

JP1 Version 11

IT Service Management: Getting Started

3021-3-A21-20(E)

Notices

■ Relevant program products

P-2A2C-8FBL JP1/Service Support 11-50 (for Windows Server 2016, Windows Server 2012 and Windows Server 2008 R2)

P-2A2C-8LBL JP1/Service Support Starter Edition 11-50 (for Windows Server 2016, Windows Server 2012 and Windows Server 2008 R2)

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Summary of amendments

The following table lists changes in this manual (3021-3-A21-20(E)) and product changes related to this manual.

Changes	Location
None.	--

Legend:

--: Not applicable

In addition to the above changes, minor editorial corrections were made.

■ What you can do with JP1/Service Support

JP1/Service Support is a product for efficiently handling, based on the concept of the ITIL Service Support (IT Infrastructure Library), the day-to-day user inquiries and failures that occur in IT systems.

In ITIL Service Support, the day-to-day user inquiries and failures that occur are called "incidents". In addition, work units are categorized by process for efficient incident handling.

In addition, work units are categorized by process for efficient incident handling. By registering incidents and the work to be performed in each of the following processes to process work boards as Items in JP1/Service Support, you can record work statuses and issue work requests to other processes (escalation).

Incident management process

System-related inquiries and events that disrupt normal system operation are managed as Items.

Problem management process

Items with problems that require investigation of underlying causes are managed.

Change management process

When a system configuration change is determined to be necessary as a result of investigating the underlying cause of an Item, the assessment of change details and the creation of a change plan are managed as Items.

Release management process

If the change details and the change plan are approved, the creation, execution, and review of an implementation plan to the target system are managed as Items.

For details about each process, see *Role of service support in IT service management* in the *JP1/Service Support Configuration and Administration Guide*. For details about process work boards, see *Managing Items by using process work boards* in the *JP1/Service Support Configuration and Administration Guide*.

By installing JP1/Service Support, you can efficiently process incidents by displaying a list of Items, automatically distributing email notifications, and using database records about the measures taken for past Items. In addition, by outputting data (for example, the number of registered Items and the average amount of time from when an Item is registered until the Item is closed) to reports, you can improve Item management operation and structure based on the analysis results of the reports.

■ Before JP1/Service Support is installed:

Which incident should I handle first to efficiently process incidents?



Service support person

It is difficult to determine whether operational or structural problems exist.



Service support administrator

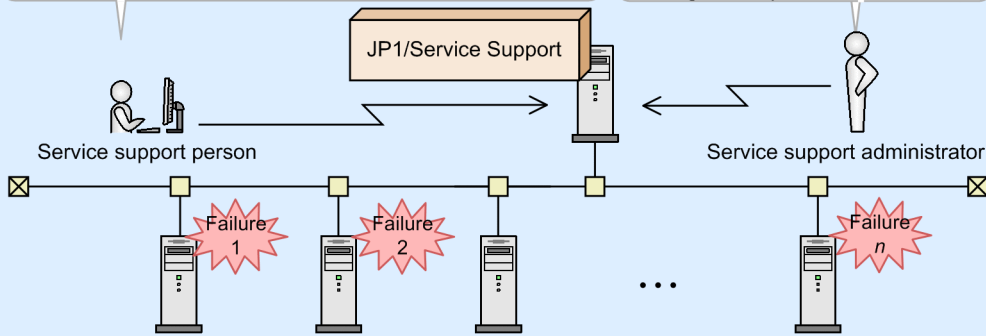
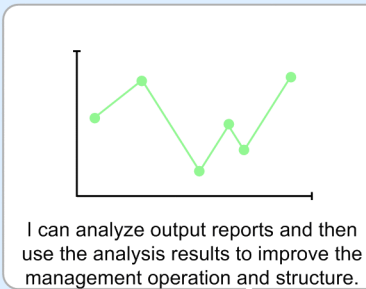
JP1/Service Support is installed.

■ After JP1/Service Support is installed:

Item - Deadline for *ID_xxxx* is coming closer.
 Title: Failure 1
 Priority: Urgent
 Status: Investigating
 Person in charge: Richard Roe
 Deadline: 2015/11/01 17:00

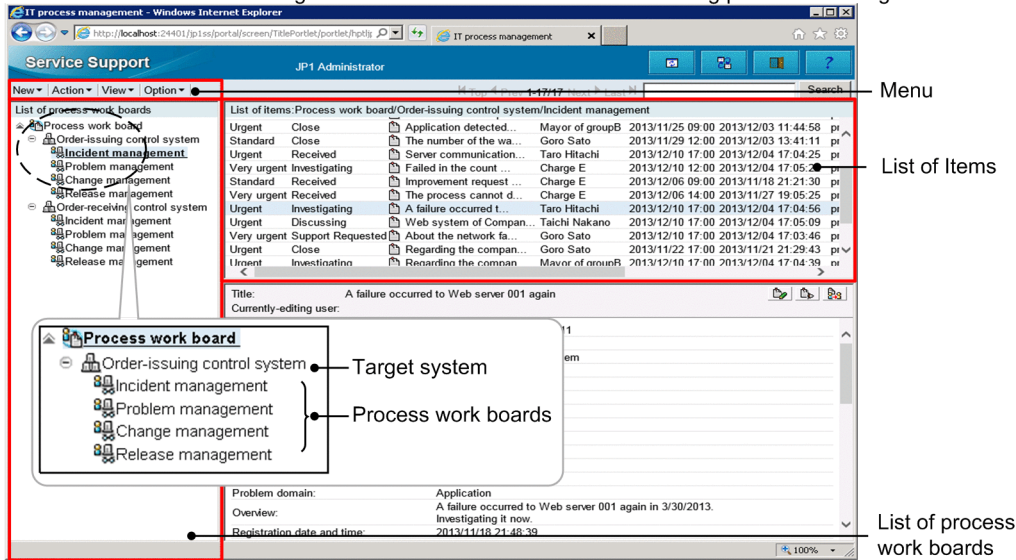
Failure 1	Urgent
Failure 2	Standard
...	...
Failure <i>n</i>	Very urgent

Of the incidents that were registered as Items, I should handle the Item that has the closest deadline or the highest priority first.



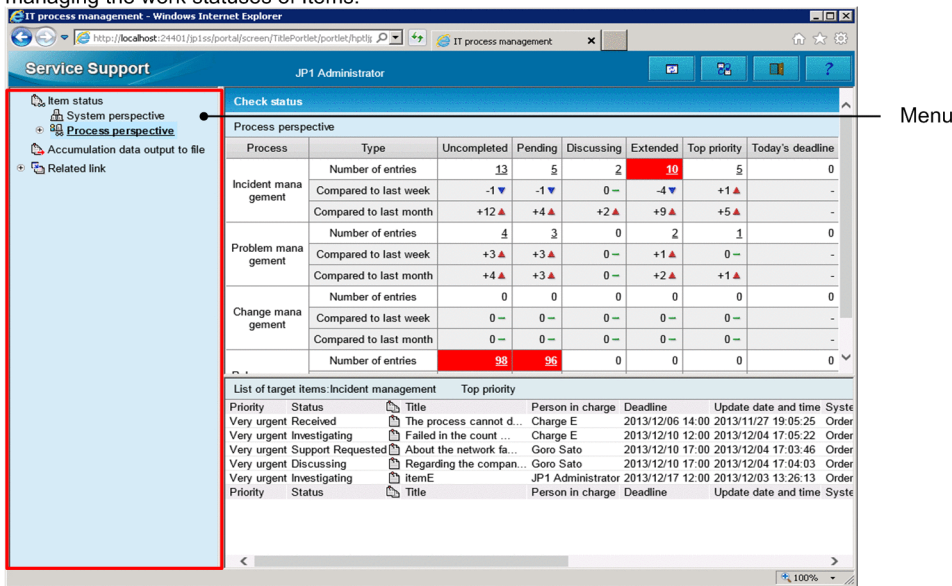
■ Main window (Item list view)

Lists the incidents that were registered as Items. This window is the starting point for handling Items.



■ Main window (Item status view)

Displays the number of unresolved Items and outputs reports. This window is a starting point for managing the work statuses of Items.



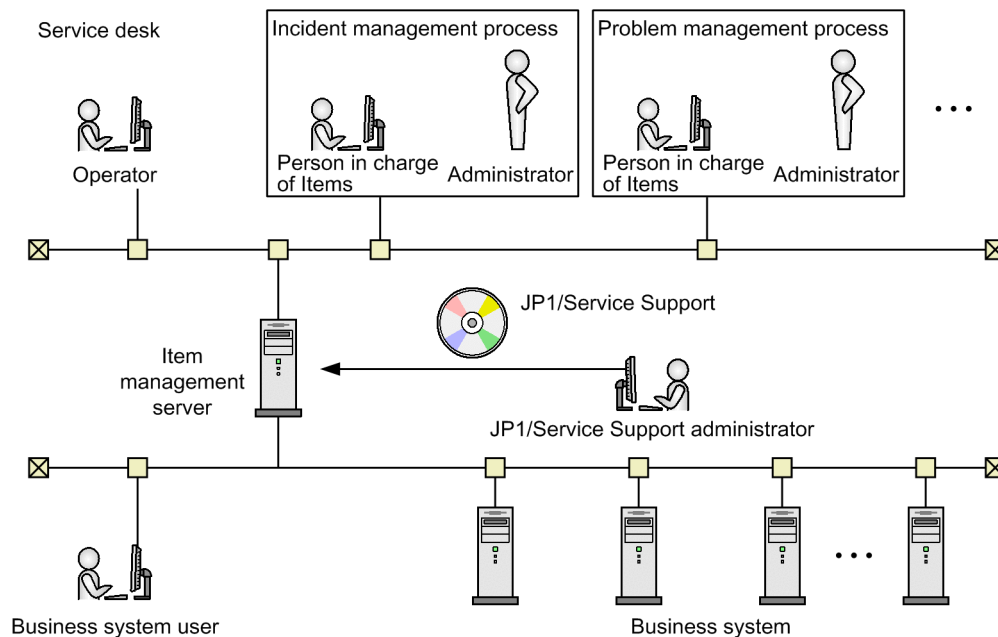
■ What is explained in this manual

This manual explains how to perform the following operations in the ITIL Service Support processes of "incident management" and "problem management":

- Persons in charge of the incident management and problem management processes can investigate and resolve the incidents that were registered to JP1/Service Support as Items.
- The incident management process administrator and the problem management process administrator can improve Item management operation by analyzing reports regarding the average amount of time from when an Item is registered until the Item is closed.

For operations that involve processes other than the incident management and problem management processes, see *Managing operation of in-house systems* in the *JP1/Service Support Configuration and Administration Guide*.

This manual explains how to perform operations based on the following configuration of an IT system and organization:



Legend:
 ... : Indicates an omission

Service desk

Operators register incidents that occurred in the business system to JP1/Service Support as Items, and notify the persons who inquired about the incidents of the results of measures that were taken.

Incident management process

After an Item is registered by a service desk operator, the person in charge of incident management investigates to see whether the registered Item is similar to any Items registered in the past. If the registered Item is similar to a past Item, the incident is handled in this process. If the registered Item is not similar to any past Item, it is escalated to the problem management process.

Problem management process

The root causes of escalated Items are investigated, and then measures are taken for the Items based on the investigation results.

Item management server

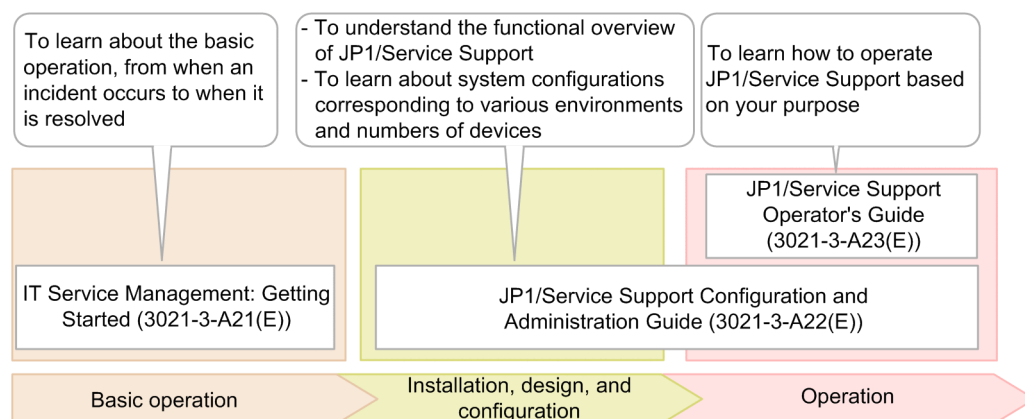
This is the server on which JP1/Service Support is installed. The JP1/Service Support administrator installs JP1/Service Support, performs setup, and configures various functionalities.

Business system

This is a system that is managed by JP1/Service Support, which is described in this manual. Each business system consists of 50 servers.

■ How to read this manual

The following shows the sequence of JP1/Service Support manuals, and the manuals you need to consult according to your requirements.



A reference to another manual is written as follows: For details about something, see topic-title in the manual-name. Using topic-title as a keyword, search for the relevant section in the target manual.

The operation in each window assumes the following environments:

Operations on the Item management server

Environment that uses Windows Server 2008 R2

Operations on JP1/Service Support

Environment that uses Windows 7, Internet Explorer 8.0, and Excel

Some windows in this manual might differ from the windows of your product because of improvements made without prior notice.

■ Conventions: Fonts and symbols

The following table explains the text formatting conventions used in this manual:

Text formatting	Convention
Bold	<p>Bold characters indicate text in a window, other than the window title. Such text includes menus, menu options, buttons, radio box options, or explanatory labels. For example:</p> <ul style="list-style-type: none"> From the File menu, choose Open. Click the Cancel button. In the Enter name entry box, type your name.
<i>Italic</i>	<p>Italic characters indicate a placeholder for some actual text to be provided by the user or system. For example:</p> <ul style="list-style-type: none"> Write the command as follows: <code>copy source-file target-file</code> The following message appears: A file was not found. (file = <i>file-name</i>) Italic characters are also used for emphasis. For example: <i>Do not</i> delete the configuration file.

Text formatting	Convention
Monospace	<p>Monospace characters indicate text that the user enters without change, or text (such as messages) output by the system. For example:</p> <ul style="list-style-type: none"> • At the prompt, enter <code>dir</code>. • Use the <code>send</code> command to send mail. • The following message is displayed: <code>The password is incorrect.</code>

The following table explains the symbols used in this manual:

Symbol	Convention
	<p>In syntax explanations, a vertical bar separates multiple items, and has the meaning of OR. For example: <code>A B C</code> means A, or B, or C.</p>
{ }	<p>In syntax explanations, curly brackets indicate that only one of the enclosed items is to be selected. For example: <code>{ A B C }</code> means only one of A, or B, or C.</p>
[]	<p>In syntax explanations, square brackets indicate that the enclosed item or items are optional. For example: <code>[A]</code> means that you can specify A or nothing. <code>[B C]</code> means that you can specify B, or C, or nothing.</p>
...	<p>In coding, an ellipsis (...) indicates that one or more lines of coding have been omitted. In syntax explanations, an ellipsis indicates that the immediately preceding item can be repeated as many times as necessary. For example: <code>A, B, B, ...</code> means that, after you specify A, B, you can specify B as many times as necessary.</p>

■ Conventions: Installation folders

In this manual, the paths of files that have user-specified locations are written as follows.

Conventions: Installation folders	Description
<i>JP1/SS-path</i>	<p>Folder in which JP1/Service Support is installed. (The default installation folder[#] is <code>system-drive:\Program Files (x86)\Hitachi\JP1SS.</code>)</p>
<i>system-drive</i>	<p>Drive on which the operating system is installed.</p>

#

This is the folder in which JP1/Service Support is installed by default.

■ Conventions: Version numbers

The version numbers of Hitachi program products are usually written as two sets of two digits each, separated by a hyphen. For example:

- Version 1.00 (or 1.0) is written as 01-00.
- Version 2.05 is written as 02-05.
- Version 2.50 (or 2.5) is written as 02-50.

- Version 12.25 is written as 12-25.

The version number might be shown on the spine of a manual as *Ver. 2.00*, but the same version number would be written in the program as *02-00*.

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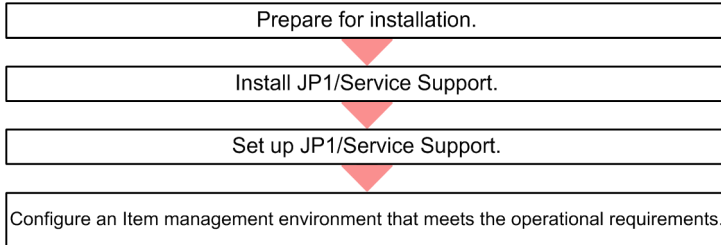
Configuring JP1/Service Support

You need to configure an environment for basic operations before using JP1/Service Support.


1.1 Workflow for configuring JP1/Service Support

First, verify that the Item management server on which JP1/Service Support is to be installed meets the operational requirements discussed in this manual. In addition, verify that the computers of business system users meet the same operational requirements. Next, install JP1/Service Support. After installation finishes, set up JP1/Service Support and configure the environment so that you can manage Items according to your operational needs.

The workflow for configuring JP1/Service Support is show below.



Legend:

 : Workflow

Related topics

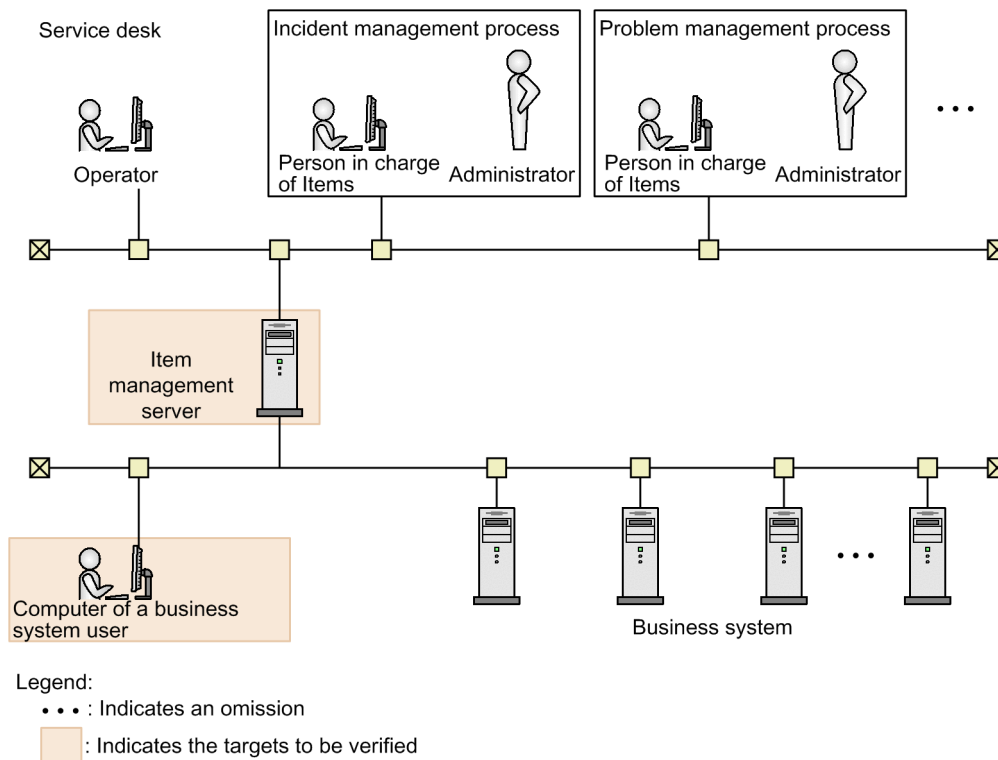
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1.2 Preparing for installation

Verify that the Item management server and the computers of business system users meet the operational requirements discussed in this manual.

