In this guide, you will learn how to complete the fields in the “Incident” form.

Note: Asterisks indicate a required field

- **Top of the Incident Form**

- **Number**: The unique incident number.
- **Contact Type**: How the user contacted you.
- **Client**: User experiencing the issue.
- **Contact**: Name of the person to follow up with.
- **Call Back Number**: Number to reach the client.
- **Location**: Location of the incident.
- **Business Service**: The high-level business service affected by the incident (what the client identifies the issue is).
- **Category**: Determine what type of tickets it is, i.e., access, inquiry, something broken, outage, performance issue.
- **Configuration Item**: Item affected or malfunctioning.
- **Short Description**: Short text field to describe the incident. The book icon searches the knowledge base using the contents of the description.
- **Description**: A more detailed description of the incident.

- **Opened**: Time stamp of when incident is opened; cannot be changed.
- **State**: Current status of incident.
- **Assignment Group**: Auto assigned by selection of Business Service but can be adjusted if needed.
- **Assigned to**: Individual that owns the incident.
- **Impact**: Effect incident has on a business. It can be measured by number of users affected or by criticality of business system in question.
- **Urgency**: Extent to which incident’s resolution can bear delay.
- **Priority**: Value indicating relative importance to ensure appropriate allocation of resources and to determine timeframe within which action is required.
- **Patient Care Affected**: When checked this triggers Priority to be overridden to reflect 2-Critical.
- **Time Worked**: Running clock of how much time the Incident was worked on.
Incident - Understanding the Incident Form (continued)

- The Bottom of the incident form is shown below.

**Notes Tab:** This section is customer visible, and can be used to record details about issue in question.

**Additional Comments:** (Customer visible). Add a synopsis of how ticket was resolved for client.

**Work Notes:** List any work notes or steps taken to troubleshoot the issue.

**Watch & Note List:** Allow users to add additional people to see the ticket activities. (not clients)

*It is important to document the ticket clearly, and accurately.

*Any notes added will updated, and shown in the activity log.

**Related Records Tab:** You can link the Incident to a Problem, Parent Incident, Change Request, or something that is caused by a change.

**Additional Tickets Tab:** Where you can additional vendor or internal ticket information.

**Variables Tab:** Another location where ticket information is copied into for ease of use.