HP NGOSS Software

Incident & Problem Management Extension

Incident Management Enhancement User Guide

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Contents

Preface

This guide introduces the Telco categories and priority calculation definition used in incident management module and how to add categories and configure different priority calculation for incident management module.

Intended Audience

Prior knowledge of Service Manager and related knowledge is required.

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0	Server: Windows2003/2008
	Client: Windows XP, Vista, Windows 7

Service Manager Version: 7.11/9.20

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- Troubleshooting information
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Chapter 1
Overview

1.1 Purpose

As enhancements of incident management module, Telco customers will be benefit from:

Well defined Category, Area Sub-area for the Telco customer

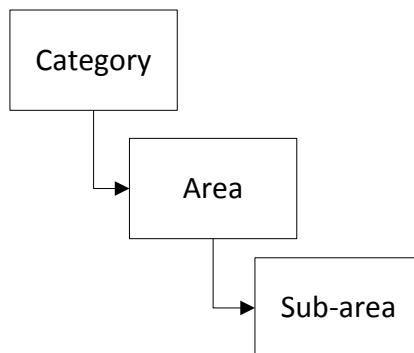Priority algorithm can be configured to choose and user can add more priority algorithms to Service Manager.

In this guide, you can:

1) List all categories

2) List all areas.

3) List all sub-areas.

4) Maintain categories.

5) Maintain areas

6) Maintain sub-areas

7) View priority calculation script.

8) Configure to choose a priority calculation

Chapter 2
Telco Category Definition

Telecom Category Definition is made up of Category, Area and Sub-Area. The following diagram is the relationship among them.

```
┌──────────────┐
│  Category    │
└──────────────┘
          │
          └──────►┌──────────────┐
                  │    Area      │
                  └──────────────┘
                            │
                            └──────►┌──────────────┐
                                    │  Sub-area    │
                                    └──────────────┘
```

It is a Telecom-based hierarchy meant to easily classify the ticket in telecom domains. The three-level hierarchy (category, Area, and Sub-area) creates a "sentence" that clearly and uniquely defines the issue without ambiguity.

2.1 List all Categories

From the Service Manager main menu, click **Incident management --- Tools ----Categories**. Click 'Search' Button.
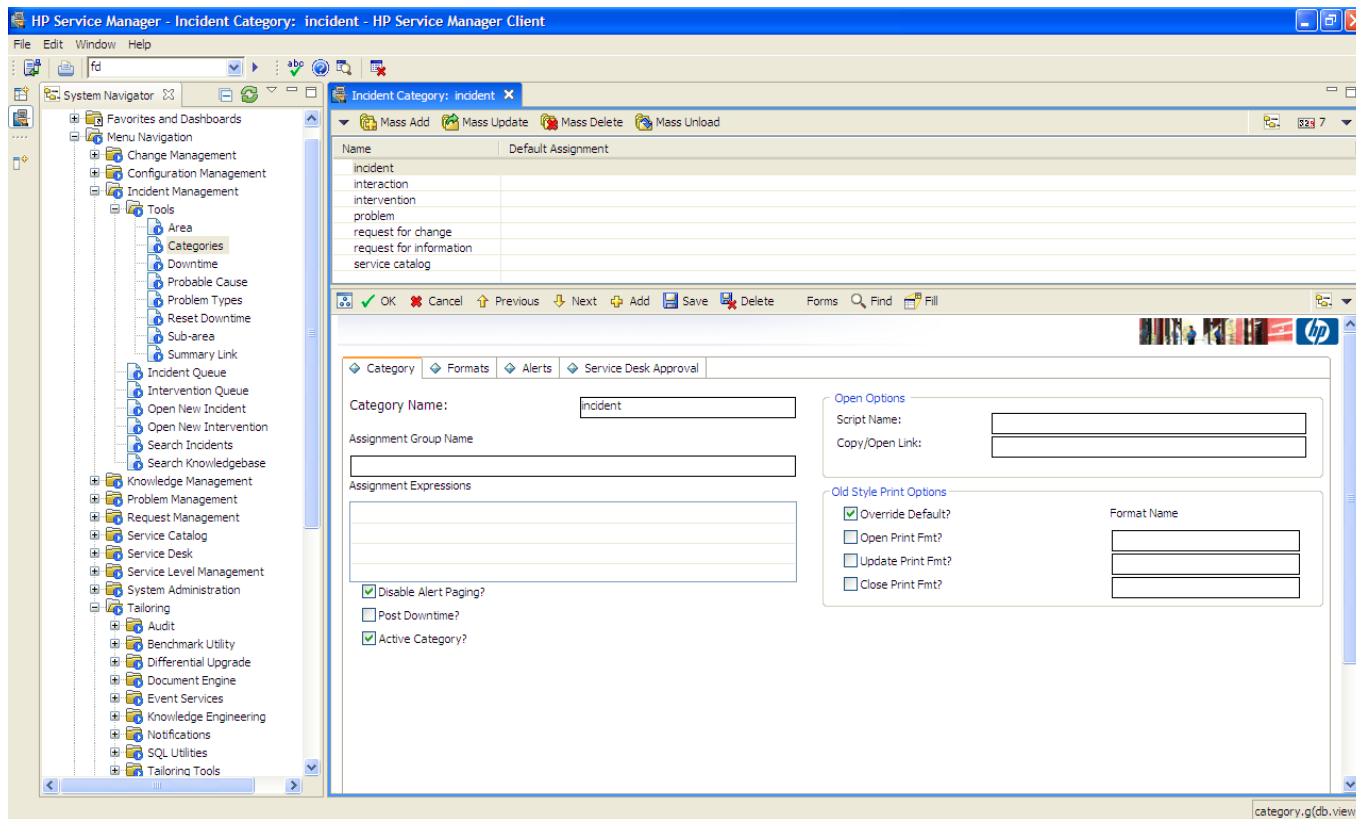
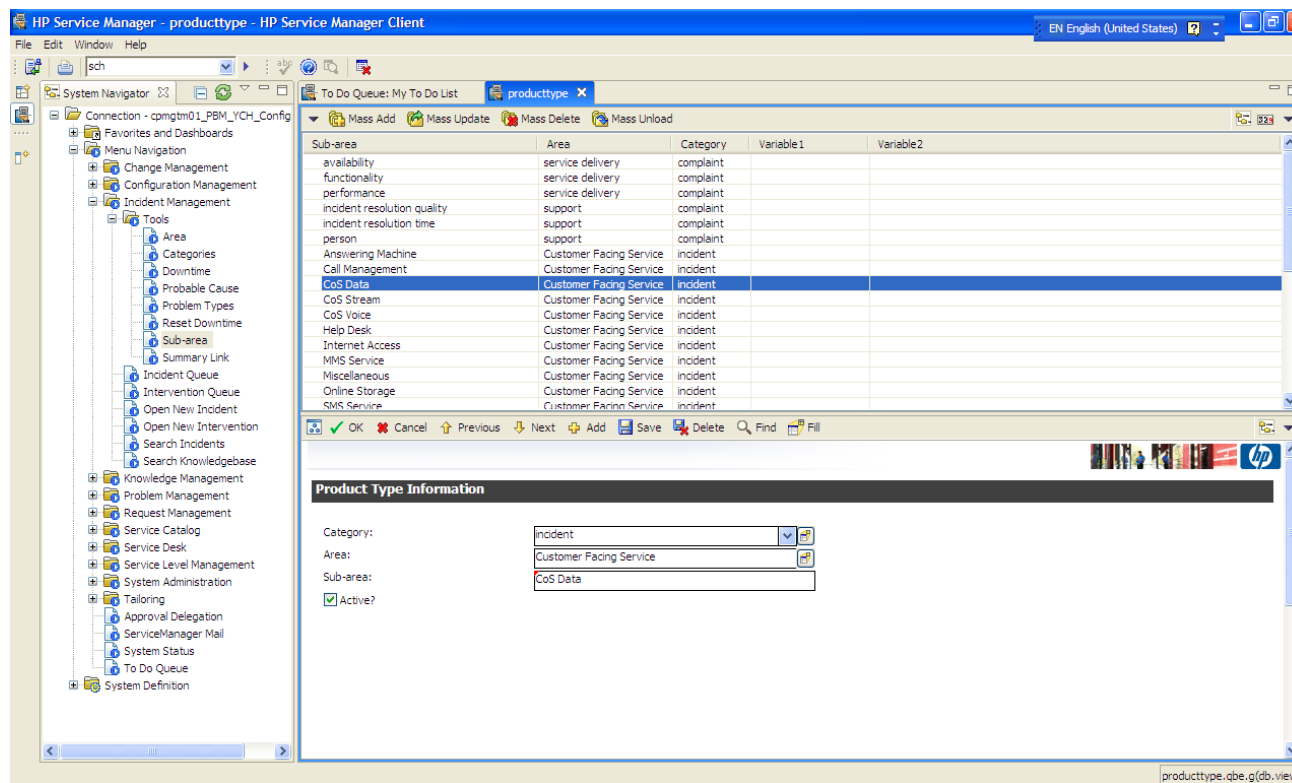You will see all Categories in the system.

