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

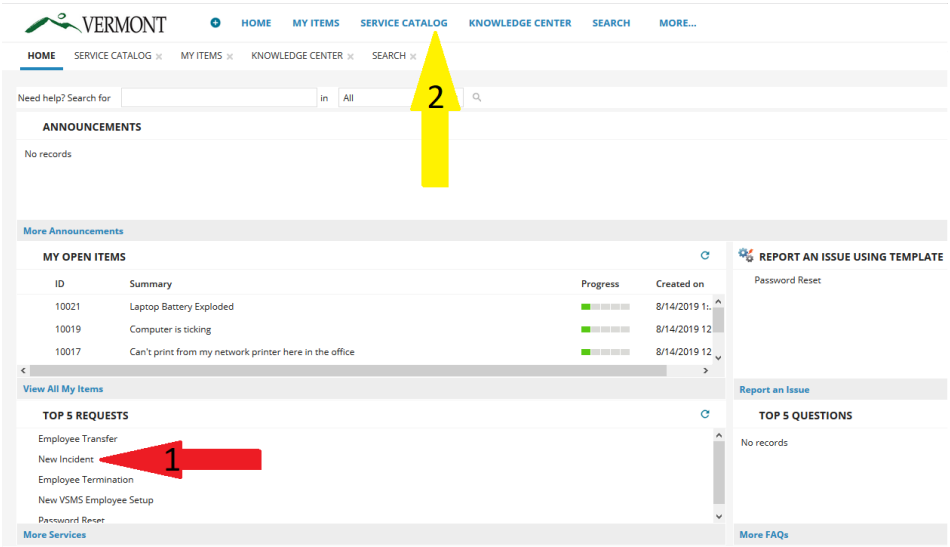
