

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.

# Preface

# 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

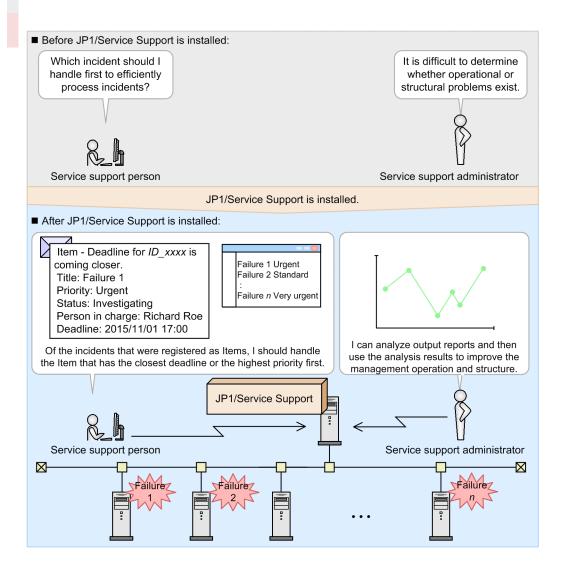
When a system configuration change is determined to be necessary as a result of investigating the underlying cause of an Item, the assessment of change details and the creation of a change plan are managed as Items.

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.



#### Main window (Item list view)

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

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Service Support	JP1 Administrator	
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#### 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.

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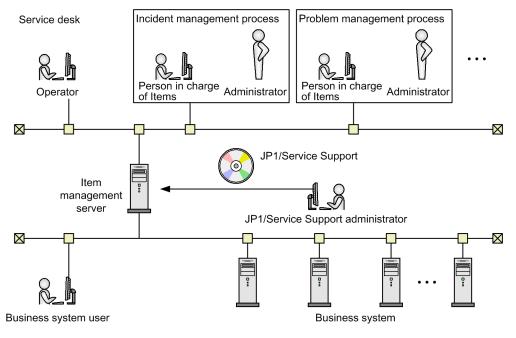
# What is explained in this manual

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

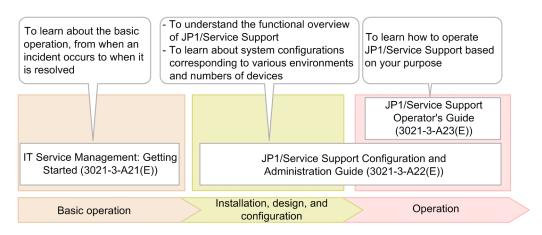
This is the server on which JP1/Service Support is installed. The JP1/Service Support administrator installs JP1/ Service Support, performs setup, and configures various functionalities.

#### 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	<ul> <li>Bold characters indicate text in a window, other than the window title. Such text includes memory options, buttons, radio box options, or explanatory labels. For example:</li> <li>From the File menu, choose Open.</li> <li>Click the Cancel button.</li> <li>In the Enter name entry box, type your name.</li> </ul>	
Italic	<ul> <li>Italic characters indicate a placeholder for some actual text to be provided by the user or system.</li> <li>For example: <ul> <li>Write the command as follows:</li> <li>copy source-file target-file</li> </ul> </li> <li>The following message appears: <ul> <li>A file was not found. (file = file-name)</li> </ul> </li> <li>Italic characters are also used for emphasis. For example:</li> <li>Do not delete the configuration file.</li> </ul>	

Text formatting	Convention
Monospace	<ul> <li>Monospace characters indicate text that the user enters without change, or text (such as messages) output by the system. For example:</li> <li>At the prompt, enter dir.</li> <li>Use the send command to send mail.</li> <li>The following message is displayed: The password is incorrect.</li> </ul>

#### The following table explains the symbols used in this manual:

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

# Conventions: Installation folders

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

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

#

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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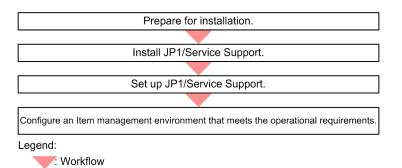
# **Configuring JP1/Service Support**

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.