2.2 List all areas

From the Service Manager main menu, click **Incident management ---Tools----Area**. Click 'Search' Button.
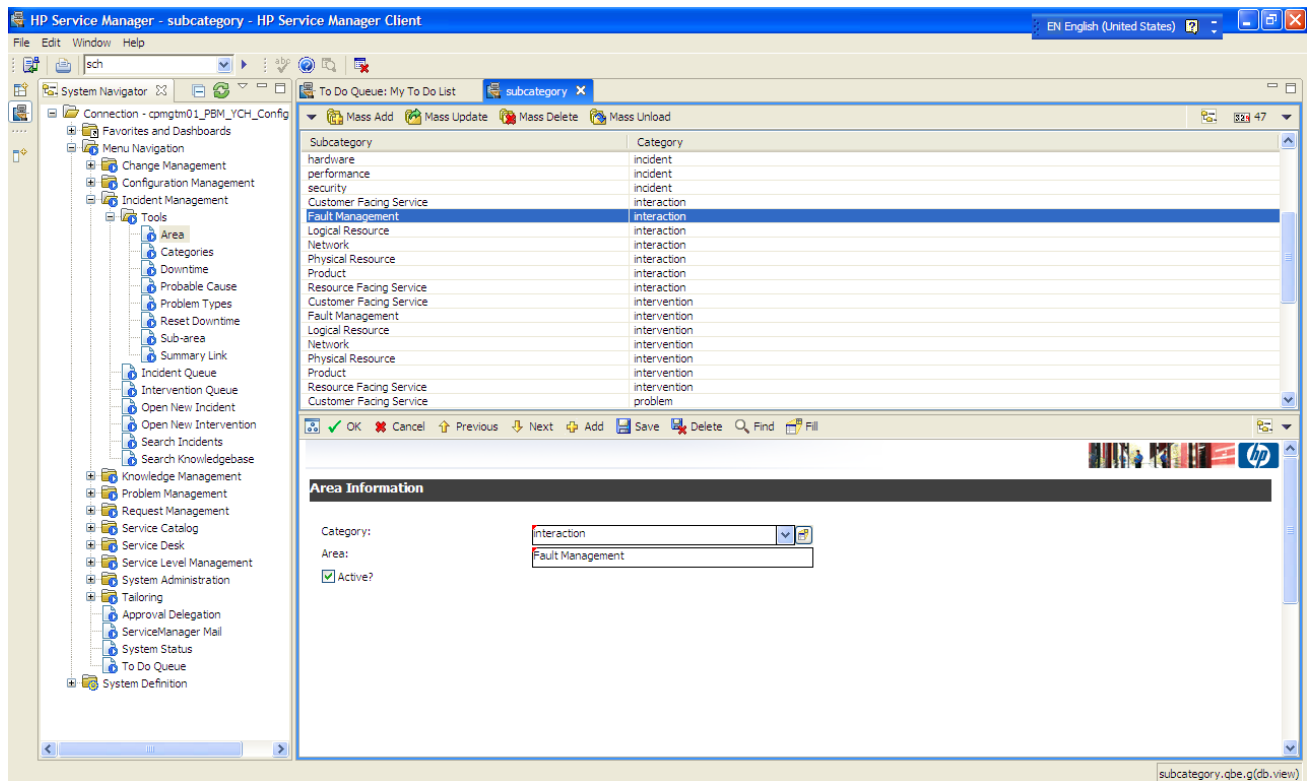
You will see all areas in the system.

2.3 List all sub-areas.

From the Service Manager main menu, click **Incident management --- Tools----Sub-area**. Click 'Search' Button.

You will see all sub-areas in the system.

2.4 Maintain Categories

The system uses categories as a way of classifying events such as incidents, interactions, complaints, and requests. Categories include a group of associated elements such as assignment group, formats, and alerts. As an Administrator, you can maintain these categories.

To maintain the categories:

1. Click **Incident Management** > **Tools** > **Category**.

2. Type a unique name in the **Category Name** field.

3. Edit or fill in the remaining fields that you need to complete the new record.

4. Complete the Format fields with the applicable formats. Open, Update, and Close are required.

5. If you want to add a category, Click **Add**. ✚ .Otherwise, go to step 6.

6. Click **OK**. ✔

2.5 Maintain areas

To maintain the areas:

1. Click **Incident Management** > **Tools** > **Area**.

2. Select a Category for the area.

3. Edit or fill in the remaining fields that you need to complete the new record.

4. If you want to add an area, Click **Add**. ✚ .Otherwise, go to step 5.

5. Click **OK**. ✔

2.6 Maintain sub-areas

A subarea specifies a more detailed description of area and category for an incident description and is always linked to a specific category and area.

