **Duplicates:** similar incidents to the original or incidents arising from the main incident.
- **Related:** link problem, change tickets and assets

Benefits of linking tickets

- When updating original tickets, duplicates will be updated at the same time
- Underlying trends and problems can be observed



How linking tickets would look like

Incident Ticket History Log

View all changes done on the ticket. All logs are system generated and cannot be deleted

Click on View under History Log to access

Click on the icon under Row Actions to view precise changes

INC20240700048

Status: **RESOLVED** | History Log: **View** | Work Log: **View** | Relationship: **View**

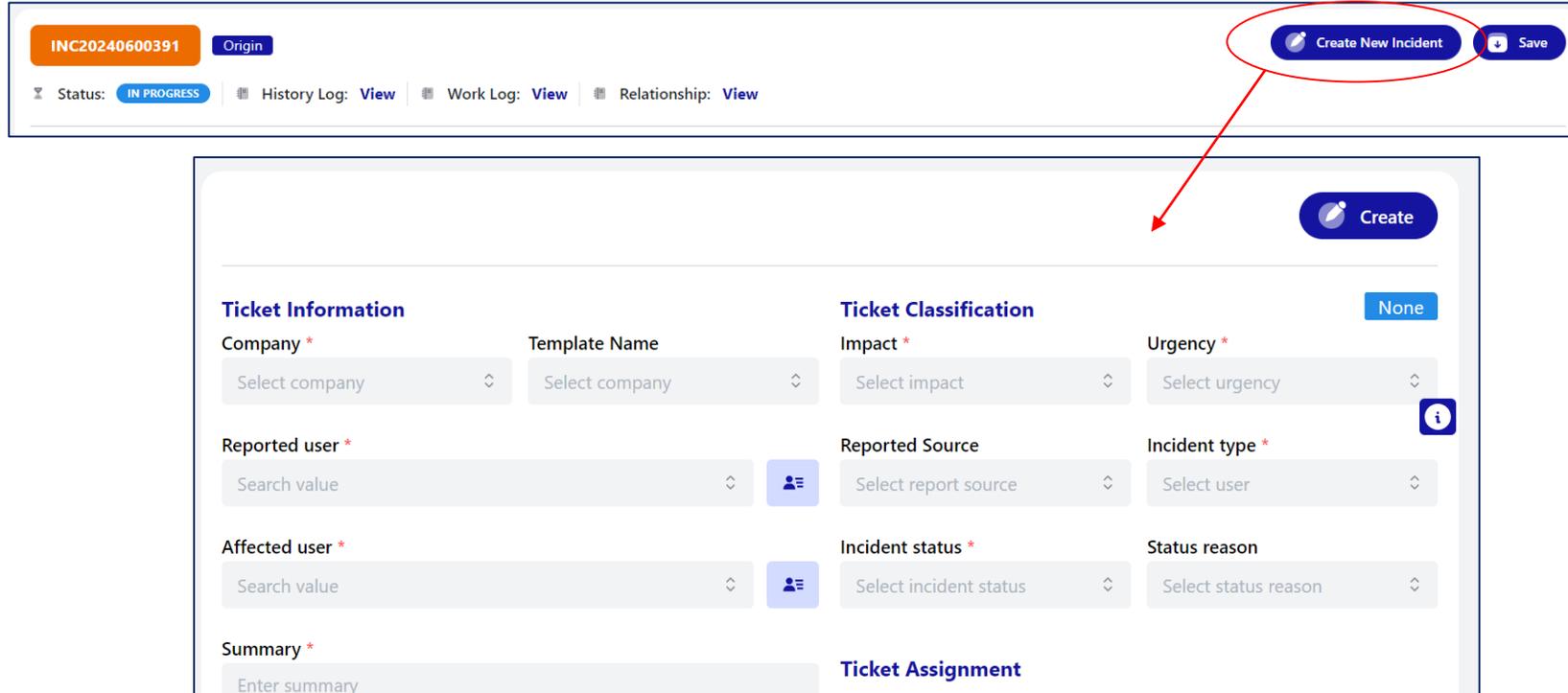
Incident History List

S.No	Action Type	Action By	Action Date	Company	Assignee	Summary	Status	Assigned Group	Reported By	Row actions
119536	Incident Added	portaladmin	01/07/2024 05:31 PM	NEC Demo	Admin Portal	Ransomware Infection	Assigned	ARC	NEC Demo End User 2	
119537	Incident Updated	portaladmin	01/07/2024 05:32 PM	NEC Demo	Admin Portal	Ransomware Infection	Assigned	ARC	NEC Demo End User 2	
119538	Incident Updated	portaladmin	01/07/2024 05:32 PM	NEC Demo	Admin Portal	Ransomware Infection	Resolved	ARC	NEC Demo End User 2	
119539	Incident Updated	portaladmin	01/07/2024 05:35 PM	NEC Demo	Admin Portal	Ransomware Infection	In Progress	ARC	NEC Demo End User 2	
119540	Incident Updated	portaladmin	01/07/2024 05:35 PM	NEC Demo	Admin Portal	Ransomware Infection	Resolved	ARC	NEC Demo End User 2	
119541	Incident Updated	portaladmin	01/07/2024 05:35 PM	NEC Demo	Admin Portal	Ransomware Infection	Resolved	ARC	NEC Demo End User 2	

How to access the History Log

Create Incident Shortcut

Create a new incident ticket while updating current one to prevent loss of progress
Click on Create New Incident to Open New Ticket on a new web browser tab



How to create a new incident while updating a current one

Bulk Updating Incident Tickets

Incidents can be updated at the same time via the bulk update pop-up

Pop-up will generate different fields depending on the status reason selected.

Incident Search Page

Incident Search Page

Export Update Filter

<input type="checkbox"/>	Ticket Number	Status	Company	Assigned Group	Assignee	Summary	Reported On	Priority	Row actions
<input type="checkbox"/>	INC20241100162	Assigned	NEC Demo	ARC	Approver 2 NEC Demo	Ransomware infection	08/11/2024 12:40 PM	High	
<input type="checkbox"/>	INC20241100161	Assigned	NEC Demo	ARC	Approver 2 NEC Demo	Ransomware infection	08/11/2024 12:40 PM	High	
<input type="checkbox"/>	INC20241100160	Assigned	NEC Demo	ARC	Approver 1 NEC Demo	Viruses in my computer	08/11/2024 12:38 PM	Medium	
<input checked="" type="checkbox"/>	INC20241100159	Assigned	NEC Demo	ARC	Approver 1 NEC Demo	Laptop cannot on	08/11/2024 12:38 PM	Medium	
