

Use an incident (IN) for unplanned interruptions to an application/system or related component. For example, a system/service outage -or- an application is down (not available) -or- a report is stuck in pending status -or- a page cannot be displayed, etc.

→ Create an Incident (IN) if something needs to be fixed because it is not available or not responding (appears to be broken).

→ Create a Service Request (SR) if a password needs to be reset -or- you need access to a system/application -or- new workstation needs to be installed -or- other services are needed. Reference Job Aid 'Create New Service Request' for more information.

### 1. Select: New Incident.

→ ESP will display an incident form so that you can input information about the incident.

#### HOME

#### MENUS

- Home
- New Incident**
- My Incidents
- New Service Request
- My Service Requests
- My Change Requests
- My Approvals
- Knowledge Base
- Search

### 2. Input: Description (information about the incident).

→ ESP will send an email to the recipient when the incident is submitted.

### 3. Select: Submit.

→ ESP will send an email to the appropriate support team based on the information you provided.

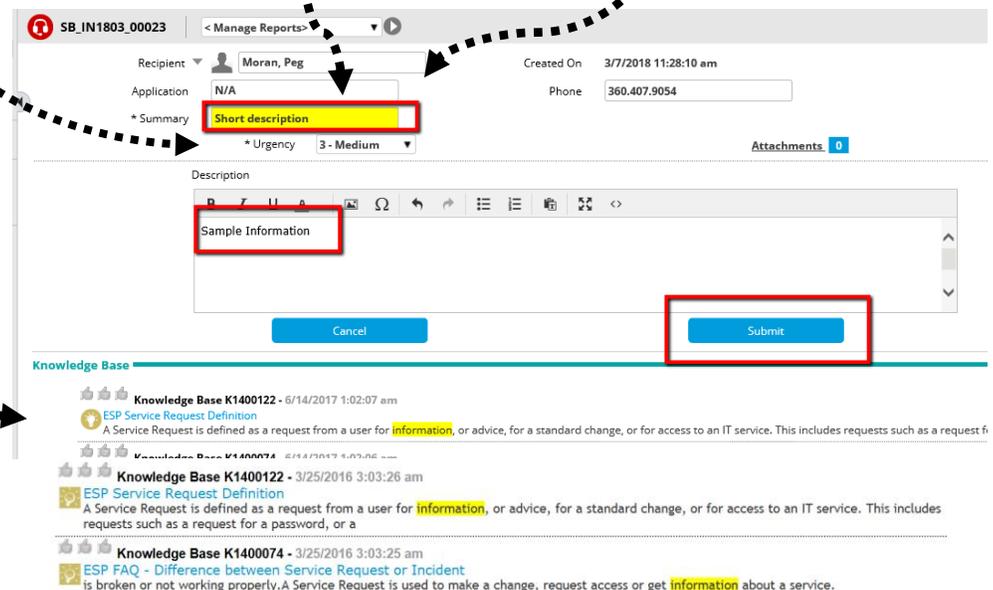
ESP will display knowledge base articles that may be helpful based on the information you provided.

The ESP incident form is designed so that you can quickly submit an incident.

→ Select dropdown next to urgency if needed (ESP defaults urgency to 'medium').

→ Select  field lookup if you need to change the recipient or application name.

→ Type a short description for the request



SB\_IN1803\_00023 < Manage Reports >

Recipient  Moran, Peg Created On 3/7/2018 11:28:10 am

Application N/A Phone 360.407.9054

\* Summary **Short description**

+ Urgency 3 - Medium Attachments 0

Description

Sample Information

Cancel Submit

Knowledge Base

- Knowledge Base K1400122 - 6/14/2017 1:02:07 am
- ESP Service Request Definition  
A Service Request is defined as a request from a user for **information**, or advice, for a standard change, or for access to an IT service. This includes requests such as a request f
- Knowledge Base K1400074 - 6/14/2017 1:02:06 am
- Knowledge Base K1400122 - 3/25/2016 3:03:26 am
- ESP Service Request Definition  
A Service Request is defined as a request from a user for **information**, or advice, for a standard change, or for access to an IT service. This includes requests such as a request for a password, or a
- Knowledge Base K1400074 - 3/25/2016 3:03:25 am
- ESP FAQ - Difference between Service Request or Incident  
is broken or not working properly. A Service Request is used to make a change, request access or get **information** about a service.



ESP will display a confirmation when the incident is submitted.

**4. Select:** Click here.

In this example, we select [click here](#) next to 'To access it' because we want to display the incident.

Your Request has been Sent successfully.

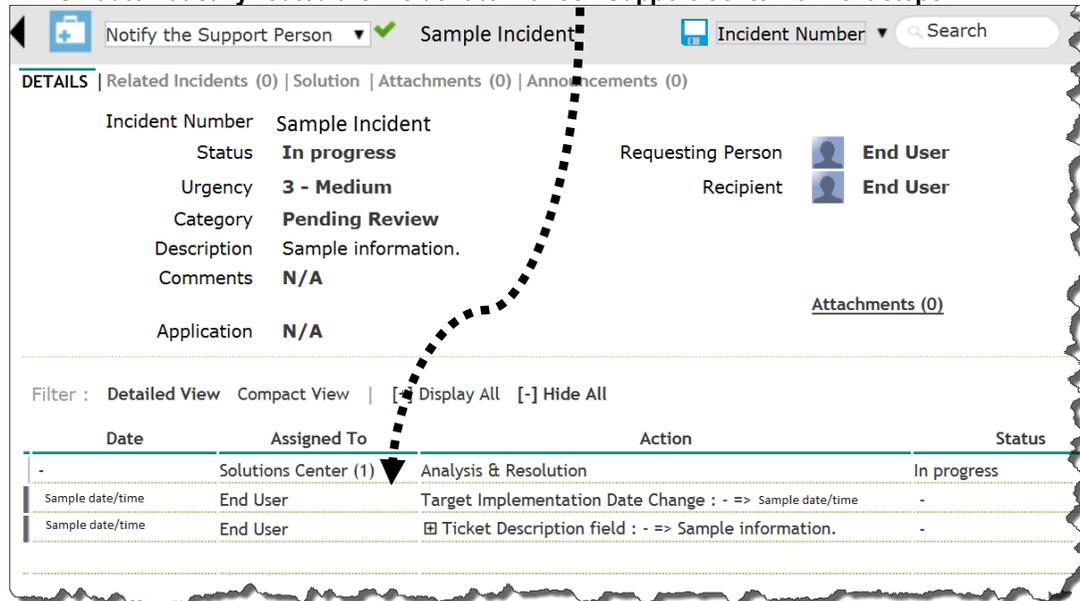
The Call has been generated with Number **SANDBOX\_IN1606\_00192**.

To access it, [click here](#).

To create another Record with the same Data, [click here](#).

In this example, ESP displays the incident.

→ ESP automatically routed the incident to WaTech Support Center for next steps.



The screenshot shows the 'Sample Incident' details page in the ESP system. The incident is in 'In progress' status with a '3 - Medium' urgency and is categorized as 'Pending Review'. The description is 'Sample information.' and the application is 'N/A'. The incident is assigned to the 'Solutions Center (1)' for 'Analysis & Resolution'. The requesting and recipient are both 'End User'. A table below shows the incident history with columns for Date, Assigned To, Action, and Status.

Date	Assigned To	Action	Status
-	Solutions Center (1)	Analysis & Resolution	In progress
Sample date/time	End User	Target Implementation Date Change : - => Sample date/time	-
Sample date/time	End User	Ticket Description field : - => Sample information.	-