Context

The following figure shows the Item management server and the computers of business system users:



Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. Verify that the Item management server meets the following requirements:
 - Memory: 3.0 GB or more
 - Available disk space: 48.0 GB or more (for M-size setup)
 - OS: Windows Server 2016, Windows Server 2012 or Windows Server 2008 R2
2. Verify that the computers of business system users meet the following requirements:
 - OS: Windows Server 2016, Windows Server 2012, Windows Server 2008 R2, Windows 10, Windows 8.1, Windows 8, or Windows 7
 - Web browser: Internet Explorer (11, 10, 9, or 8)
3. Confirm that the OS user responsible for configuring JP1/Service Support has the Administrators permission.

1.3 Installing JP1/Service Support

This topic explains the procedure for installing JP1/Service Support.

1.3.1 Installing JP1/Service Support by using the provided media

Use the provided media to install JP1/Service Support on the Item management server.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. Insert the provided media into the drive to perform the installation.

The installer automatically starts. Follow the instructions on the installer to perform the installation.

Specify the following items:

- User information
- Installation folder

In the specified installation folder, the JP1SS folder will be created. The product will be installed in this folder. Specify the absolute pathname of the installation folder by using a character string of up to 38 bytes.

You can use half-width alphanumeric characters and symbols except the following symbols: comma (,), semicolon (;), asterisk (*), question mark (?), double quotation mark ("), left angle bracket (<), right angle bracket (>), vertical bar (|), dollar sign (\$), percent sign (%), ampersand (&), single quotation mark ('), grave accent mark (`), forward slash (/), caret (^), exclamation mark (!), hash mark (#), left curly bracket ({), right curly bracket (}), left square bracket ([), right square bracket (]), plus sign (+), minus sign (-), equal sign (=), at mark (@), swung dash (~), colon (:), and backslash (\).

The default installation folder is `system-drive:\Program Files (x86)\Hitachi\JP1SS`.

- Program folder name displayed in the Start menu
By default, the name is "JP1_Service Support".



Note

Check and take note of the host name of the server on which you have installed JP1/Service Support. You are going to use these notes when you configure and log in to JP1/Service Support.

2. If requested, restart the OS.

1.4 Setting up JP1/Service Support

This topic explains the setup procedure required for using the functions explained in this manual.

1.4.1 Setting up the Item management database

Set up the Item management database, which is used to manage Items registered in JP1/Service Support, on the Item management server.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. Confirm that no JP1/Service Support services except the JP1/Service Support - DB Server service are running. For details, see [1.6.2 Stopping JP1/Service Support services](#).

2. Open the `jsssetupinfo.bat` command file in a text editor or some other tool.

The `jsssetupinfo.bat` command file is stored in the following location:

```
JP1/SS-path\conf\setup\jsssetupinfo.bat
```

3. Check the content of the `jsssetupinfo.bat` command file.

The format of the `jsssetupinfo.bat` command file is as follows:

```
@rem All Rights Reserved. Copyright (C) 2007, Hitachi, Ltd.
@rem Licensed Material of Hitachi, Ltd.

@rem Database storage directory
@set IMSSDBDIR =JP1/SS-path\db

@rem Port number for the database
@set IMSSDBPORT =24400

@rem HTTP port number of the web server
@set IMSSHTTPPORT =24401

@rem Port number for linking the web container server and the web server
@set IMSSWEBCONPORT =24402

@rem Port number for shutting down the web container server
@set IMSSWEBSHUPORT =24403

@rem HTTP port number of the web server for system configuration
@set IMSSWEBHTTPPORT =24404
```

Continue setup without changing the initial settings in the `jsssetupinfo.bat` command file.



Note

To change the storage location of the Item management database or the port number to be used with JP1/Service Support, edit the `jsssetupinfo.bat` command file. For details, see *Setup procedure for new installation* in the *JP1/Service Support Configuration and Administration Guide*.

4. From the Start menu, select **Programs - JP1_Service Support - JP1_SS Command Prompt**.



Note

When user account controls are enabled, if an OS user (other than an Administrator) who has the Administrators permission configures JP1/Service Support, click **Programs - JP1_Service Support** from the Start menu, right click **JP1_SS Command Prompt**, select **Run as administrator**, and then execute the command.

5. Execute the `jsssetup.bat` command.

Use the syntax below when executing this command.

```
jsssetup.bat -s M
```

Setup of the Item management database is now complete, and this database is of size M (30 GB).

For details about the `jsssetup.bat` command, see *jsssetup.bat (sets up JP1/Service Support)* in the *JP1/Service Support Configuration and Administration Guide*.

Postrequisites

Configure the ODBC data source.

Related topics

- [1.6.2 Stopping JP1/Service Support services](#)
- [Setup procedure for new installation of the JP1/Service Support Configuration and Administration Guide](#)
- [jsssetup.bat \(sets up JP1/Service Support\) of the JP1/Service Support Configuration and Administration Guide](#)

1.4.2 Configuring an ODBC data source

On the Item management server, configure an ODBC data source to connect JP1/Service Support to the Item management database that was set up.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. Execute the following file to display the **ODBC Data Source Administrator** window:

```
system-drive:\WINDOWS\SysWOW64\odbcad32.exe
```

2. Select the **System DSN** tab.

3. Click the **Add** button.

The **Create New Data Source** dialog box appears.

4. Select **HiRDB ODBC3.0 Driver**, and then click the **Finish** button.

The **HiRDB Driver Setup** dialog box appears.

5. Enter the configuration information, and then click the **OK** button in the **HiRDB Driver Setup** dialog box.

Click the **OK** button to return to the **ODBC Data Source Administrator** window.

Item	Configuration information to be entered
DSN	jp1imss
PDHOST (HOST name)	-
PDNAMEPORT (HiRDB port number)	-
HiRDB Client environment definition file name (absolute path name)	<i>JP1/SS-path\dbms\db\CONF\emb\HiRDB.ini</i>

Legend:

-: Do not specify anything.

- Click the **OK** button in the **ODBC Data Source Administrator** window.
The ODBC data source is configured.

1.4.3 Starting JP1/Service Support services

To start JP1/Service Support, start JP1/Service Support services.

You can start the services from the Service Control Manager in Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

- In Windows Server 2008 R2, from the Start menu, select **Administrative Tools** and then **Services**. In Windows Server 2016, Windows Server 2012 R2, and Windows Server 2012, open the Start screen, and select **Administrative Tools** and then **Services**. Alternatively, on the Start screen, select **All apps** and then **Services**.

The Services dialog box is displayed.

- Right click the service to be started, and then select Start from the pop-up menu.

Start services in the following order:

- JP1/Service Support - DB Server service
- JP1/Service Support service
- JP1/Service Support - Web Service service
- JP1/Service Support - Task Service service[#]

#

To automatically execute the commands for the aggregation of item information, pre-deadline notification, notification of remaining items, and email-based item registration, start the JP1/Service Support - Task Service service.

When these commands are automatically executed, you need to set them in the definition file for the task practice service. If you attempt to start the JP1/Service Support - Task Service service with the file in the default state, this attempt fails because there is no command to be executed. For details, see the description of *Definition file for the task practice service (jp1imss_service_setting.conf)* in *Definition Files* in the manual *JP1/Service Support Configuration and Administration Guide*.

1.5 Configuring an Item management environment that meets the operational requirements

This topic explains how to configure an Item management environment that meet the operational requirements explained in this manual.

1.5.1 JP1/Service Support environment settings to be configured in this manual

This topic explains the JP1/Service Support environment to be configured after installation and setup are finished. The subsequent sections describe configuration procedures based on the content shown here.

Table 1–1: User information settings

User ID	Name	Password	Email address	User role
10000	Daisuke Satou	S3730i	satou_daisuke@example.com	Service desk operator
10100	Pedro Garcia	R5742r	pedro_garcia@example.com	Person in charge of incident management
10200	Naoki Suzuki	S6818j	suzuki_naoki@example.com	Incident management administrator
10300	Mayumi Takahashi	Y7651h	takahashi_mayumi@example.com	Person in charge of problem management
10400	Mary Miller	J4858s	mary_miller@example.com	Problem management administrator
19900	Aya Tanaka	H9725h	tanaka_aya@example.com	JP1/Service Support administrator

Table 1–2: Role settings

Role ID	Role name	Member
_jp1ITsystem	Process work board administration role	• jp1admin • Aya Tanaka
_jp1user	User management role	
_jp1workmgr	Work management role	
GWebIncident	Business system incident management	• Pedro Garcia • Naoki Suzuki
GWebProblem	Business system problem management	• Mayumi Takahashi • Mary Miller
GWebServiceDesk	Business system service desk	• Daisuke Satou

Table 1–3: Target system settings

System ID	System name
GManagementSystem	Business system

Table 1–4: Process work board settings

Process work board ID	System	Process	Process work board administrator	Item form	State
GManagementSystemIncident	Business system	Incident management	Naoki Suzuki	Select The process standard item form is used.	In operation
GManagementSystemProblem		Problem management	Mary Miller		

Table 1–5: Access permission settings

Process in the process work board	Permission				Escalation	Acknowledge item	Close item
	Create item	Edit item	View item	Delete item			
Incident management	Set the following roles: <ul style="list-style-type: none"> • Business system incident management • Business system service desk 	Set the following roles and users: <ul style="list-style-type: none"> • Business system incident management • Business system service desk • Pedro Garcia • Naoki Suzuki 	Set all roles.	Set Naoki Suzuki.	Do not set anything.	Set Naoki Suzuki.	
Problem management	Set the following role: <ul style="list-style-type: none"> • Business system problem management 	Set the following role and users: <ul style="list-style-type: none"> • Business system problem management • Mayumi Takahashi • Mary Mille 		Set Mary Miller.			

Table 1–6: Email notification settings

Timing for email delivery	Description	Email recipient
Notification when an Item is closed	An email is sent when an Item is closed in the process work board.	Person who created the Item
Notification of changes to the persons in charge of Items	An email is sent when the person in charge is changed in the Edit item window.	New person in charge of the Item
Notification that a deadline is approaching (pre-deadline email notification)	An email is sent no later than the specified number of days prior to the deadline of an Item.	Person in charge of the Item and process work board administrator
Notification of remaining Items to be processed	An email is sent when work for an Item is on hold.	Person in charge of the Item and process work board administrator

Related topics

- [1.5.3 Creating users](#)
- [1.5.4 Creating roles](#)
- [1.5.5 Assigning users to the roles](#)
- [1.5.6 Creating a target system](#)
- [1.5.7 Creating process work boards](#)
- [1.5.8 Assigning Item access permissions to users and roles](#)

1.5.2 Logging in to JP1/Service Support

You must enter your `user ID` and `password` when you log in to JP1/Service Support.

Procedure

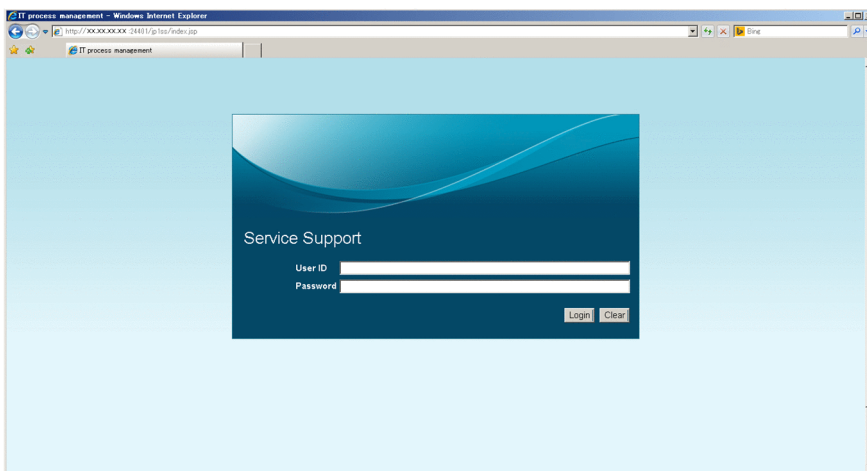
1. Open a web browser and specify the URL of the **Login** window.

The URL of the **Login** window is `http://host-name:port-number/jplss/index.jsp`.

For the host name, specify the server host name that you wrote down in notes according to the instruction in [1.3.1 Installing JP1/Service Support by using the provided media](#).

For the port number, specify the port number used to communicate with the web server. The default port number is 24401.


2. In the **Login** window, enter the following information:



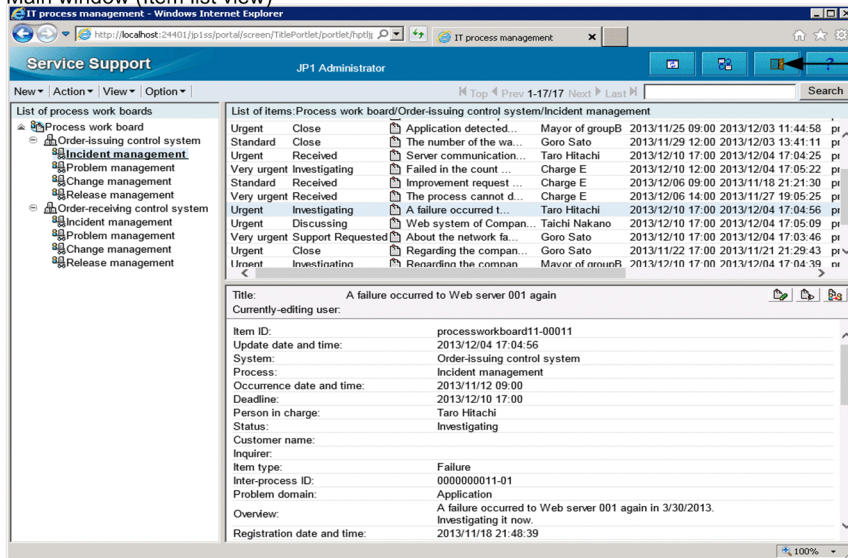
User ID: `jpladmin`

Password: `jpladmin`

3. Click the **Login** button.

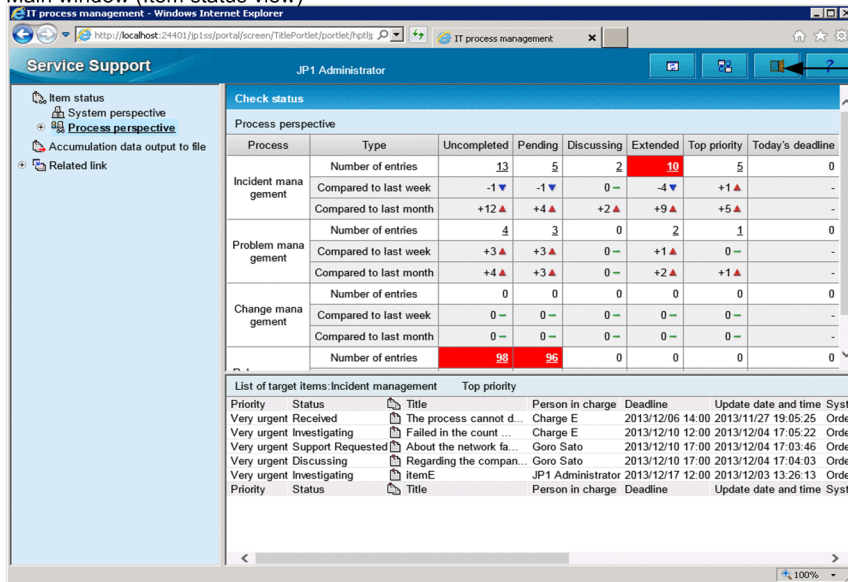
If login to JP1/Service Support is successful, the **main** window (either the Item list view or the Item status view) appears. To switch between these two views, click the **Switch from the main screen** button () in the toolbar.

Main window (Item list view)



Use the Switch from the main screen button to switch between these two views

Main window (Item status view)



Related topics

- [1.3.1 Installing JP1/Service Support by using the provided media](#)

1.5.3 Creating users

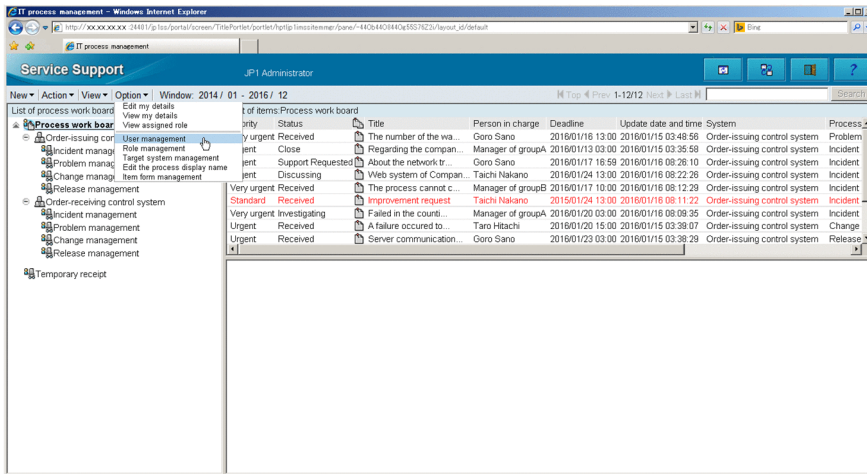
Create users who use JP1/Service Support.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

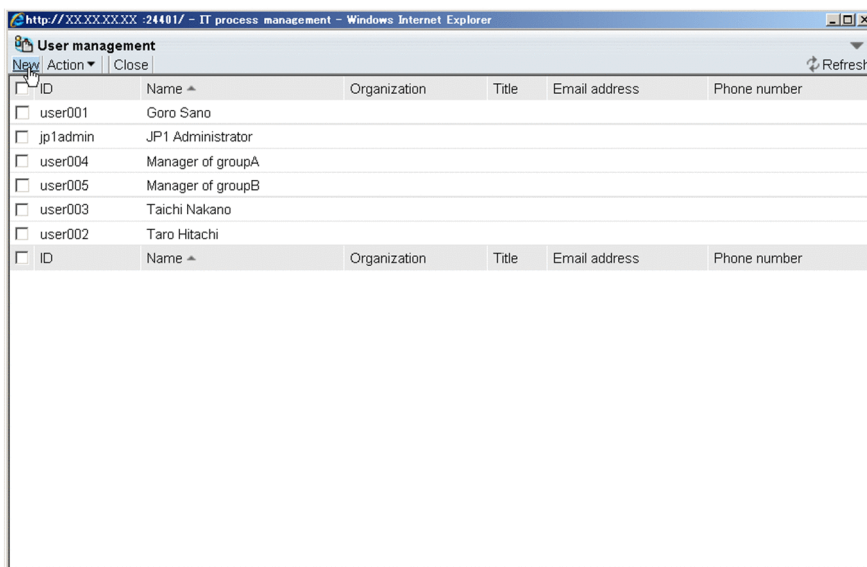
Procedure

1. In the **main** window (Item list), from the menu, select **Option - User management**.



The **User management** window is displayed.

2. From the menu, select **New**.



The **Create user** window is displayed.

3. Enter the user information.

Attribute	Value
ID*:	<input type="text"/>
Name*:	<input type="text"/>
English name:	<input type="text"/>
Password*:	<input type="text"/>
Re-enter password*:	<input type="text"/>
Organization:	<input type="text"/>
Title:	<input type="text"/>
Title level:	<input type="text"/>
Email address:	<input type="text"/>
Phone number:	<input type="text"/>
Phone number 2:	<input type="text"/>
Comment:	<input type="text"/>

The table below provides an example of the information to be entered.

Item	Configuration information to be entered
ID	10100
Name	Pedro Garcia
Password	R5742r
Re-enter password	R5742r
Email address#	pedro_garcia@example.com

#: Email notifications from JP1/Service Support will be sent to this address.

4. From the menu, select **Register**.

The user is created. You are returned to the **User management** window.

5. Repeat steps 2 to 4 to create all the users.

This manual assumes that you create all the users shown in Table 1-1 User information settings in *1.5.1 JP1/Service Support environment settings to be configured in this manual*.

Postrequisites

Create roles to which the users belong.

