



Meter Data Management and Repository (MDM/R)

A Guide to Service Desk Tool for Local Distribution Companies

January 2011

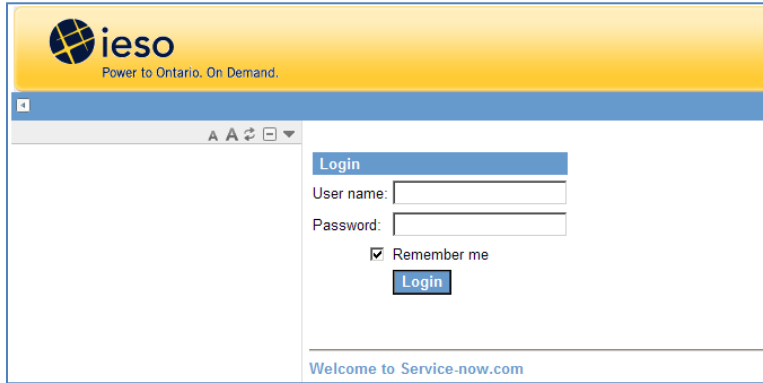
Version 1.0

Contents


- Log On 1
- To Create an Incident 1
 - What Happens Next? 2
 - More Options 2
- To Open an Existing Incident 2
- Automated Emails 3
 - To Reopen an Incident from the Email..... 3
- To Create a Request 4
 - What Happens Next? 4

Log On

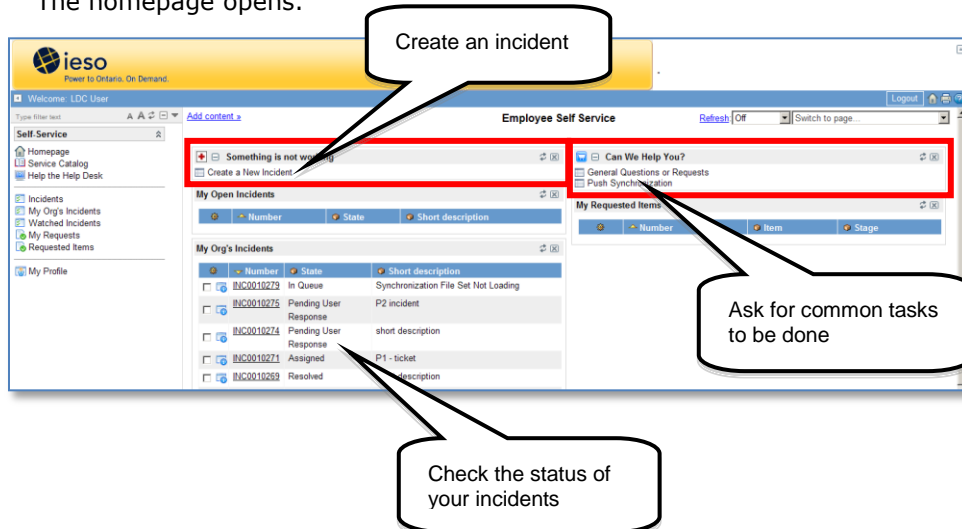
1. Enter the URL into your internet browser. The URL will be provided to you with your user ID.



2. Enter the **User name** and **Password** provided to you and click **LOGIN**.

 The first time you logon to the Service Desk tool, you will be required to change your password.

The homepage opens.