# **Related topics**

- 1.2 Preparing for installation
- 1.3 Installing JP1/Service Support
- 1.4 Setting up JP1/Service Support
- 1.5 Configuring an Item management environment that meets the operational requirements

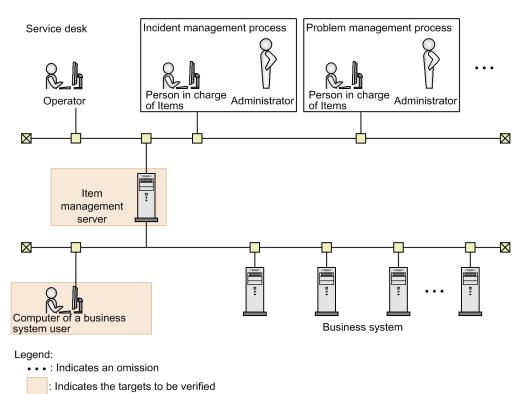
<sup>1.</sup> Configuring JP1/Service Support

# 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

 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.

<sup>1.</sup> Configuring JP1/Service Support

IT Service Management: Getting Started

# 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.

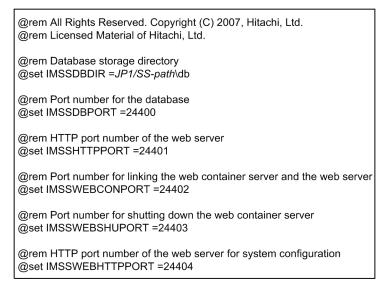
## Procedure

- 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:



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 jssetup.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.

<sup>1.</sup> Configuring JP1/Service Support

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

Legend:

-: Do not specify anything.

6. 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.
- 2. 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<sup>#</sup>

#

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.

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 1–1: User information settings

# Table 1–2: Role settings

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

# Table 1–3: Target system settings

System ID	System name
GManagementSystem	Business system

<sup>1.</sup> Configuring JP1/Service Support

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# 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	In operation
GManagementSystemProblem	-	Problem management	Mary Miller	process standard item form is used.	

# Table 1–5: Access permission settings

Process in the	Permission				Escalation	Acknowle	Close
process work board	Create item	Edit item	View item	Delete item		dge item	item
Incident management	Set the following roles: • Business system incident managem ent • Business system service desk	Set the following roles and users: • Business system incident managem ent • Business system service desk • Pedro Garcia • Naoki Suzuki	Set all roles.	Set Naoki Suzuki.	Do not set anything.	Set Naoki S	ızuki.
Problem management	Set the following role: • Business system problem managem ent	Set the following role and users: • Business system problem managem ent • Mayumi Takahashi • Mary Mille		Set Mary Miller.	Set Pedro Garcia and Naoki Suzuki.	Set Mary M	iller.

# 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 <b>Edit item</b> 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

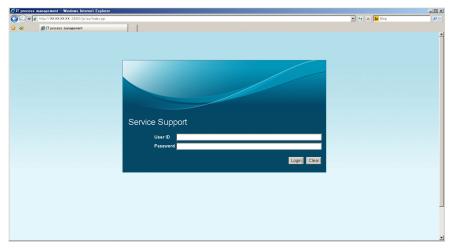
1. Open a web browser and specify the URL of the Login window.

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.

<sup>1.</sup> Configuring JP1/Service Support

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#### Main window (Item list view)

Service Support		JP1 Administrator						83			?
lew • Action • View • Option •				K Top € Prev 1-	-17/17 Next 🕨 Last	M				Se	arch
List of process work boards	List of item:	Process work boar	d/O	rder-issuing control syster	m/Incident manage	ment					
a ∰process work board → ∰ordei-suing control system agnotident management agnotident management agnotident management agnotident management agnotident management agnotiden management	Standard Very urgent Urgent Very urgent Urgent Urgent	Investigating Discussing Support Requested Close Investigating		Application detected The number of the wa Server communication Failed in the count Improvement request The process cannot d A failure occurred t Web system of Compan Regarding the compan Renarding the compan.	Goro Sato Goro Sato Mayor of groupB	2013/11/29 2013/12/10 2013/12/10 2013/12/06 2013/12/06 2013/12/10 2013/12/10 2013/12/10 2013/12/10	12:00 17:00 09:00 14:00 17:00 17:00 17:00	2013/12 2013/12 2013/12 2013/11 2013/11 2013/12 2013/12 2013/12 2013/12 2013/12	2/03 1 2/04 1 2/04 1 1/18 2 1/27 1 2/04 1 2/04 1 2/04 1 1/21 2 2/04 1	13:41:11 pr 17:04:25 pr 17:05:22 pr 17:05:25 pr 19:05:25 pr 17:04:56 pr 17:04:56 pr 17:05:09 pr 17:03:46 pr 21:29:43 pr	
	Title: Currently-e		000	curred to Web server 001 a	igain				Ċ	• 🗅	84
	Item ID:			processworkboard1	1-00011						~
	Update dat	e and time:		2013/12/04 17:04:56	5						
	System:			Order-issuing control	ol system						
	Process:			Incident manageme	nt						
		date and time:		2013/11/12 09:00							
	Deadline:			2013/12/10 17:00							
	Person in c	harge:		Taro Hitachi							
	Status:			Investigating							
	Customer r	iame:									
	Inquirer:										
	Item type:	10		Failure							
	Inter-proces Problem do			000000011-01							
	Overview:	main:		Application A failure occurred to	Webserver001a	gain in 3/30/	2013.				
				Investigating it now.							h 4

