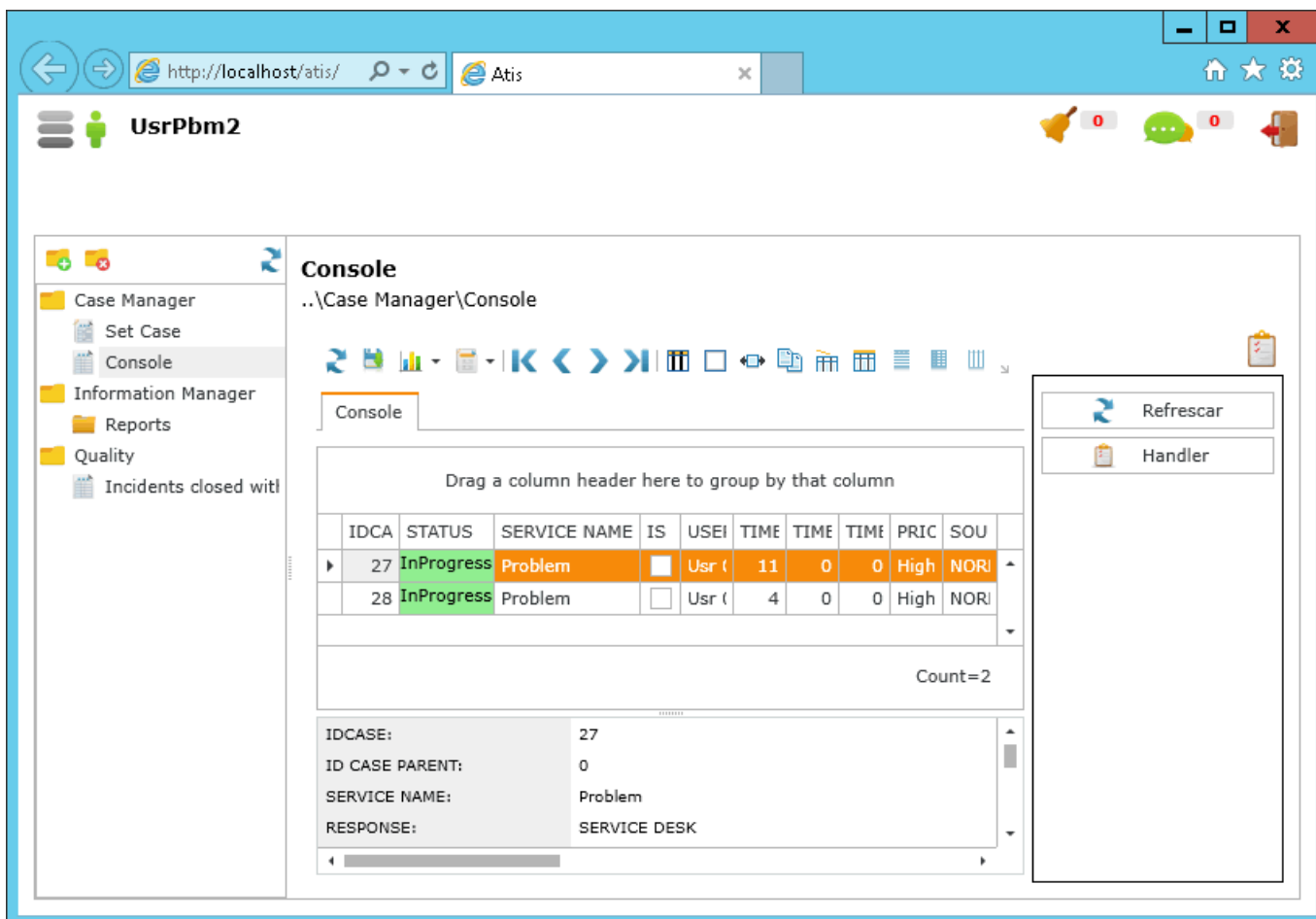



How to solve a Problem

Log into the Atis portal


In the left pane, click on **Manager case > Console.**




1. View problem source and detailed data

In the list of assigned cases, select a problem record and click on  to see the detailed data of the problem.

Ticket attention detail



Value	Description	
IDSDTICKET	28	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	→ Problem current status
TICKET_ISMAYOR	False	
TICKET_TITLE	Print queue blocked despite cancellation	
TICKET_COUNTTIME	21	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	2016-07-30 19:39:48	
TICKET_DATECLOSED	2016-07-30 19:39:48	
TICKET_DATELASTCUT	2016-07-30 20:00:48	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	18	
IDMDCATEGORYDETAIL_FINAL	18	
SOURCETYPENAME	PERSON	→ Source of the problem

- Click on  to Owner, Handler and User of the problem record:

Permissions: List view


Permissions

Problem_general

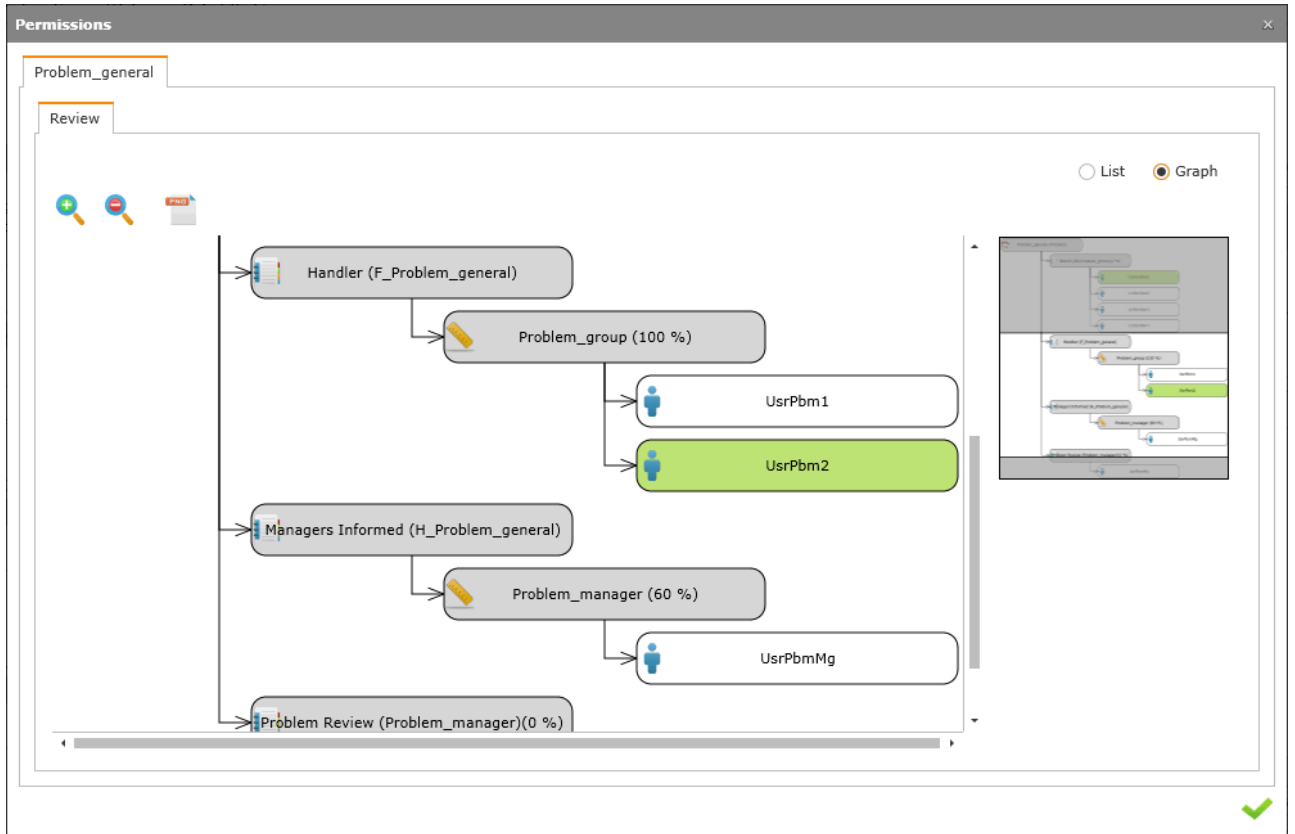
Review



List Graph @

Ticket Id	Type name	Status	Type User Nam	CI Generic Nar	First Name	Last Name	Middle Name	Model	Asg Lvl
28	Internal	Active	Owner	UsrSrvDsk1	Jacob	Graham	Johnson	Problem_gene	0
▶ 28	Internal	Active	Handler	UsrPbm2	Jayden	Jordan	Wilson	Problem_gene	1



Permissions: Graph



- Click on  to see the log of actions
- In the permissions screen, click on  to see contact data of the user:

CMDB Contact

Contact type: Information:

Type name	Contact defined
eMail	usr001@email.com



Street Address:

City :

Province/State/County :

Zip/Postal Code :

System status :

2. To start attention

Click on **Handler** button, the attention window will open, below there's a description of the default fields that appear on the window:

Case Number: 28 Type User:Handler
Service Type:2 Category:Printing Service\Unknown Detail:Problem

Problem_general : Print queue blocked despite cancellation
Max Remain 2,859 Func Remain 00

Description
Under Windows, it may happen that the queue for file and data printing become frozen due to a jammed printing trouble and however when you cancel the printing, neither the cancellation nor the waiting print queue works.

Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
0			MODEL		IN MODEL	0

Guide or general help
This record was created because there is something wrong that can or is impacting several users or critical functions. First, you should gather all of the information about the incident related and services impacted, then

Attention
20



Message

Status Step:
Investigation and diagnosis | Create Known error and Work around | Implement solution | Review

Comment
Check all incidents and RFCs related or with the same Category. Apply Root cause techniques to detect the Root cause of this problem

Change step:
Create Known error and Work z

Add attention actions

In the left pane, click on , in the popup screen type the actions and click on  to save.

Records Administrator and date

View message [Close]

Full message

Initial diagnosis actions:

1. Make sure all connections for the monitor are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor into a different outlet running off a different circuit.

[Green checkmark]



Guide or general help | Description

Attention [Close]

[Calendar icon] [26] [Plus icon]

07/20/16 23:11 UsrSrvDsk2{Internal Handler} [Close]

Analysis:
Try lowering the refresh rate of your monitor to 70-75 and setting the resolution as high as it can go, then restart the computer.

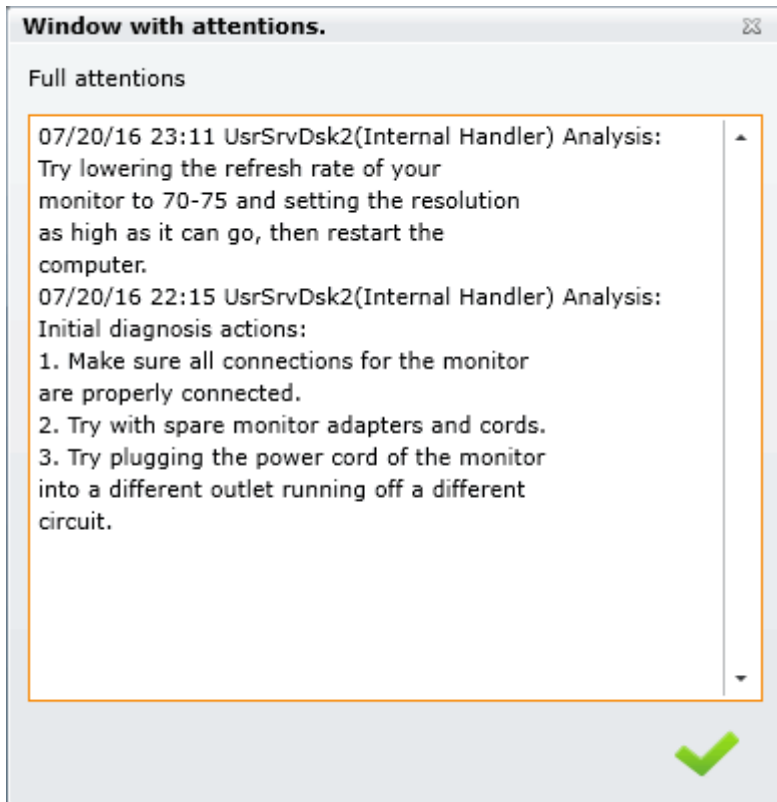
07/20/16 22:15 UsrSrvDsk2{Internal Handler} [Close]

Analysis:
Initial diagnosis actions:

1. Make sure all connections for the monitor are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor into a different outlet running off a different circuit.

