GRIFFITH SERVICE MANAGER (GSM) QUICK REFERENCE GUIDE

DECIDING THE PRIORITY

The priority is the value given to a new record (Incident, Service Request, Problem or Change) to indicate its relative importance in order to ensure the appropriate allocation of resources and to determine the time frame within which action is required.

Urgency

When a record is created the analyst determines the urgency by how the affected end users work processes is affected.

Urgency	Description
1 - High	Process stopped; client(s) cannot work.
2 - Medium	Process affected; client(s) cannot use certain functions.
3 - Low	Process not affected; change request, new/extra/optimised function.

Impact

When a new record is created the impact on the business is rated on a scale of organisation, group or individual.

Impact	Description
1 - Organisation	Whole organisation affected; Site or multiple sites affected; Multiple groups of clients affected; Critical business process interrupted; or System-wide outages to Learning@Griffith, myGriffith, Staff portal or Email.
2 - Group	Group of clients, a Pro Vice Chancellor (PVC), or a member of the Vice Chancellor's (VC's) Office staff affected; Non-critical business process interrupted.
3 - Individual	One client affected (other than VC's Office or PVCs).

A Service Level Agreement (SLA) is a defined rule that measures the elapsed time of an open ticket. See the Service Desk website for further details on current SLAs, response and resolution times.

Priority matrix

		Impact		
		Organisation	Group	Individual
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Response and resolution times (Incident or Service Request)

Response Time - The time taken to react to the record (status changed from New).
Resolution Time - The time in which a solution to an incident must be implemented.
Workaround - Temporary solution that will bring relief to a problem. The guideline time in which a solution to a problem must be implemented.
Target - At least 80% resolved within resolution time.

Priority	Indicator	Response time	Resolution time
1	1	15 minutes	4 hours
2	2	1 hour	8 hours
3	3	4 hours	12 hours
4	4	1 day	3 days
5	5	2 days	5 days

INCIDENT / SERVICE REQUEST WORKFLOW BAR

The workflow bar at the top of the record form tracks the record as it progresses through the workflow. Dark grey indicates the current phase.

Incidents

Record	Classify	Investigate	Resolve	Close

Service Requests

Record	Classify	Fulfill	Resolve	Close

Workflow phases

Detect	Incident is detected (via the following call sources: Chat Session, Email, Event, Mobile, Phone, Portal, Service Portal, Social Media, Walk In, WebForm).
Record	Creator logs a new Incident. Then, creator (Opened by name) records the initial Who (Requestor), What (Description), and How (Call Source) details.
Classify	Creator classifies the Incident (Service/Category/Subcategory, Priority Campus, Building, Room, and CI).
Investigate / Fulfill	Ownership is assigned. Owner investigates/diagnoses the Incident or fulfils the Request. (Owner creates/assigns Tasks to one or more Task owners, if needed.) When a resolution is diagnosed/fulfilled, owner resolves the Incident or Service Request with resolution details and a cause code.
Resolve	Owner submits close description and selects a Cause Code (incidents only). Owner can also close the record (to finalise the process) or reopen the record (to make changes).
Close	Closed Incident or Service Request can be searched and viewed, but not edited.

QUICK INFO STATUS BAR

The Quick Info tile on the left of the record displays the current status. The next status is displayed as a link directly beneath the current status. Click the next status links to move the Incident or Request through the Incident or Service Request workflow.

Incident or Service Request workflow

Begin work	Captures a date-time stamp to track when work began.
In Progress	Incident or Service Request is being investigated/fulfilled.
Set to Pending/ Remove Pending Status	Temporarily pauses the Incident or Service Request (Stops the SLA Clock). Reasons for pending include Need is for a future date, Pending Change Request, Waiting for Customer, and Waiting on External Contact.
Resolve	Prompts the user to log the Resolution details (Close Description) and Cause Code.
Reopen	Reopens a Resolved Incident or Service Request because it was technically not resolved. Restarts the SLA Clock.

INCIDENT RESOLUTION

A Cause Code must be assigned in order for the record to be resolved. A Cause Code is the underlying or original cause of an Incident, Change or Problem. Cause Codes are required for Incidents but not Service Requests.

Cause code	Description
Duplicate	An identical record exists.
Hardware Malfunction	Hardware issue and isolated failures.
Outage	An interruption to a service for a period of time.
Permissions	Incorrect configuration of an account, password issues or access rights.
Request	Request for a new or altered service.
Resolve from Release	Solution applied derived from a Release deployed.
Resolved From Problem	Solution applied derived from a Problem resolution.
Self Healing Event	An event that was resolved and did not involve DS intervention.
Software Malfunction	Software issue and isolated failures.
Untrained User	Provide client assistance and information.
Withdrawn	Record was cancelled (e.g. no longer required).

VISUAL INDICATORS

Symbol	Description	Comments
	Acknowledge	In Task grid view and SLA details, indicates that ticket has been acknowledged.
	Alarm clock	In grid view and SLA details, indicates that a record has breached an SLA and the text will be red.
	Crown	In grid view or record view, indicates a VIP user the text will be green.
	Current record	Displays the current selected record.
	Exclamation mark	In grid view, indicates a Priority 1 or Major Incident.
	Find related	In grid and record view, opens related records selector window.
	Go to	In grid or record view, opens the record details.
	Grid view	Displays records in a Grid.
	Home	Displays the default Home Dashboard.
	Hour glass	In Task grid view, indicates ticket is In Progress state.
	List view	Displays records in a Results List.
	Locked	Record is currently locked by analyst currently working on the ticket.
	Lookup	Brings up a list of legal values for the field.
	Pause	In grid view, indicates ticket is in pending state and the text will be blue.
	Pause timer	In SLA details, indicates ticket is in pending state.
	Quick view	Show current selected record.
	Red field box	A required field in a record, must be populated before saving.
	Timer	In SLA details, indicates the task timer has been activated and awaiting response.
	Toggle toolbar	Opens the Rich Text or Plain Text Editor dialogue box.
	Unlock	Record is currently unlocked and available for editing.
	Warning	In Task grid view, indicates ticket has not been acknowledged and text will be red.