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

IT process management - Windows Inte		et/portlet/hotlin Q 🔻 😽	IT process ma		×	1			10 × に応
Service Support		1 Administrator	g 11 process ma	nagement	~	E	72		?
🕼 Item status	Check status								
System perspective     System perspective	Process persp	ective							
Accumulation data output to file	Process	Туре	Uncompleted	Pending	Discussing	Extended	Top priority	Today's dead	ine
Ca Related link		Number of entries	<u>13</u>	5	2	<u>10</u>	5		0
	Incident mana gement	Compared to last week	-1 🔻	-1 🔻	0	-4 🔻	+1 🔺		-
	gomon	Compared to last month	+12 🔺	+4 🔺	+2 🔺	+9 🔺	+5 🔺		
		Number of entries	4	3	0	2	1		0
	Problem mana gement	Compared to last week	+3 🔺	+3 🔺	0	+1 🔺	0		
	gemen	Compared to last month	+4 🔺	+3 🔺	0	+2 🔺	+1 🔺		-
	Change mana gement	Number of entries	0	0	0	0	0		0
		Compared to last week	0	0	0	0	0		
	gement	Compared to last month	0	0	0	0	0		-
		Number of entries	<u>98</u>	<u>96</u>	0	0	0		0
	List of target its	ems:Incident management	Top priorit	v		1	1	-	
	Priority Sta				n in charge	Deadline	Updat	e date and time	Syst
	Very urgent Re		ocess cannot o in the count					1/27 19:05:25	
	Very urgent Inve	port Requested About						12/04 17:05:22 12/04 17:03:46	
	Very urgent Dis		ling the compa					2/04 17:04:03	
	Very urgent Inve							2/03 13:26:13	
	Priority Sta	tus 🖒 Title		Perso	n in charge	Deadline	Update	e date and time	Syst
	<								>
								🔍 100%	•

## **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.

<sup>1.</sup> Configuring JP1/Service Support

T process management - Windows Internet Explorer	A 444 444 45 5 4	/ 100 100100 1003070.0				4+ 🗙 📴 Bing	<u>الا۔</u> ام
	ronter/ponter/ nphp insistening / pave	/-4408440144083657622018/68/68/68/	etault		1	17 X IN DOL	1
Service Support	JP1 Administrator					B 88 D	?
응 사이다er-receiving control system 욕综Incident management 욕综Problem management	t of items: Process work boar nity. Status y urgent Received jent Close jent Support Requested jent Discussing Very urgent Received Standard Received Very urgent Investigating Urgent Received	Title Title The number of the wa Regarding the compan About the network tr Web system of Compan The process cannot c Failed in the counti A failure occured to	Goro Sano Manager of groupA Goro Sano Taichi Nakano Manager of groupB Taichi Nakano Manager of groupA Taro Hitachi	Deadline 2016/01/16 13:00 2016/01/13 03:00 2016/01/17 16:59 2016/01/17 10:00 2016/01/17 10:00 2015/01/24 13:00 2015/01/24 13:00 2016/01/20 03:00 2016/01/20 15:00	2016/01/15 03:35:58 2016/01/16 08:26:10 2016/01/16 08:22:26 2016/01/16 08:12:29 2016/01/16 08:12:29 2016/01/16 08:09:35 2016/01/16 08:09:35		Bearco Process Problem Incident Incident Incident Incident Incident Incident Incident

The User management window is displayed.

# 2. From the menu, select New.

ew Action ▼ C	Name 🔺	Organization	Title	Email address	Phone number
user001	Goro Sano				
jp1admin	JP1 Administrator				
user004	Manager of groupA				
user005	Manager of groupB				
user003	Taichi Nakano				
user002	Taro Hitachi				
ID	Name 🔺	Organization	Title	Email address	Phone number

The Create user window is displayed.