To maintain a subarea record:

1. Click **Incident Management** > **Tools** > **Sub-area**.

2. Select a Category for the sub-area.

3. Select an Area for the sub-area.

4. Edit or fill a name in the **Sub-area** field.

5. If you want to add a sub-area, Click **Add**. ✚ .Otherwise, go to step 6.

6. Click **OK**. ✔

2.7 Create incident from TeMIP alarms.

2.7.1 Start TeMIP Client 6.11

1.Click Start → All programs → TeMIP Client V6.1 for Windows →TeMIP Client V6.1 for Windows
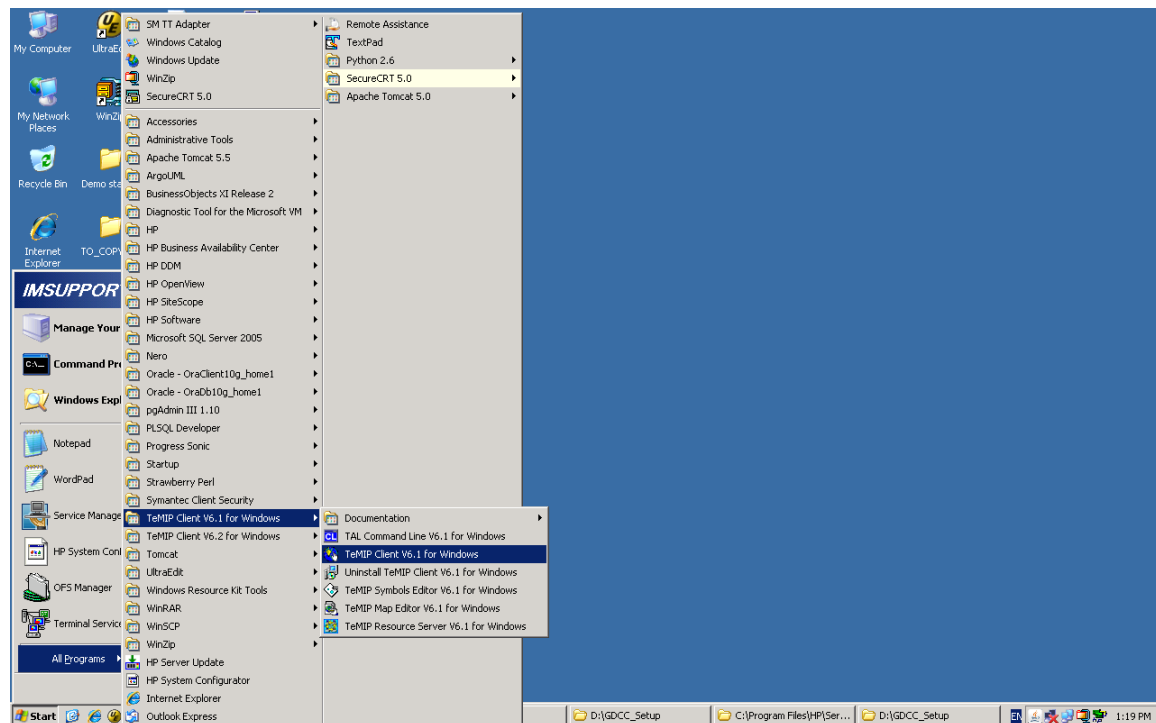
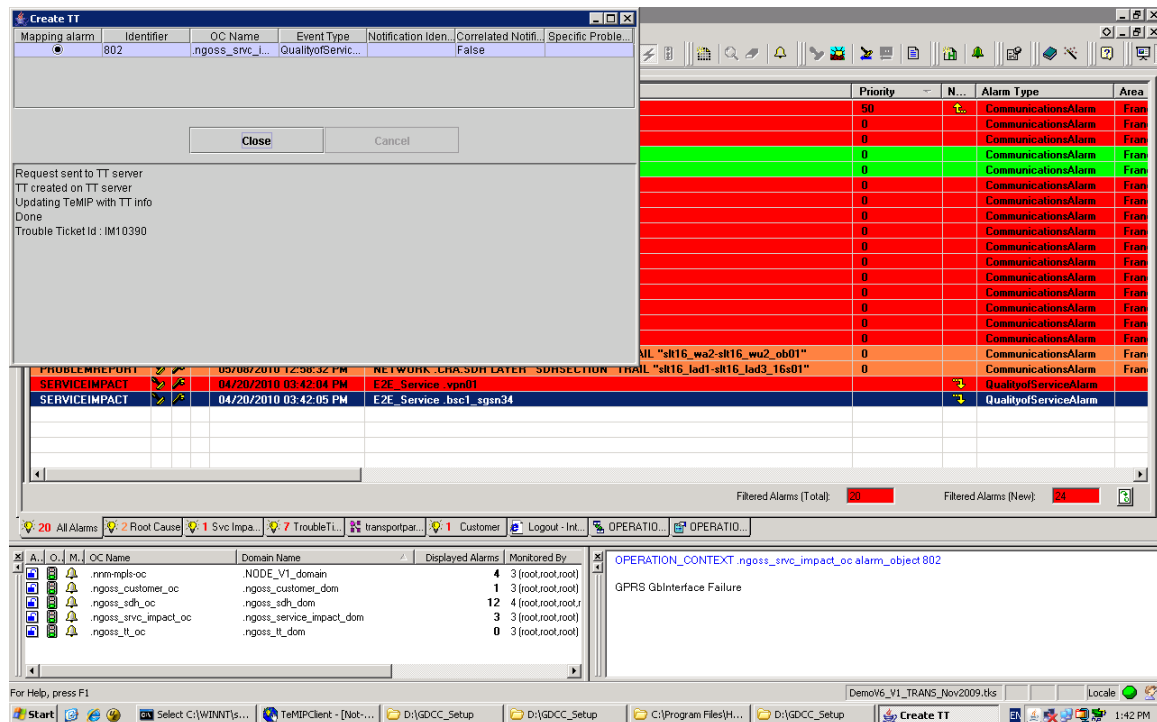2.Select the Console tab to show the TeMIP Service Console (see below)
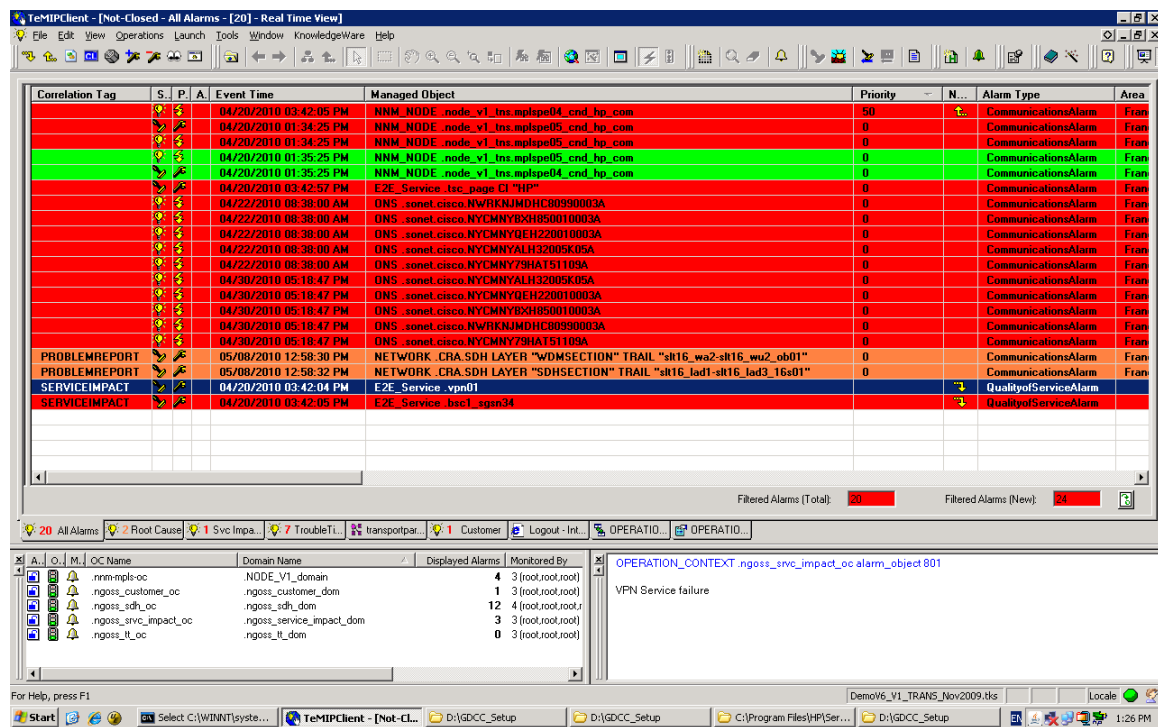
2.7.2 Create TT(incident)