Related topics

- *1.5.1 JP1/Service Support environment settings to be configured in this manual*

1.5.4 Creating roles

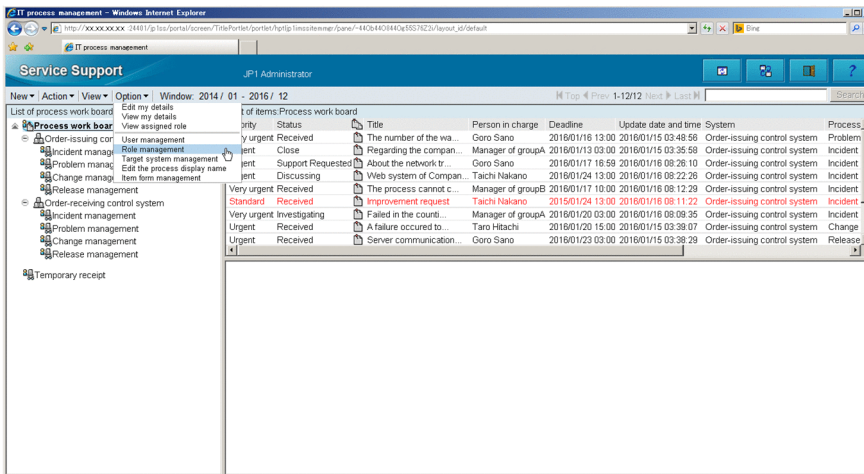
Users to be managed by JP1/Service Support can be grouped by their work assignments in JP1/Service Support. These are referred to as roles. By defining a role, you can assign access permissions to the operation target that has the specific role. In this topic, you create roles to which the users belong.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

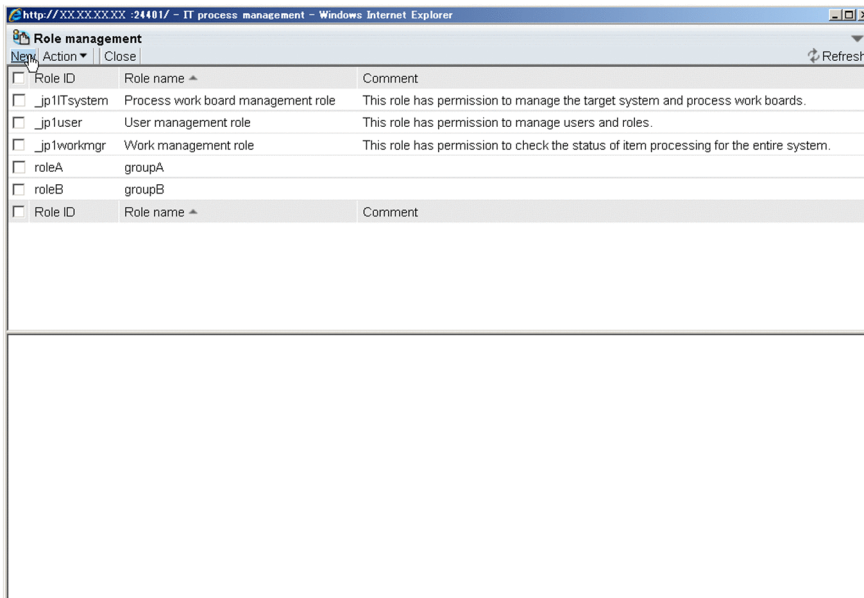
Procedure

1. In the **main window (Item list)**, from the menu, select **Option - Role management**.



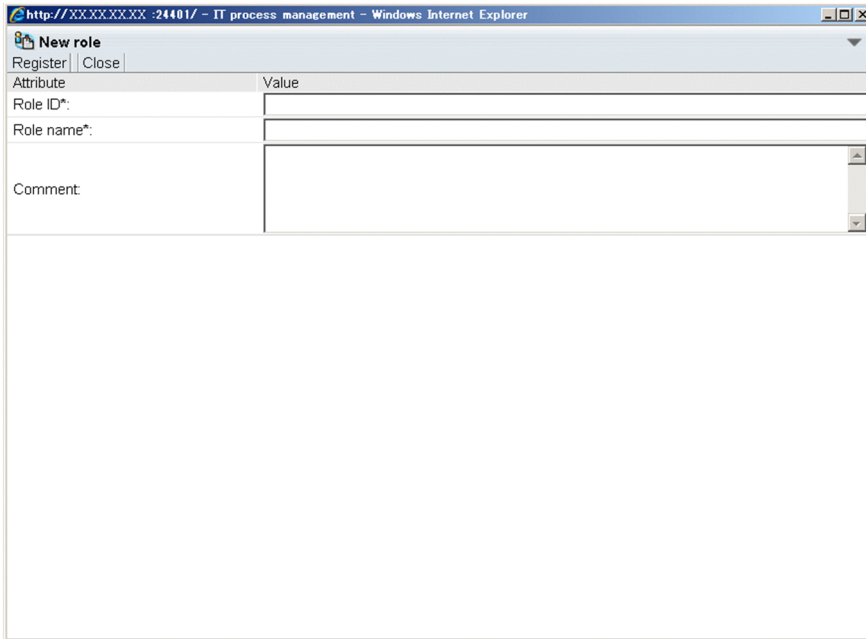
The **Role management** window is displayed.

2. From the menu, select **New**.



The **New role** window is displayed.

3. Enter the role information.



The table below provides an example of the information to be entered.

Item	Configuration information to be entered
Role ID	GWebIncident
Role name	Business system incident management

4. From the menu, select **Register**.

The role is created. You are returned to the **Role management** window.

5. Repeat steps 2 to 4 to create all the roles.

This manual assumes that you create all the roles shown in [Table 1-2 Role settings in 1.5.1 JP1/Service Support environment settings to be configured in this manual](#).

Postrequisites

Assign users to the roles that have been created.

Related topics

- [1.5.1 JP1/Service Support environment settings to be configured in this manual](#)

1.5.5 Assigning users to the roles

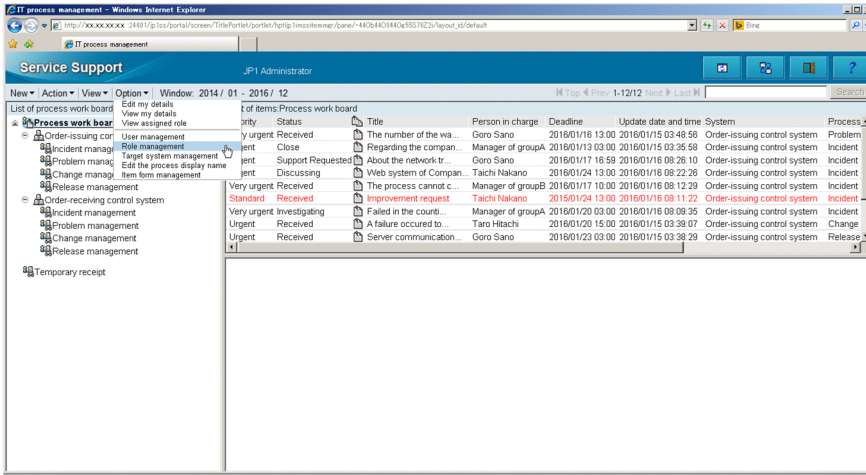
Assign users to the roles that have been created. If you specify a role for access permission settings or the persons in charge of an item, you can apply the same settings to all the users that are assigned as the members of the role.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

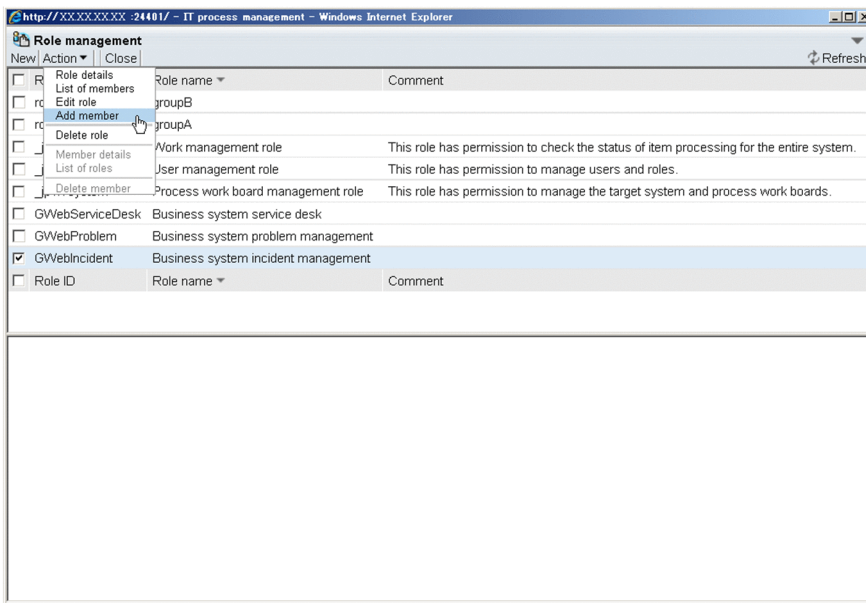
Procedure

1. In the **main** window (Item list), from the menu, select **Option - Role management**.



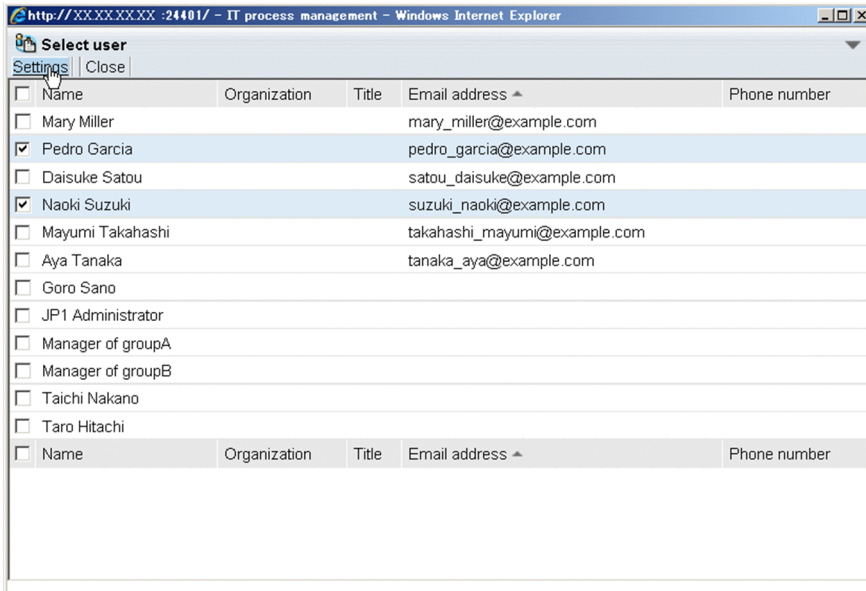
The **Role management** window is displayed.

2. Select the role to be assigned to the user, and then select **Action - Add member** from the menu.



The **Select user** window is displayed.

3. Select the user to which the role will be assigned, and then select **Settings** from the menu.



The selected user is assigned as a member of the role. You are returned to the **Role management** window.

4. Repeat steps 2 to 3 to assign users to all the roles created.

This manual assumes that you assign the users shown in [Table 1-2 Role settings in 1.5.1 JP1/Service Support environment settings to be configured in this manual](#).

Postrequisites

Create a system to be the target of item management.

Related topics

- [1.5.1 JP1/Service Support environment settings to be configured in this manual](#)

1.5.6 Creating a target system

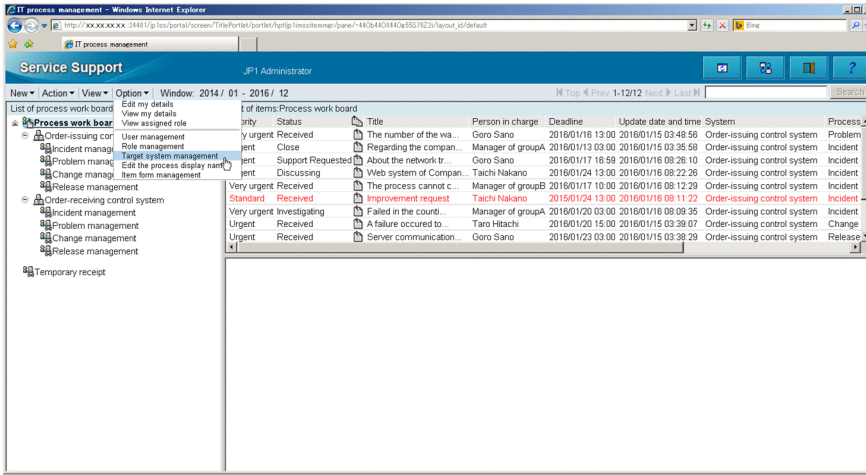
For each system to be managed by JP1/Service Support, create a place where Items will be managed. You can classify and manage Items by registering Items in different target systems.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

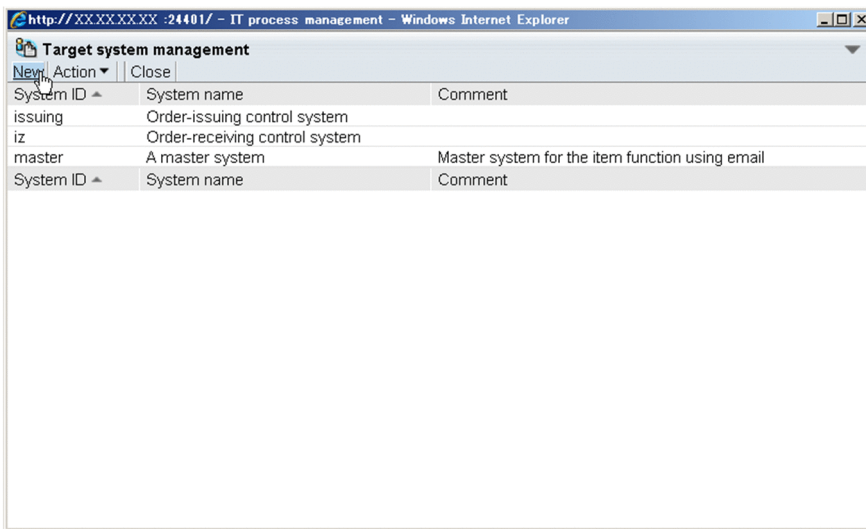
Procedure

1. In the **main** window (Item list), from the menu, select **Option - Target system management**.



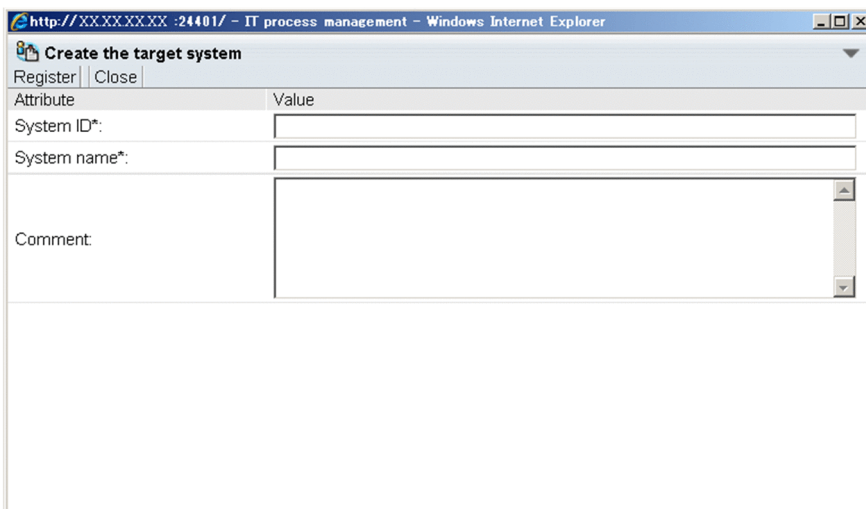
The **Target system management** window is displayed.

2. From the menu, select **New**.



The **Create the target system** window is displayed.

3. Enter information about the target system.



The table below provides an example of the information to be entered.

Item	Configuration information to be entered
System ID	GManagementSystem
System name	Business system

4. From the menu, select **Register**.

The system is created. You are returned to the **Target system management** window.

Postrequisites

Create a process work board in the target system. The process work board is a place where records of work for processes such as incident management and problem management are contained.

Related topics

- [1.5.1 JP1/Service Support environment settings to be configured in this manual](#)

1.5.7 Creating process work boards

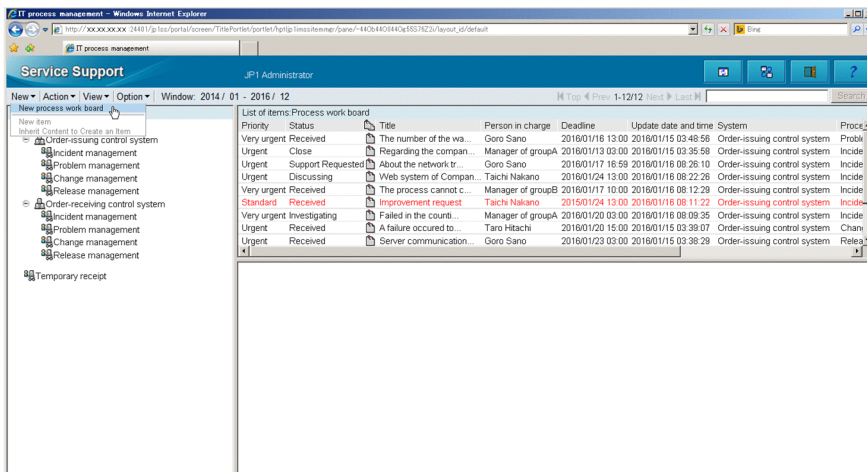
Create a process work board in the target system. The process work board is a place where records of work for processes such as incident management and problem management are contained.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. In the **main** window (Item list), from the menu, select **New - New process work board**.



The **New process work board** window is displayed.

2. In the **Basic settings** tab, set basic information.

The table below provides examples of the information to be entered or selected.

Item	Configuration information to be entered or selected
Process work board ID	GManagementSystemIncident
System	Business system
Process	Incident management
Item form	Select The process standard item form is used .
State	In operation
Process work board administrator	Naoki Suzuki

3. From the menu, select **Register**.

A process work board is created. You are returned to the **main** window (Item list).

4. Repeat steps 1 to 3 to create process work boards for the incident management process and the problem management process in all the target systems.

This manual assumes that you create all the process work boards shown in [Table 1-4 Process work board settings in 1.5.1 JP1/Service Support environment settings to be configured in this manual](#).

Postrequisites

Make sure that users and roles have the permissions required to access items registered in the process work boards.

Related topics

- [1.5.1 JP1/Service Support environment settings to be configured in this manual](#)

1.5.8 Assigning Item access permissions to users and roles

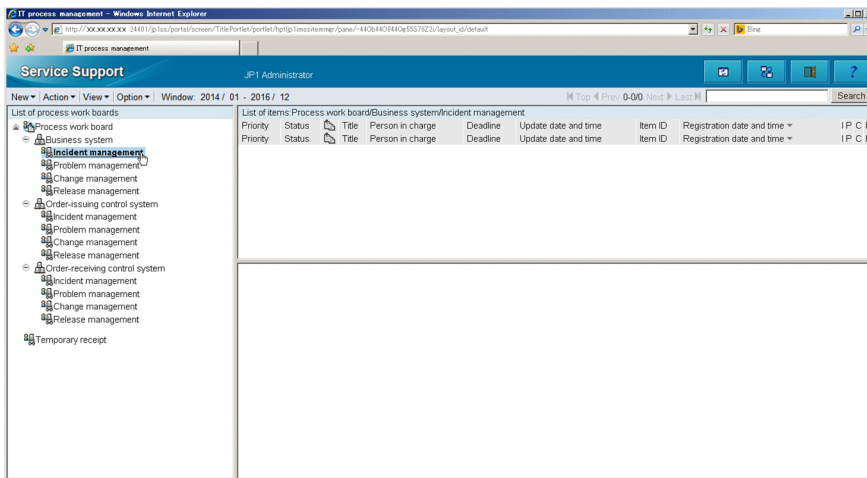
Edit the permissions required to access items registered in process work boards. Edit access permissions separately for each process work board.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. In the **main** window (Item list), from the list of process work boards, select the process work board where you want to edit access permissions.