3. Enter the user information.

<sup>1.</sup> Configuring JP1/Service Support

<i>[</i> http://XXXXXXXX :24401/ - 1	T process management – Wi	ndows Internet Explorer		×
Create user Register Close			•	-
Attribute	Value			
ID*:				
Name*:				
English name:				
Password*:				
Re-enter password*:				
Organization:				
Title:				
Title level:				]
Email address:				
Phone number:				
Phone number 2:				
Comment:			×	]
				_

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 <sup>#</sup>	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

<sup>1.</sup> Configuring JP1/Service Support

IT Service Management: Getting Started

# 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.

CIT process management - Windows Internet Explorer	e Portlet /nortlet /hrv	tin lineritan mer (nama	-/-//Ob	1102110#55528220/ment id/a	wine the				Ţ	47 X B Bing	X
😭 🎸 🍘 Tr process management									_		
Service Support										• 8 •	?
New         Action * Uverv         Option *         Window: 2014/           List of process work board         Eff my state         Barcost         State my state           ● @Process work board         Eff my state         Barcost         Were suggers of the           ● @Process work board         Eff state         Barcost         Were suggers of the           ● @Process work board         Eff state         Barcost         Were suggers of the           ● @Process work board         Eff state         Barcost         Were suggers of the           ● @Process work board         Eff state         Barcost         Were suggers of the sugger	t of items.F prity S y urgent R lent C lent S lent D Very urgent R Standard R Very urgent In Urgent R	Process work boar tatus [ leceived upport Requested liscussing leceived leceived leceived leceived leceived		he number of the wa legarding the compan bout the network tr /eb system of Compan he process cannot c nprovement request ailed in the counti failure occured to	Goro Sano Manager of groupA Goro Sano Taichi Nakano Manager of groupA Taichi Nakano Manager of groupA Taro Hitachi	Deadline 2016/01/16 13 2016/01/13 03 2016/01/17 10 2016/01/17 10 2016/01/24 13 2016/01/20 03 2016/01/20 03 2016/01/20 15	Up 3:00 20 3:00 20 3:00 20 3:00 20 3:00 20 3:00 20 5:00 20	16/01/15 03: 16/01/16 08: 16/01/16 08: 16/01/16 08: 16/01/16 08: 16/01/16 08: 16/01/16 08: 16/01/15 03:	d time 48:56 35:58 26:10 22:26 12:29 11:22 09:35 39:07		Incident Incident Incident Incident Incident Change

The Role management window is displayed.

2. From the menu, select New.

Chttp://XXXXXXX	IX :24401/ – П process management – Windo	ws Internet Explorer	_ 🗆 ×
🌇 Role manager			-
Nen Action - CI			🗘 Refresh
Role ID	Role name 🔺	Comment	
jp1ITsystem	Process work board management role	This role has permission to manage the target system and process work board	ds.
□ _jp1user	User management role	This role has permission to manage users and roles.	
_jp1workmgr	Work management role	This role has permission to check the status of item processing for the entire s	system.
🗆 roleA	groupA		
roleB	groupB		
C Role ID	Role name 🔺	Comment	

The **New role** window is displayed.

3. Enter the role information.

<sup>1.</sup> Configuring JP1/Service Support

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<i>[</i> http://XXXXXXXXX :24401/ -	IT process management - Windows Internet Explorer	<u>_                                    </u>
New role Register Close		•
Attribute	Value	
Role ID*:		
Role name*:		
Comment:		<b>A</b>

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.

<sup>1.</sup> Configuring JP1/Service Support

T process management - Windows Internet Explorer	rtlet/portlet/hptlip limssiten.mgr/pane/~440b4408440g55S7822i/layout.jd/o	idea 🖉	4 X B Bing	-0-
Important a strength and a streng		2104A	7 A 12 DIE	~
Service Support	JP1 Administrator		•	?
AGrder-receiving control system     Sincident management     Signcident management     SigProblem management	t of items: Process work board prity Status  Title y urgent Received  The number of the wa	H Top 4 Press 1-120/2 Heat 9 Loth1           Person In change         Deadline         Update date and tra Coro Sane           Score Sane         2016/01/13 02:00         2016/01/15 02:02           Gron Sane         2016/01/13 02:00         2016/01/15 02:02           Gron Sane         2016/01/13 02:00         2016/01/16 02:02           Manager of grouph         2016/01/14 13:00         2016/01/16 02:02           Manager of grouph         2016/01/14 13:00         2016/01/16 00:02           Manager of grouph         2016/01/16 00:02         2016/01/16 00:02           Grouph Same         2016/01/16 00:02         2016/01/16 00:02           Grouph Same         2016/01/16 00:02         2016/01/16 00:02	e System Order-issuing control system	

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.

