

Submitting an Incident Ticket in the ISM (Ivanti Service Manager)

Upon opening the ISM at itsupport.apps.vermont.gov you will be presented with *Figure 1*. (Your screen may vary slightly depending on your role within ISM; however, the correct options will be available)

NOTE: If you are not logged into the Microsoft Portal (portal.office.com) you will be prompted to do so. If you are off the state network, you will be prompted with MFA just as you would be signing into your email off site.

There are two locations where you can start a new ticket from.

Location 1 (easiest option): Is depicted in *Figure 1*, pointed to by the **Red #1 Arrow**.

Location 2: Is by selecting one of the two points in the Service Catalog depicted in *Figure 2*, which can be accessed by clicking the service catalog pointed to by the **Yellow #2 Arrow** in *Figure 1*.

Figure 1

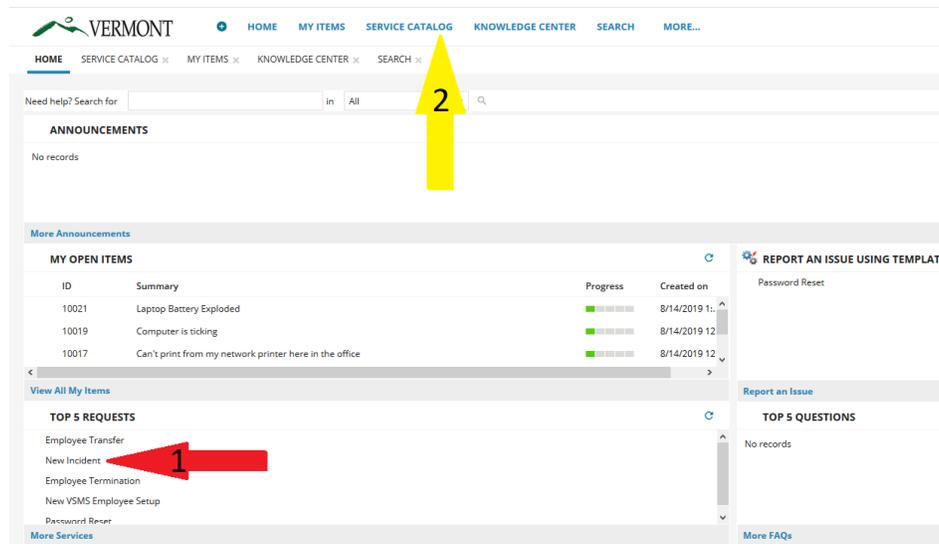
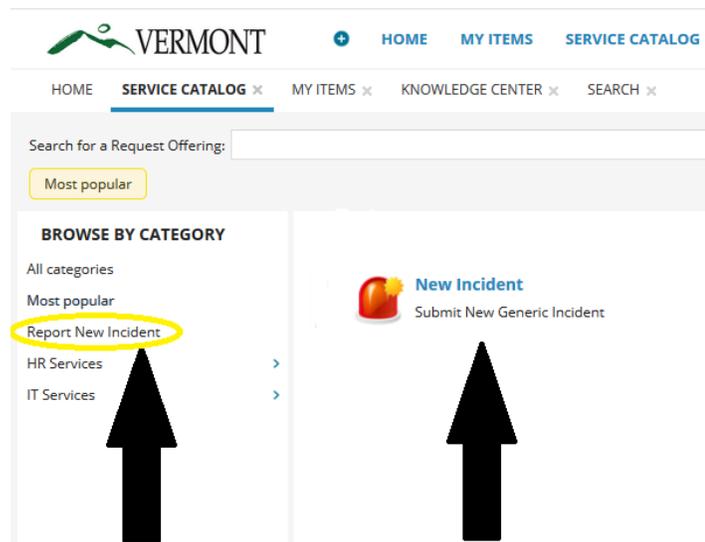


Figure 2 Displayed by clicking Service Catalog as Shown by the **Yellow #2 Arrow** In *Figure 1*



After clicking one of the above links to start an incident, you will be presented with the screen below.