<input checked="" type="checkbox"/>	INC20241100155	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	Laptop Issues	08/11/2024 11:15 AM	Medium	
<input checked="" type="checkbox"/>	INC20241100146	Assigned	NEC Demo	ARC	Service Desk 1 NEC Demo	Laptop not working	07/11/2024 10:02 AM	Medium	

Ticket bulk update [X]

Status

In Progress [X]

Issue Summary

Malware infections

Notes

Laptop issues reported due to malware

Save Close

Updating multiple incidents at the same time with bulk update

Resolving Incident Tickets with Knowledge Articles

Companies may have the requirement to resolve tickets while linked to knowledge articles

Two ways to link a knowledge article

- Ticket relationship to link directly
- Auto-suggestions function

Once linked, the article cannot be unlinked normally

- Resolvers are to link another article first and then unlink the other article

The image shows two screenshots from a software interface. The top screenshot is a 'Suggestions' dialog box with a close button (X) in the top right. It has two tabs: 'Knowledge' (selected) and 'Existing Incidents'. Under the 'Knowledge' tab, there is a suggestion for a knowledge article titled 'How to Remove Ransomware'. The article has a 'Short description' and 'Technical Notes'. To the right of the article details are two buttons: 'APPLY' and 'View'. A red arrow points from the 'APPLY' button to a 'Summary' field in the bottom screenshot. The bottom screenshot shows a ticket form with a 'Summary' field containing the text 'How to Remove Ransomware'. Below the summary field is a 'View Suggestion' button and a character count 'Maximum 24 / 100'. Below that is a 'Note' field containing the same text as the technical notes in the suggestion above.

Using auto-suggestions to apply the same solutions as the knowledge article to the incident before closing

Creating Problem Tickets from Incident Tickets

Problem tickets are automatically created when Critical and High priority incidents are resolved

Problem tickets can be created straightaway when Medium and Low priority incidents are resolved

- Click on Create Problem Ticket to create and relate a problem ticket

All created problem ticket details will be similar to the incident ticket

The screenshot shows a user interface for managing tickets. At the top right, there are three buttons: 'Generate Problem', 'Create New Incident', and 'Save'. A red arrow points from the 'Generate Problem' button down to a 'Related Tickets List' section. The 'Related Tickets List' section shows one ticket with the following details:

Ticket Number	Reported On	Submit By	Summary	Type	Row actions
PBI20241000032	17/Oct/2024 06:22 PM	Portal Administrator	Laptop crashing	Related	Unlink

