

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 = tivollive

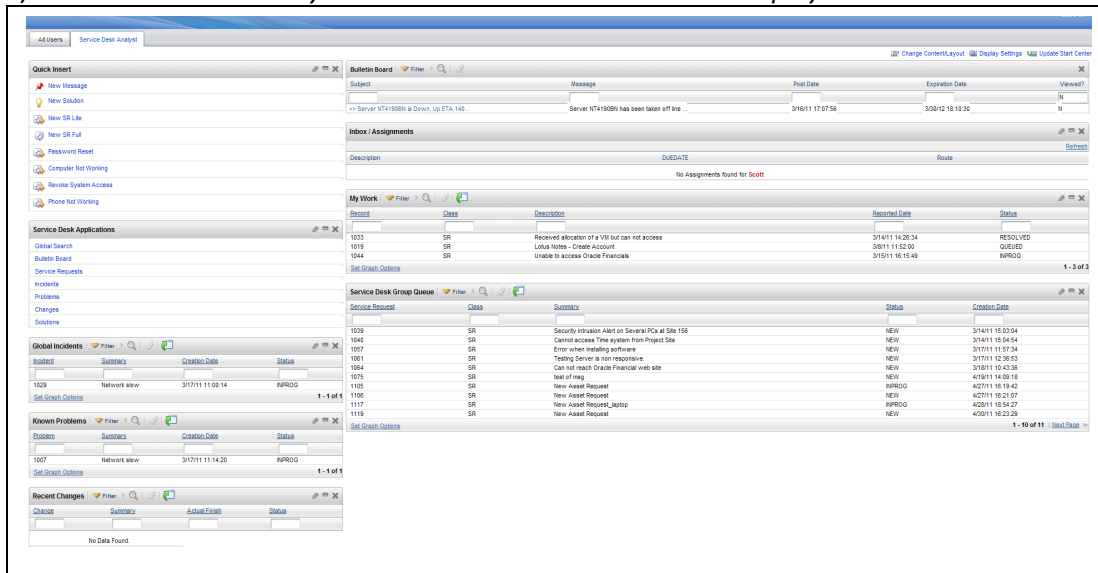
First name = Scott

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.



- 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:

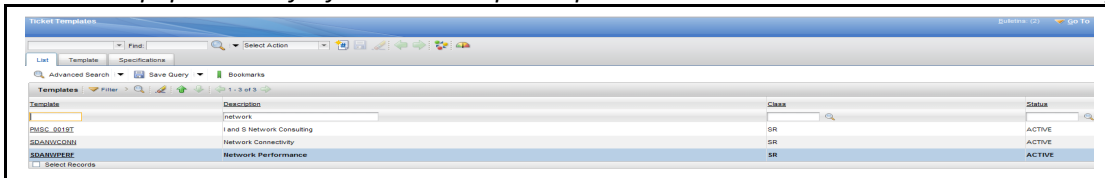
- 1) Login as **Scott** the Service Desk Analyst if not already logged in.
- 2) Within the **Service Desk Group Queue** portlet select a service request in a status of **NEW**.
Note: Ideally this service request will have been created in the prior Self Service use case and be related to a network or Oracle Financials issue. Content such as classifications, solutions, services and failure codes has been included to support these scenarios.



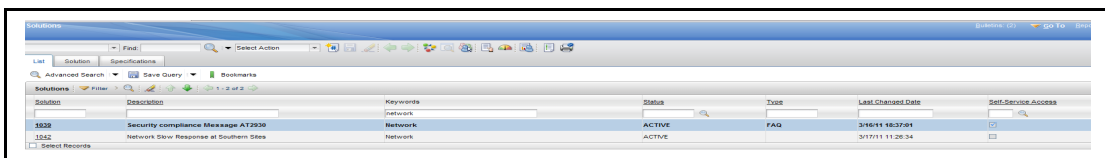
- 3) Click on the **Take Ownership** icon and note that the **Owner** field is filled in with Scott.
- 4) Click on **Start Center** to return to the start center to see the record in **My Work** portlet rather than the **Service Desk Group Queue** portlet.
- 5) Within the **My Work** portlet, select 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.








- 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.



- 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  to search for any similar tickets that may relate to this issue and view the results.
- 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.