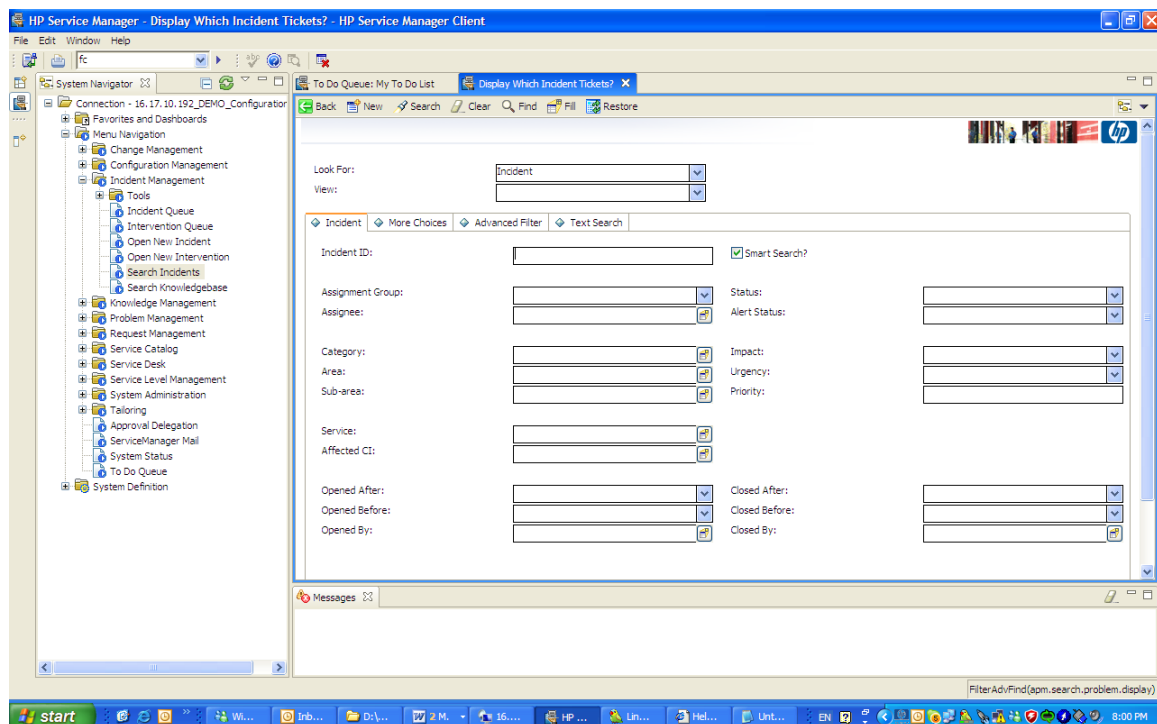1.Right click on "E2E_Service.bsc1_sgsn34" Alarm, Select "Create TT" on the menu. (see below)
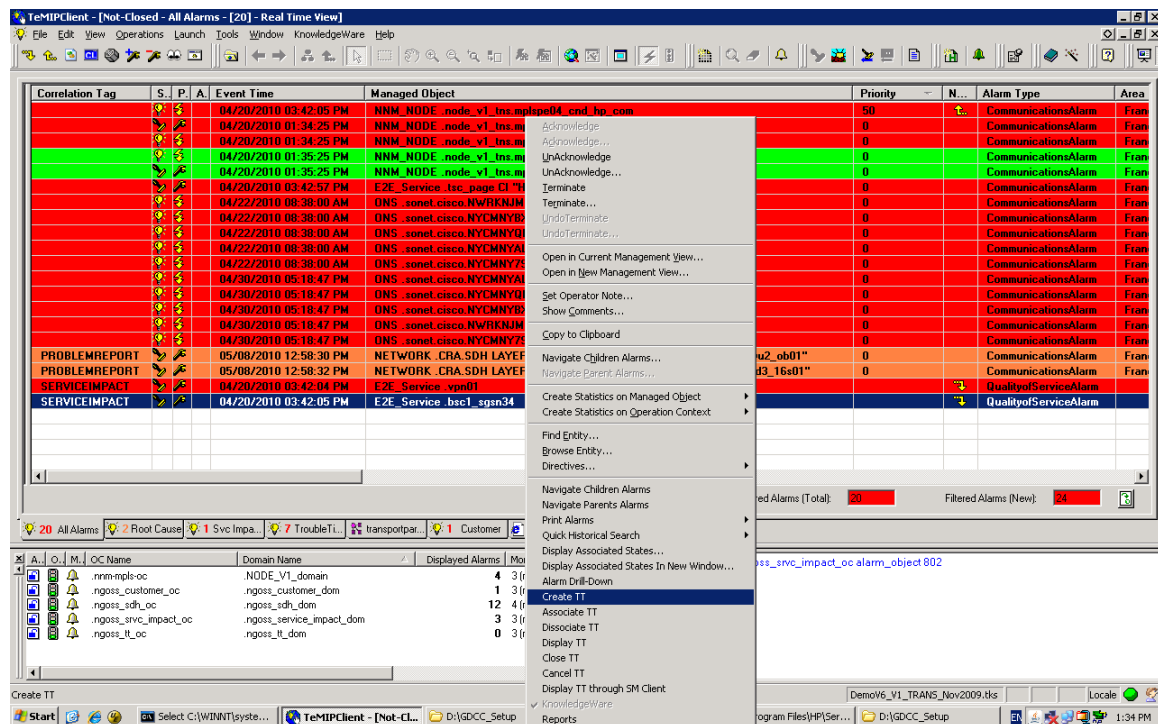
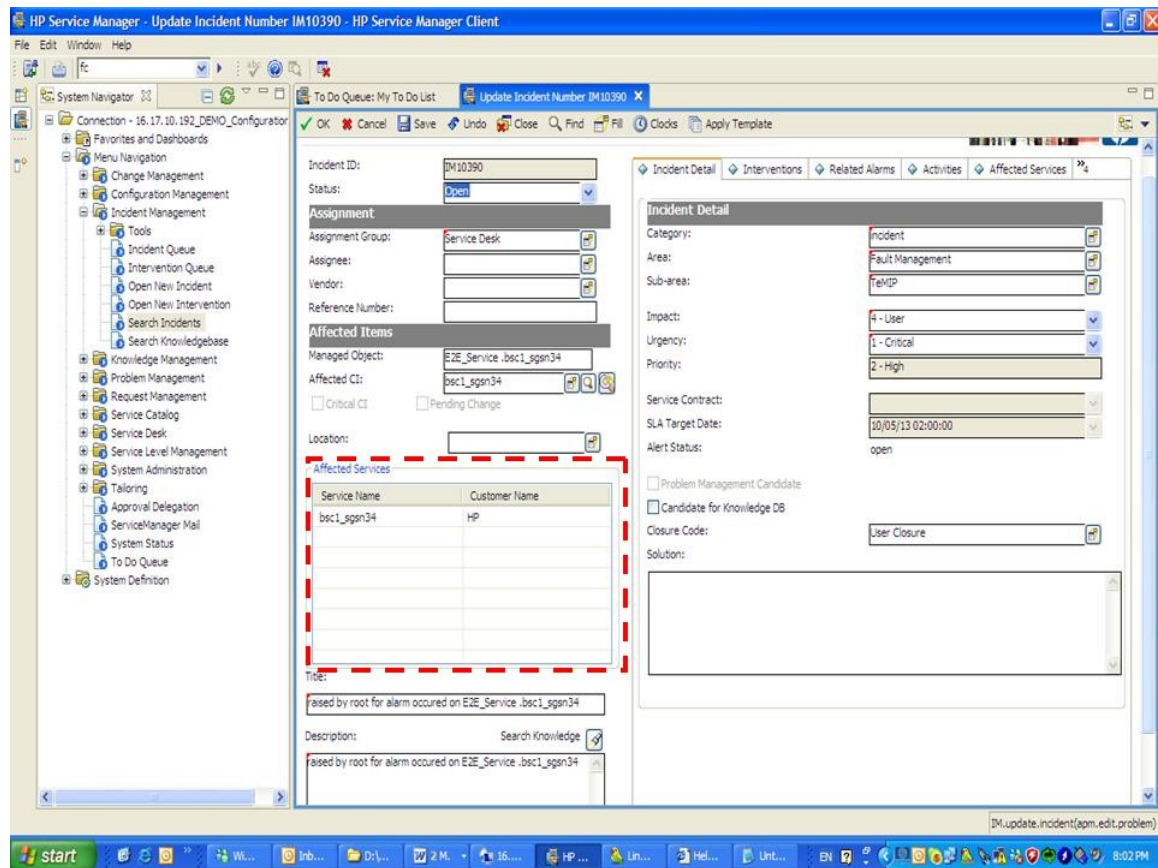2.TeMIP Client creates TT and then shows the result of creating TT.