Creating a new problem ticket from the resolved incident ticket

Ticket Reopen Counts

Reopen counts shows the number of times the resolved tickets are set to open
To reopen a ticket, the resolved status is set back to Assigned, In Progress, or Pending
When the same ticket is reopened again, the reopen count will increase again

Incident Search Page
Incident Search Page

Company: NEC Demo

Export Update Filter

<input type="checkbox"/>	Ticket Number	Status	Company	Assigned Group	Assignee	Affected User	Reported User	Summary	Reported On	Last Modified Date	Priority	Re-open Count	Row actions
<input type="checkbox"/>	INC20250500447	In Progress	NEC Demo	ARC	Service Desk 1 NEC Demo	End User 1 NEC Demo	End User 1 NEC Demo	Laptop Issues	28/05/2025 09:55 AM	28/05/2025 10:22 AM	Medium	1	
<input type="checkbox"/>	INC20250500446	Assigned	NEC Demo	ARC	Test 2 NEC Demo	Service Desk 1 NEC Demo	Service Desk 1 NEC Demo	Ransomware infection	28/05/2025 09:55 AM	28/05/2025 09:55 AM	High	0	

Example of the reopen count on a ticket

Incident Template Console

Creating pre-filled templates for users

Accessing Incident Template Console

Accessed from the main menu

- Ticket console > Incident Template

Console can be filtered to retrieve specific templates

Can have different access rights to templates

- Edit and Read-Only

Incident Template Page

Filter Create

Id	Template name	Company	Summary	Submit Date ↓	Last Modified Date	Row actions
34	Ivanti Endpoint Issue	NEC Demo	Ivanti Endpoint - unable to connect to VPN	22/10/2024 05:48 PM	17/06/2025 12:29 PM	 
33	Reset Windows Password (NEC Demo)	NEC Demo	Reset user's Windows Password	18/10/2024 10:39 AM		 
31	Ransomware	NEC Demo	Ransomware infection	30/09/2024 12:51 PM	05/12/2024 02:53 PM	 
25	Laptop Issues	NEC Demo	Laptop Issues	13/10/2023 11:22 AM	14/11/2024 11:02 AM	 

Records per page 10

The incident template console

Creating Incident Templates

Templates can be created for the self-service console and for incident ticket logging

Can be done by selecting the appropriate values from the drop-down menus

The screenshot displays a multi-section form for creating an incident template. The sections are:

- Incident Template:** Includes a 'Publish for Self-Service' toggle set to 'yes', a 'Template Name' field with the value 'Reset Windows Password', and a 'View Suggestion' button.
- Ticket Classification:** Features a 'Low' severity indicator, 'Impact' (4-Minor/Localized), 'Urgency' (4-Low), 'Reported Source' (Phone), 'Incident type' (User Service Request), 'Incident status' (Assigned), and a 'Status reason' dropdown.
- Ticket Information:** Shows 'Company' (NEC Asia) and a 'Summary' field containing 'Reset user's Windows Password'.
- Categorization:** Includes an 'Operation' dropdown (User Administration), a table for 'Operation CAT' values, a 'Product' dropdown (windows), and a tree view for 'Operating Systems' with 'Desktop Operating System' selected.

Creating incident templates similar to filling out a ticket

Incident Template Console

Creating pre-filled templates for users

Viewing the Incident Dashboard

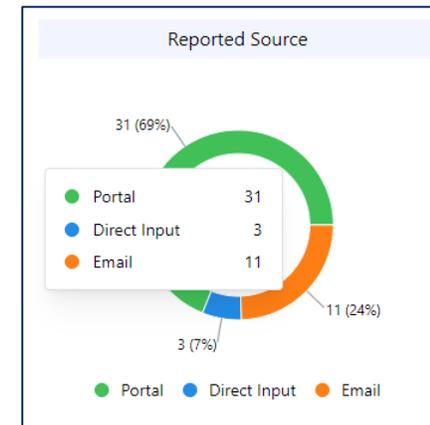
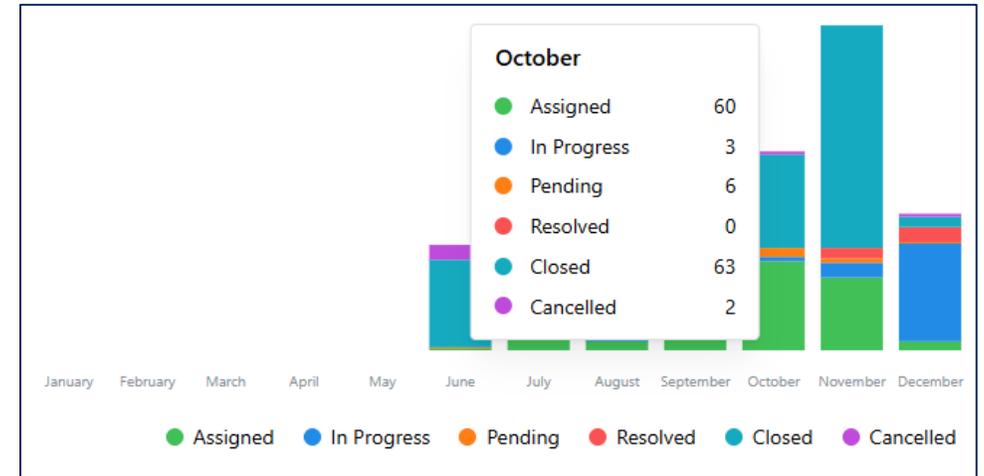
Accessed from the main menu