Message


To view the action log, click on [Calendar icon]

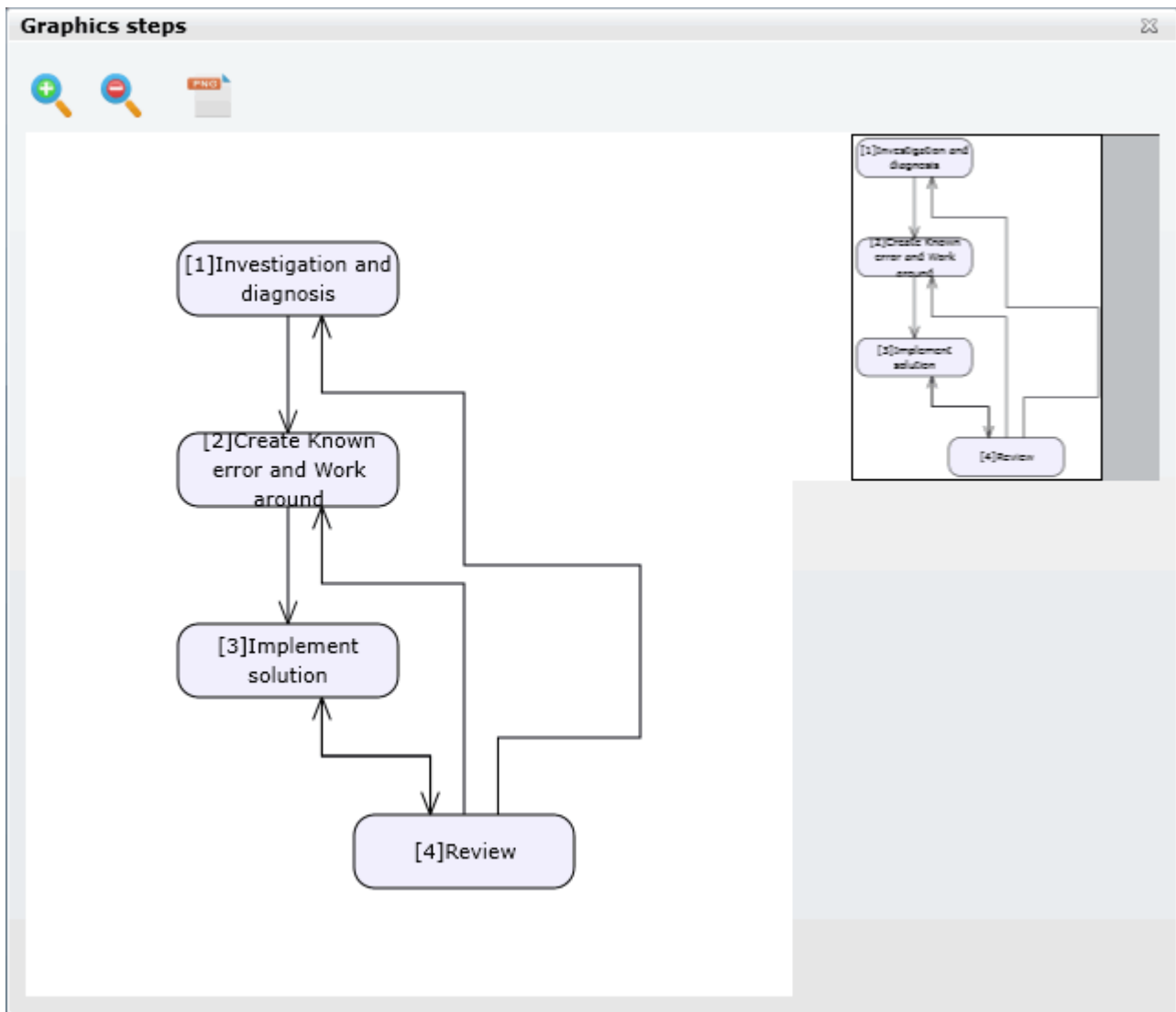


Guide


Service support instructions to help solving a case faster, these instructions are defined in the model configuration.

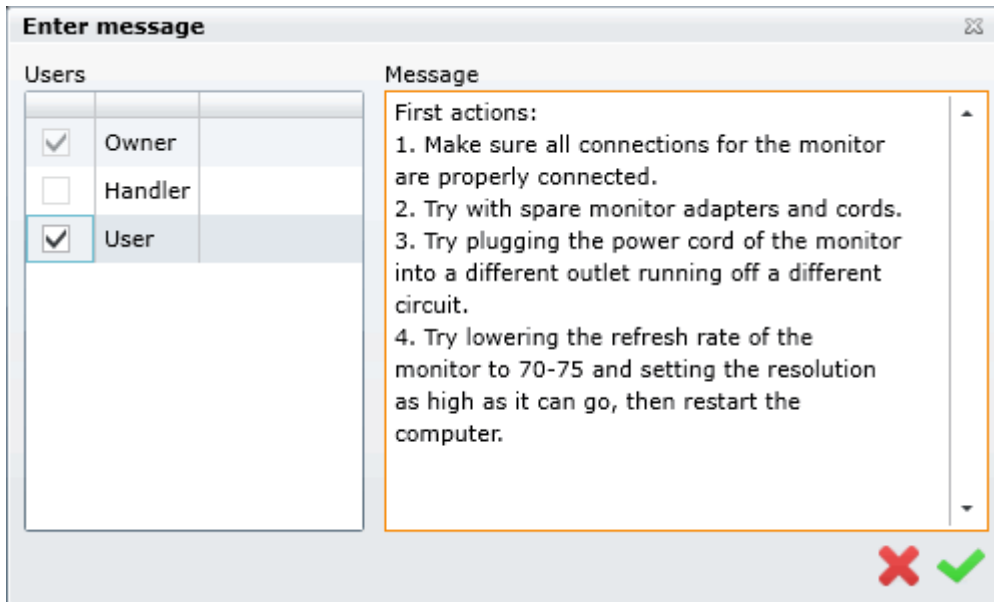
See: [How to create a model](#)


Click on  to graph model steps:



Send messages

In the left pane, click on , in the popup screen select the users and type the message to send



Users and owner can send feedback as well, click on  to see if there're new messages.

3. Matrix of Activities

See: [How to create a model](#)


IT Help Center is based on activities/attention models. In those, the flow, attention groups, times, escalations, possible returns among others are defined. After a record is created, the tool decides which model will use according to defined rules. Then, the model will rule which group will work in the record. Every while, the tool will check the time that has passed and decide if an escalation is necessary.