From above picture, the number of TT is IM10390. We can see the detail via HP service manager7.11.
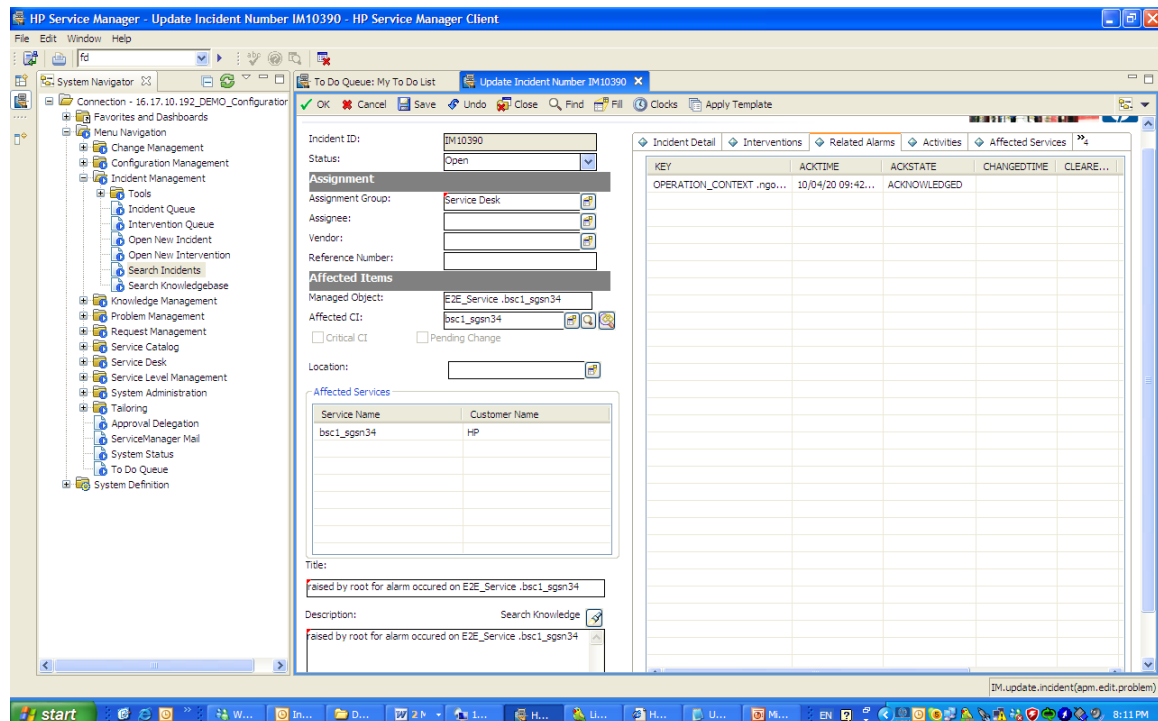
2.7.3 Search for an incident

1.Click Incident Management → Search Incidents

2.Fill "IM10390" in Incident ID field. Then Click Search.