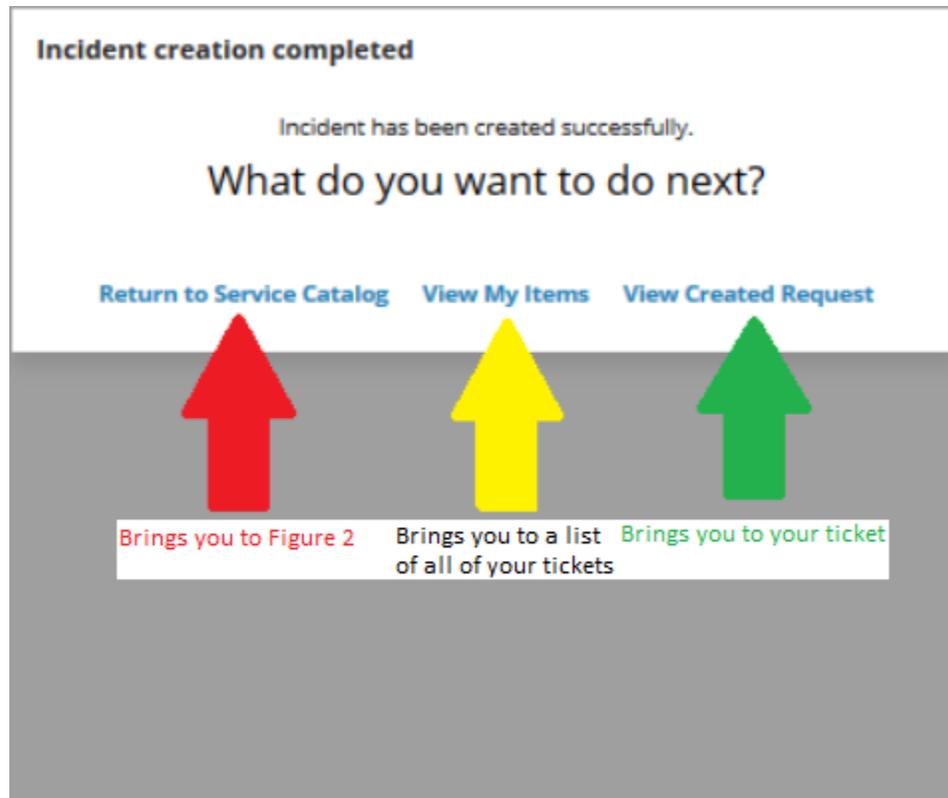
Figure 3

The screenshot shows the 'Service Offering: New Incident' form in the Vermont Service Catalog. The form includes the following fields and annotations:

- Incident ID:** 10173
- Customer:** * Britch, Graeden (with a search icon and arrow)
- Status:** Logged
- Email:** Graeden.Britch@vermont.gov
- Phone:** +1 8028286620
- Location:** [Empty text box] (Annotated with a red arrow: "Enter full street address of your office, if home based, please indicate so here.")
- Is Contact Info Correct?:** [Dropdown menu] (Annotated with a yellow arrow: "If incorrect, please select no and provide correct contact info in the description.")
- Summary:** * [Text box containing "Very Short Description 'Can't Print' 'Email not Loading'"] (Annotated with a green arrow)
- Description:** [Text area] (Annotated with a blue arrow: "All details you can provide should be included here, this includes the asset tag or computer name of your machine, alternative contact information, a description of the issue, when the issue began, and any troubleshooting steps you've taken to attempt to resolve the issue yourself. NOTE: One of the most important things to include here is a valid phone number if one is not listed automatically above. ADS does not share this number and it is only used for contacting you regarding the ticket.")
- Urgency:** * Low (with a dropdown arrow) (Annotated with a purple arrow: "How you believe the response to this matter should be prioritized")
- Attachments:** [ATTACH button] (Annotated with a brown arrow: "Click here to attach a file to the ticket, instructions for this are in figure 5.")
- Save Incident:** [Button] (Annotated with a black arrow: "Once you have completed all of the appropriate fields to the best of your ability, click here to submit the ticket.")

