

Griffith Service Manager (GSM)

Dashboards and Searching guide

Access Griffith Service Manager (GSM)

- Ensure you have an internet connection
- Test Environment: griffithtest.cherwellondemand.com/cherwellclient
- Griffith Service Manager: griffith.cherwellondemand.com/cherwellclient
- Log in using Griffith Single Sign-On with your Username and Password

Dashboards

- Dashboards update dynamically and are the best place to retrieve reporting data
- Dashboards are driven by searches

To access Dashboards

- From the Menu toolbar > click Dashboards > Dashboard Manager > Global > Griffith > double click appropriate Dashboard
- Once you have opened a Dashboard it will appear in the Dashboards drop down menu

Make your selected Dashboard your default

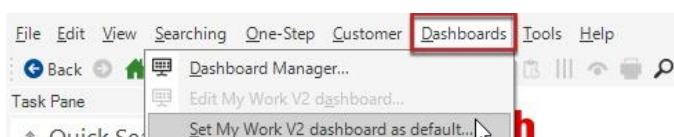
Browser

Log a job to the GSM Administration Team by using the following details to classify the ticket:

- Service: Business Application
- Category: Griffith Service Manager
- Subcategory: Enhancement

Desktop

From the Menu toolbar > click Dashboards > click Set (selected) dashboard as default



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How to filter Dashboard data by date range

1. Open a Dashboard > click the drop down arrow next to the Filter: Any Time link > choose from list of available options

Widgets

Widgets are mechanisms that display data on a Dashboard and are driven by searches. For example, the *Assigned – Incidents & Requests owned by my team* panel is a widget.

Assigned - Incidents & Requests owned by my team									
<input type="checkbox"/>	Type ▾	Referen... ▾	Customer N... ▾	Created Date Time ▾	Stat... ▾	Short Descripti... ▾	Assigned To ▾	Owned By Team ▾	
<input type="checkbox"/>	Incident	821430	Matt [redacted]	21/09/2021 10:26 AM	New	New GSM users	Matthew [redacted]	DF - IT4IT	

Filtering views

There are two views available for filtering data in the Dashboard:

- Widgets (as above)
- Results grid view

Open results grid view

1. In the Widget > double click any ticket > the ticket record will open
2. In the ticket record > click on the grid view icon (located below the Menu toolbar)



3. You will now be in the results grid view. For example, see the *Assigned incidents and requests Owned by my team* results grid view below.

Assinged incidents and requests owned by my team

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Type ▾	↑ Reference # ▾	Customer Na... ▾	Created Date TI... ▾	Status ▾	Short Description ▾	Assigned To ▾	Owned By Team ▾	
<input type="checkbox"/>	Incident	821430	Matt [redacted]	21/09/2021 10:26 AM	New	New GSM users	Matthew [redacted]	DF - IT4IT	

Filtering and sorting data

You can filter, sort and rearrange columns in the widget and results grid view. The steps are similar in both views.

How to filter data



1. From the column heading > click the filter icon ▾ beside any column heading > click in the blank text box > select a filtering option from those available or enter a keyword > click Filter




2. To turn off filtering > click filter icon  > click Clear



How to sort data in a single column

1. Click anywhere in the column field > an ascending  or descending  arrow will appear > click to toggle between the options


More actions

To show the menu options in Widgets view > click the Widgets arrow  to reveal the Widgets menu bar. From here you can perform various actions, such as add or remove columns.



The results grid view menu will already show the menu options by default.

Add or remove columns


1. To add a new column > click Columns button  > select column name from list (a tick next to the column name indicates it is currently visible) > a new column will appear to the far right. This column can now be used to filter or sort data as required
2. To remove a column untick the column name from the Columns drop down list



Rearrange columns

Columns headings can be rearranged by clicking and dragging to the required position.

Multi-column sort

1. To sort by more than one column > click the Multi-column icon (the icon turns dark grey when activated ). Select the columns you wish to sort. The sort order is dependent on the sequence in which the columns are selected
2. To deactivate Multi-column sort > click the Multi-column icon again

Export data in CSV or Excel format

Once you have filtered or sorted the data you can export to CSV or Excel format.

1. Click the Export icon  from the actions menu bar
2. Select the required format



Running and saving a search

Running a Griffith Search

GSM has been preconfigured with some Griffith related searches

1. From Menu toolbar > click Searches > click Search Manager
2. In the Search Manager window > click the Association drop down list > select Incident
3. Click Searches Home > Global > Griffith Searches
4. Double click on the appropriate search name

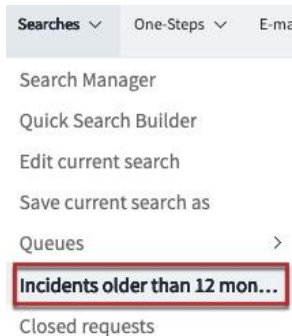
Save a search

Once you have run a search you can save it for future use

1. Run your Griffith Search
2. From Menu toolbar > click Searches > click Save current search as
3. Complete the Name and Description fields > leave Scope as 'User' > click OK
4. This search will be saved in your User folder

Run a saved search

1. From Menu toolbar > click Searches > click Search Manager
2. Navigate to Searches Home > User (your snumber)
3. Double click the magnifying glass icon on the required Search, e.g. All My Incidents and Requests
4. After being accessed for the first time, this search item will now appear in the drop down list under Searches



Support

Requirements

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
 - **Service:** Business Application
 - **Category:** Griffith Service Manager
 - **Subcategory:** Enhancement

Online resources

Visit the Service Management Office website:

<http://intranet.secure.griffith.edu.au/computing/service-management> for self-help resources and reference guides

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