- Ticket console > Incident and Problem> Incident Dashboard

Interactive sections that show breakdowns for each of them

Dashboard can be filtered by

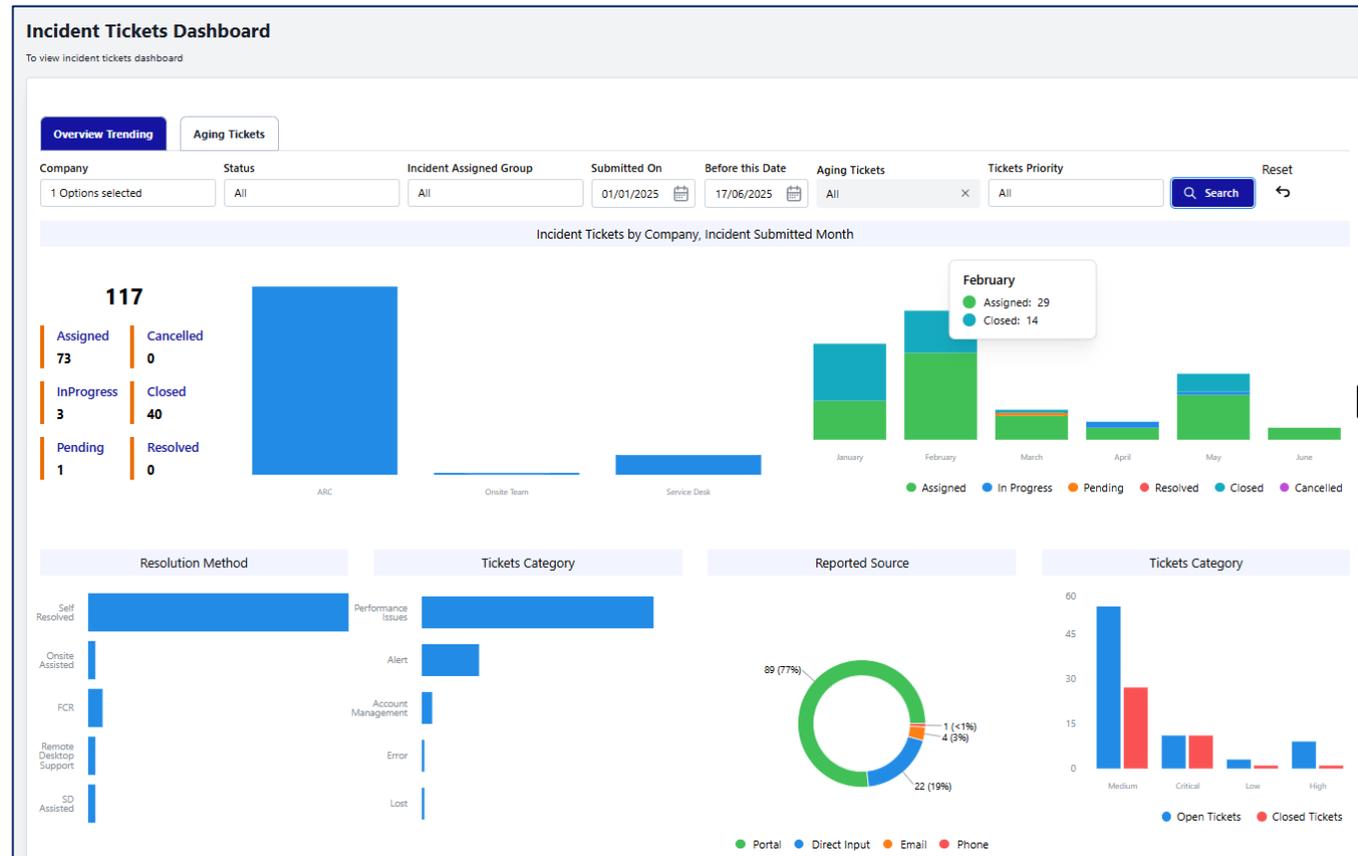
- Company
- Status
- Assigned group
- Submitted date
- Aging tickets
- Ticket Priority (for Overview Trending)
- Assignee Name (for Aging Tickets)