Chttp://XXXXXXXX :24	101/ – IT process management – Windows Int	ernet Explorer
🌇 Role management		
New Action - Close		C Refresh
R Role details List of members	Role name 💌	Comment
rc Edit role     Add member	groupB	
Delete role	- jroupA	
Member details	Nork management role	This role has permission to check the status of item processing for the entire system.
List of roles	Jser management role	This role has permission to manage users and roles.
Delete member	Process work board management role	This role has permission to manage the target system and process work boards.
GWebServiceDesk	Business system service desk	
GWebProblem	Business system problem management	
GWebIncident	Business system incident management	
Role ID	Role name *	Comment

The **Select user** window is displayed.

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

<sup>1.</sup> Configuring JP1/Service Support

IT Service Management: Getting Started

<i>(2</i> )	ttp://XXXXXXXX :24401/ -	– IT process manage	ement -	Windows Internet Explorer	
	Select user				•
	Name	Organization	Title	Email address 🔺	Phone number
	Mary Miller			mary_miller@example.com	
	Pedro Garcia			pedro_garcia@example.com	
	Daisuke Satou			satou_daisuke@example.com	
	Naoki Suzuki			suzuki_naoki@example.com	
	Mayumi Takahashi			takahashi_mayumi@example.com	
	Aya Tanaka			tanaka_aya@example.com	
	Goro Sano				
	JP1 Administrator				
	Manager of groupA				
	Manager of groupB				
	Taichi Nakano				
	Taro Hitachi				
	Name	Organization	Title	Email address 🔺	Phone number

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.

<sup>1.</sup> Configuring JP1/Service Support

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💫 🗢 a) http://xxxxxxxxx:24401/jp1ss/portal/screen/Titlef	Portlet/portlet/hptlip linssitemmer/p	ane/-440b4408440g55S76Z2i/lavout.id/	default			4+ X Binz	
					_		
Service Support						B % 0	?
w • Action • View • Option • Window: 2014/ tot 0process work board	01 - 2016 / 12 t of items: Process work b prity Status y urgent Received ent Close	Card Title The number of the wa Regarding the compan Web system of Compan Web system of Compan The process cannot c In process cannot c Server communication	Goro Sano Manager of groupA Goro Sano . Taichi Nakano Manager of groupB Taichi Nakano	Deadline 2016/01/16 13:00 2016/01/13 03:00 2016/01/17 16:59 2016/01/17 10:00 2016/01/17 10:00 2015/01/24 13:00 2016/01/20 03:00 2016/01/20 15:00	2016/01/15 03:35:58 2016/01/16 08:26:10 2016/01/16 08:22:26 2016/01/16 08:12:29 2016/01/16 08:11:22 2016/01/16 08:09:35 2016/01/16 08:09:35		Incident Incident Incident Incident Incident Change

The Target system management window is displayed.

## 2. From the menu, select New.

Chttp://XXXXX	XXX :24401/ - П process manage	ment – Windows Internet Explorer	<u>_   ×</u>
Target syst	em management		•
System ID -	System name	Comment	
issuing	Order-issuing control system	Comment	
iz	Order-receiving control system	n	
master	A master system	Master system for the item function using email	
System ID 🔺	System name	Comment	

The Create the target system window is displayed.

3. Enter information about the target system.

<i>[</i> http://XXXXXXXX :24401/ -	IT process management – Windows Internet Explorer	_ <b>_</b> N
Create the target system Register Close		•
Attribute	Value	
System ID*:		
System name*:		
Comment:		

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

<sup>1.</sup> Configuring JP1/Service Support

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.

