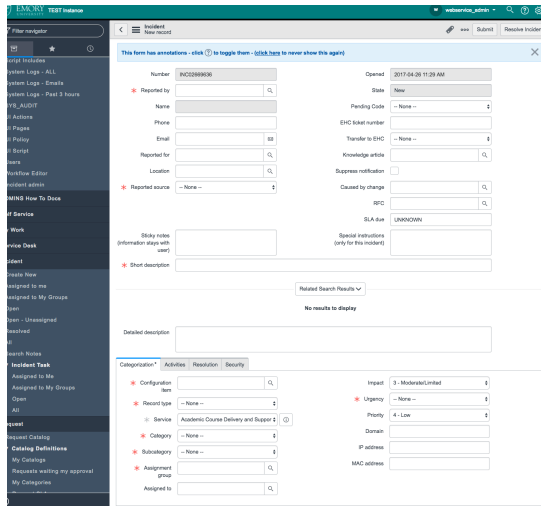


Incident Mapping Helsinki



User Interface	WSDL	MOA Incident	Description
Number	Number	Number	key
Opened /Actual day/time of Incident			sys_original.incident.u_time_of_incident" > <div class="input-group" > <input id="incident.u_time_of_incident" class="form-control text-align-right-ltr element_reference_input" type="text" value="2016-09-27 05:35 PM" onchange="onChange('incident.u_time_of_incident');" style=";" name="incident.u_time_of_incident" >
*Reported by /Customer			incident.caller_id
FirstName			incident.caller_id.first_name
MiddleName			caller_id.middle_name
LastName			caller_id.last_name
Phone Number			incident.u_phone_number
Email			incident.u_email_address
Contact			incident.u_contact; Contact – The person that should be contacted regarding this ticket
Incident Location			there is a code? (pop up window) sys_original.incident.u_incident_location

*Reported Source			drop down list name=incident.u_reported_source <option value="Chat" > Chat </option> > <option value="Direct Contact" > Direct Contact </option> <option value="EHC-Remedy" > EHC-Remedy </option> <option value="Listserv" > Listserv </option> <option value="Mobile" > Mobile View </option> <option value="Monitoring System" > Monitoring System </option> <option value="Self-Service" > Self-Service </option> <option value="Service Desk" > Service Desk </option> <option value="Tech Initiated" > Tech Initiated </option> <option value="Walk In" > Walk In </option>
Sticky Notes			incident.u_sticky_notes
Special Instructions			incident.u_special_instructions
Incident State	Incident_state	IncidentState	list incident.incident_state <option selected="SELECTED" value="1" > New </option> <option value="-8" > Awaiting Assignment </option> <option value="2" > Assigned </option> <option value="-7" > Accepted </option> <option value="3" > Work in Progress </option> <option value="4" > Pending </option> > <option value="6" > Resolved </option> <option value="7" > Closed </option> <option value="8" > Cancelled </option>
Transfer to EHC			incident.transfer_system <option value="" > -- None -- </option> <option value="SGP00000000018" > EHC Service Desk </option>
EHC Ticket Number	Ehc_ticket_number		incident.ehc_ticket_number
Knowledge Article			incident.u_kb_url
KB Number			incident.u_kb_number
Suppress Notification			check box incident.u_suppress_notification
Caused by Change			incident.caused_by
RFC	Rfc		incident.rfc
*Short Description	Short_description	ShortDescription	
Note type			Public Notes or Work Notes name="incident.u_notes_type" > <option value="Public Notes" > Public Notes </option> <option selected="SELECTED" value="Work Notes" > Work Notes </option>
Public notes or Work notes (Content)	Work_notes	WorkNotes	incident.work_notes
Categorization	N/A		