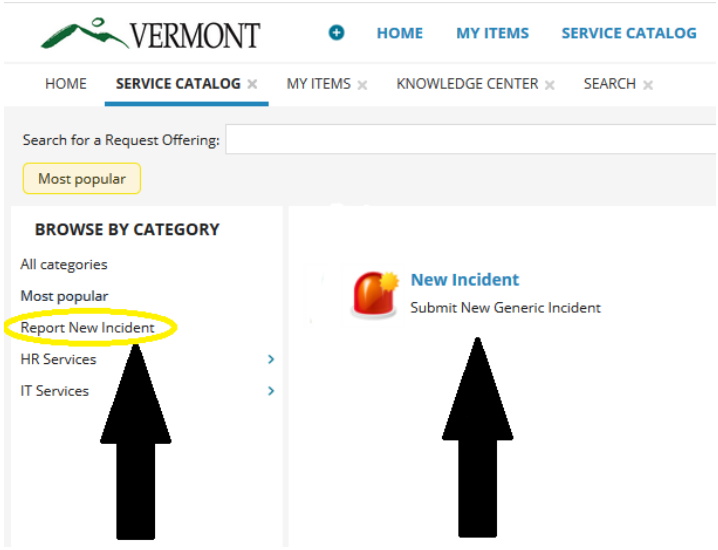
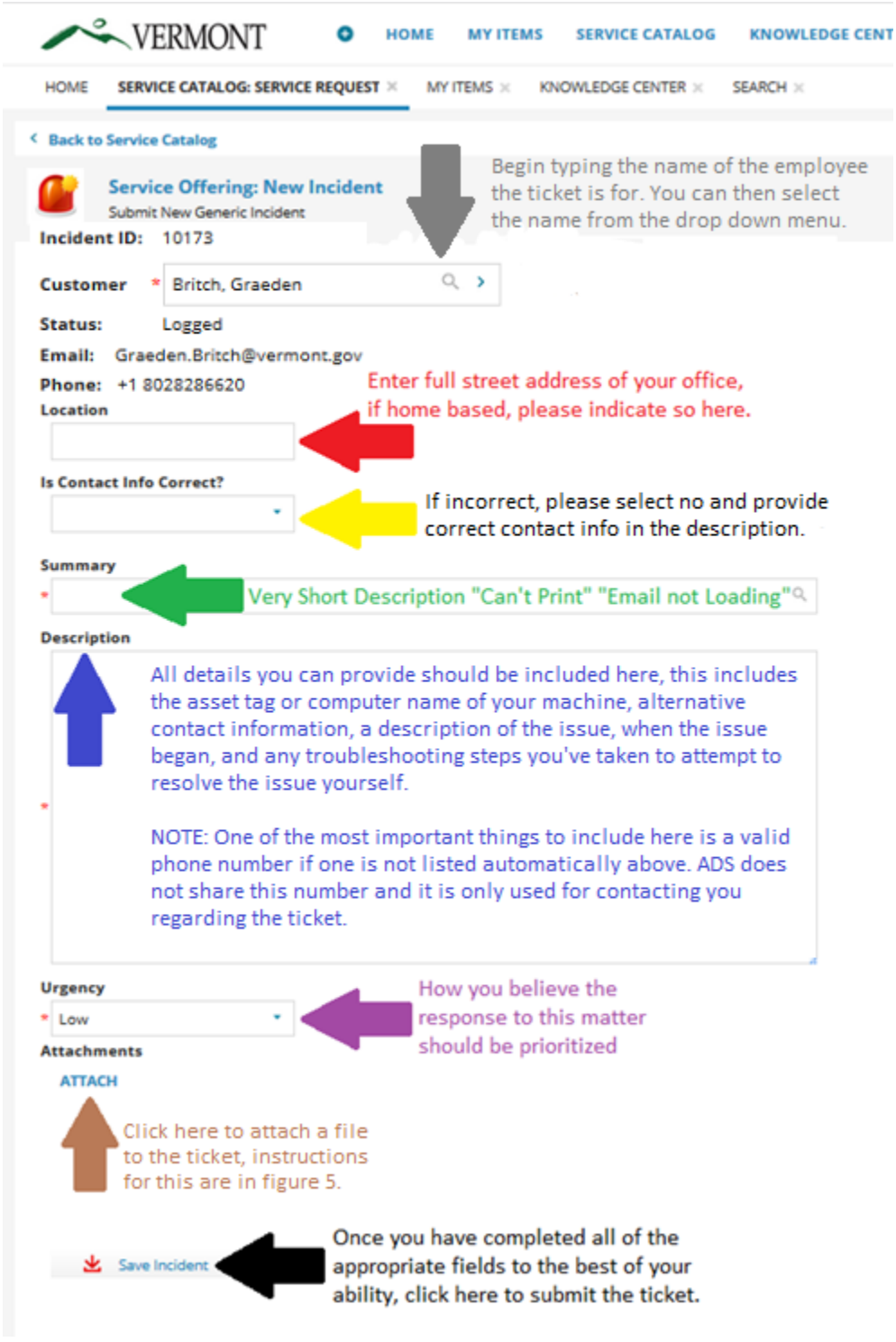