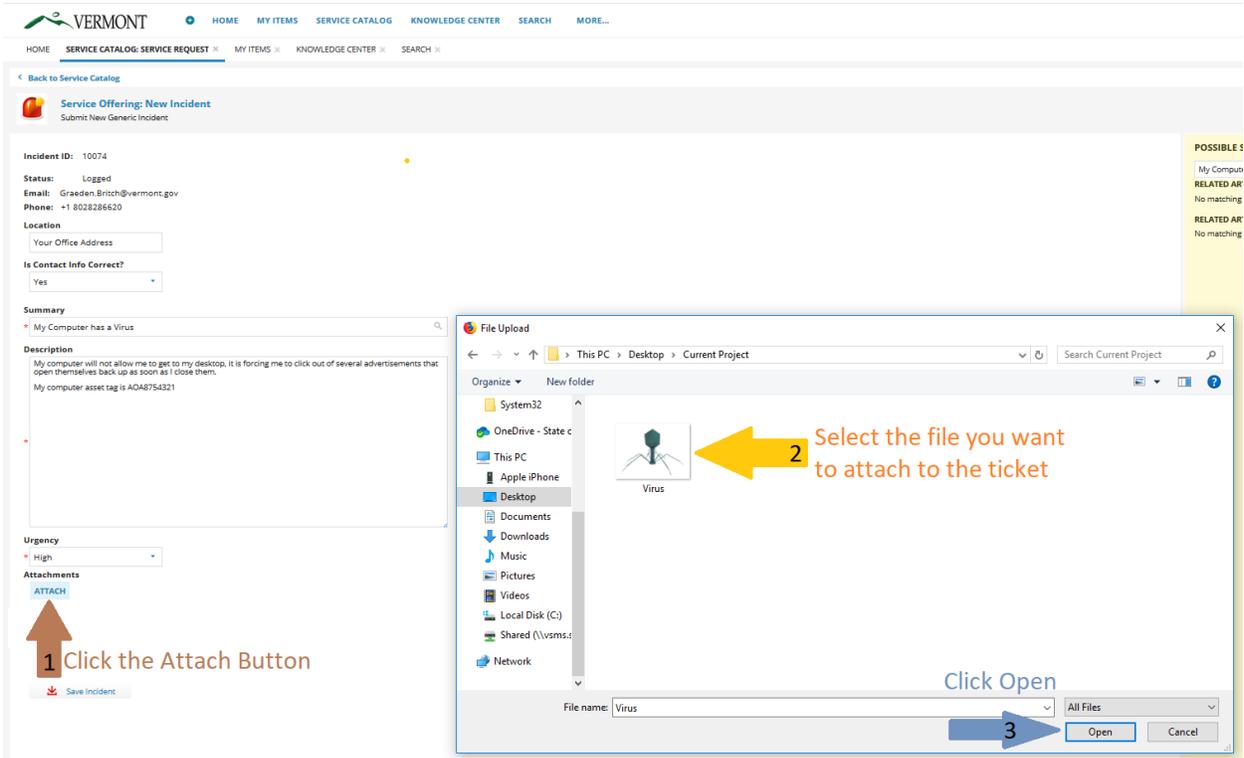
After you have completed all the previous steps, and have clicked [Save Incident](#) you will be presented with the following options:

Figure 4



Should you need to attach a file to the ticket, you can click **ATTACH** where the **Brown Arrow** in *Figure 3* is pointing and follow the process below. Should you need to attach multiple files, you can do so by clicking **ATTACH** again. The attachments will stack below the **ATTACH** button.

Figure 5



Should you need to CC a user on all communications for a ticket, you can do so by using the CC Recipients tab below **“Save Incident”**

Urgency
* Low

Attachments
[ATTACH](#)

[Save Incident](#)

CC RECIPIENTS

[Link](#)

[Unlink](#)

DisplayName	Department	Email
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Click here to remove a CC Recipient. Whoever is selected below will be removed. If you only have one CC Recipient, it will be the one that is removed.

