Tivoli Live Service Manager – Service Desk Use Case

1. Use Case Outline

This use case demonstrates the service desk analyst (level 1 support) start center and how it's used to receive and manage work. This use case shows how a service desk analyst can receive a self-service service request created in associated Self Service use case and move the request through the service request and/or incident processes. The use case includes the use of the Solutions knowledge database for resolution and/or assignment to level 2 support team(s).

2. Use Case Content

Service Desk Analyst Role

UID/login name = scott Password = tivolilive First name = Scott Last name = Servdeskanalyst

3. Use Case Steps_

3.1 Service Desk Analyst Start Center Orientation:

- 1) Login as **Scott** the Service Desk Analyst.
- 2) The Service Desk Analyst start center shown below will be displayed.

							값한 Change Contentil	Layout 👪 Display Settings 👪 L	Update Start Cen	
Quick Insert			X Bulletin Board 💙	Filter > 🔍 🛛 🧷					×	
New liessage			Subject	Subject Message Post Date			Expiration Date View		Viewed?	
A New Scholar									N	
¥		>> Server NT4190BN	is Down, Up ETA 140	Server NT4190BN has been taken off line	3/16/11 17:07:56	3/31/12	18:10:30	N		
Alew SR Life			1							
New SR Full			InDox / Assignmen	Inbox / Assignments				p - 1		
A Password Reset									Refres	
Computer Not Working			Description		DUEDATE		Nou	lle		
4 0					No Assignments four	nd for Scott				
Access Revoke System Access				.						
Phone Not Working			My Work V Filte	C 🔍 (22) 📢					0 ° X	
			Record	Class	Description		Reported Date	Status		
Service Desk Applications		0 =	×							
Girbal Search			1033	SR	Received allocation of a VM but can not access		3/14/11 14:26:34	RESOLVED		
Rudatio Baard			1044	SR	Unable to access Oracle Financials		3/15/11 16:15:49	NPROG		
Service Requests			Set Graph Options						1 - 3 of	
Incidents										
Problems			Service Desk Grou	p Queue 🛛 🤝 Filter 🔿 🔍 🗍 🥖	· 🔁				0 = X	
Changes			Service Request	Class	Summary		Status	Creation Date		
Solutions										
			1039	SR	Security intrusion Alert on Several PCs at Site 156		NEW	3/14/11 15:03:04		
Global Incidents : 🔝 Filme > 🔍 : 🧷 : 🚰		0=	X 1040	SR	Cannot access Time system from Project Site		NEW	3/14/11 15:04:54		
haldest formation of		600 m	1061	58	Testing Server is and responsive		NEW	3/17/11 12:36:53		
Internal Stationers Stationers	INCOMENTATION IN CONTRACTOR OF	RUNING	1064	SR	Can not reach Oracle Financial web site		NEW	3/18/11 10:43:36		
			1075	SR	test of mag		NEW	4/19/11 14:09:18		
1029 Network slow S	/17/11 11:00:14	INPROG	1105	SR	New Asset Request		INPROG	4/27/11 16:19:42		
Set Graph Options		1-1	of 1 1105	SR	New Asset Request		NEW	4/27/11 16:21:07		
			1117	SR	New Asset Request_Japtop		INPROG	4(28/11 18:54:27		
Known Problems i 🔝 num 🔿 🔍 i 🥖 i 🚺 👘		0=	×	SK	NEW Asset Request		NEW	4/30/11 10:23:28		
Daubhan Dominan d		Charles .	Set Graph Options					1 - 10 01 1	A DESCRIPTION OF	
Electric Skillery S	Teatron page	RIALIZE								
1007 Network slow	/17/11 11:14:20	INPROG								
Set Graph Options		1-1	of 1							
Recent Changes 🔝 nue > 🔍 🥖 🔁		0=	×							
Change Summary	Actual Finish	Status								

- 3) Note the **Quick Inserts** portlet that enables records to be rapidly created with one click and **Service Desk Applications** portlet to provide direct access to commonly used applications.
- 4) The **Global Incidents, Known Problems** and **Recent Changes** portlets and help the analyst with issue determination and to appropriately associate current service requests with widespread issues, known problems and/or recent work carried out via changes.



- 5) The **Bulletin Board** portlet is used to send notifications to different groups and/or end users regarding issues and/or planned outages.
- 6) The **My Work** portlet is used to manage the individual's work queue and the **Service Desk Group Queue** portlet is used to manage the service desk group work queue.