CT process management - Windows Internet Explorer			_ 🗆 🗵
COO v Attp://xxxxxxxx:24401/jplss/portal/screen/TitlePo	rtlet/portlet/hptljp1inssitemmgr/pane/~440b440B440g55S76Z2i/layout_jd/default	💌 🔄 🗙 📴 Bing	P -
😭 🏟 🏉 🌈 🕅 process management			
Service Support	JP1 Administrator	<b>10</b> 88 <b>10</b>	?
New  + Action  + View  + Option  + Window: 2014 / 0 New process work board _pn		ext 🕨 Last 🕅	Search
New item	List of items: Process work board		
Inherit Content to Create an Item		e date and time. System	Proce_
Order-issuing control system		01/15 03:48:56 Order-issuing control system	Proble
8 Incident management	Urgent Close 🖺 Regarding the compan Manager of groupA 2016/01/13 03:00 2016/		Incide
8월 Problem management		01/16 08:26:10 Order-issuing control system	
Sea Change management	Urgent Discussing 🖺 Web system of Compan Taichi Nakano 2016/01/24 13:00 2016/	01/16 08:22:26 Order-issuing control system	Incide
Release management	Very urgent Received Interprocess cannot c Manager of groupB 2016/01/17 10:00 2016/	01/16 08:12:29 Order-issuing control system	Incide
ACCOUNT OF A CONTROL SUSTEM	Standard Received 🗈 Improvement request Taichi Nakano 2015/01/24 13:00 2016/	01/16 08:11:22 Order-issuing control system	Incide-
Stallncident management	Very urgent Investigating 📋 Failed in the counti Manager of groupA 2016/01/20 03:00 2016/	01/16 08:09:35 Order-issuing control system	Incide
80 Problem management	Urgent Received 🖺 A failure occured to Taro Hitachi 2016/01/20 15:00 2016/	01/15 03:39:07 Order-issuing control system	Chan
and Change management	Urgent Received 🛅 Server communication Goro Sano 2016/01/23 03:00 2016/	01/15 03:38:29 Order-issuing control system	Relea -
ag Release management	•		•
8∰Temporary receipt			

The New process work board window is displayed.

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

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Chttp://XXXXX	XXX :24401/ - П process managem	nent – Windows Intern	et Explorer	
New proce Register Close				*
Basic settings	Settings - Automatic item input	Threshold setting		
Attribute		Value		
Process work b	oard ID*:			
System*:			•	
Process*:				
Item form*:		The pro	icess standard item form is used	
State*:		In process	-	
Process work b	oard administrator":	JP1 Admini	strator Selected	
		Notify b	y email before the deadline	
		Number	of days before the deadline:	Days before the deadline
Settings for pre-	deadline email notification:	Settings	- Email notification frequency:	Notify once by email the number of days before the deadline
				Notify everyday by email from the specified number of days before the deadline until the deadline
Settings for the	recall item function:	Enable	the recall item function	
Comment				-

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.

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# 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.

CIT process management - Windows Internet Explorer	rtlet/portlet/hptlip linssitenmer/pare/~4406440g5857823/Agyout, id/default	💌 🕂 🗙 📴 Bing	× <u>ا ا ـ</u>
☆ ☆ Ø T process management	ter pone nging ninsaleamer/gene/~voorvoorvooroorazanejoo (polei aux		
Service Support		C 8 I	?
New •   Action •   View •   Option •   Window: 2014 / 0		t 🕨 Last 🕅	Search
List of process work boards	List of items:Process work board/Business system/Incident management Priority Status D Title Person in charge Deadline Update date and time Item II		IP C
Mercess work board     Business system	Priority Status La Title Person in charge Deadline Update date and time Item II Priority Status La Title Person in charge Deadline Update date and time Item II		IPC
Ander transperson     Ander transperson			

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.

🖉 http://XX	(XX XX XX	C :24401/ − ∏ proces	ss management – Windows Internet Explorer	<u> </u>
🐴 Edit p				-
Register A				
Process w	ork board	//Business system/I	ncident management	
ltern perm	ission	Status permission		
Selected	Name			
Ĩ.	New iten		rmission to register the item to the process work board	
0	Edit item	n Pe	rmission to edit the item registered in the process work board	
0	View iter	n Pe	rmission to view the item registered in the process work board	
0	Delete it	em Pe	rmission to delete the item registered in the process work board	
0	Escalation	on Pe	Permission to close the item registered in the process work board Description	
0	Acknowl	ledge item Pe	e item Permission to acknowledge the item registered in the process work board	
0	Close ite	em Pe	rmission to close the item registered in the process work board	
Selected	Name	De	scription	
•				•
List of use	rs or roles	s having permissior	ns	
	Туре	: 1	Jser name/Role name	
	Туре		Jser name/Role name	

In this example, New item is selected.