*Configuration item			<pre> <label dir="ltr" onclick="return labelClicked(this);" for="sys_display. incident.cmdb_ci" > * Configuration item </label> </pre>
*Record Type			<pre> name="incident.u_record_type" man datory="true" > <option value=" " > -- None -- </opti on> <option value="Incident" > Incident </option> <option value="Service Request" > Service Request </option> </pre>
*Service /*Category 1	U_category_1		<pre> u_category_1" mandatory="true" > <option value=" " > -- None -- </opti on> <option value="Application Management" > Application Management </option> <option value="Communications & Messaging" > Communications & Messaging </option> <option value="Course Management" > Course Management </option> <option value="Database Management" > Database Management </option> <option value="Desktop Management" > Desktop Management </option> <option value="Facilities Management" > Facilities Management </option> <option value="Knowledge Management" > Knowledge Management </option> <option value="Network Management" > Network Management </option> <option value="Print Management" > Print Management </option> <option value="Security Management" > Security Management </option> <option value="Server Management" > Server Management </option> <option value="Service Desk" > Ser vice Desk </option> <option value="Telephony Management" > Telephony Management </option> </pre>
*Category /*Category 2	U_category_2		<pre> name="incident.u_category_2" man datory="true" > <option value=" " > -- None -- </opti on> <option value="Access" > Access </ option> <option value="Cabling" > Cabling </ option> <option value="Configuration" > Con figuration </option> <option value="Hardware" > Hardwa re </option> <option value="Monitoring" > Monito ring </option> <option value="OS/Firmware" > OS /Firmware </option> <option value="Software" > Software </option> </pre>

*Subcategory /*Category 3	U_category_3		name="incident.u_category_3" mandatory="true" > <option value=" " > -- None -- </option> <option value="Add" > Add </option> <option value="Backup" > Backup </option> <option value="Modify" > Modify </option> <option value="Remove" > Remove </option> <option value="Restore" > Restore </option>
*Assignment group	Assignment_group	AssignmentGroup?	
Assigned to	Assigned_to	AssignedTo?	
Impact			name="incident.impact" > <option value="1" > 1 - Extensive /Widespread </option> <option value="2" > 2 - Significant /Large </option> <option selected="SELECTED" value="3" > 3 - Moderate/Limited </option> <option value="4" > 4 - Minor /Localized </option>
*Urgency	Urgency	Urgency	name="incident.urgency" mandatory="true" > <option value=" " > -- None -- </option> <option value="1" > 1 - Critical </option> <option value="2" > 2 - High </option> <option value="3" > 3 - Medium </option> <option value="4" > 4 - Low </option>
Domain			incident.u_domain
IP Address			incident.u_ip_address
MAC Address			incident.u_mac_address
AmCom/OnCall Calendar			https://simonweb.eushc.org/ <tr id="element.incident.u_amcom__oncall_calendar" > <td id="label.incident.u_amcom__oncall_calendar" class="label" nowrap="true" type="url" choice="0" colspan="1" title=" " oncontextmenu="return elementAction(this, event)" > <td nowrap="true" style="width: 100%; padding-right: 16px;" > https://simonweb.eushc.org/ <input id="ni.incident.u_amcom__oncall_calendar_hidden" name="ni.incident.u_amcom__oncall_calendar_hidden" style="visibility: hidden; width: 2px; title=" " > <input id="incident.u_amcom__oncall_calendar" type="hidden" name="incident.u_amcom__oncall_calendar" value="https://simonweb.eushc.org/" > </td> </tr> <script >

```

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choice" choice="1" data-type="label"
title=" " >
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title=" " >
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den" name="ni.dependent_reverse.
incident.u_dar_aoi_tier_2" sysparm_
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aoi_tier_1" >
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yle="direction:ltr;width:160px;" name
="incident.u_dar_aoi_tier_2" mandat
ory="false" >
</td>
</tr>