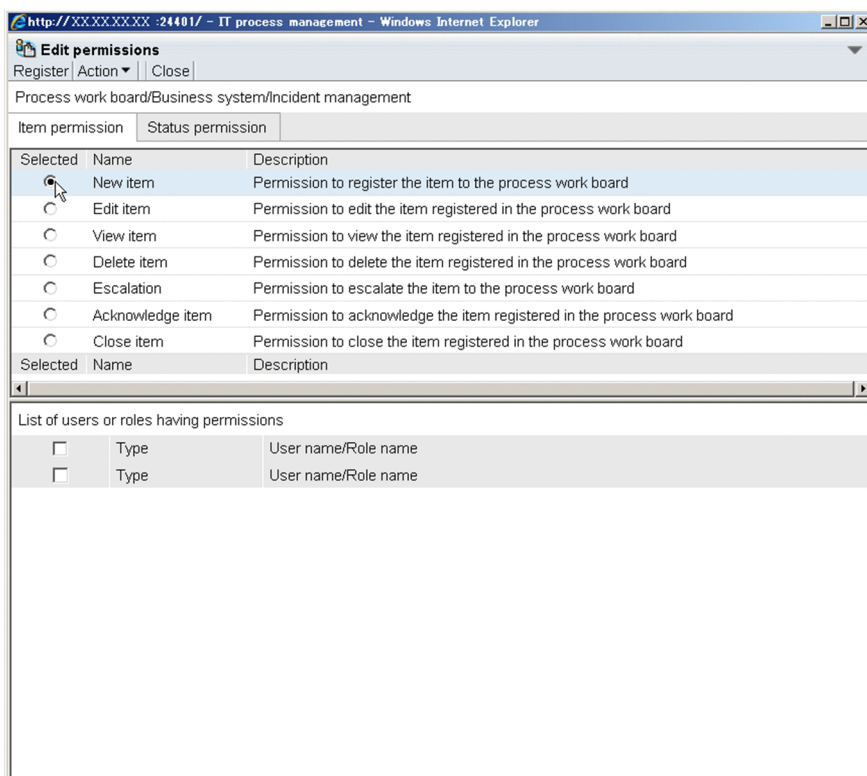


In this example, "Incident management" of "Business system" is selected.

2. From the menu, select **Action - Edit permissions**.

The **Edit permissions** window is displayed.

3. In the **Item permission** tab, select the access permission to edit.

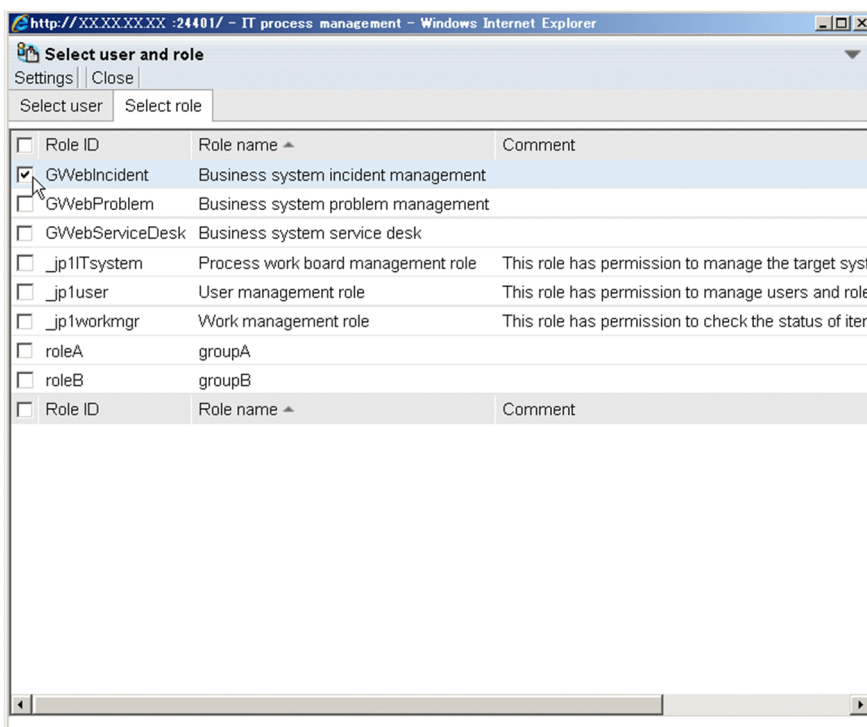


In this example, **New item** is selected.

4. From the menu, select **Action - Add user and role**.

The **Select user and role** window is displayed.

5. Select the **Select role** tab, and then select the roles to be added.



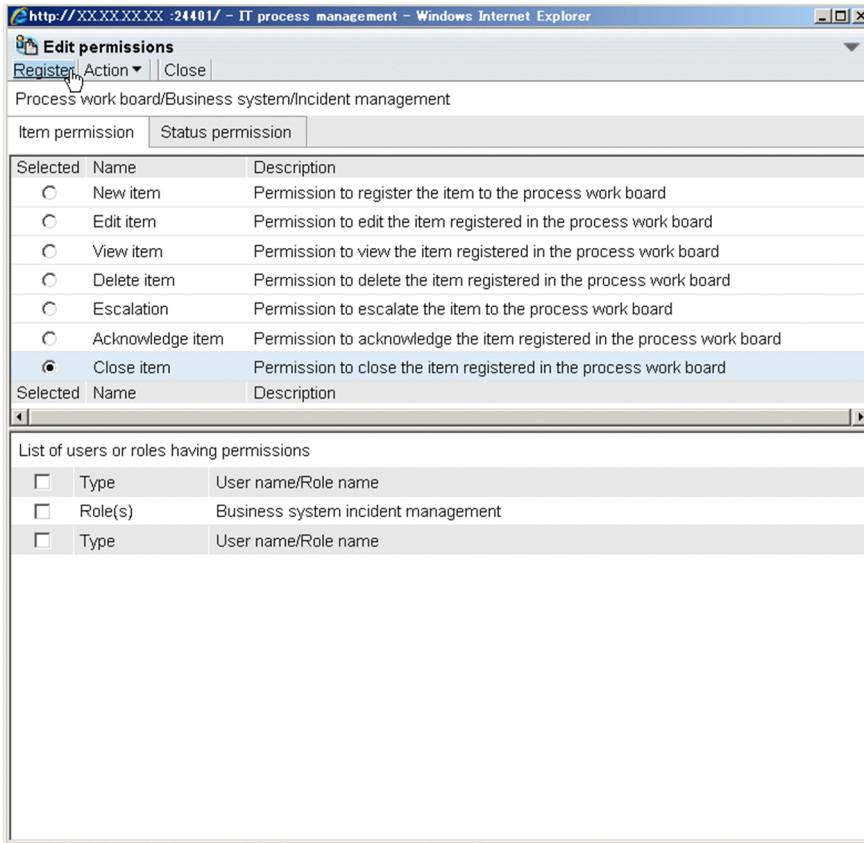
In this example, **GWebIncident business system incident management** and **GWebServiceDesk business system service desk** are selected.

6. From the menu, select **Settings**.

The settings in the **Select user and role** window are reflected in the **Edit permissions** window.

7. Repeat steps 4 to 6 to edit all the access permissions in the process work board selected in step 1.

8. In the **Edit permissions** window, from the menu, select **Register**.



The edits to the access permissions are reflected. You are returned to the **main** window.

9. Repeat steps 1 to 8 to set access permissions in all the process work boards.

This manual assumes that you assign the access permissions shown in [Table 1-5 Access permission settings in 1.5.1 JP1/Service Support environment settings to be configured in this manual](#).

Related topics

- [1.5.1 JP1/Service Support environment settings to be configured in this manual](#)

1.5.9 Customizing Item forms

JP1/Service Support provides templates allowing users to enter item information and containing different entries for different processes. These templates are used to manage different sets of information for different processes. These templates are referred to as item forms throughout this manual. Users can customize item forms to meet their operational needs.

Prerequisites

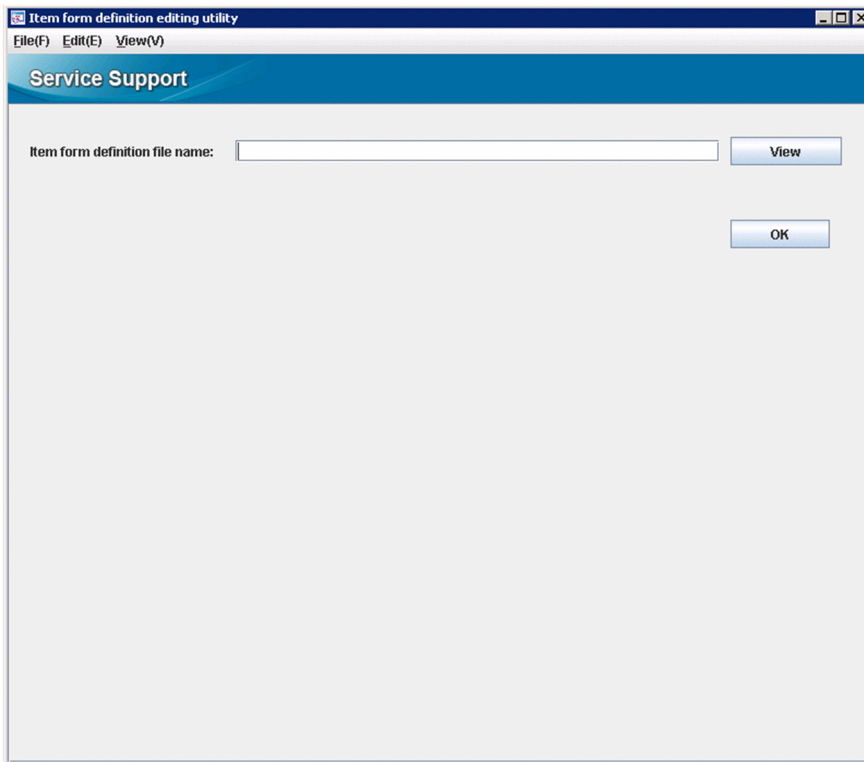
This operation is performed by the JP1/Service Support administrator.

Procedure

1. In the Start menu, click **Programs - JP1_Service Support**, right click **JP1_SS Command Prompt**, and then select **Run as administrator**.
2. Execute the following command:

```
jssformcustomizer -sys
```

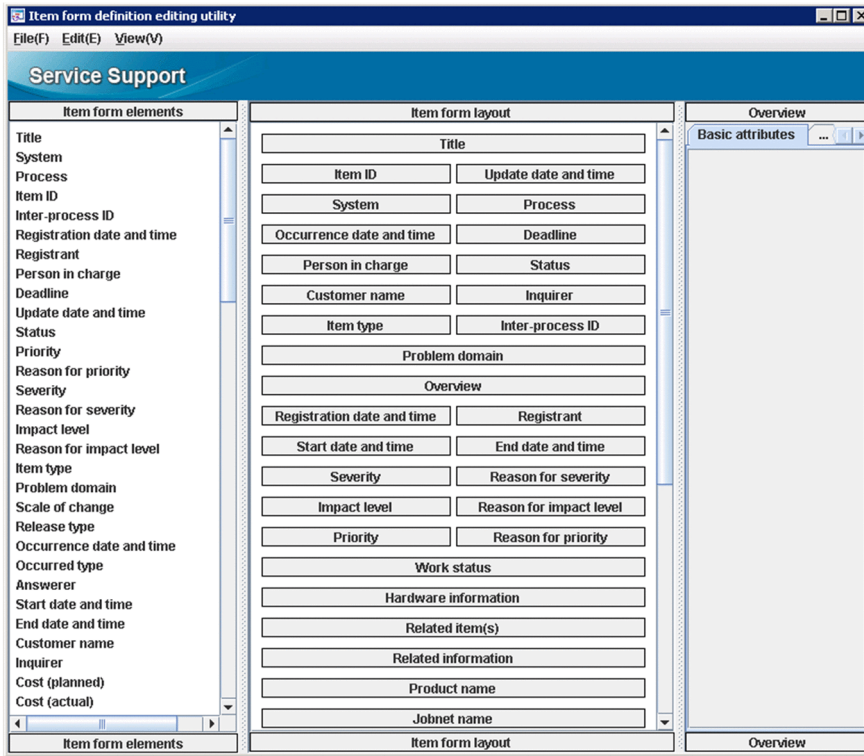
The **Item form definition editing utility** window (Select item form definition) is displayed.



3. Click the **View** button. For example, in the displayed file selection dialog box, specify the item form definition file for incident management.

```
JP1/SS-path\itemform\jssincident.xml
```

4. In the **Item form definition editing utility** window (Select item form definition), click the **OK** button. The **Item form definition editing utility** window (Customize item form) is displayed.

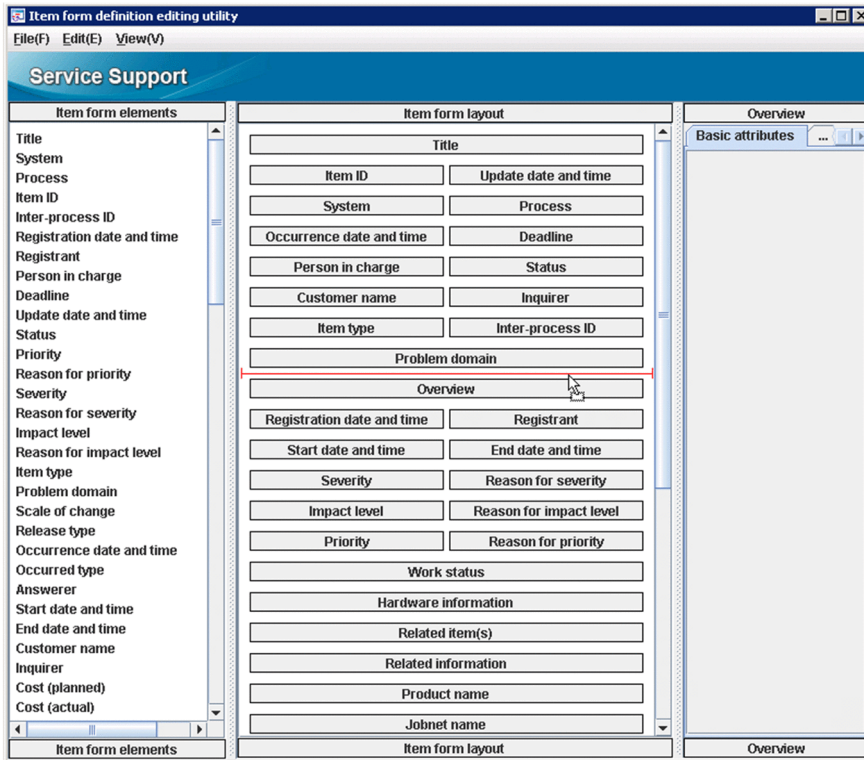


- Item form elements list pane
Displays a list of elements that can be displayed in the item form
- Item form layout pane
Displays the layout of information specified in the item form definition file. You can edit the item form definition file in this pane.
- Overview pane
This pane consists of the **Basic attributes** tab, the **Extended attributes** tab, and the **Set value** tab.

For details, see *Procedure for customizing an Item form definition file* in the *JPI/Service Support Configuration and Administration Guide*.

In the remaining part of this procedure, you will change the display position of **Work status** in the item form layout pane.

5. In the item form layout pane, drag **Work status** and drop it on the desired position.



In the **Item form definition editing utility** window (Customize item form), from the menu, select **View - Preview**. You can view the item form definition that is currently being edited.

6. In the **Item form definition editing utility** window (Customize item form), from the menu, select **File - Item form definition** and then specify **GWeb incident management form** as the item form name.
7. In the **Item form definition editing utility** window (Customize item form), from the menu, select **File - Save**. The **Save item form definition file** window (Dialog for saving the item form definition file) is displayed. In this procedure, change the name of the item form definition file to **GWebIncidentform01.xml**.
8. In the **Item form definition editing utility** window (Customize item form), from the menu, select **File - Select item form definition file**.

In the displayed file selection dialog box, specify the item form definition file for item search.

```
JP1/SS-path\itemform\jssdefault.xml
```

If you customized the item form definition file, also customize the item form definition file for item search. If these custom settings are not identical, no items might be displayed in the **Specify item search conditions** window. In addition, the selection code of the CSV file to be output from the **List of item search results** window might not be convertible to the display name.

9. Perform the same operation as explained in step 5.
10. In the **Item form definition editing utility** window (Customize item form), from the menu, select **File - Item form definition** and then specify **GWeb item search form** as the item form name.
11. In the **Item form definition editing utility** window (Customize item form), from the menu, select **File - Save**. The **Save item form definition file** window (Dialog for saving the item form definition file) is displayed. In this procedure, change the name of the item form definition file for item search to **GWebSearchform01.xml**.
12. Stop JP1/Service Support services except for the JP1/Service Support - DB Server service.

For details about the order in which these services should be stopped, see [1.6.2 Stopping JP1/Service Support services](#).

13. Refer to step 1 and start the command prompt.

14. Execute the following commands:

In the following example, the item form definition file (`c:\customize\GWebIncidentform01.xml`) and the item form definition file for item search (`c:\customize\GWebSearchform01.xml`) are applied to the item forms:

```
jssformdef -f c:\customize\GWebIncidentform01.xml
jssformdef -f c:\customize\GWebSearchform01.xml
```

The content you saved in steps 7 and 11 will be reflected in the item forms when you start JP1/Service Support services.

15. Start JP1/Service Support services.

For details about the order in which these services should be started, see [1.6.1 Starting JP1/Service Support services](#).

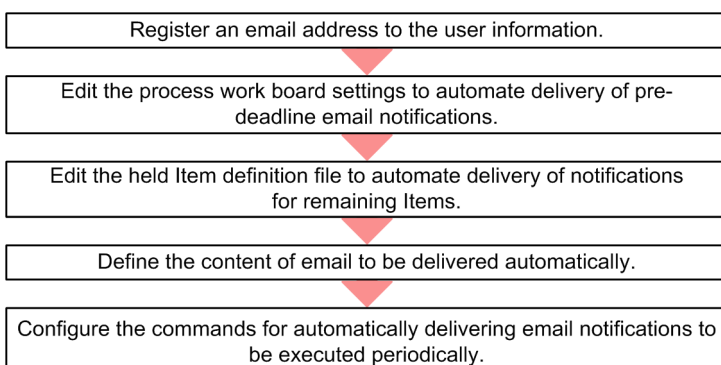
Related topics

- [1.6.2 Stopping JP1/Service Support services](#)
- [1.6.1 Starting JP1/Service Support services](#)
- [Procedure for customizing an Item form definition file of the JP1/Service Support Configuration and Administration Guide](#)

1.5.10 Workflow for enabling email notification

As the first step, register, in the user information about the business system user, the email address to which email notifications will be sent. Next, specify the settings in order to automate the distribution of pre-deadline email notifications and notifications for remaining items. Then, define the email content. Finally, specify the settings so that commands that automatically distribute emails will be executed periodically.

The workflow for enabling email notifications is shown below.