Here you can add new related activities/cases:

See: [Create a RFC from a problem record](#)


4. Attention tools

View case details



Click on  to see case details

Value	Description	
IDSDTICKET	28	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	→ Problem current status
TICKET_ISMAYOR	False	
TICKET_TITLE	Print queue blocked despite cancellation	
TICKET_COUNTTIME	21	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	2016-07-30 19:39:48	
TICKET_DATECLOSED	2016-07-30 19:39:48	
TICKET_DATELASTCUT	2016-07-30 20:00:48	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	18	
IDMDCATEGORYDETAIL_FINAL	18	
SOURCETYPENAME	PERSON	→ Source of the problem


View Workaround

Click on  to see related workarounds.

IDCMDBCI	CI_GENERICNAME	CI_DESCRIPTION	SMWAREVIEW_NAME

- Click on  to search and add workarounds.
- Click on  to view selected workarounds.

View user contact info

Click on  to see user contact data.


- When you pass the mouse over the icon, you'll be able to see user name and preferred way of contact:





User Usr 001: Jordan Franklin Ford Notify me by eMail (usr001@email.com)

- When you click on icon, a popup screen allows you to add/edit contact details:

CMDB Contact

Contact type: Information: (+) - 

Type name	Contact defined
eMail	usr001@email.com
Mobile	(+57) 1-3212347896

Street Address:


City : Colombia

Province/State/County :

Zip/Postal Code :

System status :


- Prep
- Live**
- Retired

- Contact type** Select the notice type (mobile, phone, email)
- Information** Type according to notice type: mobile/phone/email and click  to add.
- Address** Other contact details like Address, country, county/state and zipcode
- Select system status:
 - Prep:** Pending for aprobation
 - Live: Active**
 - Retired:** Outdated info

Change Category



An administrator can change the category before closing the problem record.

Click on  to change **Category**.

- Type reason to change category.


Change Settings

Reason for change

Same model New model

Select the category to change.



Category : Printing Service\Unknown


Detail : Problem 

Select the Priority to change.

Priority : High

Is Major:

- Click on  to categorize the case, search the category that best describes the issue.

Category Search



Search by


Select the category

Category 1 :

Category 2 :

CATEGORY	CATEGORYSTATUS	
Desktop Support Service\Hardware\<Failing>	1	
Desktop Support Service\Hardware\<Problem>	1	
Desktop Support Service\Hardware\<Request>	1	
Desktop Support Service\Hardware\<Change>	1	


 

Select a new category and clic on 

Change Priority



An administrator can change the priority value before closing the problem record.


Click on  to change **Priority**.

- Type reason to change priority.
- Select a new **Priority** value from the drop-down list.

You can also click on **Is Major** checkbox

- Click on  to save changes.

Functional Escalation

Click on 

In the popup screen you can select the escalation type and add a reason to escalate the case:

Go to the next user: The case will be automatically assigned to the next administrator available in the same level.

Go to the next level: The case will be automatically assigned to an administrator available in the upper level.

Direct Assignment: Select an administrator from the drop-down list to assign the case.

Functional Escalation

Go to the next user Go to the next level Direct asignation

Users


1 (4)UsrSrvDsk1 30 100

Reason for action

Click on  to escalate

Hierarchic Escalation

Click on 

In the popup screen, you can select escalation type and add a reason to escalate the case, active options:



Go to the next level: The case will be automatically assigned to an administrator available in the upper level.

Direct Assigation: Select an administrator from the drop-down list to assign the case.

Hierarchic Escalation

Go to the next user Go to the next level Direct asignation

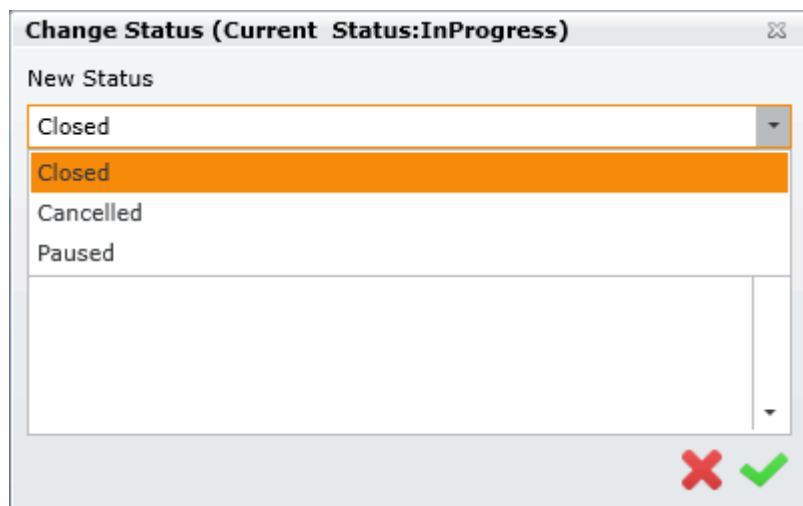
Reason for action

Click on  to escalate


Change Status

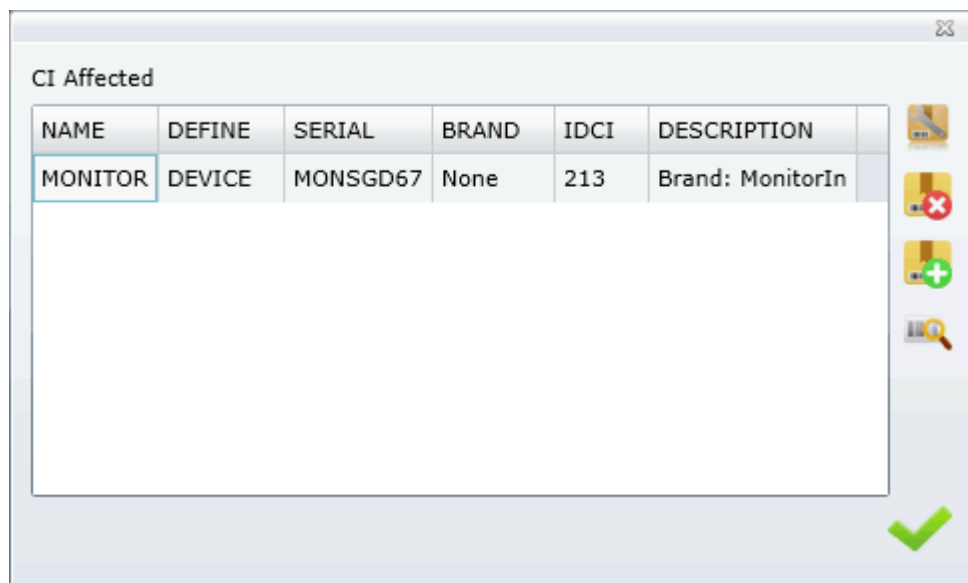
Click on  In the popup screen select a new state and add a reason:




When you pass the mouse over the icon, it'll show the current status


CI Editor


Click on  icon. In the popup screen you can review or delete CIs already related or add new CIs



Add CIs: click on  a popup screen allows you to browse for CIs.