3.You can see the affected services, affected CI, and affected services information which looked up by Service Manager.

You can also see the "Related Alarms" of the ticket.

2.7.4 Create Multi Interventions in Service Manager.

1.From the form of the ticket information, you can see the intervention tab.

2.Click Batch creating intervention tab. Input the group name of the intervention (see below).

3.Click "Create multi interventions for current incident" button. You will
see "There are totally 1 intervention have been created successfully"
information. And then a new intervention displays in the form.
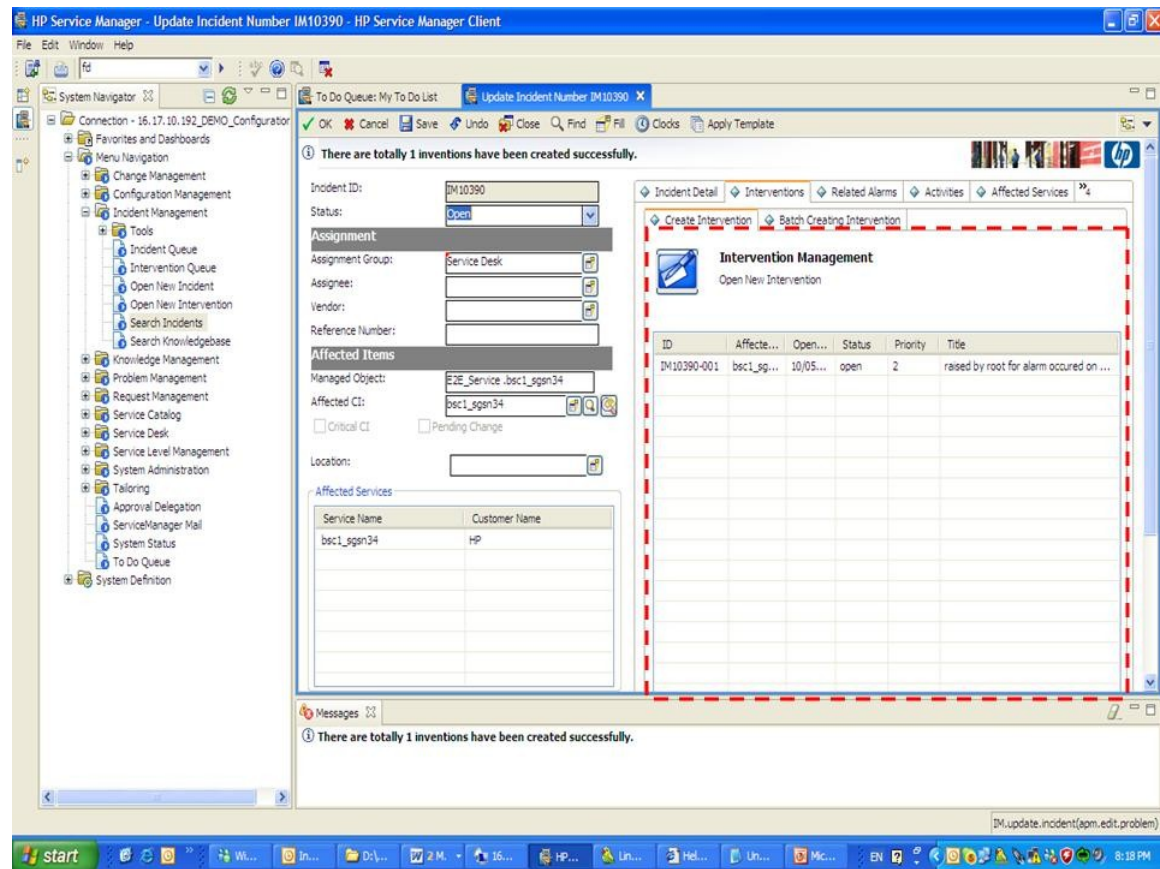
Chapter 3
Priority Calculation configuration

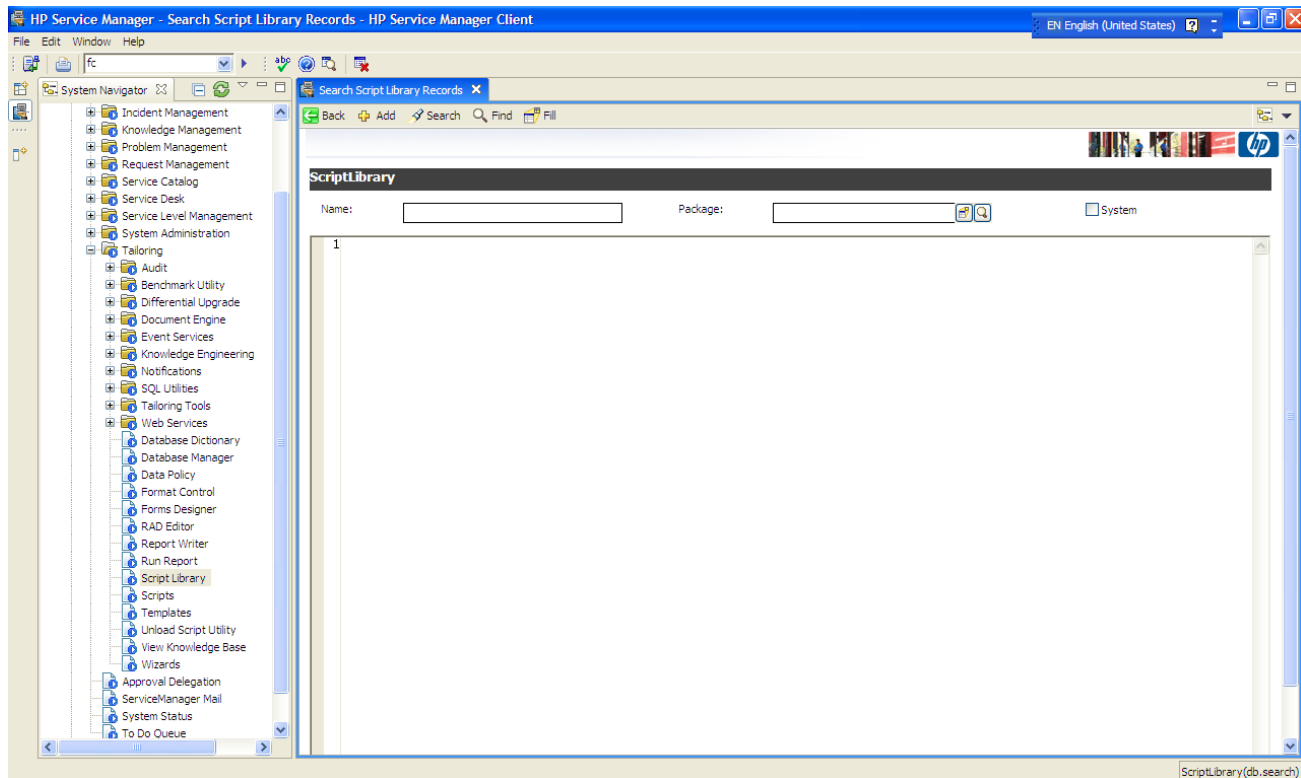The priority Calculation can be configured. A parameter "$G.PriorityCalculationWay" is provided on the Format Control "login.DEFAULT" of HP Service Manager7.11 products. And user can define the calculation related to this parameter. Here is the value of the parameter.

