

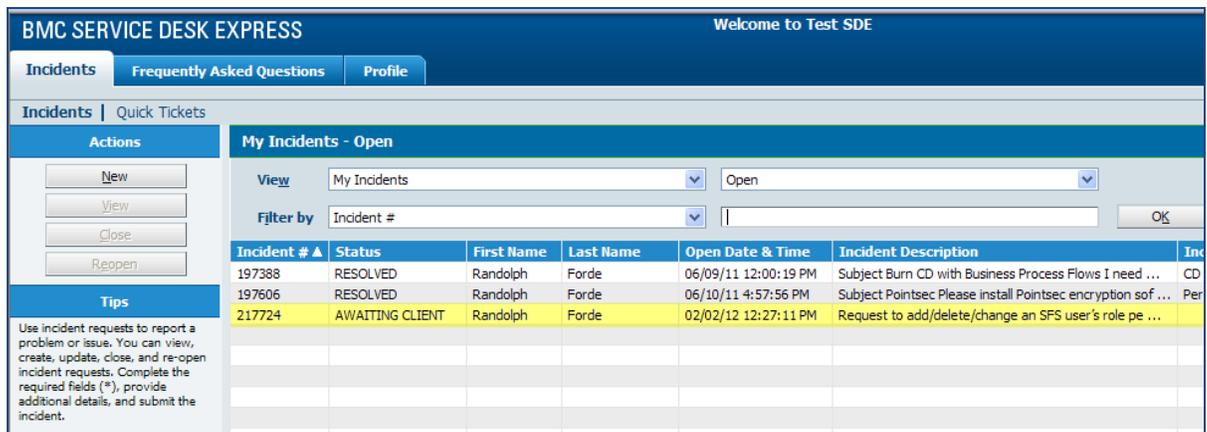
SFS MAGIC SDE Guide to Updating an Incident Status

MAGIC Service Desk Express (SDE) Self-Service is the web application that selected Agency staff use to open Help Desk incidents with the SFS Help Desk.

Occasionally the SFS Program will request additional information from you to more efficiently work on an incident. If you are not immediately available when we reach out, we put the incident into **“AWAITING CLIENT”** status until we hear back from you.

This Guide will walk you through the process of adding new information to a MAGIC incident. Please follow the steps outlined below:

1. You receive a request from the SFS Program for more information regarding an incident. Such a request might come in various formats:
 - a. A system-generated email from the MAGIC server;
 - b. A personal email; or
 - c. A phone call, etc.
2. Log in to MAGIC SDE Self-Service normally. You will see one or more incidents in **“AWAITING CLIENT”** status. Example highlighted below:



BMC SERVICE DESK EXPRESS Welcome to Test SDE

Incidents | Frequently Asked Questions | Profile

Incidents | Quick Tickets

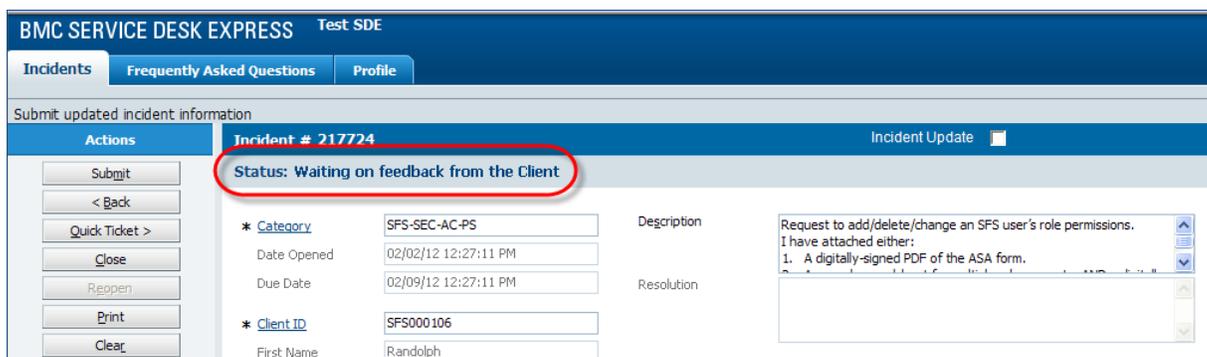
My Incidents - Open

View: My Incidents | Open

Filter by: Incident # | OK

Incident # ▲	Status	First Name	Last Name	Open Date & Time	Incident Description	In
197388	RESOLVED	Randolph	Forde	06/09/11 12:00:19 PM	Subject Burn CD with Business Process Flows I need ...	CD
197606	RESOLVED	Randolph	Forde	06/10/11 4:57:56 PM	Subject Pointsec Please install Pointsec encryption sof ...	Per
217724	AWAITING CLIENT	Randolph	Forde	02/02/12 12:27:11 PM	Request to add/delete/change an SFS user's role pe ...	

3. View the detail screen of the incident you need to update. You will see the **Status** of the incident listed as **“Waiting on feedback from the Client.”** This is the long-form version of the **“AWAITING CLIENT”** status. Example circled below:



BMC SERVICE DESK EXPRESS Test SDE

Incidents | Frequently Asked Questions | Profile

Submit updated incident information

Incident # 217724 Incident Update

Status: Waiting on feedback from the Client

* Category: SFS-SEC-AC-PS Description: Request to add/delete/change an SFS user's role permissions. I have attached either:
1. A digitally-signed PDF of the ASA form.

Date Opened: 02/02/12 12:27:11 PM Resolution:

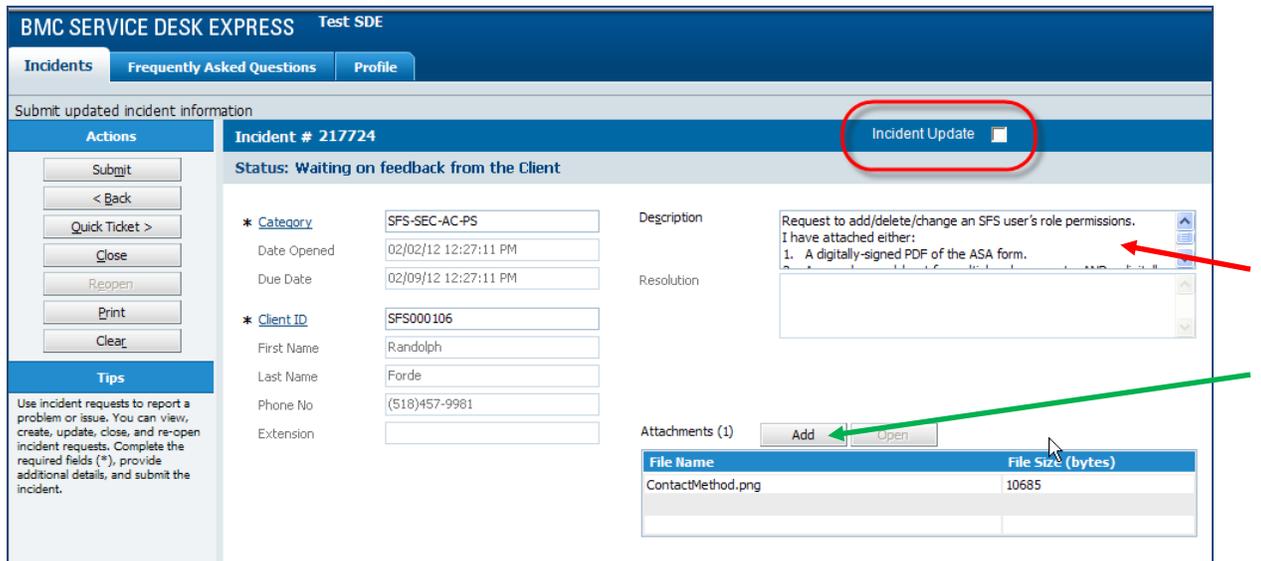
Due Date: 02/09/12 12:27:11 PM

* Client ID: SFS000106 First Name: Randolph

4. Add the new information requested.

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- New text should go in the “**Description**” field box (see red arrow in screen shot below)
- New attachments should be uploaded using the “Add” attachment button, as normal (see green arrow in screen shot below).