Legend:

 : Workflow

(1) Registering email addresses to the user information

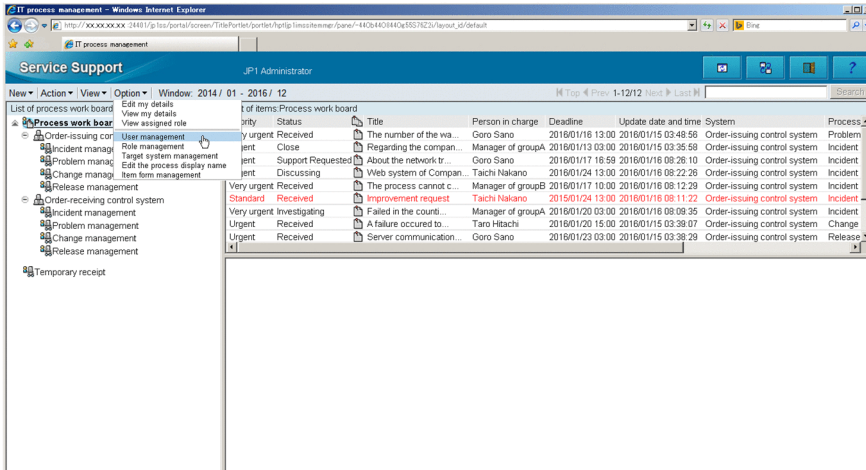
Register, in the user information, the email address to which email notifications will be sent. This operation is unneeded if such an email address is already registered in the user information of the JP1/Service Support user.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

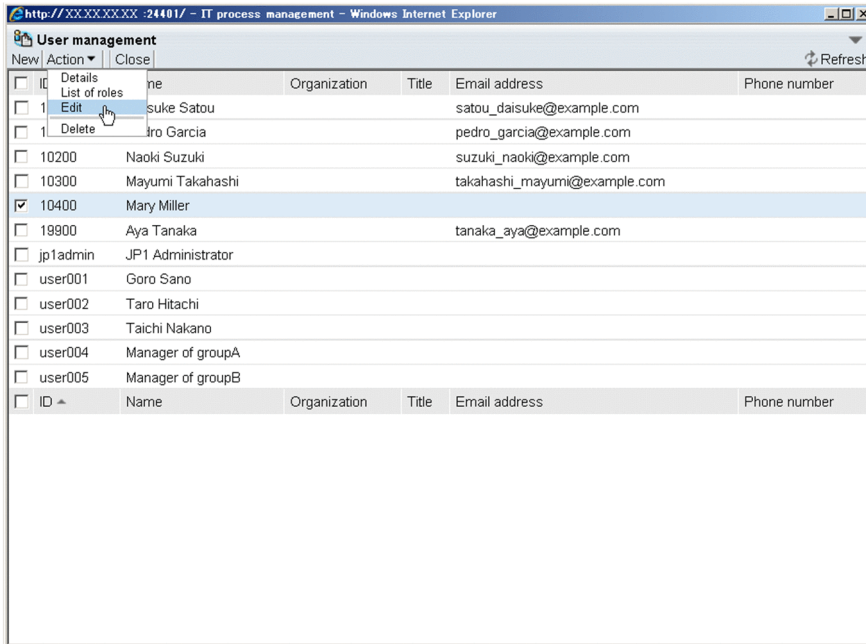
Procedure

1. In the **main window (Item list)**, from the menu, select **Option - User management**.



The **User management** window is displayed.

2. Select the user whose email address will be registered, and then select **Action - Edit**.



The **Edit user** window is displayed.

3. In the **Edit user** window, enter the email address.

Attribute	Value
ID*:	10400
Name*:	Mary Miller
English name:	Mary Miller
<input type="checkbox"/> Change password Password: Password*: Re-enter password*:	
Organization:	
Title:	
Title level:	
Email address:	mary_miller@example.com
Phone number:	
Phone number 2:	
Comment:	

The email address can be up to 255 characters consisting of half-width alphanumeric characters and characters listed in the table of ASCII characters.

4. Verify that you have entered the correct email address.

5. From the menu, select **Register**.

The user information is registered. You are returned to the **User management** window.

Postrequisites

Edit the process work board to automate the distribution of pre-deadline email notifications.

(2) Editing the process work board settings to automate delivery of pre-deadline email notifications

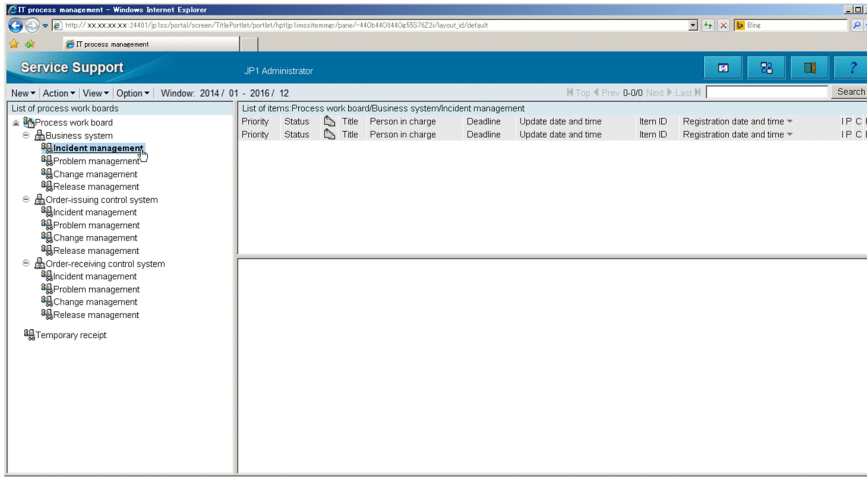
Edit the process work board settings so that a command can be executed to automate delivery of pre-deadline email notifications to the process work board administrator and the persons in charge of Items that meet the specified conditions.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

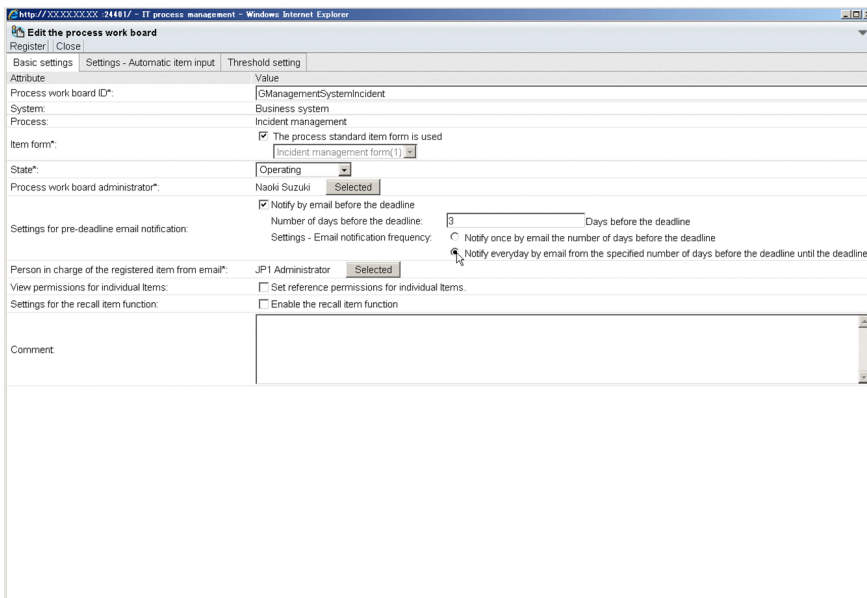
Procedure

1. In the **main** window (Item list view), from the list of process work boards, select the process work board that should automatically deliver pre-deadline email notifications.



2. From the menu, select **Action - Edit the process work board**.
The **Edit the process work board** window is displayed.

3. In the **Edit the process work board** window, select the **Basic settings** tab and then edit items in **Settings for pre-deadline email notification**.



The table below provides examples of the information to be entered or selected.

Item	Configuration information to be entered or selected	
Settings for pre-deadline email notification	Notify by email before the deadline	Select the check box.
	Number of days before the deadline	Three days ago
	Settings - Email notification frequency	Select Notify everyday by email from the specified number of days before the deadline until the deadline .

In the above example, when the command to automatically deliver pre-deadline email notifications is executed, pre-deadline email notifications will be sent to the process work board administrator and the persons in charge of Items whose deadlines are at or before 23:59:59 on the third day after the command is executed.

For details about how to set conditions other than those mentioned above, see *Pre-deadline email notification* in the *JP1/Service Support Configuration and Administration Guide*.

4. From the menu, select **Register**.

The changes are applied. The **main** window (Item list view) is re-displayed.

Postrequisites

Edit the held Item definition file to automate delivery of the notification of remaining Items.

Related topics

- *Pre-deadline email notification of the JPI/Service Support Configuration and Administration Guide*

(3) Editing the held Item definition file to automate the distribution of notifications of remaining Items

Edit the held Item definition file so that a command can be executed to automate distribution of notifications of remaining Items to the process work board administrator and the persons in charge of Items that satisfy specific conditions.

Prerequisites

This operation is performed by the JPI/Service Support administrator.

Procedure

1. Open the held Item definition file by using, for example, a text editor.

The held Item definition file is stored in:

```
JPI/SS-path\conf\command\jplinformleave_setting.conf
```

2. Specify definition information about held Items and save the file.

In the example shown below, define information about held Items in the process work board for the system named "Business system".

Define the conditions on which held Items will be distributed to the persons in charge of Items registered in the process work boards "Incident management" and "Problem management", as shown below. Use the equal sign = to combine the setting item and the configuration information.

Setting item (key name to be specified)	Configuration information to be entered
hptl_jp1_imss_target_pwb_list	GManagementSystemIncident,GManagementSystemProblem
hptl_jp1_imss_target_priority_code	1,2,3
hptl_jp1_imss_target_range	24
hptl_jp1_imss_JIMSD_STAT_RESEARCH	60
hptl_jp1_imss_JIMSD_STAT_APPROVED	60

After a command is executed to automatically distribute a notification of the remaining Items, settings are made to distribute notification of remaining Items to the process work board administrator and the persons in charge of the Items that are prioritized as **Very urgent**, **Urgent**, or **Standard**, marked as being in **investigated** or **already approved** status within the last 24 hours, and left unprocessed for no less than one hour.

For details about the conditions on which notifications of remaining Items are distributed, see *Held Item definition file (jplinformleave_setting.conf)* in the *JPI/Service Support Configuration and Administration Guide*.

Postrequisites

Edit the email definition file to define the email content to be distributed automatically.

Related topics

- *Held Item definition file (jplinformleave_setting.conf) of the JP1/Service Support Configuration and Administration Guide*

(4) Defining the email content to be distributed automatically

Define the common email notification content that will be distributed by JP1/Service Support, such as the SMTP server's host name and the sender. To meet requirements for the operation explained in this manual, enable the distribution of email notifications when an Item is closed, and review the email content that will be distributed.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. Open the email definition file by using, for example, a text editor.

The email definition file is stored in:

`JP1/SS-path\conf\jplimss_mail_setting.conf`

2. Set the SMTP server's host name, the sender, and the sender's email address.

In this example, make the following settings: Use the equal sign = to combine the setting item and the configuration information to be entered.

Setting item (key name to be specified)	Configuration information to be entered
hptl_jp1_imss_mail_server	MailServer
hptl_jp1_imss_mail_form_name	JP1/ServiceSupport
hptl_jp1_imss_mail_form_address	administrator@hitachi.com
hptl_jp1_imss_mail_auth_method	none

3. Specify the settings so that the person in charge of an Item will be notified by email.

Set the key "hptl_jp1_imss_mail_item_charge_flag" to ON.

4. Specify the settings so that the person who registers an Item will be notified by email when the Item is closed.

Set the key "hptl_jp1_imss_mail_item_close_flag" to ON.

5. Review the email content to be distributed when pre-deadline email notifications are distributed, when notifications of remaining items are distributed, when email notifications of closed items and changes in persons in charge of Items are distributed.

The following are the initial settings of the email content.

Type of email notification	Distribution destination	Title	Email body
Pre-deadline email notification	Person in charge of the Item	[Notification of deadline for person in charge] The item deadline is approaching.	The number of items whose deadlines are approaching is <i>number-of-items</i> . The number of items whose priority is Very urgent is <i>number-of-items</i> . The number of items whose priority is urgent is <i>number-of-items</i> . The number of items whose priority is standard is <i>number-of-items</i> . System: <i>system-name</i> Process: <i>process-name</i>

Type of email notification	Distribution destination	Title	Email body
Pre-deadline email notification	Person in charge of the Item	[Notification of deadline for person in charge] The item deadline is approaching.	<p>-----</p> <p>The deadline of the item, <i>Item-id</i>, is approaching.</p> <p>Title: <i>item-title</i></p> <p>Priority: <i>item-priority</i></p> <p>Status: <i>item-status</i></p> <p>Person in charge: <i>value-assigned-to-person-in-charge-of-item</i></p> <p>Deadline: <i>deadline-for-item</i></p> <p>-----</p> <p>:</p>
	Process work board administrator	[Notification of deadline for process work board administrator] The deadlines of <i>number-of-items</i> items are approaching.	<p>This email notifies you of the number of items whose deadlines are approaching.</p> <p>Number of days before deadline: Before <i>number-of-days-before-deadline</i> days</p> <p>Email notifications frequency setting: <i>frequency-of-emailnotifications</i></p> <p>System: <i>system-name</i></p> <p>Process: <i>process-name</i></p> <p>Number of items: <i>number-of-items</i> items:</p> <p>The number of items whose priority is very urgent is <i>number-of-items</i>.</p> <p>The number of items whose priority is urgent is <i>number-of-items</i>.</p> <p>The number of items whose priority is standard is <i>number-of-items</i>.</p>
Notification of remaining Items	Person in charge of the Item	[Notification of held item for person in charge] The processing of the item is delayed.	<p>The number of items whose processing is delayed is <i>number-of-items</i>.</p> <p><i>Number-of-delayed-items-for-each-status</i></p> <p>Priority to be monitored: <i>priority-of-items-to-be-monitored</i></p> <p>Time when item is not updated:</p> <p><i>time-during-which-items-in-a-specific-status-remain</i></p> <p>System: <i>system-name</i></p> <p>Process: <i>process-name</i></p> <p>-----</p> <p>The processing of the item, <i>item-id</i>, is delayed.</p> <p>Title: <i>item-title</i></p> <p>Priority: <i>item-priority</i></p> <p>Status: <i>item-status</i></p> <p>Person in charge: <i>value-assigned-to-person-in-charge-of-item</i></p> <p>Update date and time: <i>date-and-time-of-item-update</i></p> <p>-----</p> <p>:</p>
	Process work board administrator	[Notification of the number of held items for process work board administrator] <i>number-of-items</i> items are delayed in processing.	<p>This email notifies you of the number of items whose processing is delayed.</p> <p>The number of items whose processing is delayed is <i>number-of-items</i>.</p> <p><i>Number-of-delayed-items-for-each-status</i></p> <p>Priority to be monitored: <i>priority-of-items-to-be-monitored</i></p> <p>Time when item is not updated:</p> <p><i>Time-during-which-items-in-a-specific-status-remain</i></p> <p>System: <i>system-name</i></p> <p>Process: <i>process-name</i></p>
Email notification of changes in the persons in charge of Items	New person in charge of the Item	[Item change of the person in charge notification <i>item-id</i>] <i>item-title</i>	<p>The person in charge of the item of [Item ID:<i>item-id</i>] changed.</p> <p>System: <i>system-name</i></p> <p>Process: <i>process-name</i></p> <p>Title: <i>item-title</i></p> <p>Priority: <i>item-priority</i></p>

Type of email notification	Distribution destination	Title	Email body
Email notification of changes in the persons in charge of Items	New person in charge of the Item	[Item change of the person in charge notification <i>item-id</i>] <i>item-title</i>	Status: <i>item-status</i> Person in charge: <i>value-assigned-to-person-in-charge-of-item</i> Deadline: <i>deadline-for-item</i>
Email notification to be distributed when an Item is closed	Person in charge of the Item	[Item close notification <i>item-id</i>] <i>item-title</i>	The item of [Item ID: <i>item-id</i>] was closed. System: <i>system-name</i> Process: <i>process-name</i> Title: <i>item-title</i> Priority: <i>item-priority</i> Status: <i>item-status</i> Person in charge: <i>value-assigned-to-person-in-charge-of-item</i> Deadline: <i>deadline-for-item</i>

6. Save and overwrite the email definition file.

7. Verify that the content of the email definition file is correct.

8. Stop the following JP1/Service Support services:

- JP1/Service Support - Web Service
- JP1/Service Support

For details about the order in which these services should be stopped, see [1.6.2 Stopping JP1/Service Support services](#).

9. Start JP1/Service Support services.

For details about the order in which these services should be started, see [1.6.1 Starting JP1/Service Support services](#).

Changes to the email definition file are reflected in JP1/Service Support.



Note

The email definition file allows you to make settings on the following functionalities and the above-mentioned functionalities:

- Email notification of deleted users
- Email notification of deleted roles
- Email notification of created Items
- Email notification of Item escalation
- Registration of Items by email

For details, see information about the *email definition file (jplimss_mail_setting.conf)* in the *JP1/Service Support Configuration and Administration Guide*.

Postrequisites

Edit the definition file for the task practice service so that the commands for automatically distributing pre-deadline email notifications and held Item notifications are periodically executed on a regular basis.

Related topics

- [1.6.2 Stopping JP1/Service Support services](#)
- [1.6.1 Starting JP1/Service Support services](#)
- [Email definition file \(jplimss_mail_setting.conf\) of the JP1/Service Support Configuration and Administration Guide](#)

(5) Configuring the periodic execution of commands for automatically distributing email notifications

Edit the definition file for the task practice service so that the commands for automatically distributing pre-deadline email notifications and held Item notifications are periodically executed on a regular basis.

Prerequisites

- This operation is performed by the JP1/Service Support administrator.
- JP1/Service Support - Task Service is terminated.

Procedure

1. Use a program such as a text editor to open the definition file for the task practice service.
The following is the location where the definition file for the task practice service is stored:
`JP1/SS-path\conf\jplimss_service_setting.conf`

2. Edit the **jssinformperiod** section.

In this example, edit this section as follows:

```
[jssinformperiod]
use=true
basetime=03:00
```

The command for automatically distributing pre-deadline email notifications (`jssinformperiod` command) runs every day at 3:00 a.m.

A load is placed on the machine while the `jssinformperiod` command is running. We recommend that you set the command to be executed when only JP1/Service Support - DB Server is running or during a time period when the load on the machine is low (e.g., at night).

3. Edit the **jssinformleave** section.

In this example, edit this section as follows:

```
[jssinformleave]
use=true
period=240
monitorStart=08:00
monitorEnd=20:00
```

The command for automatically distributing held Item notifications (`jssinformleave` command) runs every four hours (240 minutes) from 8:00 to 20:00, every day.

A load is placed on the machine while the `jssinformleave` command is running. Pay attention to the execution interval.

4. Check whether the content edited in steps 2 and 3 is correct.
5. Save the definition file for the task practice service.

6. Start JP1/Service Support - Task Service.

For details about how to start the service, see [1.6.1 Starting JP1/Service Support services](#).

The edited content in the definition file for the task practice service is applied to JP1/Service Support.

Note

- For details about periodic command execution using the JP1/Service Support - Task Service service, see *Definition file for the task practice service (jp1imss_service_setting.conf)* in the *JP1/Service Support Configuration and Administration Guide*.
- For details about how to execute the following commands using the command prompt, see *How to use Command Prompt to execute commands* in the *JP1/Service Support Configuration and Administration Guide*.
 - `jssdbbackup.bat` command (makes a backup of data in the Item management database)
 - `jssdbreclaim.bat` command (releases the free space in the Item management database)
 - `jssdbreorg.bat` command (reorganizes the Item management database)

Related topics

- [1.6.2 Stopping JP1/Service Support services](#)
- [1.6.1 Starting JP1/Service Support services](#)
- *Definition file for the task practice service (jp1imss_service_setting.conf)* of the *JP1/Service Support Configuration and Administration Guide*
- *How to use Command Prompt to execute commands* of the *JP1/Service Support Configuration and Administration Guide*

1.6 Changing JP1/Service Support settings

You must start or stop JP1/Service Support services when changing JP1/Service Support settings. Note that JP1/Service Support services must be started or stopped in a predetermined order. This topic explains how to start or stop the services.

1.6.1 Starting JP1/Service Support services

Start JP1/Service Support services on the Item management server.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. From the Start menu, select **Administrative Tools - Services**.

The **Services** dialog box is displayed.

2. Right click the service to be started, and then select **Start** from the pop-up menu.

Start the JP1/Service Support - Task Service service only if the definition file for the task practice service is configured to perform one of the following: aggregation of Item information, pre-deadline notification, notification of remaining Items, and email-based Item registration. If the definition file is not configured to perform any of the above, an error will occur.