| Value	Description
1	**Standard priority calculation** Priority = (impact + urgency)/2
2	Priority related to the hierarchy of affected CIs of incident.
3	Remain for user to define.
4	Remain for user to define.
5	Remain for user to define.
…	Remain for user to define.

3.1 View priority calculation script

To view priority calculation script:

1) Click **Tailoring** > **Script Library**.

2) Type the "IncidentEnhancement" in the name field of script library records form.

3) Click "**Search**"
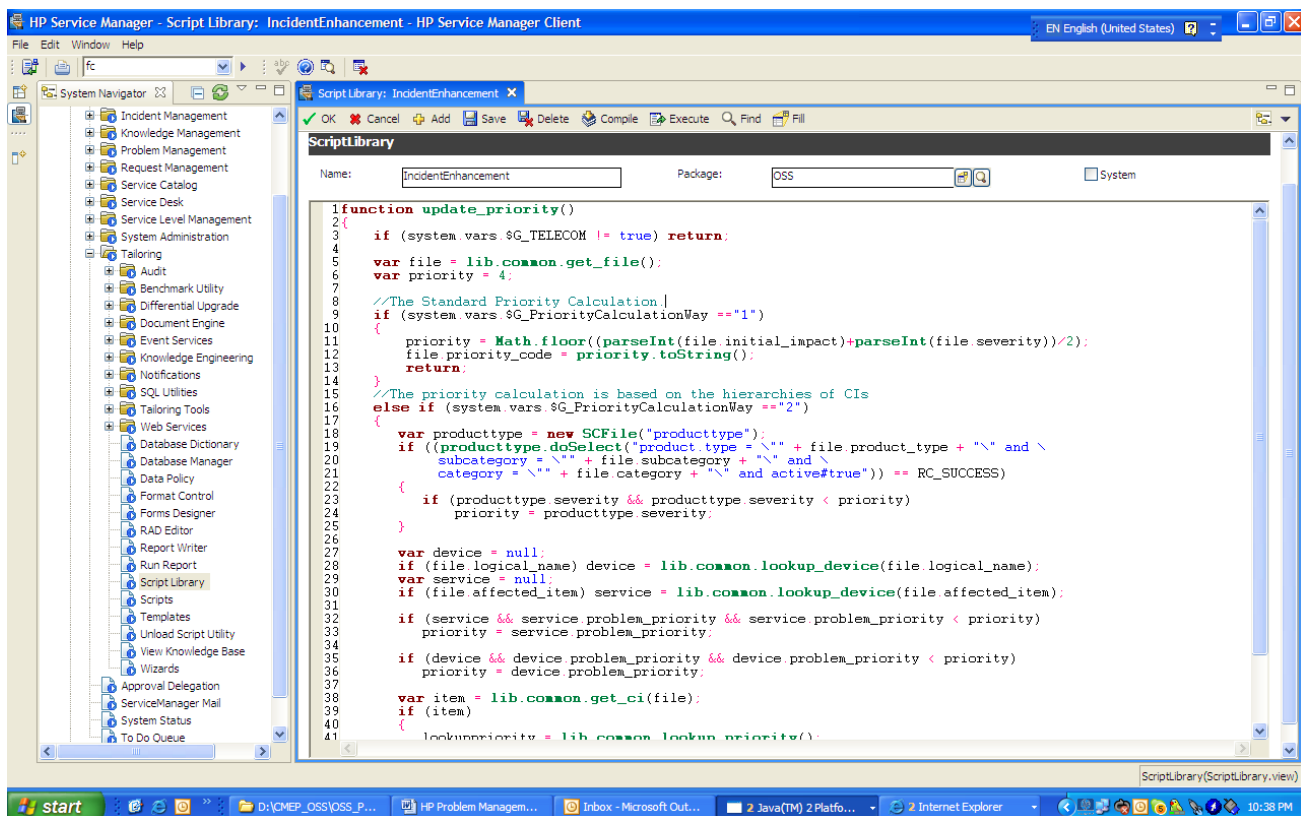
You will see the priority calculation script in the form.

3.2 Configure to choose a calculation

If you want to configure to choose a calculation for the priority, you can access the "login.DEFAULT" format control to modify the value of "$G.PriorityCalculationWay".

To access Format Control directly:

1) Click **Tailoring** > **Format Control**.

2) Type the "login.DEFAULT" in the name field of format control records form.

