



Incident Record raised can be:

- Service Fault
- Service Request
- Operational Project.

1. Incident Logging

Logging methods:

- i. Manually created by analyst (i.e. via phone)
- ii. System generated (i.e. Self Service or Email)

Incident Information:

- i. Mandatory – must provide in order to save the ticket (i.e. name, category, summary, etc.)
- ii. Optional – can leave as blank. Not required.
- iii. Automatically populated – once the mandatory fields are completed, the system will automatically populate related information as programmed (i.e. contact information, etc.)

7. Assign to Self

In order to progress the LDSD Incident down the workflow, an analyst has to take ownership of the Incident by selecting "Assign to Self".

9. Child Incident

In LDSD Create/Add Child Incidents are Optional Actions (Additional Information) and will not progress the Incident down the workflow. Once an analyst create or add Child Incident (s), the main Incident is automatically promoted to a Parent Incident.

Legend:

LDSD – LanDesk Service Desk

Process Actions – LDSD terminology for actions that are required to progress the LDSD Incident down the workflow (i.e. "Assign to Self").

Optional Actions - LDSD terminology for additional information attachable to LDSD Incident. The actions do not move Incident down the workflow, Throughout the life of the Incident, analyst can add additional information (Optional Actions) to each Incident as needed (i.e. Add Note, Add Attachment, Create Reminder (Email), Create Child Incident, Add Parent/Child Incident and etc.).