Quick Guide

ServiceNow Incidents – Opening a New Incident

In this guide, we review how to open a new incident ticket in ServiceNow.

First we verify the issue exists, create the incident, enter caller details and then capture and document the incident details.

Open a browser and navigate to https://www.yale.service-now.com using your Net ID and Net ID Password. The ServiceNow home page displays.

1. Choose Create New from the Incident section on the left navigation bar. The new incident form displays, as seen below:

   ![New Incident Form]

   NOTE - At the top of the screen is the Incident State flag. (Highlighted in red.) As the Incident ticket moves through the process to resolution, the current state can be seen at the top. In this case, the incident is in the “New” state. To change the incident state use the Incident State drop down (purple high-lighted area.)

2. Change the Incident State field in the top left of the form to match the state where your ticket is currently in the process.

3. Enter information in the Client, Contact and Contact type fields.

   ![Incident Details]

   NOTE - Check the Knowledge Candidate box if there is no Knowledge article available. The Knowledge Manager will review the request and assign it to the appropriate individual.

   NOTE - The goal of Incident Management is to restore service as quickly as possible. In this example we assume resolution of the incident on first contact through use of a Knowledge Base (KB) article and its associated template, and as such we changed the Incident State to “Resolved.” Remember to do this prior to proceeding to the next step if there is a resolution code you want included when applying the KB article’s associated template.
4. In the Short Description field (just above the Notes tab) enter the keywords which describe the issue. These terms will be used to search the Knowledge Base for matching articles in the next step.

5. Click the icon to search the knowledge base for an article appropriate for your issue.

6. The list of KB articles meeting your search displays. Click the article which is most appropriate. To open the article, click the hyperlinked title. If you find that article is not appropriate, click the Magnifying glass to display the search results again and find the more appropriate article.

7. Click the button to attach the KB article to the Incident ticket and to apply its associated template

8. Determine the Impact, Urgency, and Priority based on the information below:

**Impact** - A measure of how business critical it is. Usually directly proportional to the number of users influenced by the incident.

**Urgency** - is the necessary speed of resolving an incident.

**Priority** - The value given to an Incident to indicate its relative importance in order to ensure the appropriate allocation of resources and to determine the timeframe within which action is required.

<table>
<thead>
<tr>
<th>Impact</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – High</td>
<td>Affects greater than 100 users</td>
</tr>
<tr>
<td>2 - Medium</td>
<td>Affects a single user performing patient care or less than 100 users</td>
</tr>
<tr>
<td>3 - Low</td>
<td>Affects a single user</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Urgency</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - High -</td>
<td>Incident that requires resolution before 24 hours.</td>
</tr>
<tr>
<td>2 - Medium</td>
<td>Escalated service request or Incident that requires resolution within 24 hours. Clinical less than 4 hours.</td>
</tr>
<tr>
<td>3 - Low -</td>
<td>Standard service request or Incident that does not require resolution within 24 hours.</td>
</tr>
</tbody>
</table>

9. If you are not going to resolve this on first contact, choose an appropriate status in the Incident State field, and click the save and stay button.

10. If someone other than you is going to need to work on this ticket, indicate their Assignment Group in the field provided. Do not assign the ticket to an individual. The queue manager of the assigned group will assign.

11. Ensure you’ve clearly documented the ticket with all pertinent information, following the principles of completeness, transparency, and accuracy.

12. When the ticket is clearly documented and complete, click the button to close the form.

13. A message confirming resolution of the incident displays along with a list of all Incidents in the system.

**NOTE** – KB articles contain information which will assist you when resolving an incident. When you attach it to an incident, Information from the KB article’s template is entered into the appropriate fields in your incident ticket, saving you time and effort.

Each template will contain information specific to the issue you’re resolving, and the fields which are filled in may differ between templates. This scenario assumes you will find an article appropriate to resolve your issue. If you’re unable to find an appropriate article you’ll need to complete the following fields manually: IT Business Service, Incident Type, and IT Provider Service. For more information about these fields, see the ServiceNow Incident-Field-Details quick guide.