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# 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.

jp1user User management role This role has p		ternet Explorer	T process management – Windows	XXXXX :244	ttp://XXXX	🖉 ht
Select user       Select role         Role ID       Role name       Comment         GWebIncident       Business system incident management       Edited for the second s	•					_
Role ID       Role name       Comment         GWebIncident       Business system incident management       Edited and the system problem management         GWebServiceDesk       Business system service desk       Edited and the system         jp1ITsystem       Process work board management role       This role has p         jp1user       User management role       This role has p         jp1workmgr       Work management role       This role has p         roleA       groupA       This role has p						
GWeblncident     Business system incident management       GWebProblem     Business system problem management       GWebServiceDesk     Business system service desk       _jp1ITsystem     Process work board management role       _jp1user     User management role       _jp1workmgr     Work management role       roleA     groupA       roleB     groupB		Commont			Pole ID	-
GWebProblem       Business system problem management         GWebServiceDesk       Business system service desk         jp1ITsystem       Process work board management role         jp1Isystem       User management role         jp11workmgr       Work management role         roleA       groupA         roleB       groupB		Comment				-
GWebServiceDesk       Business system service desk         jp1ITsystem       Process work board management role       This role has p         jp1user       User management role       This role has p         jp1workmgr       Work management role       This role has p         roleA       groupA         roleB       groupB					6	10
_jp1ITsystem       Process work board management role       This role has p         _jp1user       User management role       This role has p         _jp1workmgr       Work management role       This role has p         roleA       groupA         roleB       groupB			, , ,			
_jp1user     User management role     This role has p       _jp1workmgr     Work management role     This role has p       roleA     groupA       roleB     groupB						-
jp1workmgr     Work management role     This role has p       roleA     groupA       roleB     groupB	permission to manage the target syst					
roleA groupA     roleB groupB	permission to manage users and role	This role has pe	anagement role	l	_jp1user	
□ roleB groupB	permission to check the status of iten	This role has pe	nanagement role	mgr ۱	_jp1workr	
				į	roleA	
Role ID     Role name      Comment				(	roleB	$\Box$
		Comment	ame 🔺	F	Role ID	

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.

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http://	XX XX XX	XX :24401/ -	- Π process management - Windows Internet Explorer	_ 🗆 🗡	
_	permissi			•	
- 6	Action				
rocess	work boa	rd/Business	s system/incident management		
tem per	mission	Status pe	rmission		
Selected	Name		Description		
0	New ite	m	Permission to register the item to the process work board		
0	Edit iter	n	Permission to edit the item registered in the process work board		
0	View ite	em	Permission to view the item registered in the process work board		
0	Delete	item	Permission to delete the item registered in the process work board		
0	Escalat	tion	Permission to escalate the item to the process work board		
0	Acknow	vledge item	Permission to acknowledge the item registered in the process work be	oard	
۲	Close it	tem	Permission to close the item registered in the process work board		
elected	Name		Description		
_ist of u	sers or ro	les having p	ermissions		
	Туре	U	ser name/Role name		
	Role(s)	B	usiness system incident management		
	Туре	U	ser name/Role name		

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:

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

🛃 Item form definition editing utility	
<u>File(F)</u> <u>E</u> dit(E) <u>V</u> iew(V)	
Service Support	
Service Support	
Item form definition file name:	View
	ок

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.

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🛃 Item form definition editing utility				
File(F) Edit(E) View(V)				
Comiles Quanant				
Service Support				
Item form elements	ltem fo	rm layout		Overview
Title 🚔	Tit	lo	1	Basic attributes
System		ie		
Process	Item ID	Update date and time		
Item ID	System	Process		
Inter-process ID		1100000		
Registration date and time	Occurrence date and time	Deadline		
Registrant Person in charge	Person in charge	Status		
Deadline	Customer name	Inquirer		
Update date and time	customer nume	inquirer	=	
Status	Item type	Inter-process ID		
Priority	Problem	domain		
Reason for priority	[			
Severity	Over			
Reason for severity	Registration date and time	Registrant		
Impact level				
Reason for impact level	Start date and time	End date and time		
Item type	Severity	Reason for severity		
Problem domain				
Scale of change	Impact level	Reason for impact level		
Release type	Priority	Reason for priority		
Occurrence date and time				
Occurred type Answerer	Work			
Start date and time	Hardware i	nformation		
End date and time				
Customer name	Related			
Inquirer	Related information			
Cost (planned)	Product name			
Cost (actual)	Product name			
	Jobnet name			
Item form elements	ltem fo	rm layout		Overview

- 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 *JP1/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.

