

Computer Shop Incident Process

Overview

This process will standardize the method for submitting warranty service and support incidents to the Computer Shop. This process only applies to after “sales” service. The existing processes for ordering and approving computer systems purchases remains the same. This process will make it possible for the Computer Shop to provide next business day service for most incidents. It will also create a method for technicians to edit, update, check the status, review the history, and measure the frequency of incidents.

Process Summary

When a warranty service issue is identified by an area technician they will either assign an existing, or create a new incident in Magic for the Computer Shop. The originating technician will have the option to either have the Computer Shop deliver any parts needed so that the technician can service the computer themselves, or to have the Computer Shop pick up the computer from the technician’s office and take it back to the shop for service.

Each morning the Computer Shop will check their “incident queue” from the previous day. That day the Computer Shop will then deliver parts and/or pickup computers that need to come back to the shop for service. By the end of that business day the Computer Shop will update all incidents from the previous day by changing the “Status ID” or by adding “Incident Details” in Magic. If for some reason the Computer Shop is unable to service an incident by the next business day that information will be recorded as part of the incident and a expected service date be added as well.

When the Computer Shop has completed the warranty work they will update the incident with that work was done, and assign the incident back to the originating area technician. The area technician will then be responsible to review the work that was done and close the incident.

Process Detail

Ideally an incident will already exist for hardware issues that need attention by the Computer Shop. This incident would have been created when the end user connected the technician or the Help Desk and reported a problem. If an incident already exists than it just needs to be updated and “assigned” to the Computer Shop (see Incident assignment process on the last page).

In cases where the technician is in essence the end user , or where an incident doesn’t already exist, use the process detailed below to create a new incident.

1. Log into Magic at: <https://magic.uvu.edu/sde/>

If you don’t know your User ID or Password contact Gerald Bunker.

2. Open the "New Incident" form.

The screenshot shows the BMC Service Desk Express interface. On the left, a navigation pane lists various categories including 'Problem Mgmt'. A callout box with a green border and text says: "Click here to create a new incident", pointing to the 'New Incident' link. The main area displays a table of open incidents for the group 'JONESJT'. The table has columns for First Name, Last Name, Cl.Room, Status, Incident Description, Urgency, LastUser, Incident #, and Group. Three incidents are listed, with the most recent one dated 10/17/2007 at 3:00:08 PM.

3. Complete the New Incident form.

The screenshot shows the 'New Incident' form. Several callout boxes provide instructions:

- Client ID:** Enter the UVID of the "owner" of the computer and the rest of the client info will be populated. (if you don't know the UVID click the drop down box and type in the last name of the person, then click "Search")
- Status ID:** To have the Computer Shop pickup the computer for repair in their shop select "SHOPPR". If you want to repair the computer yourself and need a part delivered select "WAITPART".
- Urgency ID:** High = 24 hrs or NBD, Mid = 36 hrs, Low = 120 hrs, see SLA for details.
- Subject ID:** Select a subject under the "Hardware" category.
- Inventory #:** Enter the computer's inventory number.
- Description:** Enter details that will be useful to the Computer Shop and to yourself describing the problem or what needs to be done.

The form includes sections for Client Information, Assign To Information, and Incident Details. At the bottom, there are tabs for 'Incident Details', 'Work Orders', and 'Attachments'. A table at the very bottom shows columns for Date, Staff, Description, Action ID, and Duration.

Incident Number:

Client Information

Client ID: 10003490
 Name: David Tobler
 Department: IT USER SERVICES
 Group: ADMIN Room: BA-002F
 Phone: Ext. 8948
 Email: TOBLERDA@UVSC.EDU

Assign To Information

Status ID: OPEN
 Description: Open
 Urgency ID: MED
 Subject ID: MEMORY
 Subject Description: MEMORY
 Description: I think I'm losing my memory

When the incident form is completed select "Assign To" then select "Group" then type "shop" in the search box.

Finally, click the "Save" button. You can now close the "New Incident" window.

Incident Details

Work Orders Attachments

Total Duration:00:00:00

Date	Staff	Description	Action ID	Duration	Note
<p>After the incident has been saved you can "right click" in this area and select "Add New Incident Details", then select "Incident Update" to enter a time stamped note updating or adding information to the incident.</p>					

4. View existing incidents or check their status, add details, or edit.

BMC SERVICE DESK EXPRESS

Welcome TOBLERDA

Hide Navigation Log Off Help

External Links

- Computer Shop
- Software Prices
- Whats up
- GroupWise Error Codes
- Dialup Error codes
- Banner Import
- Get context
- LDI Status
- Reports
- Tech Preferences
- UV ID Search

OPEN INCIDENTS IN MY GROUP (JONESJT)

Actions Refresh (minutes): 30 Apply

Select Query: Open Incidents in my group (JONESJT)
 Enter Group: SHOP
 Optional Filter: Open Date

Search

Table Calendar Chart

Open Date	Due Date & Time:	First Name	Last Name	Cl.Room	Status	Incident Description	Urgency	LastUser	Incident #	Group
03/31/2008	4/10/2008 2:19:36 PM	David	Tobler	BA-002f		I think I'm losing my memory	LOW	JONESGE	310850	SHOP
04/07/2008	4/10/2008 10:45:06 AM	David	Tobler	BA-002f		I think I'm losing my memory	MED	TOBLERDA	311249	SHOP

Type "shop" and click "Search".

Double click in the incident that you are interested in reviewing, or updating.