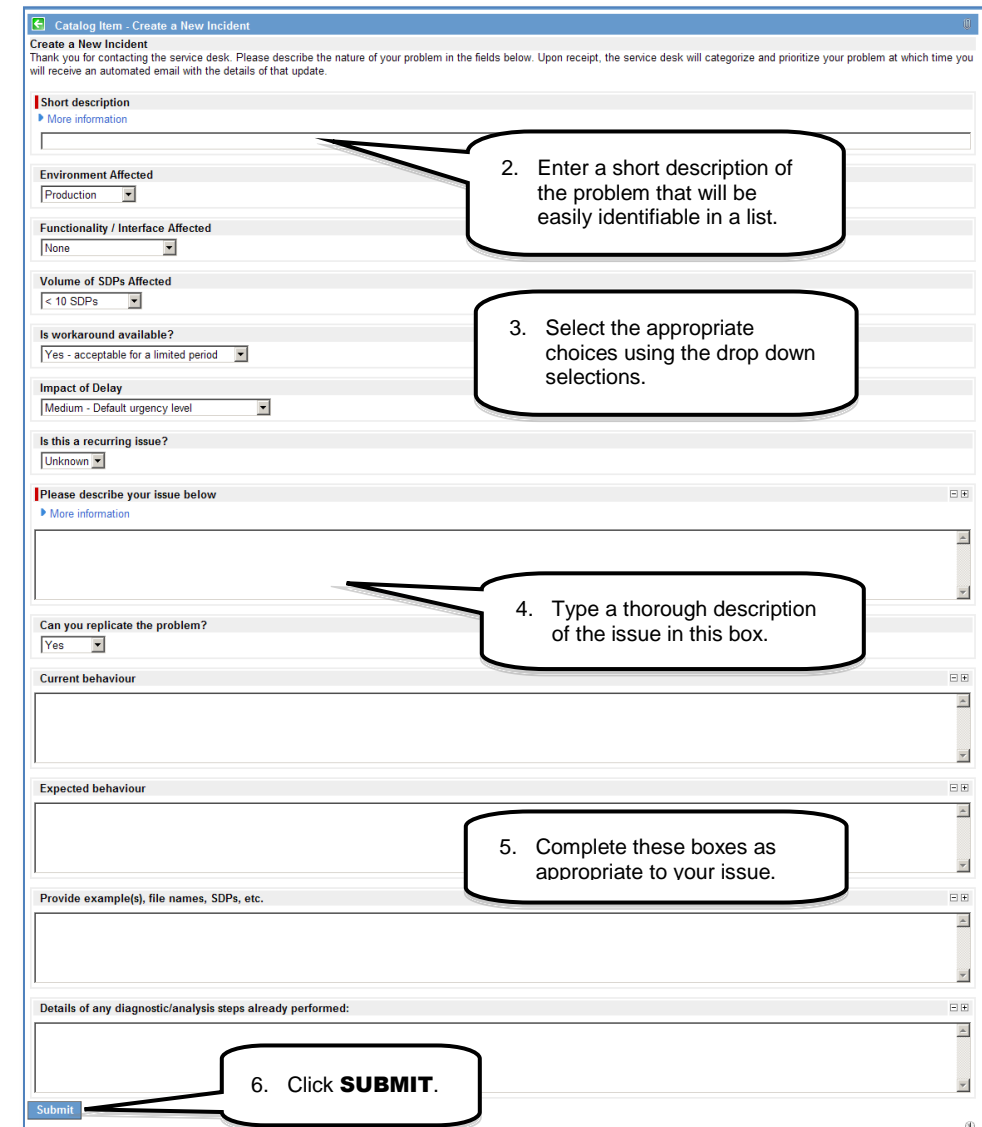


Callout boxes:

- Create an incident
- Ask for common tasks to be done
- Check the status of your incidents

To Create an Incident

1. Click **Create a New Incident** in the "Something is not working" section of the Homepage.



Callout boxes:

2. Enter a short description of the problem that will be easily identifiable in a list.
3. Select the appropriate choices using the drop down selections.
4. Type a thorough description of the issue in this box.
5. Complete these boxes as appropriate to your issue.
6. Click **SUBMIT**.

What Happens Next?

- A. You will receive an email confirmation of the incident. It includes a link to the incident.

From: MDM/R Support [mdmrsupport@service-now.com]
 To: Smith, Farah
 Cc:
 Subject: Incident INC0010281 -- opened on your behalf

Short description: Report DC17 was not delivered
 Click here to view incident: [INC0010281](#)

Comments:

Ref:MSG0002036

- B. The incident will reopen with a confirmation notification at the top.