Click here to open the window where you can add a CC Recipient

No data to display

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where Employee | DisplayName (Dis: | Contains | Britch | fx | + | X | [Search](#)

DisplayName	Department	Email
Britch, Graeden	ADS - Shared Services ...	Graeden.Britch@vermont.gov

1 Type the User's Name here

2 Click Search

3 If multiple are listed, click to highlight the desired CC Recipient

4 Click Select to add them as a CC Recipient

Page Size 10 | Page 1 of 1 | [Select](#) | [Cancel](#)

Urgency
* Low

Attachments
[ATTACH](#)

[Save Incident](#)

CC RECIPIENTS (1)

[Link](#)

[Unlink](#)

DisplayName	Department	Email
Britch, Graeden	ADS - Shared Services ...	Graeden.Britch@vermont.gov

Again, you can click here to remove a recipient

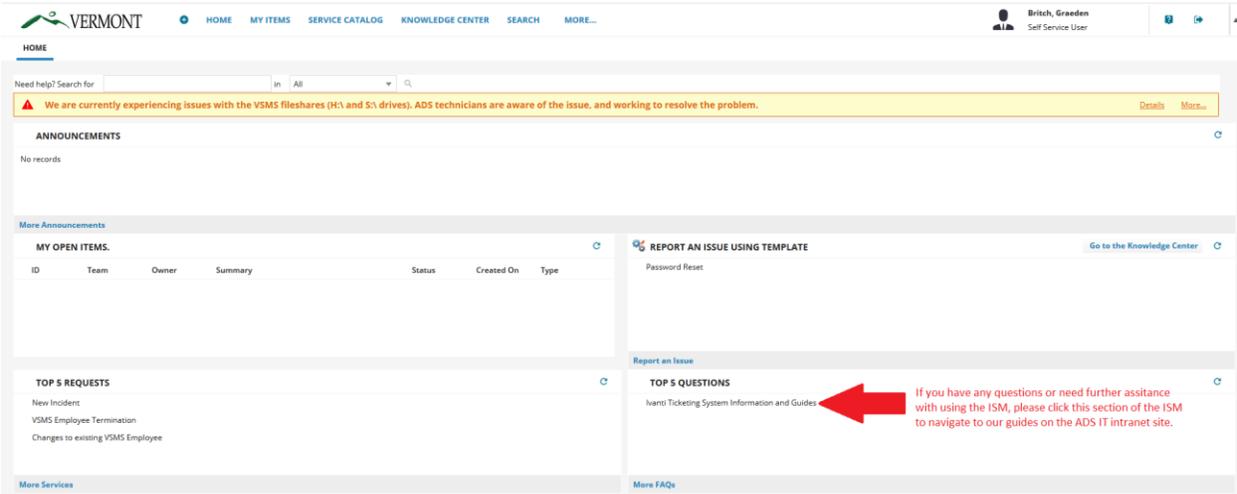


CC Recipients will be listed here

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Additional Notes

Should you need require more guidance during your use of the ISM, see below.



Ticket Statuses

Logged – You have submitted the ticket and it is waiting for a team or analyst to be assigned to it.

Active – Initial status when ticket is assigned to a team and/or analyst.

Waiting for Customer - The analyst has asked for more information; the ticket is waiting for a response or action from you.

Waiting for 3rd Party - The analyst working your ticket needs to work with a vendor/3rd party

Waiting for Resolution- Used when analyst is looking/waiting for information from another resource in order to resolve your ticket. Or when a resolution is known but for some reason can't be implemented just yet.

Resolved - The work in the ticket has been completed. Ticket will remain in this status for 7 days. If you feel the ticket hasn't been resolved, please call the Service Desk at 802 828 6620 Opt.1

Closed- Work is done, survey gets sent, and you cannot unresolve.