Edit CI description: Select CI and click on  to edit description and click on  to save.

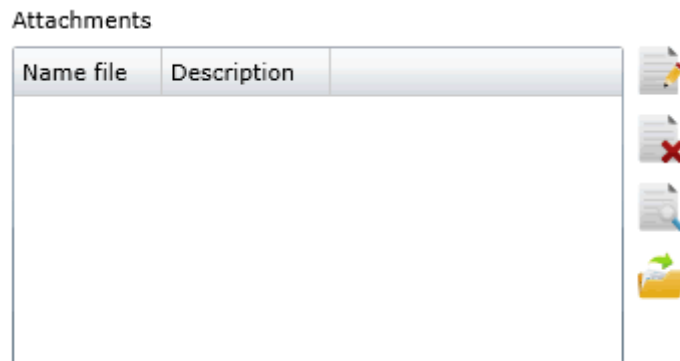
Delete CI: Select CI and click on 


View CI: Select CI and click on 
A popup screen allows you to view information and relations of the CI

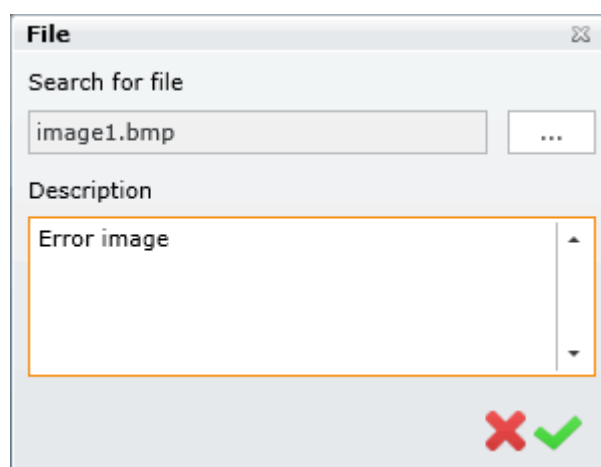
See:
[How to view and edit CIs](#)



Attachment Editor

Click on  In the popup screen you can review or delete attachments already related, or add new files



Add File: Click on  a popup screen allows you to browse your computer for the files to attach. You can include a description for each attached file.




Click on  to find the file, add description¹⁾ and click on  to save.

Edit description: Select the attachment and click on  to edit file description and click on  to save.

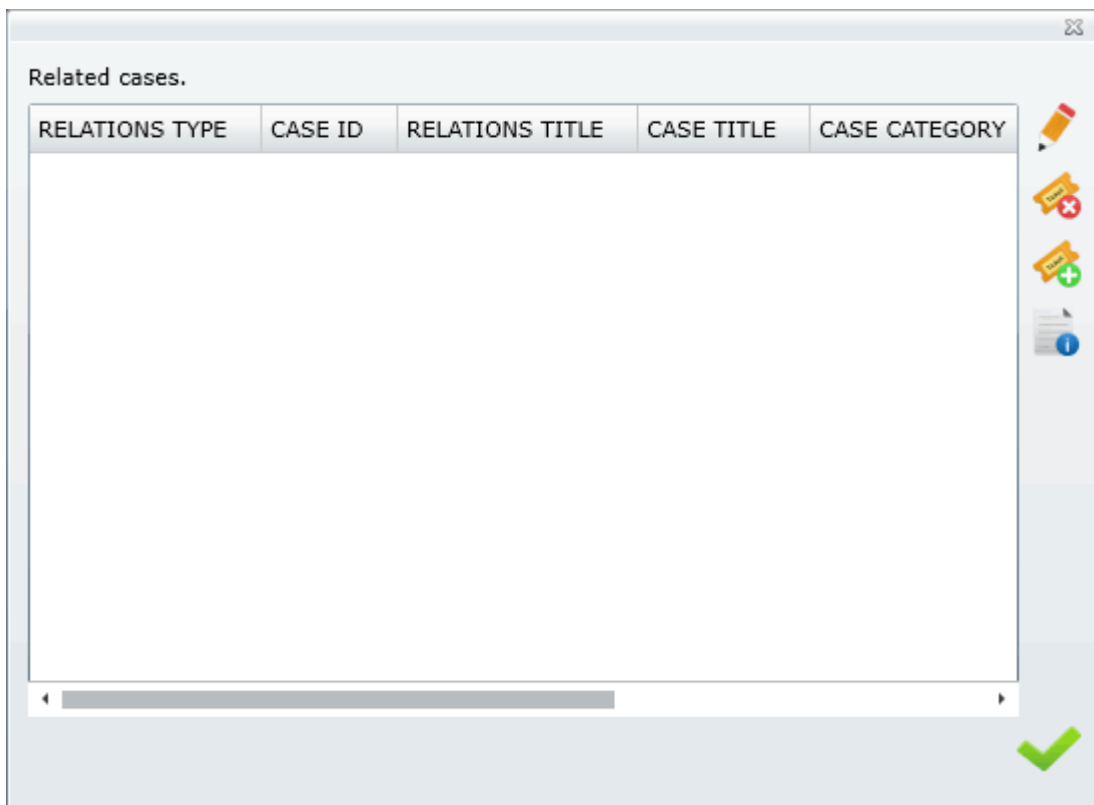
Delete File: Select attachment and click on 


Download File: Select attachment and click on 

5. Add/Edit related cases

Click on  to add/edit related cases to the problem:


1. When you click on icon, a popup screen allows you to add/edit related cases:



2. Click on  to search and add cases:

Related Editor ✖

Select case and fill all data

Select Case : 0 


Category : \

Case :

Title :

Description :

✓
✗

Click on  to search cases:

Search

Show :

Drag a column header here to group by that column

	IDSD'	TICKET_	IDSD'	CATE	CATEGORY	TICK	MT_	IDSi	IDSi	IDSi	IDSi	
	3	Elevator	3	Secur	Failing	InPr	Inci	0	3	2	1	▲
	25	NO MECH	5	Printi	Failing	InPr	Inci	0	3	2	1	
	26	NO MECH	6	Printi	Problem	InPr	Prob	0	3	2	3	
▶	27	Unable to	7	Printi	Problem	InPr	Prob	0	3	2	3	
	28	Print que	8	Printi	Problem	InPr	Prob	0	3	2	3	
	1	Elevator	1	Secur	Failing	Clos	Inci	0	5	2	1	
	2	Elevator	2	Secur	Request	Clos	Inci	0	5	2	1	
	24	Monitor f	4	Desk	Failing	Clos	Inci	0	5	2	1	

✓
✗

3. Once you've selected a case to relate, select the relation type in the dropdown list: *Unknown*

relation, This case is part of or This case is the result of

The screenshot shows a window titled "Related Editor" with a close button in the top right corner. Below the title bar, there is a section "Select case and fill all data". Underneath, it says "Select Case : 27 Unable to connect the printer, access denied" with a magnifying glass icon to the right. Below that, it says "Category : Printing Service\Unknown\Problem". There are two input fields: "Case :" with a dropdown menu showing "This case is the result of" and "Title :" with a dropdown menu showing "Unknown relation", "This case is part of", and "This case is the result of" (which is highlighted in orange). Below these is a "Description :" field which is empty. At the bottom right, there are green checkmark and red X icons.

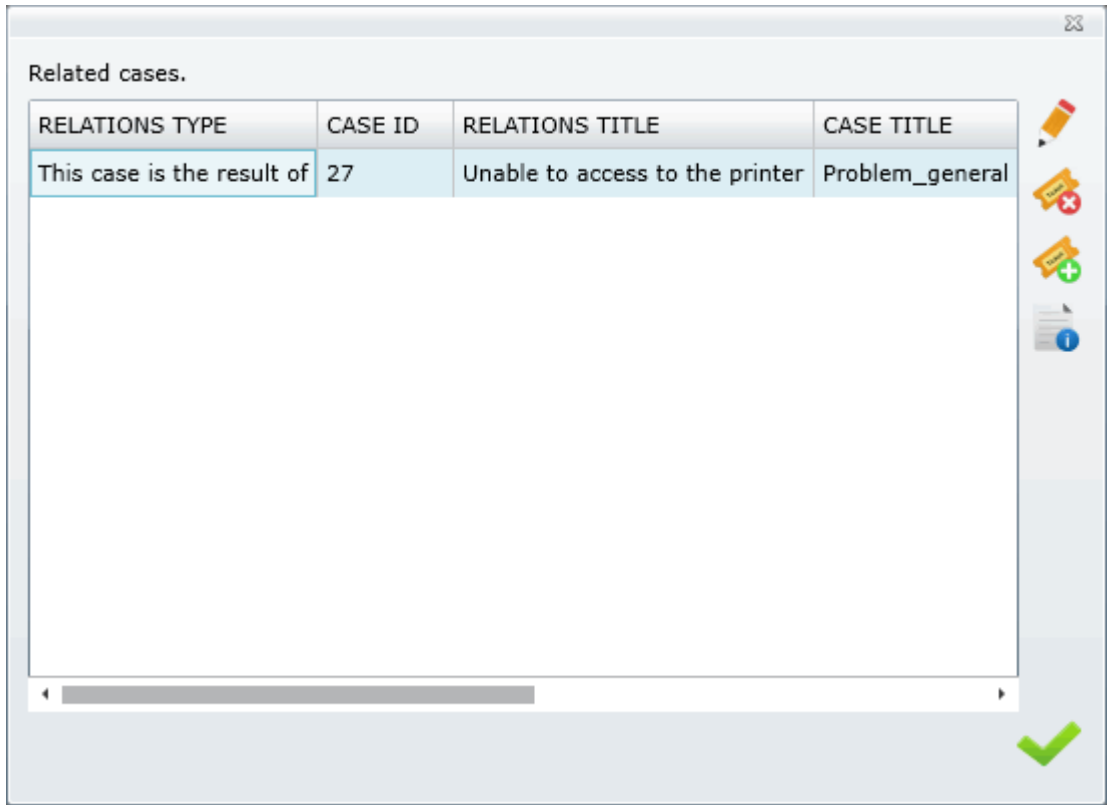
4. Finally, add title and description:




The screenshot shows the same "Related Editor" window. The "Case :" dropdown still shows "This case is the result of". The "Title :" field now contains the text "Unable to access to the printer". The "Description :" field now contains the text "Can't access printer, causing problems when canceling print queue". The green checkmark and red X icons are still present at the bottom right.

Click on  to save.

Related cases.


RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE
This case is the result of	27	Unable to access to the printer	Problem_general



-  Click on icon to delete relation
-  Click on icon to edit relation
-  Click on icon to view the info of the related case

6. Add/Edit parent-child relations

Add Parent Relations



Click on  In the popup screen you can search in a list of existing cases, select the case that will be the **Parent**

Search Relation


Show :

IDSDTICKET	TICKET_TITLE	IDSDTICKETM	CATEGORYDESCRIPTION
8	The printer is not detected.	8	
9	Loss of connection to your router.	9	
10	Loss of signal.	10	
22	Printing in color issue	13	
28	Multi-function printer unable to print	14	
33	Monitor maintenance	15	Maintenance and repairs for
34	Dusty GPU and the fans not working	16	
35	Add knownerror and workaround	17	Maintenance and repairs for
37	Monitor flickers after repair	18	
11	The printer is not detected.	19	

Counter 14

Add Child Relations



Click on  In the popup screen you can search in a list of existing cases, select the case(s) that will be the **Child/Children**

Relation

Show :

	IDSDTICKET	TICKET_TITLE	IDSDTICKETMT	CATEGORYDESCRIP	CATEGORY
<input type="checkbox"/>	33	Monitor maintenano	15	Maintenance and rej	Failing
<input type="checkbox"/>	34	Dusty GPU and the l	16		Request
<input type="checkbox"/>	35	Add knownerror and	17	Maintenance and rej	Failing
<input type="checkbox"/>	37	Monitor flickers afte	18		Problem

Count=4

Graph relations

Click on to draw the graphic.