```

Activities	N/A		Submit button
Resolution Details	N/A		

Pending Code			<pre> name="incident.u_pending_code" > <option value=" " > -- None -- </option> <option value="User Action Required" > User Action Required </option> <option value="Third Party Vendor Action" > Third Party Vendor Action </option> <option value="Support Contact Hold" > Support Contact Hold </option> <option value="Task Completion" > Task Completion </option> <option value="Approval" > Approval </option> <option value="Change" > Change </option> <option value="Problem" > Problem </option> <option value="Monitoring Incident" > Monitoring Incident </option> </pre>
Incident State to Pending			<pre> sys_original.incident.u_incident_state_to_pending" value=" " > </pre>
Resolution Code			<pre> name="incident.u_resolution_code" mandatory="false" > <option value=" " > -- None -- </option> <option value="Applied Patch" > Applied Patch </option> <option value="Automatically Closed" > Automatically Closed </option> <option value="Cancelled" > Cancelled </option> <option value="Re-Configuration" > Configure </option> <option value="Customer Resolved" > Customer Resolved </option> <option value="Data Restore" > Data Restore </option> <option value="Education" > Education </option> <option value="Enhancement" > Enhancement </option> <option value="External Incident" > External Incident </option> <option value="Process Adjustment" > Process Adjustment </option> <option value="Reboot" > Reboot </option> <option value="Replaced Hardware" > Replaced Hardware </option> <option value="Restored Power" > Restored Power </option> <option value="Service Restarted" > Service Restarted </option> <option value="Software Reinstall" > Software Reinstall </option> </pre>
Resolution Method			<pre> name="incident.u_resolution_method" > <option value=" " > -- None -- </option> <option value="Email" > Email </option> <option value="Knowledge Base" > Knowledge Base </option> <option value="On Site" > On Site </option> <option value="Phone" > Phone </option> <option value="Remote" > Remote </option> <option value="Software Push" > Software Push </option> </pre>

Actual Resolved Date/Time			<pre> sys_original.incident. u_actual_resolve_at_ " value=" " > <div class="input-group" > <input id="incident. u_actual_resolve_at_" class="form- control text-align-right-ltr element_reference_input" type="text" onchange="onChange('incident. u_actual_resolve_at_');" value=" " st yle="; " name="incident. u_actual_resolve_at_" mandatory="f alse" > </div> </pre>
Resolved Date			<pre> id="label.incident. u_incident_state_to_resolved" class ="label label_spacing" nowrap="true" type="date_time" choice="0" data- type="label" title="This is the date and time the Incident State was set to Resolved. This field is Read Only and is set by the system." > </pre>
Incident State to Resolved By			<pre> id="element.incident. u_incident_state_to_resolved_b" > <td id="label.incident. u_incident_state_to_resolved_b" cla ss="label label_spacing" nowrap="tr ue" type="reference" choice="0" da ta-type="label" title="This is the person who set the Incident State to Resolved. This field is Read Only and is set by the system." > </pre>
Resolvable by Tier 1			<pre> check box sys_original.incident. u_resolved_by_tier_1 </pre>
Knowledge			<pre> check box label.incident.knowledge" class="lab el label_spacing" nowrap="true" type ="boolean" choice="0" data-type="l abel" title="If checked, will automatically create a Draft knowledge article upon closure" > <td class="input_controls" nowrap=" true" > <input id="sys_original.incident. knowledge" type="hidden" name="s ys_original.incident.knowledge" value ="false" > <input id="ni.incident.knowledge" ty pe="checkbox" name="ni.incident. knowledge" data-ref="incident. knowledge" data-type="boolean" val ue="true" > <input id="incident.knowledge" type ="hidden" name="incident. knowledge" gsftlocked="false" value ="false" > </pre>
Resolution (Text)			incident.u_resolution
Opened (datetime)			<pre> <input id="sys_original.incident. u_time_of_incident" type="hidden" value="2016-09-27 05:35 PM" name ="sys_original.incident. u_time_of_incident" > </pre>

Opened by (netid)			incident.opened_by
Updated (datetime?)			<tr id="element.incident.sys_updated_on" > <tr id="element.incident.sys_updated_by" > <tr id="element.incident.sys_mod_count" > <tr id="element.incident.u_accepted" > > <tr id="element.incident.u_accepted_by" >
Updated by			
Updates			incident.sys_mod_count
Accepted (datetime)			
Accepted by			
Active			checkbox
SLA Schedule			incident.u_sla_schedule
Response SLA Status			<tr id="element.incident.u_response_sla_status" > <tr id="element.incident.u_resolution_sla_status" > <tr id="element.incident.u_time_worked_total" > <tr id="element.incident.u_has_been_accepted" > <tr id="element.incident.u_reopen_counter" >
Resolution SLA Status			
Time Worked Total			
Has Ben Accepted			
Reopen Counter			

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