

# 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" > <a id="incident.u_time_of_incident.ui_policy_sensitive" class="input-group-addon icon-calendar icon" data-ref="incident.u_time_of_incident" tabindex="-1" name="incident.u_time_of_incident.ui_policy_sensitive" data-date_time_format="yyyy-MM-dd hh:mm a" data-type="date_time" > </a>
*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			<label dir="ltr" onclick="return labelClicked(this);" for="sys_display.incident.cmdb_ci" > <span id="status.incident.cmdb_ci" class="mandatory label_description" mandatory="true" aria-label="Mandatory - must be populated before Submit" title="Mandatory - must be populated before Submit" > * </span> Configuration item </label>
*Record Type			name="incident.u_record_type" mandatory="true" > <option value=" " > -- None -- </option> <option value="Incident" > Incident </option> <option value="Service Request" > Service Request </option>
*Service / *Category 1	U_category_1		u_category_1" mandatory="true" > <option value=" " > -- None -- </option> <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" > Service Desk </option> <option value="Telephony Management" > Telephony Management </option>
*Category / *Category 2	U_category_2		name="incident.u_category_2" mandatory="true" > <option value=" " > -- None -- </option> <option value="Access" > Access </option> <option value="Cabling" > Cabling </option> <option value="Configuration" > Configuration </option> <option value="Hardware" > Hardware </option> <option value="Monitoring" > Monitoring </option> <option value="OS/Firmware" > OS/Firmware </option> <option value="Software" > Software </option>

*Subcategory /*Category 3	U_category_3		<pre> name="incident.u_category_3" mandatory="true" &gt; &lt;option value=" " &gt; -- None -- &lt;/option&gt; &lt;option value="Add" &gt; Add &lt;/option&gt; &lt;option value="Backup" &gt; Backup &lt;/option&gt; &lt;option value="Modify" &gt; Modify &lt;/option&gt; &lt;option value="Remove" &gt; Remove &lt;/option&gt; &lt;option value="Restore" &gt; Restore &lt;/option&gt; </pre>
*Assignment group	Assignment_group	AssignmentGroup?	
Assigned to	Assigned_to	AssignedTo?	
Impact			<pre> name="incident.impact" &gt; &lt;option value="1" &gt; 1 - Extensive/Widespread &lt;/option&gt; &lt;option value="2" &gt; 2 - Significant/Large &lt;/option&gt; &lt;option selected="SELECTED" value="3" &gt; 3 - Moderate/Limited &lt;/option&gt; &lt;option value="4" &gt; 4 - Minor/Localized &lt;/option&gt; </pre>
*Urgency	Urgency	Urgency	<pre> name="incident.urgency" mandatory="true" &gt; &lt;option value=" " &gt; -- None -- &lt;/option&gt; &lt;option value="1" &gt; 1 - Critical &lt;/option&gt; &lt;option value="2" &gt; 2 - High &lt;/option&gt; &lt;option value="3" &gt; 3 - Medium &lt;/option&gt; &lt;option value="4" &gt; 4 - Low &lt;/option&gt; </pre>
Domain			incident.u_domain
IP Address			incident.u_ip_address
MAC Address			incident.u_mac_address
AmCom /OnCall Calendar			<pre> <a href="https://simonweb.eushc.org/">https://simonweb.eushc.org/</a>  &lt;tr id="element.incident.u_amcom__oncall_calendar" &gt; &lt;td id="label.incident.u_amcom__oncall_calendar" class="label" nowrap="true" type="url" choice="0" colspan="1" title=" " oncontextmenu="return elementAction(this, event)" &gt; &lt;td nowrap="true" style="width: 100%; padding-right:16px;" &gt; &lt;a id="incident.u_amcom__oncall_calendar_link" class="web" name="incident.u_amcom__oncall_calendar_link" href="https://simonweb.eushc.org/" target="gsft_link" &gt; https://simonweb.eushc.org/ &lt;/a&gt; &lt;input id="ni.incident.u_amcom__oncall_calendar_hidden" name="ni.incident.u_amcom__oncall_calendar_hidden" style="visibility: hidden; width: 2px;" title=" " &gt; &lt;input id="incident.u_amcom__oncall_calendar" type="hidden" name="incident.u_amcom__oncall_calendar" value="https://simonweb.eushc.org/" &gt; &lt;/td&gt; &lt;/tr&gt; &lt;script &gt; &lt;tr id="element.incident.u_dar_aoi_tier_1" style="display: none;" &gt; &lt;td id="label.incident.u_dar_aoi_tier_1" class="label label_spacing" nowrap="true" type="choice" choice="1" data-type="label" title=" " &gt; &lt;td class="input_controls" nowrap="true" &gt; &lt;input id="sys_original.incident.u_dar_aoi_tier_1" type="hidden" name="sys_original.incident.u_dar_aoi_tier_1" value=" " &gt; &lt;select id="incident.u_dar_aoi_tier_1" onchange="onChange('incident.u_dar_aoi_tier_1');" style="direction:ltr;width:160px;" name="incident.u_dar_aoi_tier_1" mandatory="false" &gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr id="element.incident.u_dar_aoi_tier_2" style="display: none;" &gt; &lt;td id="label.incident.u_dar_aoi_tier_2" class="label label_spacing" nowrap="true" type="choice" choice="1" data-type="label" title=" " &gt; &lt;td class="input_controls" nowrap="true" &gt; &lt;input id="sys_original.incident.u_dar_aoi_tier_2" type="hidden" name="sys_original.incident.u_dar_aoi_tier_2" value=" " &gt; &lt;input id="ni.dependent.u_dar_aoi_tier_1" type="hidden" name="ni.dependent.u_dar_aoi_tier_1" sysparm_processor="PickList" value="incident.u_dar_aoi_tier_2" &gt; &lt;input id="ni.dependent_reverse.incident.u_dar_aoi_tier_2" type="hidden" name="ni.dependent_reverse.incident.u_dar_aoi_tier_2" sysparm_processor="PickList" value="u_dar_aoi_tier_1" &gt; &lt;select id="incident.u_dar_aoi_tier_2" onchange="onChange('incident.u_dar_aoi_tier_2');" style="direction:ltr;width:160px;" name="incident.u_dar_aoi_tier_2" mandatory="false" &gt; &lt;/td&gt; &lt;/tr&gt; </pre>
Activities	N/A		Submit button
Resolution Details	N/A		
Pending Code			<pre> name="incident.u_pending_code" &gt; &lt;option value=" " &gt; -- None -- &lt;/option&gt; &lt;option value="User Action Required" &gt; User Action Required &lt;/option&gt; &lt;option value="Third Party Vendor Action" &gt; Third Party Vendor Action &lt;/option&gt; &lt;option value="Support Contact Hold" &gt; Support Contact Hold &lt;/option&gt; &lt;option value="Task Completion" &gt; Task Completion &lt;/option&gt; &lt;option value="Approval" &gt; Approval &lt;/option&gt; &lt;option value="Change" &gt; Change &lt;/option&gt; &lt;option value="Problem" &gt; Problem &lt;/option&gt; &lt;option value="Monitoring Incident" &gt; Monitoring Incident &lt;/option&gt; </pre>