Figure 2 Displayed by clicking Service Catalog as Shown by the Yellow #2 Arrow In Figure 1



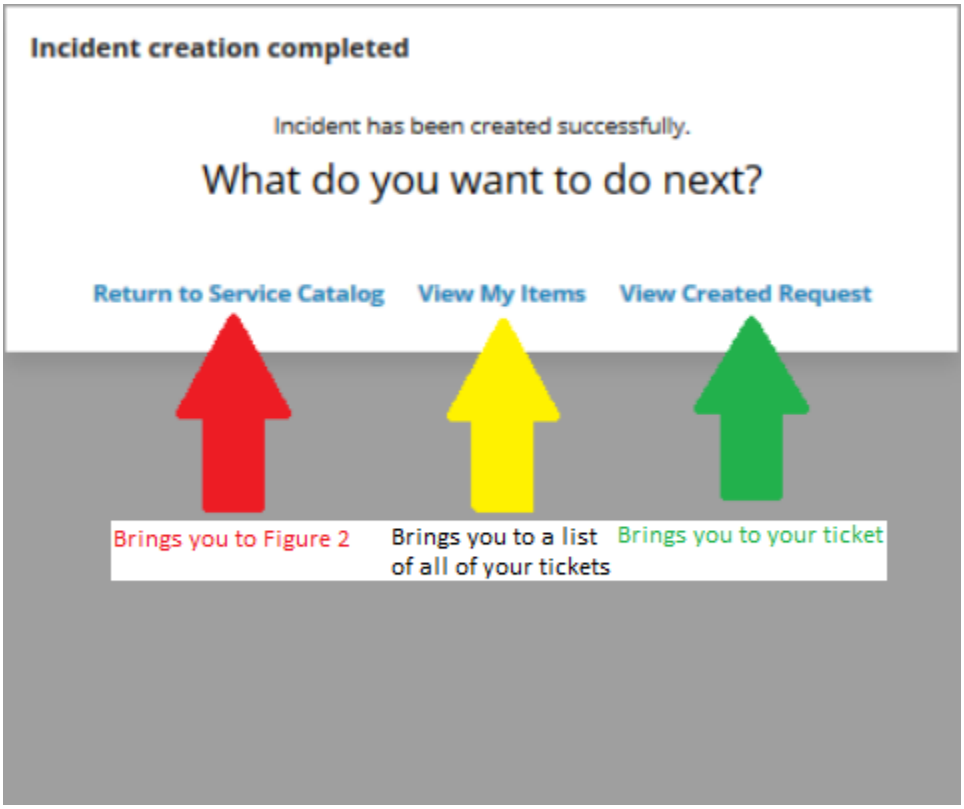
After clicking one of the above links to start an incident, you will be presented with the screen below.

Figure 3



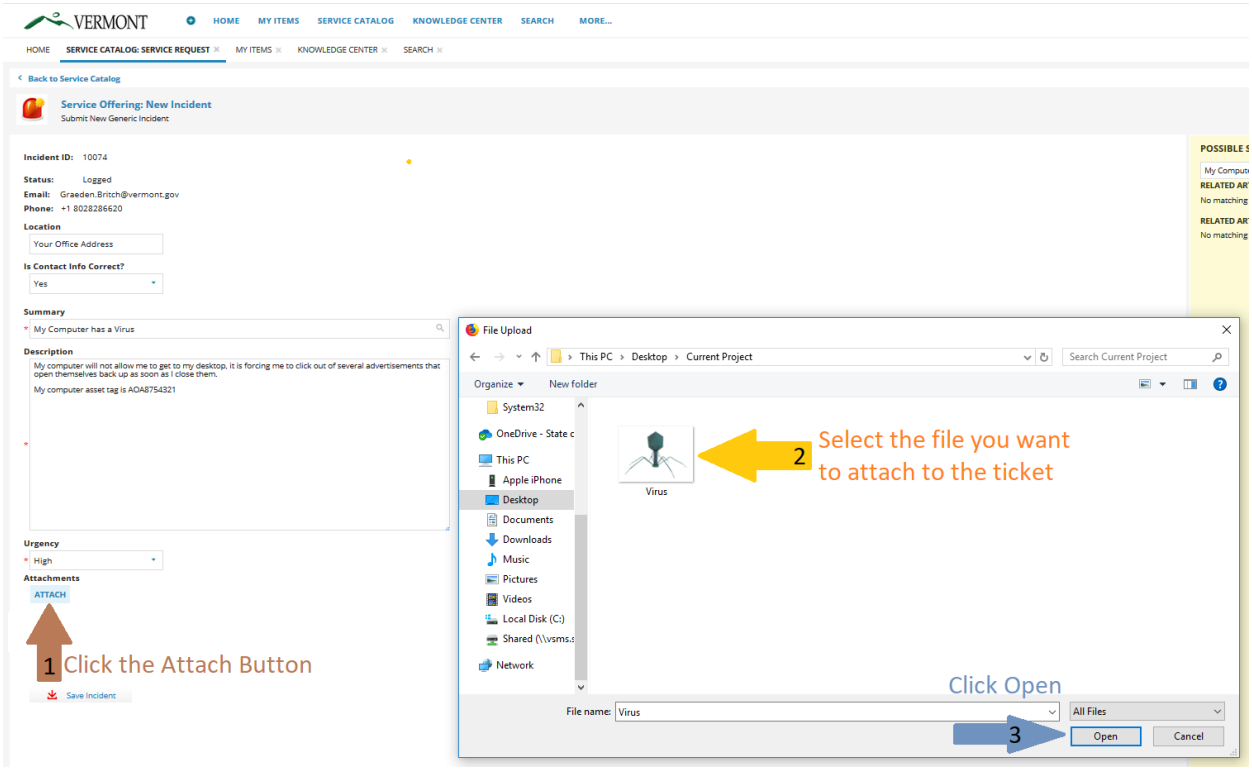
After you have completed all the previous steps, and have clicked Save Incident you will be presented with the following options:

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.

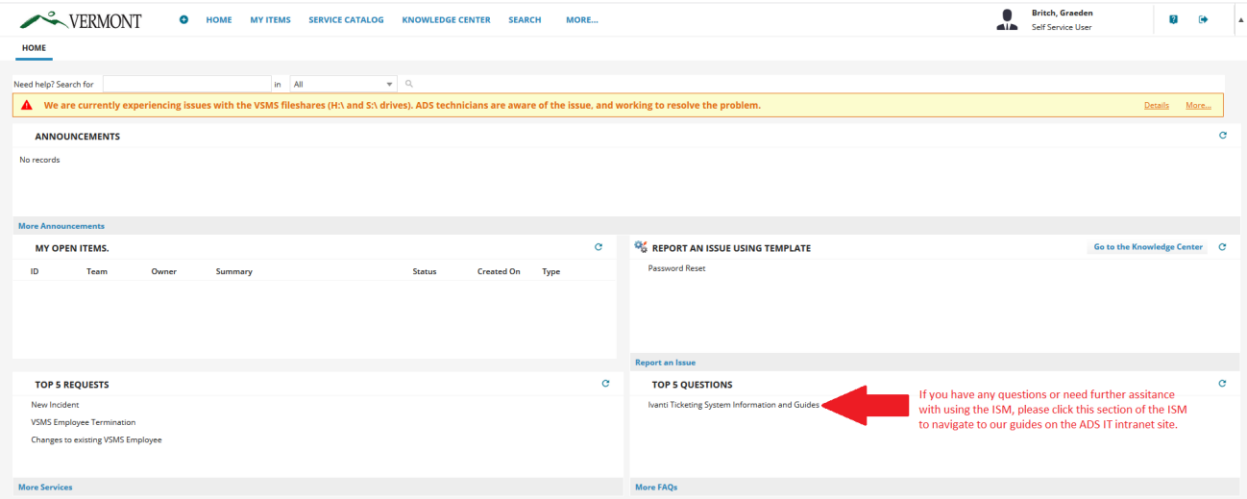
Figure 5



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"

Additional Notes

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



Ticket Statuses

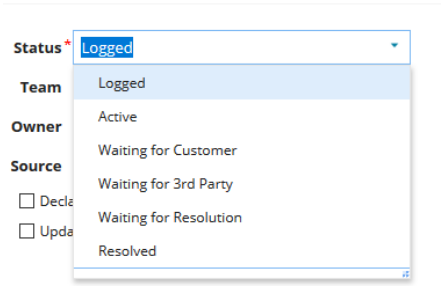
Logged – You have submitted the ticket and it is waiting for a team or analyst to be assigned to it.

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.