Incident

This incident was opened for your request
 The IT department will contact you if they need any further information
 You can track status from the [Homepage](#)

Number: INC0010281
 Caller: LDC User (bgregfundORG) [Search] [Email] [Phone]
 Watch list: [Add]
 Short description: Report DC17 was not delivered
 Description: The DC17 was not in the FTS folder or the MDMR GUI

Opened: 2010-11-11 08:09:42
 Priority: 3 - Moderate
 State: New

Additional comments:

Activity

2010-11-11 08:09:42 bgregfundORG86410 - Changed: Urgency Workaround, Environment Affected, State, Urgency Recurring, Caller, Priority, Assignment group, Company, Functionality Affected, Volume of SDPs Affected, Urgency Delay

Urgency Workaround: No workaround available
 Environment Affected: Production
 State: New
 Urgency Recurring: No
 Caller: LDC User (bgregfundORG86410)
 Priority: 3 - Moderate
 Assignment group: Service Desk
 Company: 86410
 Functionality Affected: None
 Volume of SDPs Affected: Entire population
 Urgency Delay: Medium - Default urgency level

Update Save

- C. **Additional comments:** Enter more comments in the green text box.
- D. Click **UPDATE** to save any changes and return to the Incident list
- Click **SAVE** to save any changes and retain the screen.

More Options

Click on this icon to view related incidents

Click on the **PAPER CLIP** icon to attach relevant file(s).

Add to watched list if you are not the incident creator. You will be emailed with updates.

Attachments

Choose a file to attach:

Browse... Attach

Encrypt

Current file attachments:

None

To Open an Existing Incident

- Logon to the Service Desk tool.
- Click **My Org's Incidents**.

ieso
Power to Ontario, On Demand.

Welcome: LDC User

Type filter text

Self-Service

- Homepage
- Service Catalog
- Help the Help Desk
- Incidents
- My Org's Incidents**
- Watched Incidents
- My Requests
- Requested Items
- My Profile

Incidents

Go to: Number

All > Active = true > State != Resolved

Number	Opened	State	
<input type="checkbox"/> INC0010281	2010-11-11 08:09:42	New	Sort (a to z)
<input type="checkbox"/> INC0010279	2010-11-10 16:07:05	In Queue	Sort (z to a)
<input type="checkbox"/> INC0010275	2010-11-10 16:39:39	Pending	Ungroup
<input checked="" type="checkbox"/> INC0010274			Group By State
<input type="checkbox"/> INC0010271			Bar Chart
<input type="checkbox"/> INC0010267			Pie Chart
<input type="checkbox"/> INC0010266			Export

Right click on the Column Header and select **Group by State**. The groups and the number of incidents in each group will be displayed.

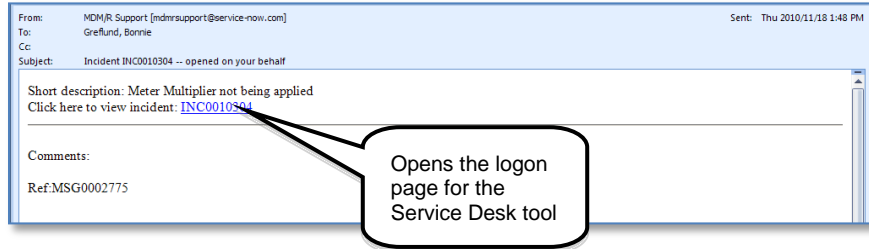
Defaults to the lowest number on top. Click the Column Header put the highest number at the top.

- Click on the Incident Number link to open the incident.