3.2 Service Desk Analyst Reviews Unassigned SR's, Takes Ownership and Resolves the SR:

1) Login as **Scott** the Service Desk Analyst if not already logged in.

2) Within the **Service Desk Group Queue** portlet select a service request in a status of **NEW**. <u>Note:</u> Ideally this service request will have been created in the prior Self Service use case and be related to a network or Oracle Financials issue. Content such as classifications, solutions, services and failure codes has been included to support these scenarios.

- 3) Click on the **Take Ownership** icon and note that the **Owner** field is filled in with Scott.
- 4) Click on **Start Center** to return to the start center to see the record in **My Work** portlet rather than the **Service Desk Group Queue** portlet.
- 5) Within the **My Work** portlet, select the service request to continue working the record.
 - *****
- 6) Click the **Change Status** icon and set the record to **In Progress**.
- 7) Click the **Apply Service Request Template** icon and filter for a template that matches the issue, for example templates SDANWCONN or SDANWPERF. Notice how ticket templates can be used to aid the population of information to speed up ticket creation and ensure ticket consistency.

Ticket Templates			
* Find:	🔍 💌 Select Action 💌 🐄 🕞 🥒 🧼 💱 🕰		
List Template Specificat	tions		
🔍 Advanced Search 💌 🔛 S	Save Query 🔻 📕 Bookmarks		
Templates 🔝 Filler 🗦 🔍	🗶 🔠 🐥 🗇 1+3 or3 🇇		
Template	Description	Class	Status
	network		
PMSC 0019T	I and S Network Consulting	SR	ACTIVE
SDANWCONN	Network Connectivity	SR	ACTIVE
SDANWPERF	Network Performance	SR	ACTIVE
Select Records			

- 8) Click on the **Solution Details** tab and then click the double arrows next to the **Solution** field and click the **Select Value** menu option.
- 9) Select a solution that fits the reported service request to automatically fill in the **Symptom**, **Cause**, and **Resolution** fields, for example solution 1042 for network slow response.

olutions						Bulletins: (2) 🥣 <u>G</u> o To Ber
1.	• Find: • Select Action •	9 5 2 4 4 3 2 9 9 9 8 4	E 😅			
List Solution S	Specifications					
Advanced Search	👻 🔝 Save Query 💌 🛔 Bookmarks					
Solutions - Piller	> 🔍 [🦧] 💮 🐥 [۞ 1+2472 ۞					
Solution	Description	Keywords	Statura	Type	Last Changed Date	Self-Service Access
		network	٩.			Q
1932	Security compliance Mexaage AT2930	Network	ACTIVE	FAQ	3/16/11 18:37:01	
1042	Network Slow Response at Southern Sites	Network	ACTIVE		3/17/11 11:26:34	
Select Records						

- 10) Click on the **Service Request** tab and in the **Work Logs** section add a log entry by clicking **New Row** and describe work done to resolve the service request.
- 11) Click the Change Status button and set the record to Resolved.

3.3 Service Desk Analyst Cannot Resolve Service Request and Creates an Incident for Level 2 Support:

- 7) Login as **Scott** the Service Desk Analyst.
- 8) Open a record in the Service Desk Group Queue portlet.



- 9) Click the Take Ownership icon
- 10) Click the Global Search icon

, the **Find** field will be pre-populated with the service request

summary. Click on the **Magnifying Glass** icon relate to this issue and view the results.

%2

to search for any similar tickets that may

- 11) Assume that none of the search results provide a viable resolution. Click on the **Service Request** tab and in the **Work Logs** section add a log entry by clicking **New Row** to advise that this will require investigation as an incident. Check the **Viewable?** check box on the log entry so that the log will be visible to the end user.
- 12) Click the **Change Status** icon

and set the record to In Progress.

- 13) Click the **Create Incident** icon to create an incident record and automatically associate it with the service request.
- 14) Select the **Related Records** tab to see that the incident has been created and referenced on the service request.
- 15) Navigate to the incident record from the **Related Records** tab of the service request, click on the **Select Owner** icon , enter **SRMNET** in the **Person Group field** and click **Refresh** to see the individuals in that group, select **Nancy** to assign the record to her.
- 16) Log out at Scott.
- 17) The service request will remain with the service desk for end to end ownership and management per ITIL best practice. Once the incident analyst Nancy resolves the associated incident record then the service request will automatically be resolved. All logs entered on the incident record will be carried over and visible on the service request throughout the life of the incident for the attention of the service desk analyst, and if chosen, the end user so that they can track the progress of the incident.