View Ticket 16

(33) Monitor maintenance
CHILDREN
 Visible
 Childs Activities Parents

(34) Dusty GPU and the fans not
CHILDREN
 Visible
 Childs Activities Parents

(16) Monitor failing
MAIN
 Visible
 Childs Activities Parents

(37) Monitor flickers after repair
CHILDREN
 Visible

(35) Add knownerror and workarc
CHILDREN
 Visible

Incident_general : Monitor failing Maximun time : 480 Priority

Information
General
Permissions
Relations
Childrens
Parents

..\Relations\Childrens


Name	Ticket
TICKET	33
TICKET	34
TICKET	35
TICKET	37

7. Change step





Modifying model configuration and step settings requires access to system configuration, therefore, you should have administrative privileges.
See: [How to create a model](#)

When an administrator has included all activities and actions for the current step, can set the next step. In the right corner bottom, if possible, choose the next step²⁾ from the drop-down list and click on icon 

Each time there's a step change, the administrator has to include a reason and optionally a recommendation for the next step.

1. To change from **Investigation and Diagnosis** to **Create Knownerror and Workaround**



Step summary for : ✖

Type a description of the actions executed in this step: Investigation and diagnosis

During the investigation:
I found out there's a problem with model HT8976 of printers
A recurrent error accessing the printer.
You can run a command to cancel the queue without restarting:
net stop spooler

Recommendation for new step: Create Known error and Work around




Create a knownerror and workaround related to HT8976 printer model


 

Investigation and diagnosis **Create Known error and Work around** Implement solution Review

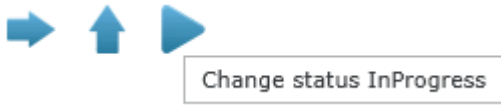
Comment

Create a Known error Record with Work-Around(s) related so other people can use this information. If there is a solution, document it in the Known error record.

Change step:
Implement solution 

While the problem is in the **Investigation and Diagnosis** and **Create Knownerror and Workaround** steps its status is **InProgress**:



See:
[Create Knownerrors and Workarounds](#)

2. To change from **Create Knownerror and Workaround** to **Implement Solution**

Step summary for :

Type a description of the actions executed in this step: Create Known error and Work a

The KE for HT8976 printer model was created.
The WA was created: Print queue blocked.

Recommendation for new step: Implement solution

✓ ✗

Investigation and diagnosis Create Known error and Work around **Implement solution** Review

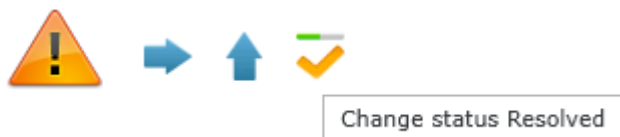
Comment

Create a Known error Record with Work-Around(s) related so other people can use this information. If there is a solution, document it in the Known error.

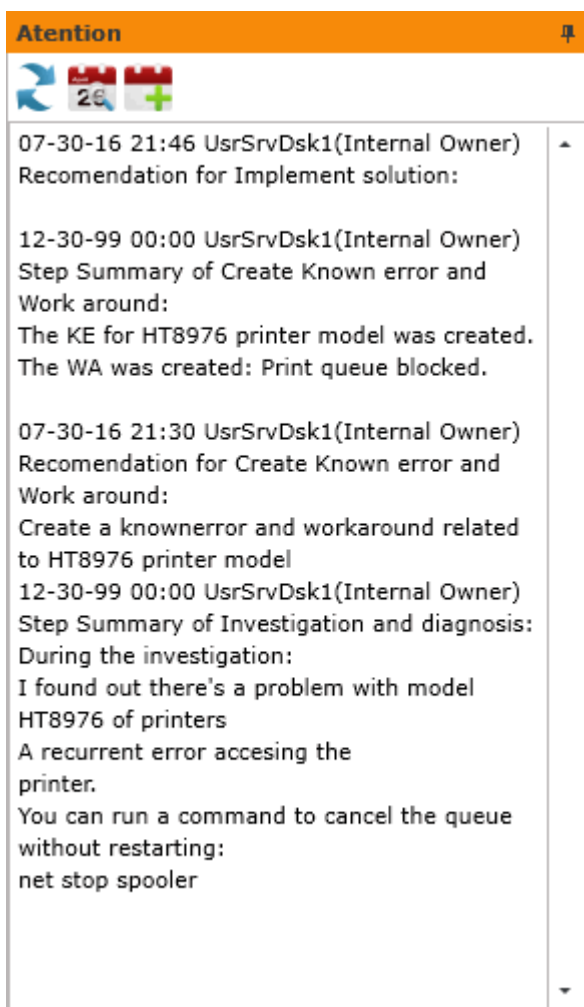
Change step:
Review



When there's a solution the status can change to **Resolved**.
To configure the status of the step: [Set case status](#)



