

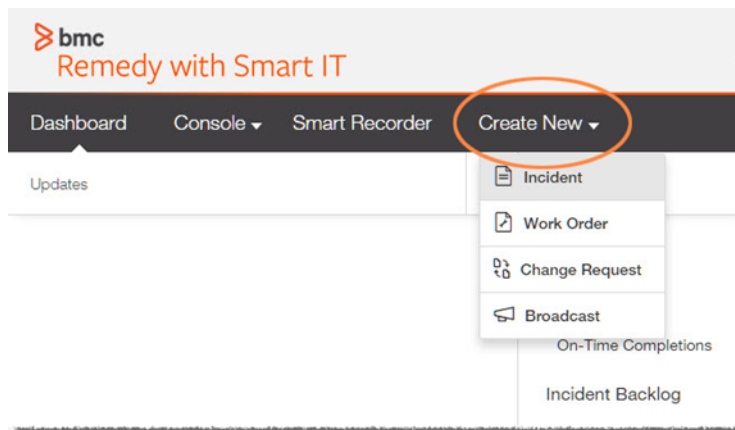
Creating Incidents using Incident Templates

Incident Templates are used for request types that report the interruption of services with the purpose of restoring such services as briefly as possible.

Console View



In addition to using Smart Recorder, tickets can also be created from the Create New menu. The Create New menu offers a more traditional, form based way to create tickets.

1. Open SmartIT.
2. Click **Create New**, then select **Incident**.



3. In the **Affected Customer(s)** field, enter the beginning of the customer's name, Employee ID, or email address, then select the customer from the list of all possible matches that pops up. **The Affected Company** field will auto-populate based on your selection.
4. (optional) Click **Add person** to add additional customers.
5. In the **Select Incident Template** field, enter a relevant issue, phrase, or term to see if there is a template for that issue. Select the desired template from the list that appears. If no list appears, no relevant template was found.

Select Incident Template

Remedy   [Browse All Templates](#)

Remedy Application Issue

Incident Title *(required)*

Type a title for this incident

Impact *(required)* Urgency *(required)*

4-Minor/Localized 4-Low

Calculated Priority:

Low

Incident Status *(required)* Incident Type *(required)*

New User Service Restoration

Affected Service Affected Asset

Start typing the name of a service Start typing the name of an asset

- You can also click **Browse All Templates** to open a pane where you can browse by template category or search.
- When using a template, some or all of the fields will be populated.

6. Add a more detailed title in the **Incident Title** field.
7. Enter an **Incident Description**.
8. Fill in any additional fields that would help the assigned Support Group/Member fulfill the request.
9. Click the **Save Ticket** button.

Create Incident

Complete fields and "Save" to open incident

Affected Customer(s) (required)

Sean Yuan

Customer

Add person

Affected Company (required)

LAUSD

Select Incident Template

Remedy Application Issue

Browse All Templates

Incident Title (required)

Remedy Application Issue

24 / 100

Impact (required)

3-Moderate/Limited

Urgency (required)

3-Medium

Calculated Priority:

Medium

Incident Status (required)

New

Incident Type (required)

User Service Request

Incident Description

Remedy Application Issue

Affected Service

Start typing the name of a service

Affected Asset

Start typing the name of an asset

Use a different company from LAUSD to select categories

Operational Category

Repair > Software

Browse Categories | Recommendations

Product Category

Software > IT > Service Management > ITSM Remedy

Browse Categories | Recommendations

Resolution Category

Start typing to see matching categories

Browse Categories | Recommendations

Resolution Product Category

Start typing to see matching categories

✓ All Required fields complete!

Save Ticket

Cancel