3) Click **Search**.
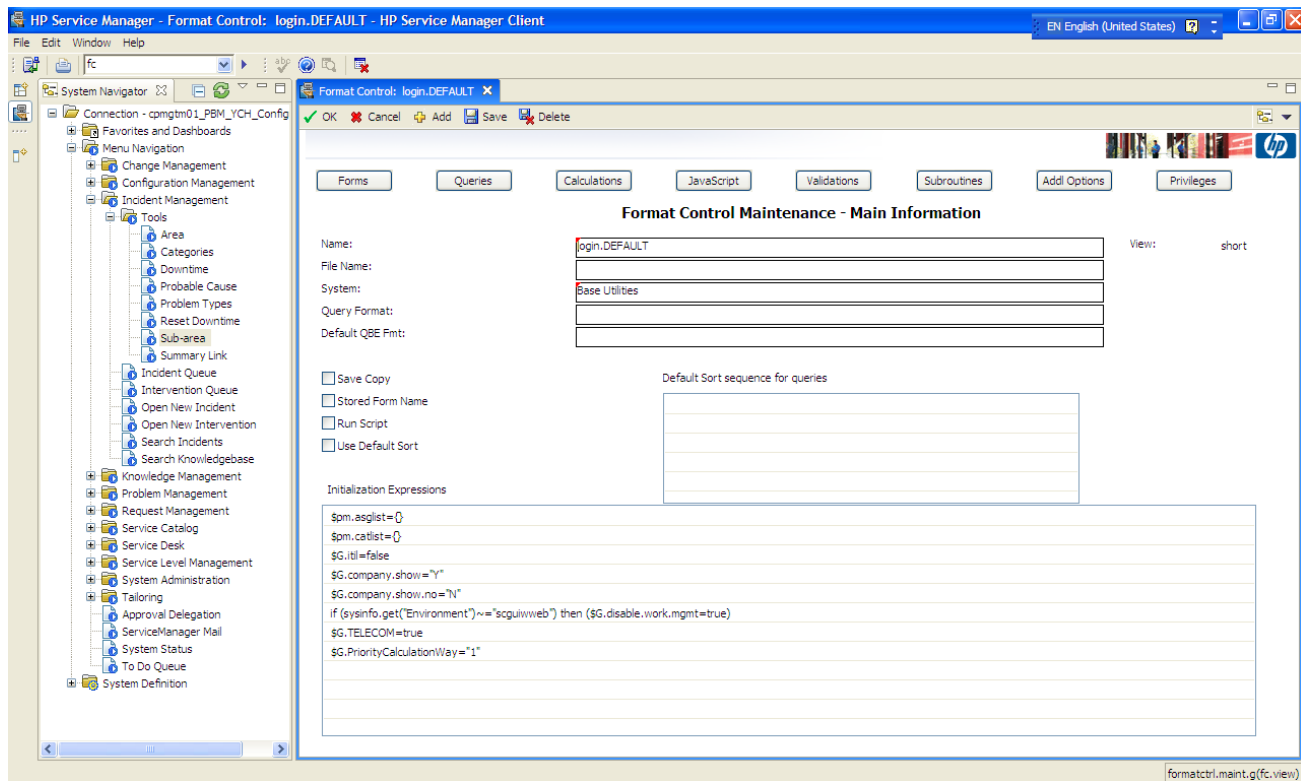
You will find the "$G. PriorityCalculationWay" variable, you can modify the value according to the following table.

| Value	Description
1	**Standard priority calculation** Priority = (impact + urgency)/2
2	Priority related to the hierarchy of affected CIs of incident.
3	Remain for user to define.
4	Remain for user to define.
5	Remain for user to define.
…	Remain for user to define.

Note: The values 3,4,5… is remained for user to extend. If you select one of the values. You need to add a additional script to the priority calculation script to make your value effective.

For example, you choose value 3 and set the value of $G. PriorityCalculationWay to 3, it means you will define your own specific priority calculation.

To add your own specific priority calculation:

1) Open the priority calculation script.(Refer to chapter 3-1)
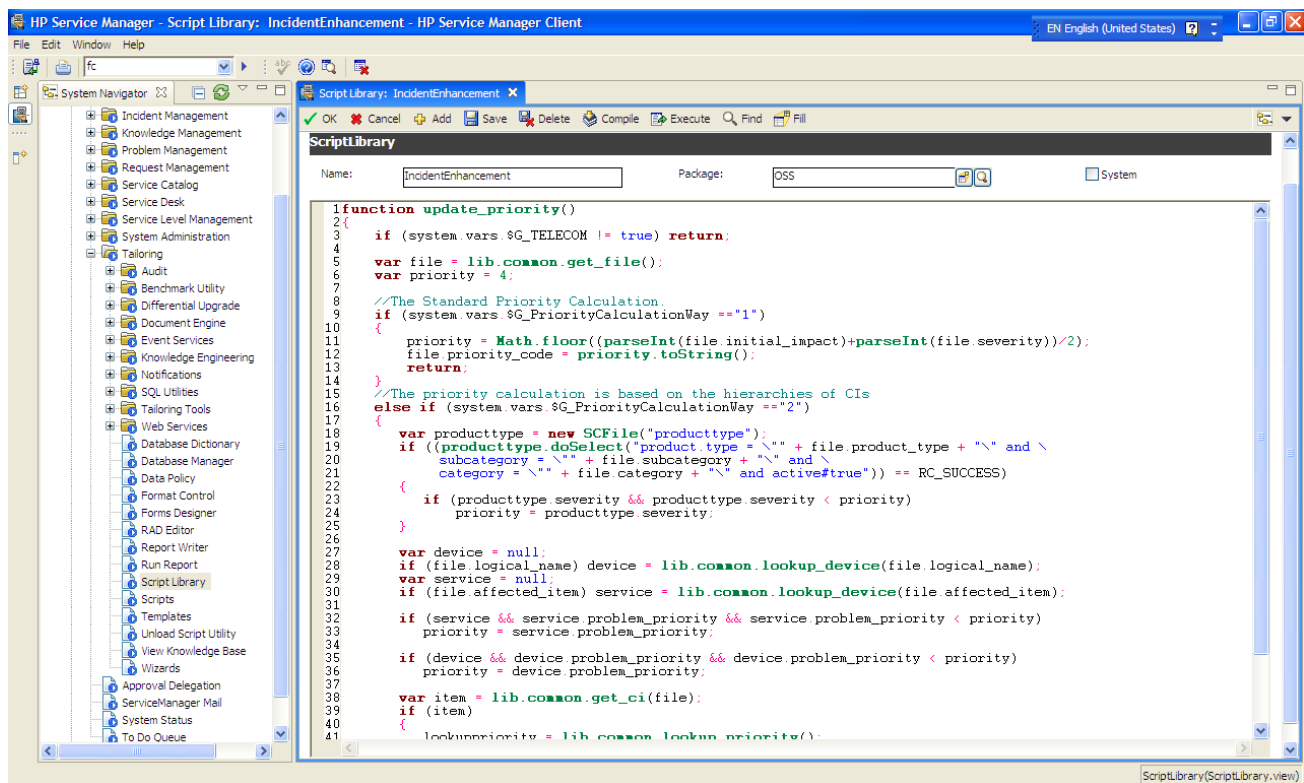
2) Add your priority calculation to the "update_priority" function. Please refer to Red part of the following table (This is the structure of the script).

```
function update_priority()

{

    if (system.vars.$G_TELECOM != true) return;


    var file = lib.common.get_file();

    var priority = 4;


    //The Standard Priority Calculation.

    if (system.vars.$G_PriorityCalculationWay =="1")

    {

        ...

    }

    //The priority calculation is based on the hierarchies of CIs

    else if (system.vars.$G_PriorityCalculationWay =="2")

    {

    ...

    }

    else if (.vars.$G_PriorityCalculationWay =="3")

    {
```

```
    Here is your calculation.
  }
  file.priority_code = priority.toString();
}
```

3) Click **Ok**.