Incident State to Pending			sys_original.incident.u_incident_state_to_pending" value=" " >
Resolution Code			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>
Resolution Method			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>
Actual Resolved Date /Time			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=" " style=";" name="incident.u_actual_resolve_at_" mandatory="false" > <a id="incident.u_actual_resolve_at_.ui_policy_sensitive" class="input-group-addon icon-calendar icon" data-ref="incident.u_actual_resolve_at_" tabindex="-1" name="incident.u_actual_resolve_at_.ui_policy_sensitive" data-date_time_format="yyy-MM-dd hh:mm a" data-type="date_time" > </a> </div>
Resolved Date			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." >
Incident State to Resolved By			id="element.incident.u_incident_state_to_resolved_b" > <td id="label.incident.u_incident_state_to_resolved_b" class="label label_spacing" nowrap="true" type="reference" choice="0" data-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." >
Resolvable by Tier 1			checkbox sys_original.incident.u_resolved_by_tier_1
Knowledge			checkbox label.incident.knowledge" class="label label_spacing" nowrap="true" type="boolean" choice="0" data-type="label" 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="sys_original.incident.knowledge" value="false" > <input id="ni.incident.knowledge" type="checkbox" name="ni.incident.knowledge" data-ref="incident.knowledge" data-type="boolean" value="true" > <input id="incident.knowledge" type="hidden" name="incident.knowledge" gsflocked="false" value="false" >
Resolution (Text)			incident.u_resolution
Opened (datetime)			<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" >
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 (date time)			
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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