BMC SERVICE DESK EXPRESS Test SDE

Incidents Frequently Asked Questions Profile

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* Category: SFS-SEC-AC-PS Description: Request to add/delete/change an SFS user's role permissions. I have attached either:
1. A digitally-signed PDF of the ASA form.

Date Opened: 02/02/12 12:27:11 PM Resolution:

Due Date: 02/09/12 12:27:11 PM

* Client ID: SFS000106

First Name: Randolph

Last Name: Forde

Phone No: (518)457-9981

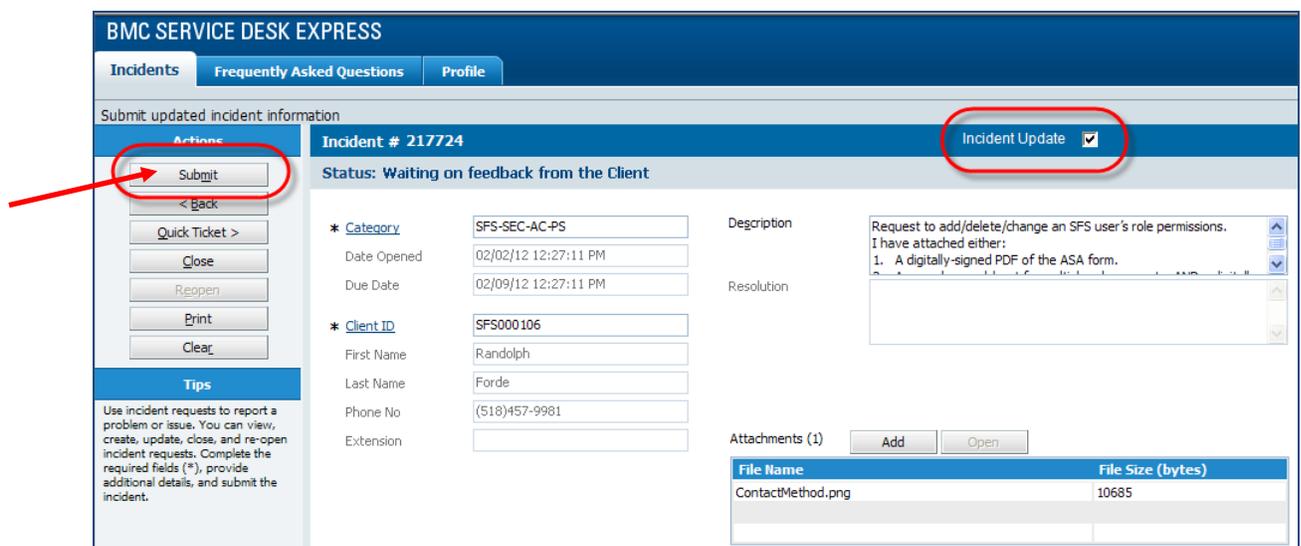
Extension:

Attachments (1) **Add** **Open**

File Name	File Size (bytes)
ContactMethod.png	10685

- When you have added all the new information, **check the “Incident Update” box** at the top of the incident detail form window (circled at top right in screen shot below).
- To finish updating your incident, **click the “Submit” button** to submit your updates (see red arrow in screen shot below).

NOTE: if you do not complete BOTH of the above steps, SFS will not see your incident updates.