3. Actions and activities are registered in the action log, see Attention pane:

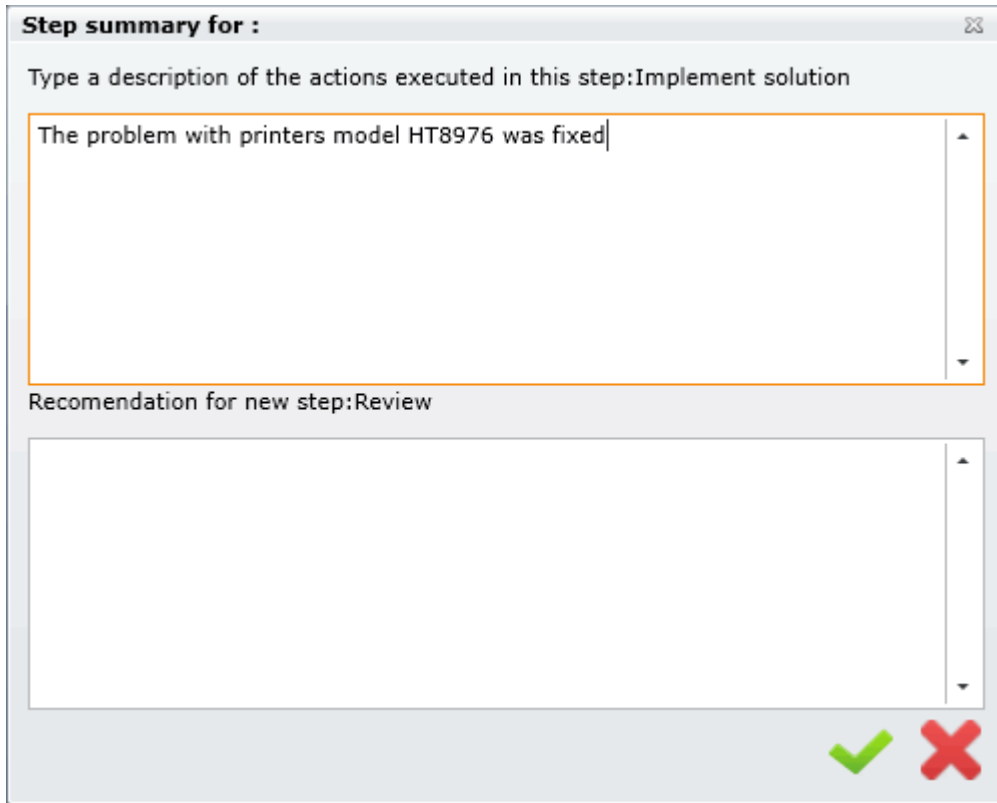


8. Closing case



Modifying model configuration and step settings requires access to system configuration, therefore, you should have administrative privileges.
See: [How to create a model](#)

1. To change the step to **Incident Review**, first the handler of the case must type the reason and optionally a recommendation for the review step:



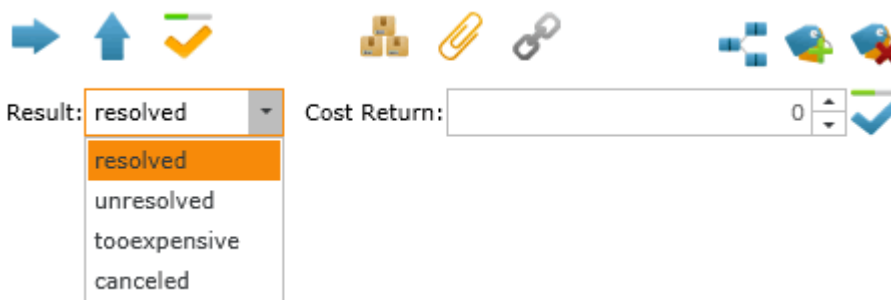
Step summary for : Implement solution

Type a description of the actions executed in this step: Implement solution

The problem with printers model HT8976 was fixed

Recommendation for new step: Review

2. According to the review, the case result can be changed to **Resolved, Unresolved, Too Expensive or Canceled**
Select from the dropdown list:



Result: resolved

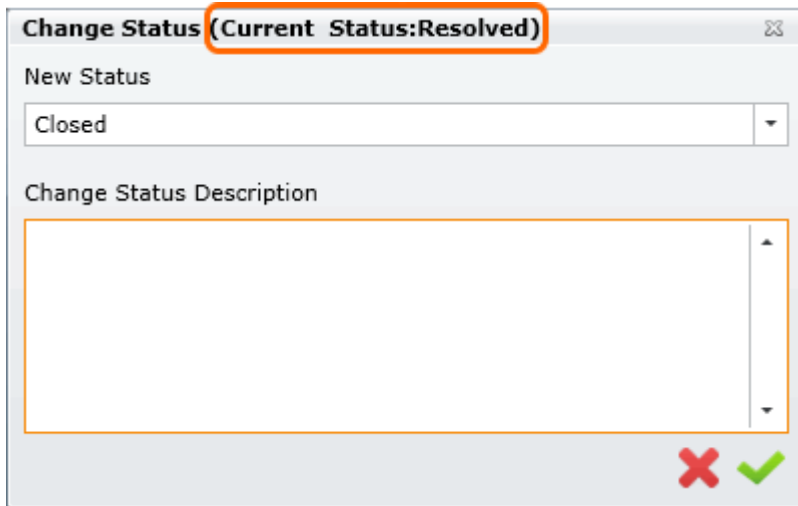
- resolved
- unresolved
- tooexpensive
- canceled


Cost Return: 0

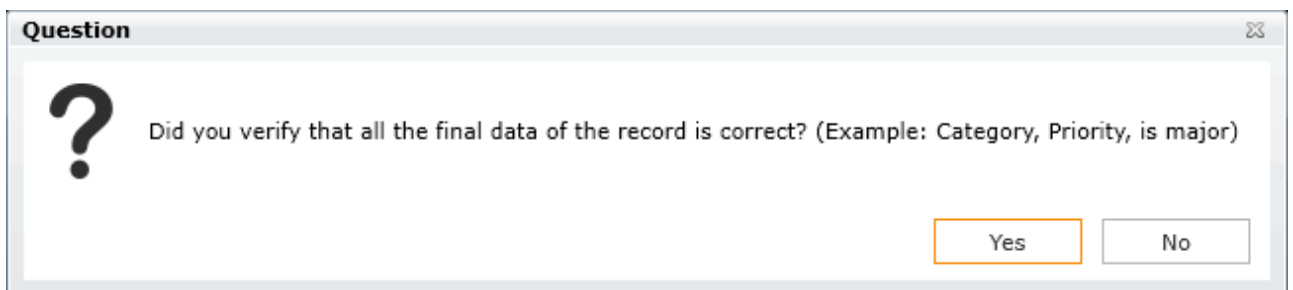
Click on  to save result.

See:
[Models:Result values](#)
[Models:Set case status](#)

3. Click on  to change status:



When the administrator clicks on  there will be a message asking him to verify if the incident data is correct.



If the administrator clicks NO, then can change any detail of the case:

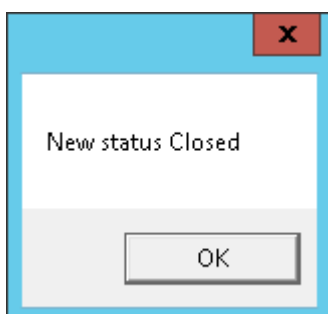
See:

[Change Category](#)

[Change Priority](#)

[Set case as Major](#)

If the administrator clicks yes, the status is changed to **Closed**. :



1)

Optional

2)

According to the service model

From:
<http://www.leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:
http://www.leverit.com/ithelpcenter/en:archived:administrator:how_to_solve_a_problem

Last update: **2021/06/17 16:34**