Example of the sections in the incident dashboard

Overview Trending Dashboard

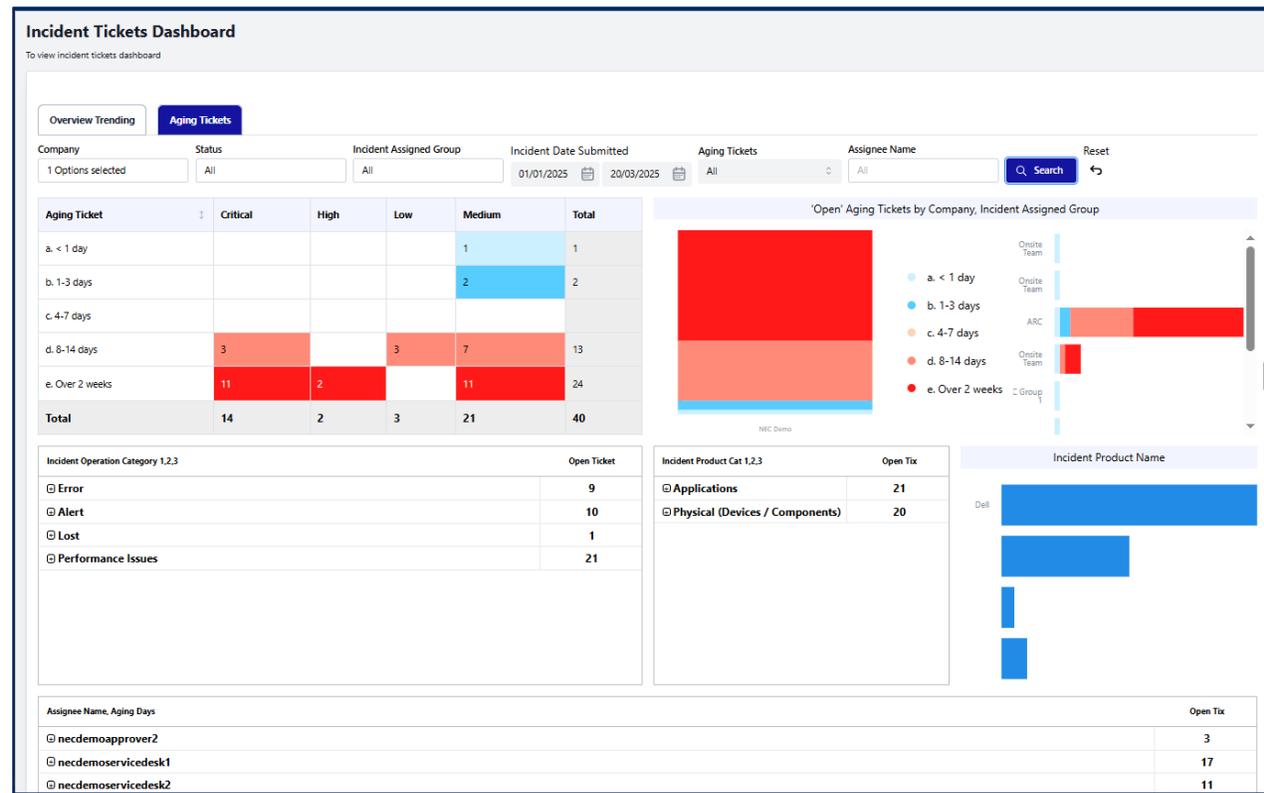
Shows overall ticket statistics for each company that the SD/resolver have access to
Takes into account all tickets logged in the portal and segment them into sections



Example of the overview trending dashboard

Aging Ticket Dashboard

Shows the age of open tickets for each company that the SD/resolver has access to
 Takes into account all tickets logged in the portal and segment them into sections
 Also shows the ticket count for assignees



Example of the aging ticket dashboard

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