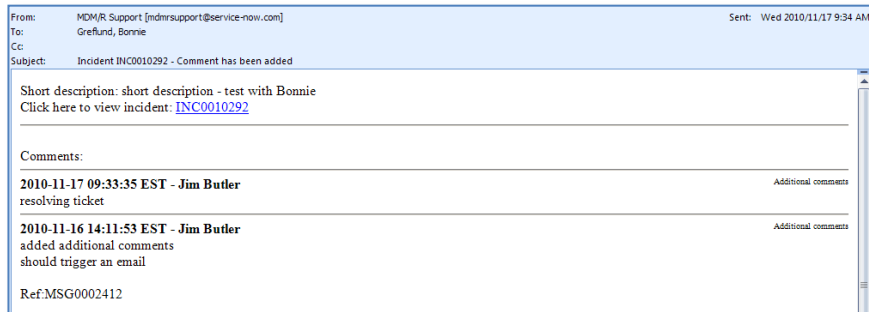
Automated Emails

During the lifetime of an incident you will receive automated emails. Each email contains links to the Service Desk tool:

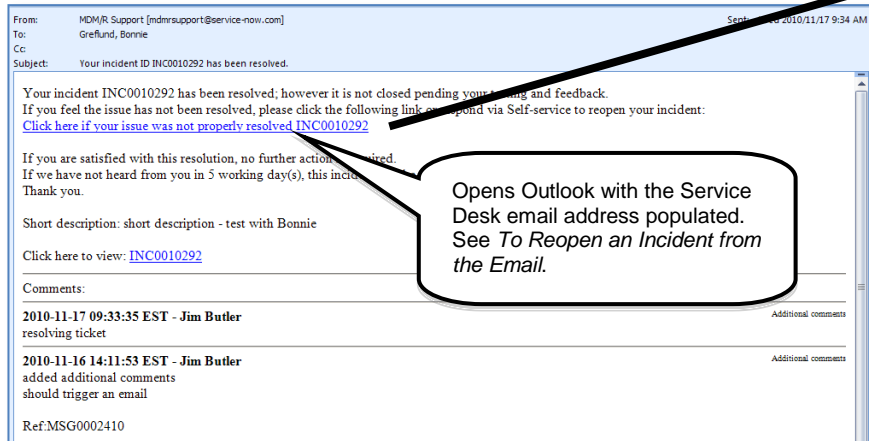
When the incident is created:



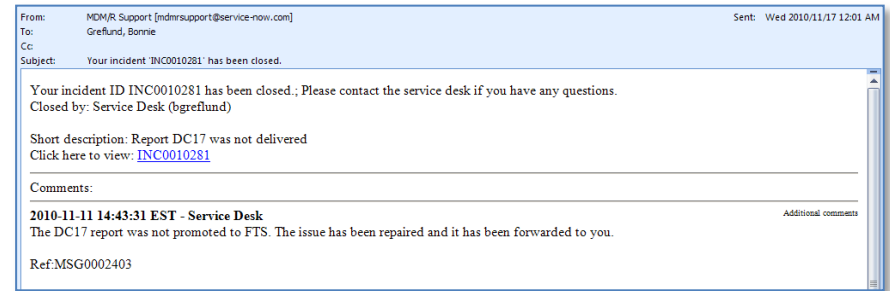
When a comment has been added to the incident:



When the incident has been resolved:



When the incident has been closed:

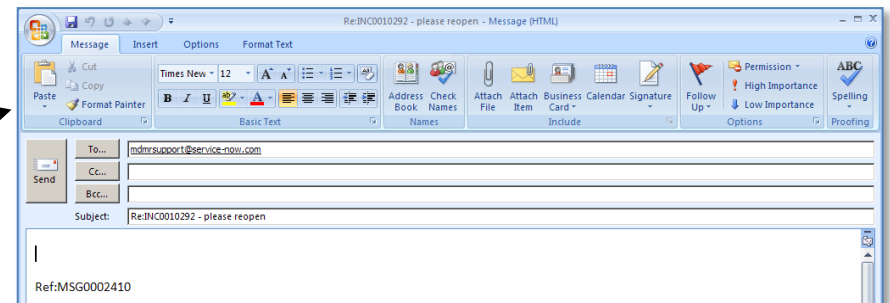


To Reopen an Incident from the Email

When you receive an email indicating the Incident has been placed into **Resolved** status, you must check your systems to ensure the issue has been resolved. If you determine that the problem is still occurring:

1. Click in the link indicated in the "Incident has been closed" email.

An Outlook form opens.