Start services in the following order:

- JP1/Service Support - DB Server service
- JP1/Service Support service
- JP1/Service Support - Web Service service
- JP1/Service Support - Task Service service

1.6.2 Stopping JP1/Service Support services

Stop JP1/Service Support services on the Item management server.

Prerequisites

This operation is performed by the JP1/Service Support administrator.

Procedure

1. From the Start menu, select **Administrative Tools-Services**.

The **Services** dialog box is displayed.

2. Right click the service to be stopped, and then select **Stop** from the pop-up menu.

Stop services in the following order:

- JP1/Service Support - Task Service service
- JP1/Service Support - Web Service service
- JP1/Service Support service

- JP1/Service Support - DB Server service

2

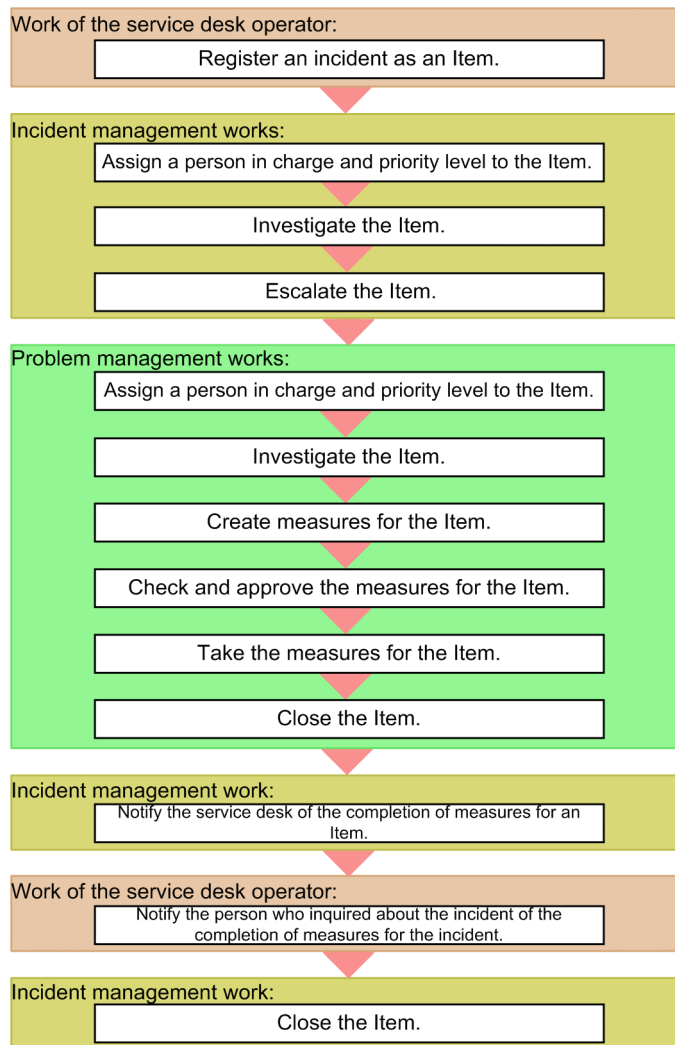
Resolving Incidents Based on Registered Items

By registering incidents that occurred on a target system to JP1/Service Support as Items and managing the progress of the measures taken for the incidents, you can efficiently solve incidents. This chapter describes the overview of the process from the registration of the incident "an abnormal termination of an application in the business system" as an Item until the Item is closed.

2.1 Workflow from registering an incident as an Item to closing the Item

When an incident occurs on a business system, a service desk operator receives an inquiry about the incident and then registers the incident as an Item. Persons in charge of the incident management and problem management processes take measures for the Item. After the incident inquirer approves the results, the incident management administrator closes the Item.

The following shows the workflow from registering an incident as an Item to closing the Item.



Legend

▼ : Workflow

Related topics

- [2.2 Registering an incident as an Item \[service desk\]](#)
- [2.3 Assigning a person in charge and priority level to the Item \[incident management\]](#)
- [2.4 Investigating the Item \[incident management\]](#)
- [2.5 Escalating the Item \[incident management\]](#)
- [2.6 Assigning a person in charge and priority level to the Item \[problem management\]](#)
- [2.7 Investigating the Item \[problem management\]](#)
- [2.8 Creating measures for the Item \[problem management\]](#)

- 2.9 Checking and approving the measures for the Item [problem management]
- 2.10 Taking the measures for the Item [problem management]
- 2.11 Closing the Item [problem management]
- 2.12 Notifying the service desk of the completion of measures for an Item [incident management]
- 2.13 Notifying the incident inquirer of the completion of measures for the incident [service desk]
- 2.14 Closing the Item [incident management]

2.2 Registering an incident as an Item [service desk]

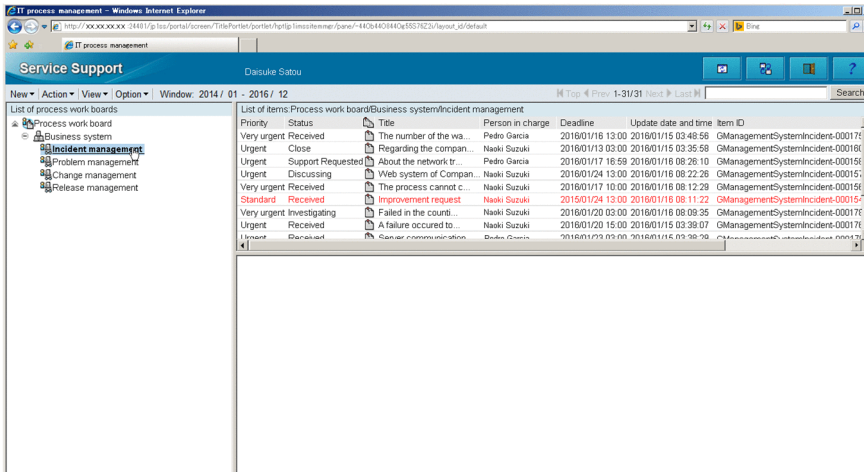
When a service desk operator receives an inquiry about an incident that occurred on a target system, the operator registers the incident to JP1/Service Support as an Item. By registering Items to JP1/Service Support, you can manage their work statuses in JP1/Service Support.

Prerequisites

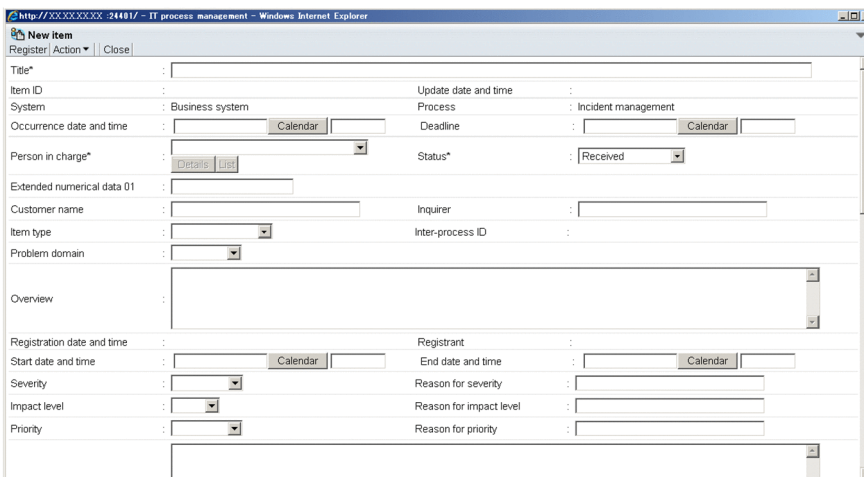
This operation is performed by the service desk operator.

Procedure

1. From the list of process work boards in the **main** window (for the list of Items), select [Incident management] of [Business system].



2. From the menu, select **New - New item**.
The **New item** window appears.
3. Enter Item information.



The table below provides examples of the information to be entered or selected.

Item	Configuration information to be entered or selected
Title	Abnormal termination of an application in the business system
Person in charge	Role name: Business system incident management

Item	Configuration information to be entered or selected
Status	Received
Work status	Enter information such as the following: <ul style="list-style-type: none"> • An inquiry about an incident (abnormal termination of an application in the business system) was received at the service desk. • Requesting for the Item to be handled in incident management.

To enter Item information other than the information in the above table, see *Creating an Item by using the [New item] window* in the *JP1/Service Support Configuration and Administration Guide*.

Note that values for **Item ID**, **System**, **Process**, **Inter-process ID**, **Registration date and time**, and **Registrant** are automatically input when the Item is registered in step 5.

4. To attach a file, click the **Attachment** button to display the **Attach file** window, and then specify the file to be attached.

5. From the menu, select **Register**.

The Item is registered to the incident management process work board.

6. Notify the incident management administrator that the Item has been registered to JP1/Service Support.

If email notification is enabled, you can omit this step. For details about email notifications, see *Email notification* in the *JP1/Service Support Configuration and Administration Guide*.



Note

The following functionalities are useful during Item registration:

- You can prevent the omission of input items by specifying which input items in the Item form are mandatory. For details, see *Customizing an Item form* in the *JP1/Service Support Configuration and Administration Guide*.
- To automate the input of the priority and deadline of each work unit, change the settings of the process work board to which the Item is to be registered. For details, see *Using automatic input of Item settings* in the *JP1/Service Support Configuration and Administration Guide*.
- You can register Items by email. For details, see *Setting an environment for registering Items by email* in the *JP1/Service Support Configuration and Administration Guide*, and *Creating Items via email* in the *JP1/Service Support Operator's Guide*.
- If you are using JP1/IM - Manager to monitor the system, you can use automated actions to automatically register JP1 events to JP1/Service Support as Items. For details, see *Registering Items via automated action* in the *JP1/Service Support Configuration and Administration Guide*.

Related topics

- *Creating an Item by using the "New item" window* of the *JP1/Service Support Configuration and Administration Guide*
- *Email notification* of the *JP1/Service Support Configuration and Administration Guide*
- *Customizing an Item form* of the *JP1/Service Support Configuration and Administration Guide*
- *Using automatic input of Item settings* of the *JP1/Service Support Configuration and Administration Guide*
- *Setting an environment for registering Items by email* of the *JP1/Service Support Configuration and Administration Guide*
- *Creating Items via email* of the *JP1/Service Support Configuration and Administration Guide*

- *Registering Items via automated action of the JPI/Service Support Configuration and Administration Guide*

2.3 Assigning a person in charge and priority level to the Item [incident management]

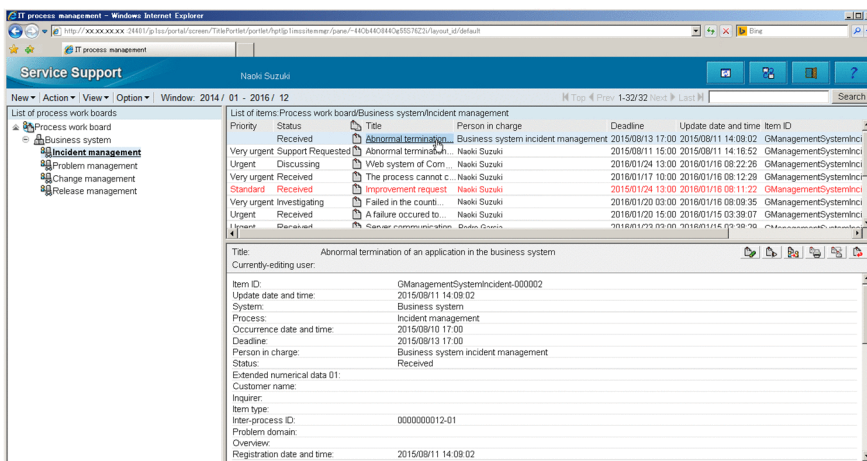
After receiving a notice from the service desk operator about the registration of the Item "an abnormal termination of an application in the business system", assign the person in charge of the Item and the Item priority in the incident management process.

Prerequisites

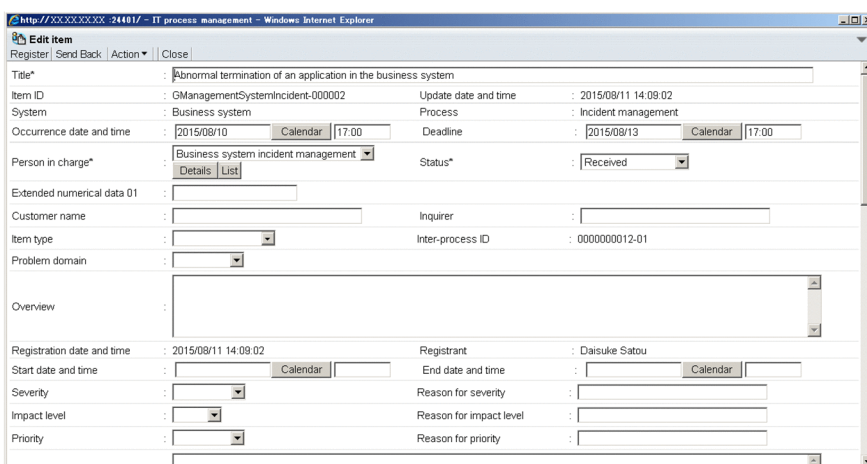
The user who performs this operation is the incident management administrator.

Procedure

1. From the list of Items in the **main** window (for the list of Items), select the Item for which a notification was received.



2. From the menu, select **Action - Edit item**.
The **Edit item** window appears
3. Edit the person in charge of the Item and the Item priority.



Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Pedro Garcia"
Status	Investigating

Item	Configuration information to be edited or selected
Priority	Urgent
Work status	<p>Enter information such as the following:</p> <ul style="list-style-type: none"> • You will investigate whether the registered Item is an Item that was previously closed. • If the registered Item is an Item that was previously closed, you will create measures based on the measures taken for the past Item. • If the registered Item is an unknown Item, you will escalate the Item to the problem management process.

4. From the menu, select **Register**.

The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.

5. Instruct the person in charge of incident management to which the Item is assigned to take measures for the Item.

If email notification is enabled, you can omit this step. For details about email notifications, see *Email notification* in the *JP1/Service Support Configuration and Administration Guide*.

Related topics

- *Email notification* of the *JP1/Service Support Configuration and Administration Guide*

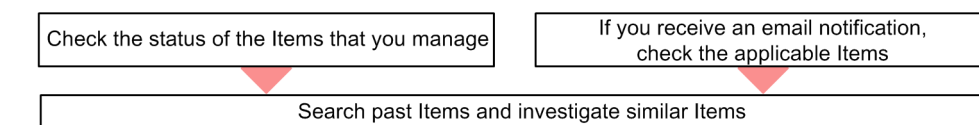
2.4 Investigating the Item [incident management]

This section describes how to investigate whether the incident "an abnormal termination of an application in the business system" is an Item that was previously closed.

2.4.1 Workflow for investigating Items [incident management]

After a person in charge of incident management checks the statuses of the Items that he or she manages, the person in charge of incident management searches past Items and investigates whether similar Items exist. If similar Items exist, the incident management person can give responses and measures similar to those of the past similar Items.

The following shows the overview of the process when a person in charge of incident management investigates Items.



Legend:

▼ : Workflow

Related topics

- [2.4.2 Checking the statuses of the Items that you manage \[incident management\]](#)
- [2.4.3 Checking the Items for which a pre-deadline email notification was sent \[incident management\]](#)
- [2.4.4 Searching past Items for similar Items \[incident management\]](#)
- *Specifying search conditions of the JPI/Service Support Operator's Guide*
- *Email notification of the JPI/Service Support Configuration and Administration Guide*

2.4.2 Checking the statuses of the Items that you manage [incident management]

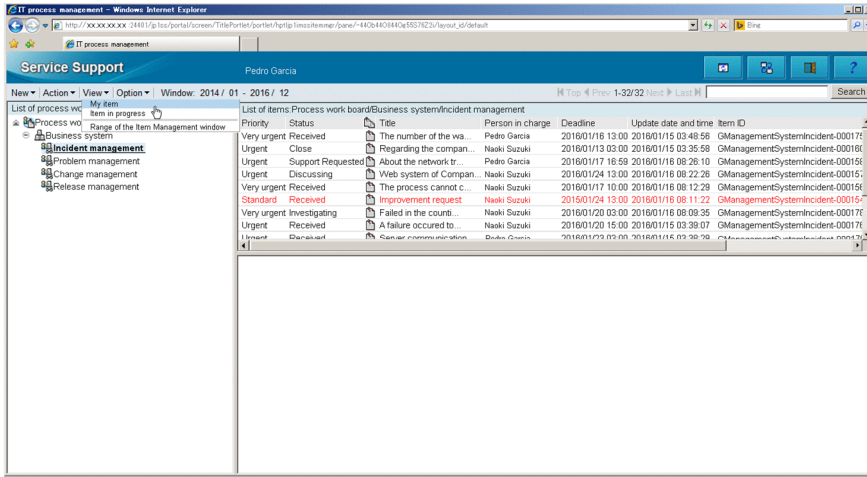
Narrow down the list of Items in the **main** window (for the list of Items) so that only the Items that you manage are displayed. Even if you manage multiple Items, you can check the status of each Item.

Prerequisites

This operation is performed by the person in charge of incident management.

Procedure

1. From the menu of the **main** window (for the list of Items), select **View - My item**.



This list displays only the Items for which you are responsible or the Items to which your role name is set as the person in charge.

- From the menu of the **main** window (for the list of Items), select **View - Item in progress**.

This list displays only the Items whose status is not "Close" and whose process work board is in the "Operating" state.

- On the list of Items in the **main** window (for the list of Items), check the statuses of the Items that you manage. Determine the order of Items to be handled, based on priorities, deadlines, or some other criteria.

Postrequisites

Investigate whether the Items that you manage have similar Items.

2.4.3 Checking the Items for which a pre-deadline email notification was sent [incident management]

For target systems to continue operating normally, Items for which pre-deadline email notifications were sent must be handled immediately. This section describes the workflow from checking a pre-deadline email notification about the "abnormal termination of an application in the business system", to checking the instructions from the incident management administrator.

Prerequisites

This operation is performed by the person in charge of incident management.

Procedure

- Use email software to check whether a pre-deadline email notification was sent to the email address registered in your user information.

In this example, the subsequent steps are described based on the assumption that the following pre-deadline email notification was received in accordance with the default settings in the email definition file.

Title	Email body
[Notification of deadline for person in charge] The item deadline is approaching	The number of items whose deadlines are approaching is 1. The number of items whose priority is Very urgent is 0. The number of items whose priority is urgent is 1. The number of items whose priority is standard is 0.

Title	Email body
[Notification of deadline for person in charge] The item deadline is approaching	System: target-system-name Process: process-name ----- The deadline for GManagementSystemIncident-00100 is approaching. Title: An abnormal termination of an application in the business system Priority: Urgent Status: Investigating Person in charge: Pedro Garcia Deadline: 2015/08/13 -----

! Important

If you notice that you have yet to receive an email notification that should have been sent, even though email notification is enabled, select **Option - View my details** from the menu of the **main** window (Item list view), and then make sure the email address registered in your user information is correct.

If the email address is correct, ask the JP1/Service Support administrator to check whether the values defined in the email definition file, such as the host name (hpt1_jp1_imss_mail_server) of the SMTP server and the port number (hpt1_jp1_imss_mail_port) that is used by the SMTP server, are correct.

2. Log in to JP1/Service Support. From the list of Items in the **main** window (Item list view), select an Item for which a pre-deadline email notification was received.

3. From the menu, select **Action - View item**.
The **View item** window appears.
4. From the menu of the **View item** window, select **Action - Work status display**.
The **Work status display** window appears.
5. In the **Work status display** window, check the instructions from the incident management administrator.

Postrequisites

Investigate whether similar Items exist for the Item for which a pre-deadline email notification was sent.