BMC SERVICE DESK EXPRESS

Incidents Frequently Asked Questions Profile

Submit updated incident information

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First Name: Randolph

Last Name: Forde

Phone No: (518)457-9981

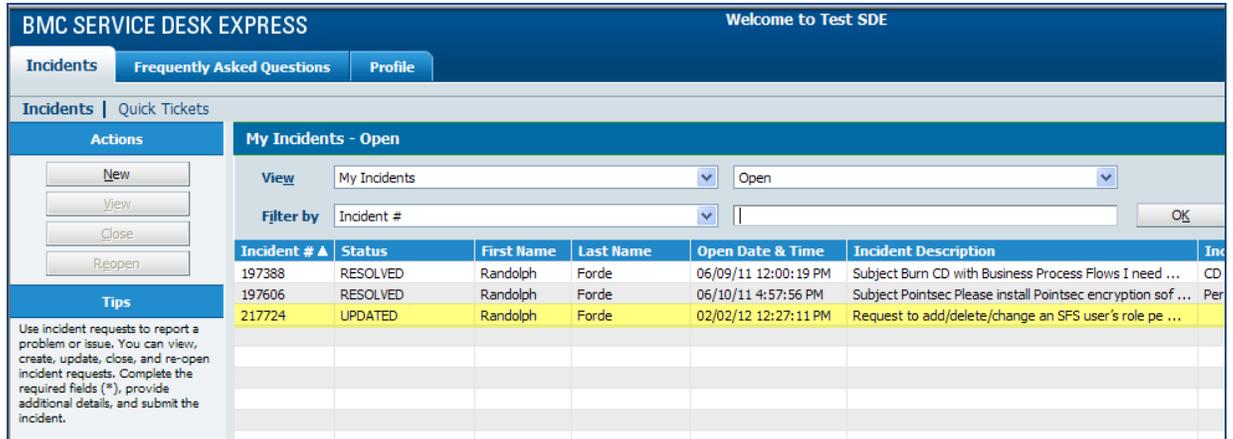
Extension:

Attachments (1) **Add** **Open**

File Name	File Size (bytes)
ContactMethod.png	10685

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7. You will also see the status change to **UPDATED** on your incident query screen. Example highlighted below:



The screenshot shows the BMC Service Desk Express interface. The main heading is "BMC SERVICE DESK EXPRESS" with a sub-heading "Welcome to Test SDE". There are tabs for "Incidents", "Frequently Asked Questions", and "Profile". Under "Incidents", there are sub-tabs for "Incidents" and "Quick Tickets". On the left, there are "Actions" (New, View, Close, Reopen) and "Tips". The main area is titled "My Incidents - Open" and shows a table of incidents. The table has columns for Incident #, Status, First Name, Last Name, Open Date & Time, and Incident Description. The incident with ID 217724 is highlighted in yellow and has a status of "UPDATED".

Incident # ▲	Status	First Name	Last Name	Open Date & Time	Incident Description	Inc
197388	RESOLVED	Randolph	Forde	06/09/11 12:00:19 PM	Subject Burn CD with Business Process Flows I need ...	CD
197606	RESOLVED	Randolph	Forde	06/10/11 4:57:56 PM	Subject Pointsec Please install Pointsec encryption sof ...	Per
217724	UPDATED	Randolph	Forde	02/02/12 12:27:11 PM	Request to add/delete/change an SFS user's role pe ...	

8. Your action will trigger two results:
- We at the SFS Help Desk will see the status changed to **UPDATED**.
 - The person(s) at the SFS Program currently responsible for your incident will get a system e-mail notification that you have updated the incident.

Both of these items are reminders to us to put your incident back to **"IN PROGRESS"** status and continue to work toward a resolution for you.

Please contact the SFS Help Desk if you have any questions on this procedure to update information in an incident, or with SDE MAGIC Self-Service in general.

E-mail: HelpDesk@sfs.ny.gov
Phone: (518) 457-7737
 (877) 737-4185 (toll-free)

Agency Inquiry Web Form:

http://www.SFS.ny.gov/index.php?option=com_chronoforms&chronoform=AgencyInquiryForm