2. Click **SEND**.

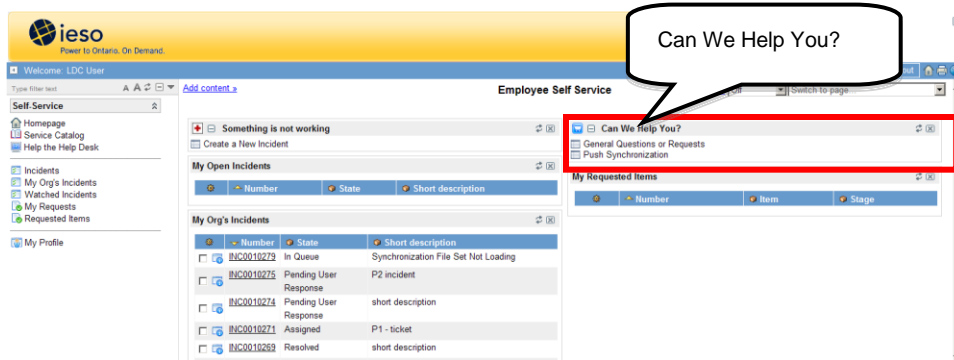
The Incident will be re-opened in **Open** status.

- If you enter comments and click **SEND**, a comment will be added to the incident and it will be placed into Open status.

To Create a Request

Requests are either general questions or pre-approved activities.

From the Service Desk Homepage:



1. Click on an item in the **Can We Help You?** Section:
 - **General Questions or Requests:** An open (blank) form opens.

The screenshot shows the 'General Request or Question' form. It includes a search bar, a 'Catalog Item - General Request or Question' header, and a form with fields for 'ORGID', 'Caller' (LDC User), and a 'Please provide details of your request' section. On the right, there are 'Order this Item' options with 'Quantity' set to 1, 'Delivery time' of 1 day, and 'Order Now' and 'Add to Cart' buttons. A 'Shopping Cart' section shows 'Empty'.

- **Customized Requests:** A customized form with choices specific to the request opens. This is the form for Push Synchronization:

The screenshot shows the 'Push Synchronization' form. It includes a search bar, a 'Catalog Item - Push Synchronization' header, and a form with fields for 'ORGID', 'Caller' (LDC User), 'Environment' (Production, Sandbox, QA), 'Synchronization Type' (Incremental Synchronization, Periodic Synchronization), and 'Synchronization Sequence Number'. On the right, there are 'Order this Item' options with 'Quantity' set to 1, 'Delivery time' of 4 hours, and 'Order Now' and 'Add to Cart' buttons. A 'Shopping Cart' section shows 'Empty'.

More customized requests will be added based on experience.

2. Complete the fields provided. Provide as much detail as you can.
3. Click **ORDER NOW**.

An Order Status form opens with the Request ID displayed.

The screenshot shows the 'Order Status' form. It includes a 'Summary' section with the Request ID 'REQ0010060'. Below this is a table with columns for 'Description', 'Delivery Date', 'Stage', and 'Qty'. The table contains one row: 'Push Synchronization process to successful completion', '2010-11-23', and '1'. Below the table is a 'Delivery Information' section with 'Estimated Delivery Date of Complete Order: 2010-11-23'. At the bottom, there are 'Catalog' and 'Home' buttons.

4. Click **HOME** to return to the Homepage.
 - The **CATALOG** button takes you to the Service Catalog module.

What Happens Next?

For each Request a REQ ID is assigned, the Service Desk tool creates:

- A Request Item (RITM ID)
- A Task (TASK ID)

Think of this like a shopping cart:



The original **Request** is the Shopping Cart.

The **Request Item** is the item in the cart.



The **Task** is the to-do list to satisfy the request.



Tasks are directed to the appropriate group for fulfilment, e.g. Push Synchronization is directed to the Operational Service Provider, which is IBM. Other tasks will be directed to the Service Desk.