2.4.4 Searching past Items for similar Items [incident management]

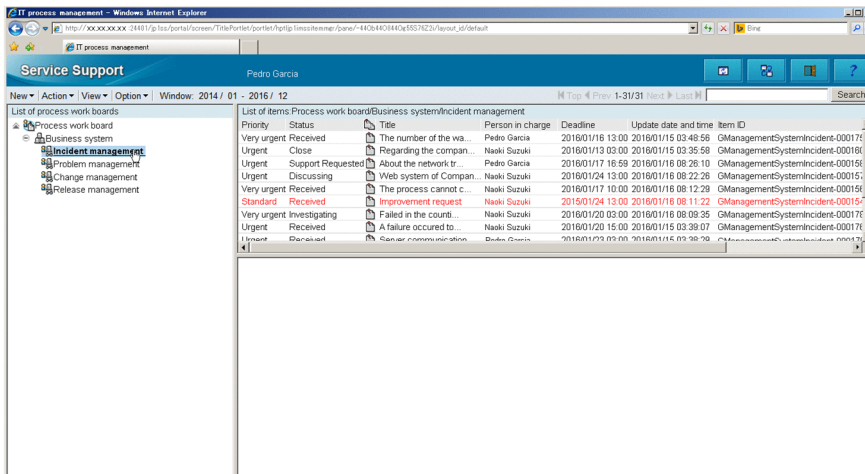
Search past Items to see whether the Item "abnormal termination of an application in the business system" (for an incident that occurred on the target business system) is similar to a past Item.

Prerequisites

This operation is performed by the person in charge of incident management.

Procedure

1. From the list of process work boards in the **main** window (for the list of Items), select **Business system - Incident management**.



Note

The search scope varies depending on the item that is selected from the list of process work boards. For details, see *Specifying search conditions* in the *JPI/Service Support Operator's Guide*.

2. From the menu, select **Action - Search for item**.
The **Specify item search conditions** window appears.
3. Specify the Item search conditions.

In this example, specify the following search conditions for **Search with this keyword**:

- From the first drop-down list box, select **Work status** and then enter `application` in the text box.
- From the second drop-down list box, select **Work status** and then enter `abnormal termination` in the text box.

4. Click the **Search** button.

When the search finishes, the **List of item search results** window appears and lists the Items that meet the search conditions.

Postrequisites

- Check the content of each Item displayed in the search results to see whether the Item is similar to the Item you are managing. Create measures to be taken for the incident based on the displayed Items.
- If there are no search results, the Item that you manage can be considered as an unknown incident. Escalate the Item to the problem management process.

Note

Even if an Item is an unknown incident, depending on the priority of the Item and requirements of the person who inquired about the incident, the person in charge of the Item in the incident management process might create provisional measures before escalating the Item.

Related topics

- *Specifying search conditions of the JPI/Service Support Operator's Guide*

2.5 Escalating the Item [incident management]

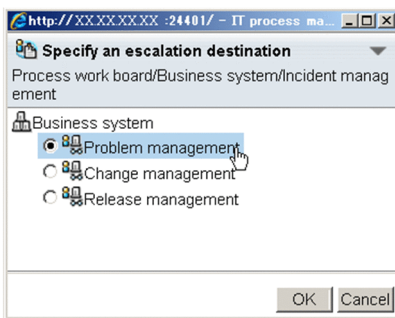
If the Item "an abnormal termination of an application in the business system" that you manage is an unknown incident, escalate the Item to the problem management process as a request to handle the Item.

Prerequisites

This operation is performed by the person in charge of incident management.

Procedure

1. In the main window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
2. From the menu, select **Action - Escalation**.
The **Specify an escalation destination** window appears.
3. Select the process work board for the escalation destination.



In this example, select **Problem management** because a request to handle the Item will be submitted to the problem management process.

4. Click the **OK** button.

The **New item** window appears. At this time, the Item information that was registered by the escalation source is inherited.

5. In the **New item** window, enter the information required for the escalation destination.

Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	Role name: Business system problem management

Item	Configuration information to be edited or selected
Status	Received
Work status	Enter information such as the following: As a result of the investigation in the incident management process, you determined that the Item needs to be handled in the problem management process.

6. From the menu, select **Register**.

The Item is registered to the problem management process work board.

7. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".

8. From the menu, select **Action - Edit item**.

The **Edit item** window appears.

9. Edit the information about the Item.

Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Status	Support Requested
Work status	Enter information such as the following: <ul style="list-style-type: none"> The Item that you manage is an unknown incident. You escalated the Item to the problem management process.

10. From the menu, select **Register**.

The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.

11. Notify the incident management administrator and the problem management administrator that you escalated an Item.

You can omit this step if email notifications to the problem management administrator on the escalation destination are enabled. For details about email notifications, see *Email notification* in the *JPI/Service Support Configuration and Administration Guide*.

Related topics

- *Email notification of the JPI/Service Support Configuration and Administration Guide*

2.6 Assigning a person in charge and priority level to the Item [problem management]

After receiving a notice from a person in charge of incident management about the escalation of the Item "an abnormal termination of an application in the business system", assign the person in charge of the Item and the Item priority in the problem management process.

Prerequisites

The user who performs this operation is the problem management administrator.

Procedure

1. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
2. From the menu, select **Action - Edit item**
The **Edit item** window appears.
3. Edit the information about the Item.

Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Mayumi Takahashi"
Status	Discussing
Priority	Very urgent
Work status	Enter information such as the following: <ul style="list-style-type: none"> • You will investigate the fundamental cause of the escalated Item. • You will create measures based on the result of the investigation.

4. From the menu, select **Register**.
The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.
5. Instruct the person in charge of problem management to which the Item is assigned to take measures for the Item.
If email notification is enabled, you can omit this step. For details about email notifications, see *Email notification* in the *JPI/Service Support Configuration and Administration Guide*.

Related topics

- *Email notification of the JPI/Service Support Configuration and Administration Guide*

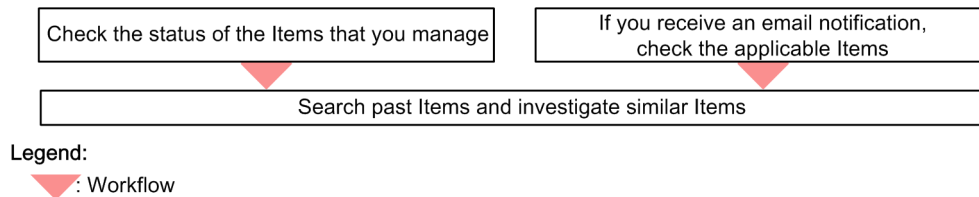
2.7 Investigating the Item [problem management]

This section describes how to investigate the fundamental cause of the incident "an abnormal termination of an application in the business system".

2.7.1 Workflow for investigating Items [problem management]

After the person in charge of problem management checks the statuses of the Items that they manage, the person in charge of problem management investigates the fundamental causes of incidents.

The following shows the overview of the process when a person in charge of problem management investigates an Item.



The method of checking the statuses of the Items that they manage and the method of checking the Items for which a pre-deadline email notification was received are the same as those for the incident management process.

The methods of investigating the fundamental cause of an incident differ depending on the target system and the content of the incidents. In this manual, the subsequent procedures are described on the assumption that the log file for an abnormally terminated application was obtained and the fundamental cause was identified.

Related topics

- [2.4.2 Checking the statuses of the Items that you manage \[incident management\]](#)
- [2.4.3 Checking the Items for which a pre-deadline email notification was sent \[incident management\]](#)

2.8 Creating measures for the Item [problem management]

Create measures after investigating the fundamental cause of the incident "an abnormal end of an application in the business system". In addition, add the measures to the work status of the Item and ask the problem management administrator to check the measures.

Prerequisites

The user who performs this operation is the person in charge of problem management.

Procedure

1. Create measures for the fundamental cause of the incident.

In this example, go to the next step on the assumption that measures for the incident "an abnormal termination of an application in the business system" were created.

2. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".

3. From the menu, select **Action - Edit item**.

The **Edit item** window appears.

4. Edit the information about the Item.

Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Mary Miller"
Status	Discussing
Work status	Enter information such as the following: <ul style="list-style-type: none"> • You finished the investigation the fundamental cause of the Item. • You created measures for the fundamental cause and added them to the work status. • You ask the problem management administrator to check whether there is no problem with the measures.
Workaround	If similar Items exist among the Items that previously occurred, enter a workaround based on the workaround for the similar Item.
Fundamental cause	Enter the fundamental cause that was identified as a result of investigating the Item.
Solution	Enter the permanent solution for the fundamental cause.

5. From the menu, select **Register**.

The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.

6. Ask the problem management administrator to check the measures for an Item.

2.9 Checking and approving the measures for the Item [problem management]

After receiving a request from the person in charge of problem management to check the measures for the incident "an abnormal termination of an application in the business system", check the work status of the Item and approve the measures.

Prerequisites

The user who performs this operation is the problem management administrator.

Procedure

1. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
2. From the menu, select **Action - Work status display**.
The **Work status display** window appears. Check the work status of the Item to be approved. In this procedure, go to the next step on the assumption that there are no problems with the measures proposed by the person in charge of problem management.
3. From the menu, select **Action - Edit item**.
The **Edit item** window appears.
4. Edit the information about the Item.

Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Mayumi Takahashi"
Status	Acknowledged
Work status	Enter information such as the following: You instruct the person in charge of the Item to handle the Item according to the measures.

5. From the menu, select **Register**.
The Item that was selected in the **main** window (for the list of Items) is approved.
6. Notify the person in charge of problem management that the Item was approved.

If email notification is enabled, you can omit this step. For details about email notifications, see *Email notification* in the *JPI/Service Support Configuration and Administration Guide*.

Related topics

- *Email notification of the JPI/Service Support Configuration and Administration Guide*

2.10 Taking the measures for the Item [problem management]

After the problem management administrator checks the measures for the incident "an abnormal termination of an application in the business system" and approves the Item to be handled, take measures for the incident.

Prerequisites

The user who performs this operation is the person in charge of problem management.

Procedure

1. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
2. From the menu, select **Action - Work status display**.
The **Work status display** window appears. Check the measures.
3. Take measures for the incident.
In this manual, go to the next step on the assumption that the Item has been escalated to the change management process and then the measures have been taken.
4. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
5. From the menu, select **Action - Edit item**.
The **Edit item** window appears.
6. Edit the information about the Item.
Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Mary Miller"
Work status	Enter information such as the following: <ul style="list-style-type: none">• You handled the Item according to the measures.• If there are no problems with the results of the measures, you will ask the problem management administrator to close the Item.

7. From the menu, select **Register**.
The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.
8. Notify the problem management administrator of the completion of the measures.

2.11 Closing the Item [problem management]

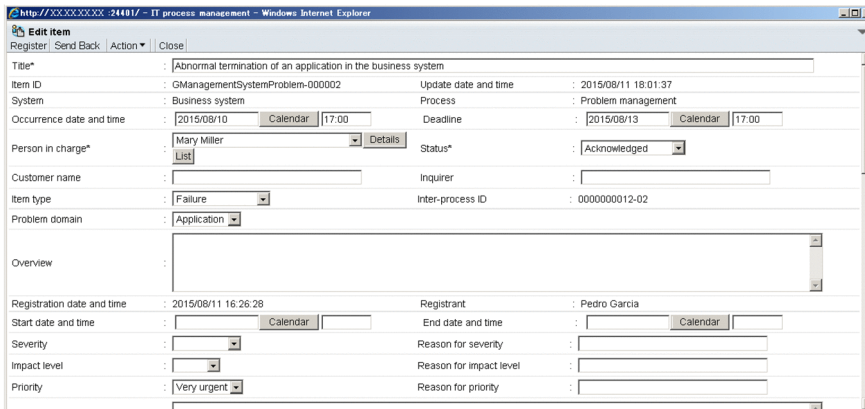
After receiving a notice from the person in charge of problem management stating that the actions taken for the Item "an abnormal termination of an application in the business system" were completed, close the Item.

Prerequisites

The user who performs this operation is the problem management administrator.

Procedure

1. In the **main** window or the email, click <URL of item> to display the Item "an abnormal termination of an application in the business system".
2. From the menu, select **Action - Work status display**.
The **Work status display** window appears. Go to the next step on the assumption that there are no problems with the results of the measures taken by the person in charge of problem management.
3. From the menu, select **Action - Edit item**.
The **Edit item** window appears.
4. Edit the information about the Item.



Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Status	Close
Work status	Enter information such as the following: You confirmed that the measures for the Item were completed.

5. From the menu, select **Register**.
The Item that was selected in the **main** window (for the list of Items) is closed. If settings are specified so that an email notification is sent when an Item is closed, the email notification will be sent to the person in charge of incident management who escalated the Item to the problem management process.

2.12 Notifying the service desk of the completion of measures for an Item [incident management]

After the measures for an Item are completed, the person in charge of incident management notifies the service desk operator that Item processing is complete.

2.13 Notifying the incident inquirer of the completion of measures for the incident [service desk]

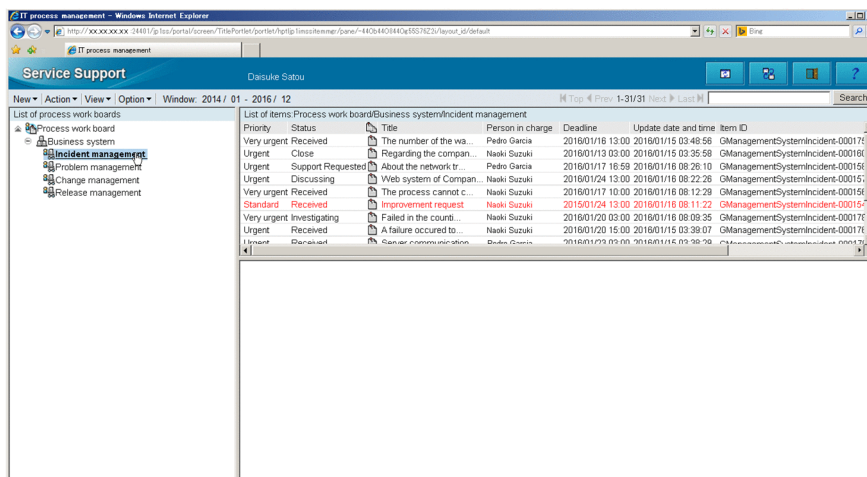
After receiving notification that measures for the Item "abnormal termination of an application in the business system" are complete from the person in charge of incident management, notify the person who inquired about the incident (hereinafter referred to as the "incident inquirer") of the results.

Prerequisites

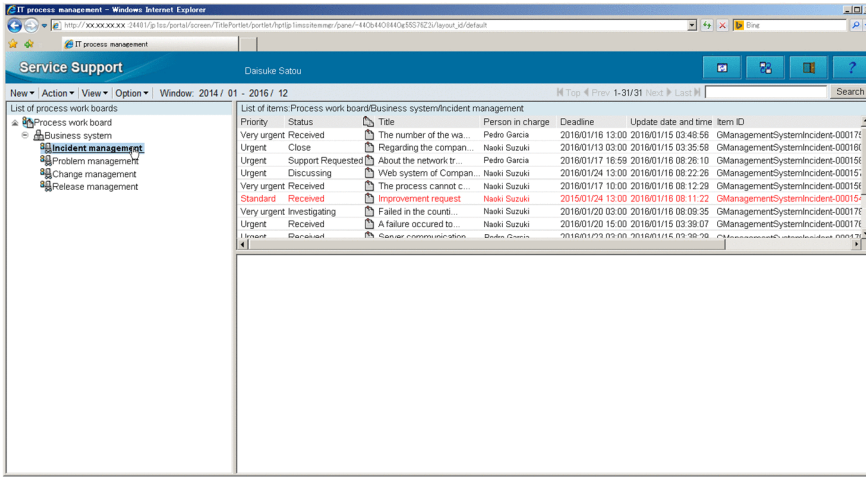
This operation is performed by the service desk operator.

Procedure

1. From the list of process work boards in the **main** window (for the list of Items), select [Incident management] for [Business system].



2. From the list of Items in the **main** window (for the list of Items), select the Item "an abnormal termination of an application in the business system".
3. From the menu, select **Action - Work status display**.
The **Work status display** window appears. Check the results of the measures that were taken for the incident.
4. Notify the incident inquirer of the results of the measures.
In this example, go to the next step, assuming that the results are approved by incident inquirer.
5. From the list of process work boards in the **main** window (for the list of Items), select [Incident management] for [Business system].

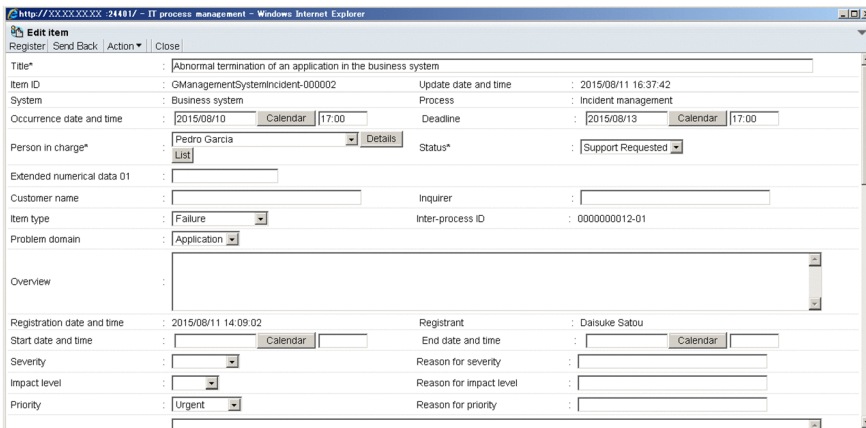


6. From the list of Items in the **main** window (for the list of Items), select the Item "an abnormal termination of an application in the business system".

7. From the menu, select **Action - Edit item**.

The **Edit item** window appears.

8. Edit the information about the Item.



Refer to the examples in the following table when editing or setting information.

Item	Configuration information to be edited or selected
Person in charge	User name "Naoki Suzuki"
Work status	Enter information such as the following: The incident inquirer has been notified of the results and has approved the results.

9. From the menu, select **Register**.

The edited information of the Item that was selected in the **main** window (for the list of Items) is applied.

10. Notify the incident management administrator that the incident inquirer approved the results of the measures that were taken for the incident.

2.14 Closing the Item [incident management]

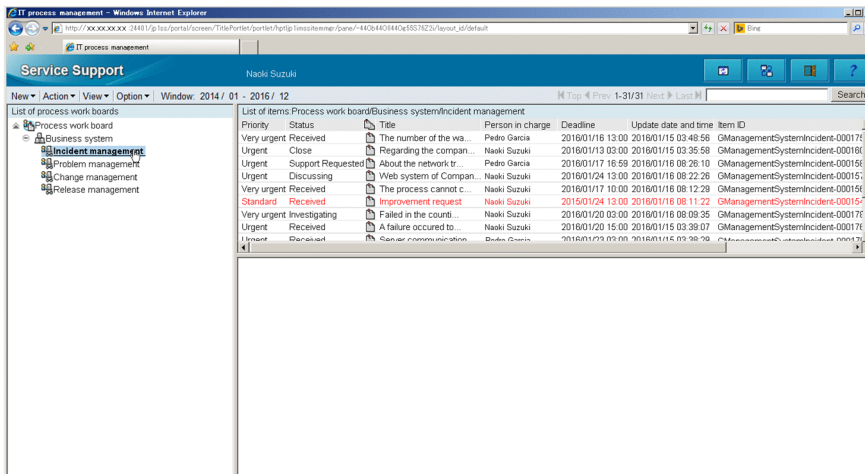
After receiving a notice from a service desk operator stating that the inquirer approved the results of the measures for the Item "an abnormal termination of an application in the business system", close the Item. Closed Items are stored in the Item management database. The stored Items can be used as reference when handling similar Items.