NOTIFICATIONS

A range of notifications are generated by Griffith Service Manager (GSM). Default notifications are listed below.

Internal and external notifications for priority 1 & 2 records

Priority	Trigger	Notification sent to	Method
1&2	Immediately after an Incident has been assigned to a group or transferred to another group.	Group manager of the group assigned the job. Incident Management Process Owner. The analyst the record is assigned.	Email generated by Griffith Service Manager (GSM). SMS generated by SMS Global
		Product Manager, Team Leader or Duty phone of the assigned group.	Analyst who recorded the incident notifies via telephone.
1	10 minutes – warning (If record has not been resolved or appropriately updated). 15 minutes - breached state (If record has not been appropriately updated).	DS Leadership Team. Group manager of the group assigned the job. ITSC Supervisors. Head of Digital Trust. Head of IT Governance, Risk, Compliance and Continuity. The analyst the record is assigned.	Email generated by Griffith Service Manager (GSM).
		Clients.	An Announcement is created to notify DS staff and/or the Griffith University Community using Griffith Service Manager (GSM). Library and IT Service Centre phone greetings are updated to keep clients informed.
2	2 hours (If record has not been resolved or appropriately updated). Hourly (If record has not been resolved or appropriately updated).	All DS Directors.. Group manager of the group assigned the job. Incident Management Process Owner. The analyst the record is assigned.	Email generated by Griffith Service Manager (GSM).
		Clients.	An Announcement is created to notify DS staff and/or the Griffith University Community using Griffith Service Manager (GSM). Library and IT Service Centre phone greetings are updated to keep clients informed.

When notifications are sent to clients

User	Trigger
Clients (Requestor)	A record is created. Analyst selects 'Send Customer Email'. Status is updated to a resolved state. Status is updated to a reopened state. Customer Survey is sent on resolution of the ticket.

Internal SLA notifications and reports

Event & Priority	Notification sent to	Method
75% of target resolution time (SLA warning) on Change/ Incident/Service Request.	The analyst the record is assigned. Group manager.	Email generated by Griffith Service Manager (GSM).
100% of target resolution time (SLA breach) on Change/Incident/ Service Request.	The analyst the record is assigned. Group manager	Email generated by Griffith Service Manager (GSM).

STATUS CODES

A Status code may be assigned automatically (e.g. upon creating a new record) or manually updated by the analyst assigned when activity progresses.

Status code	Use when
New	Incident, Service Request or Task was created and is awaiting acknowledgement. A notification is sent to the requestor.
Acknowledged	Task has been acknowledged by its taskee/owner.
Assigned	Incident or Service Request has been assigned to a record owner.
In Progress	The analyst has selected 'Begin work' and the Incident, Service Request or Task is being investigated or fulfilled by a record owner and/or Task owners.
On Hold	Task is temporarily on hold.
Pending	Incident or Service Request is temporarily paused (Stop the clock).
Resolved	The analyst selected 'resolve' and the Incident or Service Request has been investigated or fulfilled and is waiting to be closed. A notification is sent to the requestor.
Closed	Incident, Service Request or Task is closed because it was either declined, reassigned, or completed.
Reopened	Incident or Service Request is reopened because the issue was not fixed or reoccurred. A notification is sent to the requestor.

DEFINITIONS

Terminology	Definition
Arrangement	A tabbed collection of dynamically displayed forms and records that have a relationship to the parent incident record (e.g. journals, tasks, configuration items, similar incidents).
Category	Categories are used to group things together e.g. email & collaboration, audio visual, network.
Change Request	A request for change to any item within the DS managed infrastructure.
Configuration Item	Configuration Items (CIs) are assets that make up the CMDB that are managed to avoid disruptions to Services.
Incident	An outage or unplanned interruption to a Service.
Problem	Unknown underlying cause of one or more Incidents.
Record	An incident, request, standard change, release, migration or problem.
Release	A Release is the deployment of one or more Configuration Items (CIs) that are built, tested, and deployed together.
Service	A means of delivering value to clients by facilitating the outcomes clients want to achieve.
Service Request	A request for assistance, information or advice when there is no disruption to a service.
Subcategory	A subcategory determines the record type e.g. Incident or Service Request.

USEFUL LINKS

Resource	Links
Service Desk	griffith.edu.au/digital-solutions/it-service-centre
Griffith Service Manager (GSM)	griffith.edu.au/digital-solutions/it-service-centre/service-management
DS Service Catalogue	griffith.edu.au/digital-solutions

TIPS AND TIME SAVERS

- **SLA business hours** are defined as 8am-5pm Monday to Friday (ex public holidays).
- **Journal notes** in the Arrangement area are a great way to record your actions, and to communicate to other analysts who may contribute to resolving the record.
- Select **Unknown Customer** for an anonymous requestor.
- Press **TAB** to move between fields.
- Select **Add Note** from the **I Want To** menu to add an internal note only visible to GSM analysts.
- Select **Add Customer Note** from the **I Want To** menu to add a comment visible to the client in the Self Service Portal.
- Use **wildcards** ("*" or" %") when performing a search.

CONTACT

IT Service Centre	IThelp@griffith.edu.au Phone: (07) 3735 5555
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Griffith UNIVERSITY

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