GSM Essentials guide

Griffith Service Manager (GSM)

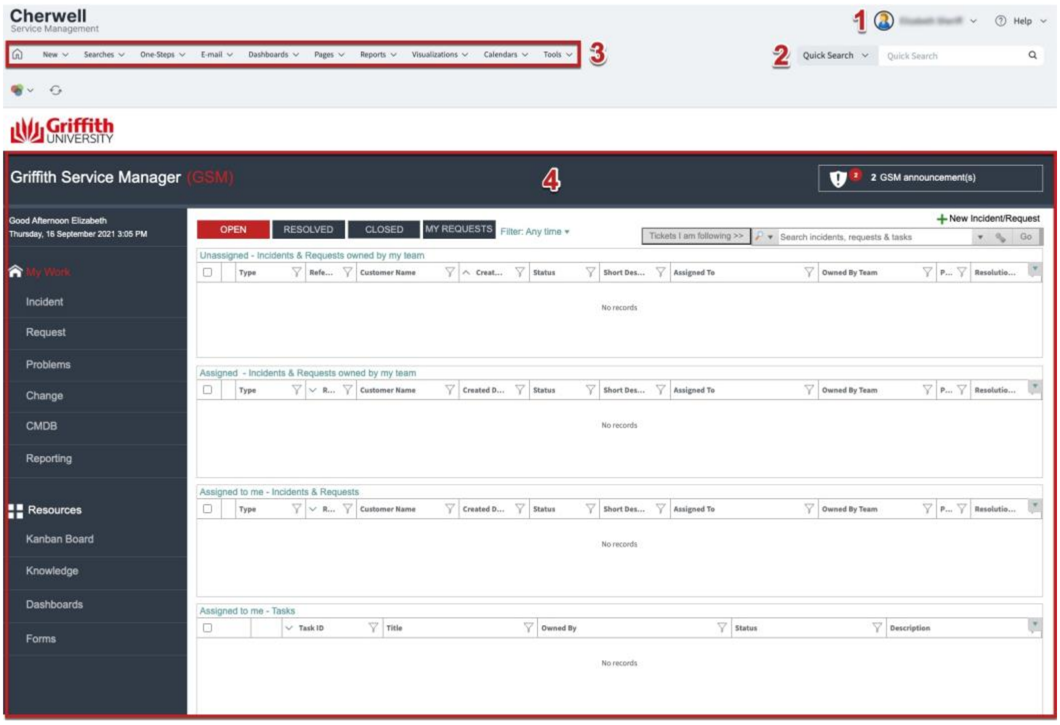
Essentials guide

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

The Browser Client Main Window

The Browser Client Main Window displays content relevant to the current operation. The Main Window defaults to My Work Dashboard.



The Main Window displays:

1. **User Information**: Displays user details of the currently logged in user
2. **Search Widget**: Perform a Quick search or Specific search
3. **Menu toolbar**: Displays drop down menus for features and functions within the Browser Client
4. **Main Pane**: Displays Records, Reports, and Search Results

Your Dashboard

1. **My Work** dashboard is set as the default
2. You will have access to view Incidents and Requests owned by you and your Team
3. Double-click a line to open that record

Create a new ticket

Go to Menu toolbar > Click New > Click New Incident

Record requestor details

1. Enter name or snumber of customer who initiated the incident

2. Press TAB or press Selector button to search for the Customer Record
3. The requestor fields are auto-populated with the Customer's details

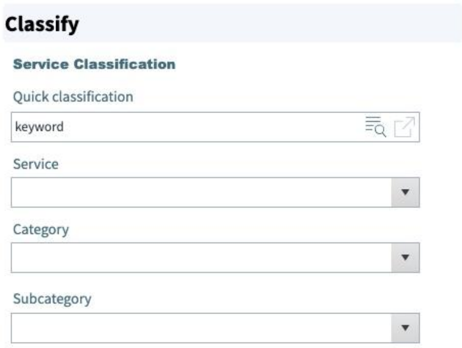
Record the details

1. Select the Call Source from the drop down menu (how it was initiated)
2. Provide a short description
3. Provide a detailed description (description field)

Classify

Categorise the Ticket (Service/Category/Subcategory)