Prerequisites

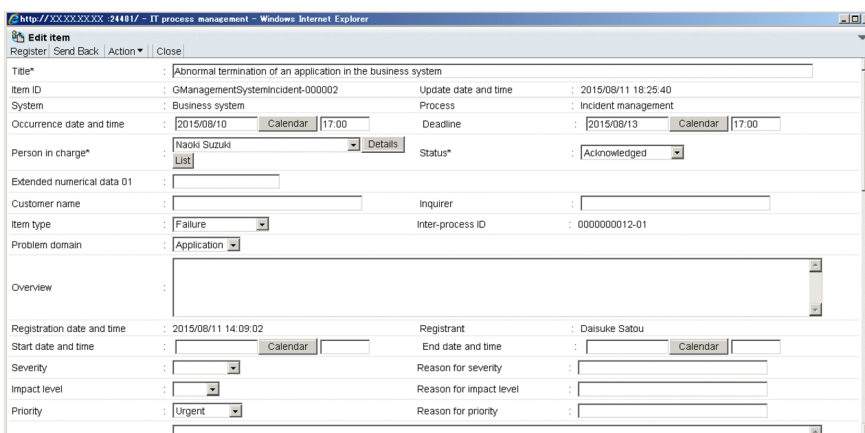
The user who performs this operation is the incident management administrator.

Procedure

1. From the list of process work boards in the **main** window (for the list of Items), select [Incident management] for [Business system].



2. From the list of Items in the **main** window (for the list of Items), select the Item "an abnormal termination of an application in the business system".
3. From the menu, select **Action - Work status display**.
The **Work status display** window appears. Confirm that the incident inquirer approved the results of the measures.
4. From the menu, select **Action - Edit item**.
The **Edit item** window appears.
5. Edit the information about the Item.



In this example, set "Closed" for **Status**.

6. From the menu, select **Register**.

The Item that was selected in the **main** window (for the list of Items) is closed.

3

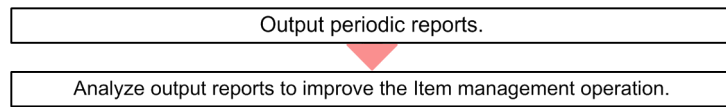
Improving Item Management Operation

You can use JP1/Service Support to create periodic (for example, weekly or monthly) reports based on aggregated Item data and then analyze the reports. This chapter describes the workflow from outputting a report regarding the average amount of time from when an incident Item is registered to JP1/Service Support as an Item until the Item is closed, to creating an improvement plan.

3.1 Workflow for improving Item management operation

The incident management administrator and the problem management administrator output the data aggregated over a fixed period (for example, one week or one month) to a report and then analyze the report.

The following shows the workflow for improving Item management operation.



Legend

 : Workflow

Related topics

- [3.2 Outputting periodic reports](#)
- [3.3 Analyzing output reports to improve the Item management operation](#)

3.2 Outputting periodic reports

This section describes how to output to a report regarding the average amount of time from when an incident is registered to JP1/Service Support as an Item until the Item is closed.

3.2.1 Configuring settings to aggregate data on a daily basis

Before creating reports, configure JP1/Service Support to automatically create daily accumulation Item data, which will be used as the source data for reports.

Prerequisites

- This operation is performed by the JP1/Service Support administrator.
- JP1/Service Support - Task Service is terminated.

Procedure

1. Use a program such as a text editor to open the definition file for the task practice service.
The following is the location where the definition file for the task practice service is stored:
`JP1/SS-path\conf\jplimss_service_setting.conf`

2. Edit the `jsscollectdata` section.

In this example, edit this section as follows:

```
[jsscollectdata]
use=true
basetime=02:00
```

The command for automatically summarizing accumulated Item data (`jsscollectdata` command) runs every day at 2:00 a.m.

3. Check whether the content edited in step 2 is correct.
4. Save the definition file for the task practice service.
5. Start JP1/Service Support - Task Service.

For details about how to start the service, see [1.6.1 Starting JP1/Service Support services](#).

The edited content in the definition file for the task practice service is applied to JP1/Service Support.

Note

We recommend that you set the `jsscollectdata` command to run during a time period with a low access rate (e.g., after 0:00) because this command summarizes the data accumulated until the previous day. For details about the `jsscollectdata` command, see *jsscollectdata (counts Item information)* in the *JP1/Service Support Configuration and Administration Guide*.

Related topics

- [1.6.2 Stopping JP1/Service Support services](#)
- [1.6.1 Starting JP1/Service Support services](#)

- *jssclectdata (counts Item information)* of the *JP1/Service Support Configuration and Administration Guide*

3.2.2 Outputting aggregated data to periodic reports

To output periodic (for example, weekly or monthly) reports, download the aggregated Item data from the Item management server and then execute an Excel macro.

Prerequisites

This operation is performed by the incident management administrator or the problem management administrator.

Procedure

1. In the **main** window (Item list view), click the **Switch from the main screen** button

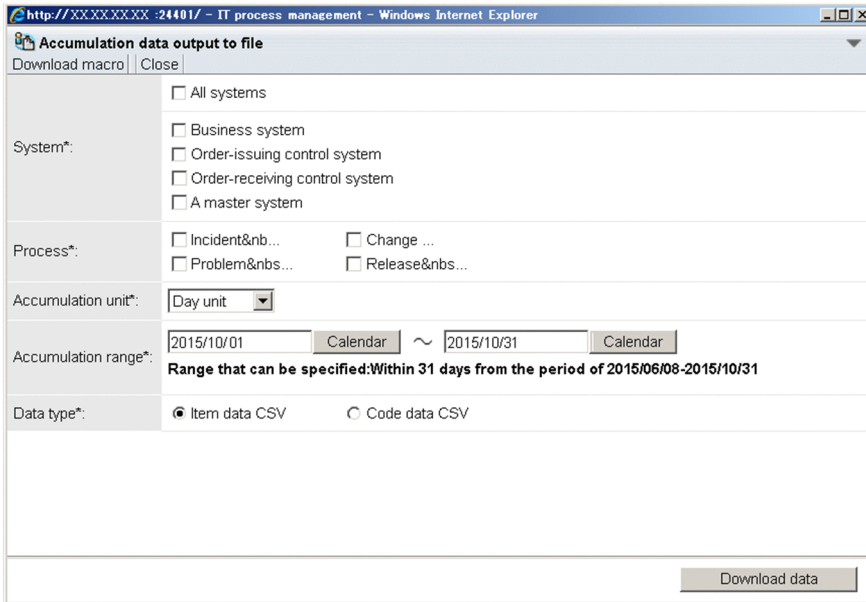


Process	Type	Uncompleted	Pending	Discussing	Extended	Top priority	Today's deadline
Incident management	Number of entries	13	5	2	10	5	0
	Compared to last week	-1 ▼	-1 ▼	0 -	-4 ▼	+1 ▲	-
	Compared to last month	+12 ▲	+4 ▲	+2 ▲	+9 ▲	+5 ▲	-
Problem management	Number of entries	4	3	0	2	1	0
	Compared to last week	+3 ▲	+3 ▲	0 -	+1 ▲	0 -	-
	Compared to last month	+4 ▲	+3 ▲	0 -	+2 ▲	+1 ▲	-
Change management	Number of entries	0	0	0	0	0	0
	Compared to last week	0 -	0 -	0 -	0 -	0 -	-
	Compared to last month	0 -	0 -	0 -	0 -	0 -	-
	Number of entries	98	96	0	0	0	0

Priority	Status	Title	Person in charge	Deadline	Update date and time	System
Very urgent	Received	The process cannot d...	Charge E	2013/12/06 14:00	2013/11/27 19:05:25	Order
Very urgent	Investigating	Failed in the count ...	Charge E	2013/12/10 12:00	2013/12/04 17:05:22	Order
Very urgent	Support Requested	About the network fa...	Goro Sato	2013/12/10 17:00	2013/12/04 17:03:46	Order
Very urgent	Discussing	Regarding the compan...	Goro Sato	2013/12/10 17:00	2013/12/04 17:04:03	Order
Very urgent	Investigating	itemE	JP1 Administrator	2013/12/17 12:00	2013/12/03 13:26:13	Order

The **main** window (Item status view) appears.

2. From the menu of the **main** window (Item status view), select **Accumulation data output to file**.



The **Accumulation data output to file** window appears.

3. Specify conditions about the aggregated data to be output.

Specify settings, by referring to the examples in the following table.

Item	Configuration information
System	Business system
Process	Incident management
Accumulation unit	Day unit
Accumulation range	2015/10/01 to 2015/10/31
Data type	[Item data CSV]



Note

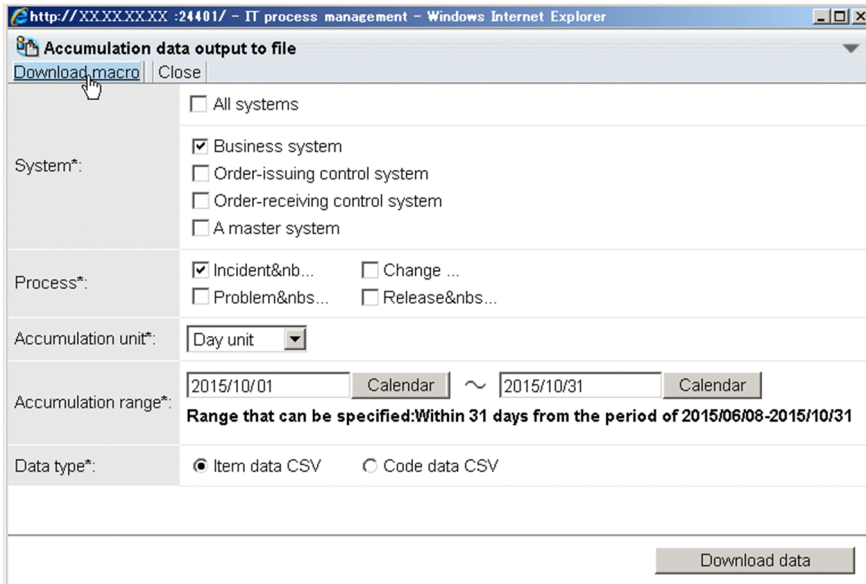
The aggregated data to be output varies depending on **Data type**. For details, see *Outputting accumulated Item data to a file* in the *JPI/Service Support Configuration and Administration Guide*.

4. Click the **Download data** button.

The dialog box for downloading the aggregated data appears.

5. Save the aggregated data in a location of your choice.

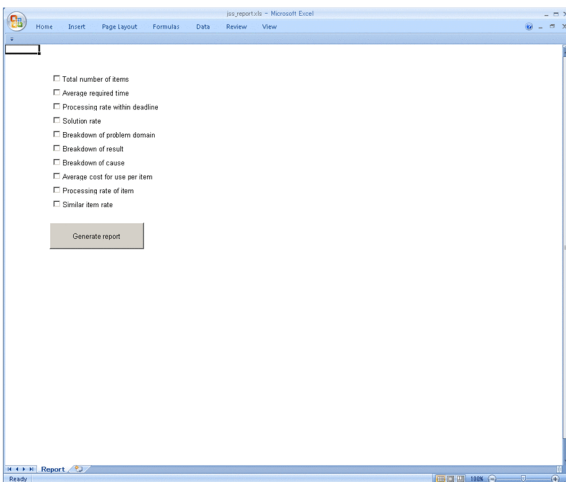
6. From the menu of the **Accumulation data output to file** window, select **Download macro**.



The dialog box for downloading the macro appears.

7. Save the macro in the location where you saved the aggregated data in step 5.

8. In Excel, open the macro that was saved in step 7.



Note

If **Security Warning Macros have been disabled** appears, click the **Options** button to display the **Microsoft Office Security Options** dialog box. In the dialog box, select **Enable this content**, and then click the **OK** button.

9. Select the report to be created, and then click the **Generate report** button.

In this example, select **Average required time** and then click the **Generate report** button.

The macro runs, and the report is automatically created.

Related topics

- *Outputting accumulated Item data to a file of the JPI/Service Support Configuration and Administration Guide*

3.3 Analyzing output reports to improve the Item management operation

To improve the operation and operating structure of Items, the incident management administrator and the problem management administrator analyze the content of the reports that were output based on accumulation data. This section describes an example of how to analyze a monthly report on the average required time for Item processing.

Procedure

1. Check the content of the report and then compare the average required time for Item processing between the target value and the actual value.
2. If you found a point for which the actual value extremely exceeds the target value in step 1, identify the fundamental cause.

In this example, go to the next step on the assumption that you identified the fundamental cause.

3. Create a solution for the fundamental cause.

Improve the operation and operating structure of Items, based on the created solution. By outputting a report with the same conditions the next month and comparing the report with the report output this month, you can evaluate the effects of the improvements.



Appendixes

A. How to use JP1/Service Support more effectively

This appendix introduces operations for using JP1/Service Support more effectively. For details, see JP1/Service Support series manuals.

Operation	Functionality to be used	Overview	Refer to:
To rename processes so that the new names are the process names currently used by the user	Functionality that enables you to edit the process display name	You can edit and customize the default names of the processes provided by JP1/Service Support (incident management, problem management, change management, and release management).	<i>Managing Items by using process work boards of the JP1/Service Support Configuration and Administration Guide, and Customizing the processes of the JP1/Service Support Operator's Guide</i>
For registrants to check the percentage of the already completed processes for their own Items	Functionality that displays the progress of Items	By displaying the progress of an Item, you can check past and future changes in the status of the Item. In addition, you can identify points where the progress is delayed and the person in charge, and provide follow-up.	<i>Showing the progress of an item of the JP1/Service Support Configuration and Administration Guide</i>
To periodically back up the Item management database	Functionality that enables you to use the command prompt to execute commands	By creating a batch file, you can use the command prompt to execute the command for backing up the Item management database.	<i>How to use Command Prompt to execute commands of the JP1/Service Support Configuration and Administration Guide</i>
To link with other Hitachi products to make Item management easy	Functionality that links with JP1/IM - Manager	If JP1/IM - Manager monitors systems, you can use the functionality that automatically registers JP1 events to JP1/Service Support as Items to prevent some Items from being not registered.	<i>Linkage with JP1/IM - Manager of the JP1/Service Support Configuration and Administration Guide</i>
	Functionality that links with Hitachi navigation platform products	If a Hitachi navigation platform product is linked, you can call the navigation platform product window from the JP1/Service Support window and view operation procedures such as business processes.	<i>Linkage with a non-JP1 operation management product of the JP1/Service Support Configuration and Administration Guide</i>

B. Version Changes

This appendix describes the changes made to each version.

B.1 Changes in 11-10

- Windows Server 2016 was added to the list of supported operating systems.
- The range of the Item Management window is now specified using the month and year instead of just the year.

C. Reference Information for This Manual

This appendix provides reference information relevant to this manual.

C.1 Related manuals

The manuals below are related to this manual. Refer to these manuals when necessary.

- JP1 Version 11 JP1/Service Support Configuration and Administration Guide (3021-3-A22(E))
- JP1 Version 11 JP1/Service Support Operator's Guide (3021-3-A23(E))

C.2 Conventions: Abbreviations for Microsoft product names

This manual uses the following abbreviations for Microsoft product names.

Abbreviation		Full name or meaning
Excel		Microsoft(R) Office Excel
Internet Explorer		Windows(R) Internet Explorer(R)
Windows 7		Microsoft(R) Windows(R) 7 Enterprise
		Microsoft(R) Windows(R) 7 Professional
		Microsoft(R) Windows(R) 7 Ultimate
Windows 8		Windows(R) 8 Enterprise
		Windows(R) 8 Professional
Windows 8.1		Windows(R) 8.1 Enterprise
		Windows(R) 8.1 Professional
Windows 10	Windows 10	Microsoft(R) Windows(R) 10 Enterprise
		Microsoft(R) Windows(R) 10 Pro
	Windows 10 (x86)	Windows(R) 10 Pro 32-bit
		Windows(R) 10 Enterprise 32-bit
	Windows 10 (x64)	Windows(R) 10 Pro 64-bit
		Windows(R) 10 Enterprise 64-bit
Windows Server 2008 R2		Microsoft(R) Windows Server(R) 2008 R2, Datacenter
		Microsoft(R) Windows Server(R) 2008 R2, Enterprise
		Microsoft(R) Windows Server(R) 2008 R2, Standard
Windows Server 2012		Microsoft(R) Windows Server(R) 2012 Datacenter
		Microsoft(R) Windows Server(R) 2012 Standard
		Microsoft(R) Windows Server(R) 2012 R2 Datacenter
		Microsoft(R) Windows Server(R) 2012 R2 Standard

Abbreviation	Full name or meaning
Windows Server 2016	Microsoft(R) Windows Server(R) 2016 Datacenter
	Microsoft(R) Windows Server(R) 2016 Standard

Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Server 2008 R2, Windows Server 2012, and Windows Server 2016 are sometimes collectively referred to as "Windows" in this manual.

C.3 Conventions: Product name abbreviations

This manual uses the abbreviations for Hitachi product names and other product names. The following table shows the full name or meaning, and the abbreviations used in this manual.

Abbreviation	Full name or meaning
JP1/IM - Manager	JP1/Integrated Management - Manager
Navigation platform products	Hitachi Navigation Platform
	Hitachi Navigation Platform for Developers
	JP1/Navigation Platform

C.4 Conventions: Acronyms

This manual uses the following acronyms.

Conventions: Acronyms	Full name or meaning
ASCII	American Standard Code for Information Interchange
CSV	Comma Separated Value
DB	Database
GUI	Graphical User Interface
ID	Identifier
IT	Information Technology
ITIL	Information Technology Infrastructure Library
JSP	JavaServer Pages
ODBC	Open Database Connectivity
OS	Operating System
POP	Post Office Protocol
SMTP	Simple Mail Transfer Protocol
URL	Uniform Resource Locator
WWW	World Wide Web

C.5 Conventions: KB, MB, GB, and TB This manual uses the following

1 KB (kilobyte) is 1,024 bytes. 1 MB (megabyte) is 1,024² bytes. 1 GB (gigabyte) is 1,024³ bytes. 1 TB (terabyte) is 1,024⁴ bytes.

D. Glossary

A

Automatic action

A function to automatically execute commands as actions when specific JP1 events are received. For example, the automatic action function can be used to execute a command to report to the administrator any serious event that occurs when JP1-IM Manager monitors the system. To define an automatic action, specify the condition on which the automatic action will be executed and the command to be executed automatically.

E

Escalation

Submitting a request to the person in charge of another process to work on an Item based on the Item content.

I

Item

An item is a record of task information and represents a task to be resolved on a process work board. One process work board can contain multiple items. More than one person can update information recorded in the items. To define relationships between items, write information about the related items in elements of these items.

This manual uses the following terms to refer to different items registered in different processes:

- Incidents, which refer to items registered in an incident management process.
- Problems, which refer to items registered in a problem management process.
- Changes, which refer to items registered in a change management process.
- Release items, which refer to items registered in a release management process.

Item form

This form allows users to enter items. The item form is defined by a definition file and associated with a process work board.

Item management database

This is the name of a database provided by JP1/Service Support.

The item management database manages all the information that JP1/Service Support users have created and defined. For example, this database manages configuration information about the target systems and processes configured by JP1/Service Support users, as well as item information that has been registered or updated.

Item management server

This is the server on which JP1/Service Support is installed. Items are managed by the Item management database of the Item management server. To view Items, use a web browser to access the Item management server.

J

JP1/IM - Manager

JP1/IM - Manager is a program that allows for integrated system management via centralized monitoring and operation of the entire system.

P

Process

A unit of work categorized by JP1/Service Support. There are four types of processes: incident management, problem management, change management, and release management.

Process work board

A place where the work for each process is recorded. On the process work board, the user registers items, updates items, performs escalation to other processes, and performs work to solve problems.

R

Role

A definition of a group of users who log in to JP1/Service support. Access permissions to process work boards and items can be assigned to roles and users.

S

Status

Information about the status of an Item. You can view the work status of each Item in the list of Items. In general, this is used to check whether an Item has been resolved and, if the Item has not been resolved, to monitor the progress of Item processing. This is also used for data aggregation.

T

Target system

A system that is to be administered by JP1/Service Support. The list of process work boards manages the systems to be administered by JP1/Service Support.

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