- You can search by keyword/s in the Quick classification field > enter keyword/s > press TAB > click to select appropriate record from the Cherwell Service Manager window OR
- Individually select classifications in the Service, Category and Subcategory drop-down menus
- If you have the wrong classification > click (clear classifications)



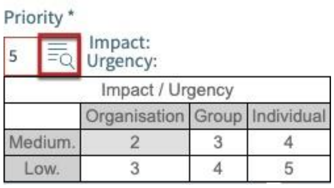
- *Note: an Incident updates to a Service Request based on classification*

Tip: Assigning Ownership

- To assign the ticket to another team > go to Assigned to > Your Team Name or the existing Team Name and select the team from the drop down menu

Check the priority

- The default priority for tickets is level 5
- To change manually > click Priority search icon > select priority from the Priority table



	Impact / Urgency		
	Organisation	Group	Individual
Medium.	2	3	4
Low.	3	4	5

Escalate and Re-assign

- Tickets default to their defined assignment group and escalation path based on classification
- If the “Assigned To” section is displaying the incorrect team manually assign the ticket to another team > click on Team > select team from drop down menu
- To escalate ticket to a higher tier or support > click Escalate
- To view details of escalation teams > click View Escalation Information

Tip: When manually re-assigning Ownership

- When re-assigning a ticket to another team, ensure that classification for the team you are assigning it to are correct. To re-classify follow the steps in the **Classify** section of this guide.

Begin Work

Progress the ticket to the next phase > Click Next: Begin Work > status will update to 'In Progress'

Resolve

To resolve ticket > click Next: Resolve > enter close description > click OK > select a cause code from the drop down menu (for Incidents only) > click OK > status will update to 'Resolved'

I Want To: Actions accessible from left hand navigation panel

Action	Description
Escalate	Escalate ticket to defined assignment group based on classification
View Escalation Information	View escalation details for classification (Default, Level 2 & Level 3)
Email Customer	Send email from GSM Recorded as a journal entry for future reference
Create Journal Note	Create a journal note
Track Time	If required add time spent on the ticket in minutes 1. Click Track time 2. Complete number of minutes in Prompt: how much time (in minutes) > Click OK Select what you are doing from drop down menu > Click OK
Create Task	Create a task and assign to yourself or someone from another team. *Note: Tasks must be closed before the ticket can be resolved*
Link/Unlink to Major Incident	Click to link the incident to a Major Incident (P1 or P2). Click again to unlink.
View Detailed Date/Time Information	View date and time the ticket was created, responded to and last edited
Create Release	Release Management – used for rolling out software enhancements/fixes (can only be used by teams with relevant permissions)
Create New Announcement	Create an announcement regarding the incident. For more information see GSM Announcements Guide
Follow this ticket	Follow a ticket assigned to someone else that you have an interest in. To look at the tickets you're following click the 'Tickets I am following' button
Resolve as Standard Change	Resolve the ticket using a pre-approved Standard Change. For more information see Standard Change Guide

Journal Notes

Journal Notes are internal notes regarding a ticket. They are only viewable by GSM Analysts (not customers).

To enter a Journal Note > click Create Journal Note (in the I Want To menu) > enter details in Details: text box > click OK > to save click Save icon (top left of Menu toolbar)

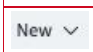
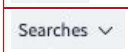
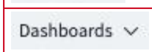
Portal Comments

When a customer receives a GSM email there is the option to click on a link to their ticket and add a comment (known as a Portal Comment) > the Analyst will receive an email notification of this action with a link to view the ticket.

To view Portal Comments > click Portal Comments tab (only available after a comment has been left) > view customer communications Comments in the Comments field

To respond to Portal Comments > click Add Comment link > add communications > click OK

Popular menu bar items

	Home	Directs Users back to the default Home Dashboard
	New	Creates a new record (e.g. Incident)
	Search Manager	Opens the Search Group Manager
	Dashboard Manager	Opens the Dashboard Manager to view preconfigured Dashboards
	Search widget	• Performs a Quick search or Specific search based on all or specific record types. Searches on word or phrase entered. • The drop-down displays the most recently entered search term
	Record type settings	Opens available search settings for the record type selected. *Note: not available for 'Quick 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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