🛃 Item form definition editing utility			_ 🗆 ×
File(F) Edit(E) View(V)			
Ormation Ormana			
Service Support			
Item form elements	Item form layout		Overview
Title 📫	Title		Basic attributes 🛛 💽 🕨
System			
Process	Item ID Update date and time		
Item ID	System Process		
Inter-process ID			
Registration date and time	Occurrence date and time Deadline		
Registrant	Person in charge Status		
Person in charge			
Deadline	Customer name Inquirer		
Update date and time	Item type Inter-process ID	=	
Status	Inter-process ib		
Priority	Problem domain		
Reason for priority	Overview	-	
Severity	Overview		
Reason for severity	Registration date and time Registrant		
Impact level			
Reason for impact level	Start date and time End date and time		
Item type	Severity Reason for severity		
Problem domain			
Scale of change	Impact level Reason for impact level		
Release type	Priority Reason for priority		
Occurrence date and time			
Occurred type	Work status		
Answerer Start date and time	Hardware information		
End date and time			
Customer name	Related item(s)		
Inquirer	Related information		
Cost (planned)	Product name		
Cost (actual)	Product name		
	Jobnet name	-	
Item form elements	Item form layout		Overview

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.

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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.

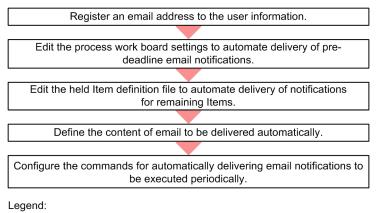
#### **Related topics**

- 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.



: Workflow

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## (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.

GIT process management - Windows Internet Explorer									_ 🗆 🗵
Carlos v a http://xxxxxxxx:24401/jplss/portal/screen/T	tlePortlet/portle	Mptljp linssiten mør/pav	s/-440b4408440g55S76Z2i	/layout_id/default		*	4 × D Bing		P -
😭 🐼 🌈 IT process management									
								_	
Service Support							B 8	3	?
New - Action - View - Option - Window: 2014	01 - 2016	12			M Ton & Prev	1-12/12 Next > Last >			Search
List of process und board Edit my details		S Process work boa	ed		R TOP 41101	THE HEAT FLOAT F	9		
View my details	prity		Ch Title	Person in charge	Deadline	Update date and time	Sector		Process +
		t Received	The number of th			0 2016/01/15 03:48:56		entrol custom	Problem
Baltncident manage     Bole management     Bole management	y urgen	Close	Regarding the co			0 2016/01/15 03:35:58			Incident
Target system management			About the network			9 2016/01/16 08:26:10			Incident
Change manage Item form management	ient	Discussing		ompan Taichi Nakano		0 2016/01/16 08:22:26			Incident
Release management		t Received	The process can			0 2016/01/16 08:12:29			Incident
BOrder-receiving control system	Standard	Received	Improvement regi			0 2016/01/16 08:11:22			Incident
agincident management		t Investigating	Failed in the cour			0 2016/01/16 08:09:35			Incident
8 Problem management	Urgent	Received	A failure occured			0 2016/01/15 03:39:07			Change
ag Change management	Urgent	Received	Server communic			0 2016/01/15 03:38:29			Release -
<sup>8</sup> BRelease management	1								2
Sector 2 Temporary receipt									

The User management window is displayed.

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

<i>(</i> ch	ttp://XXXXXX	XXX :24401/ - IT process m	anagement – Windows	s Internet	t Explorer	
		ement Close				⊄ Refresh
	IC Details List of role	, ne	Organization	Title	Email address	Phone number
	1 Edit In	suke Satou			satou_daisuke@example.com	
	1 Delete	Iro Garcia			pedro_garcia@example.com	
	10200	Naoki Suzuki			suzuki_naoki@example.com	
	10300	Mayumi Takahashi			takahashi_mayumi@example.com	
	10400	Mary Miller				
	19900	Aya Tanaka			tanaka_aya@example.com	
	jp1admin	JP1 Administrator				
	user001	Goro Sano				
	user002	Taro Hitachi				
	user003	Taichi Nakano				
	user004	Manager of groupA				
	user005	Manager of groupB				
	ID 🔺	Name	Organization	Title	Email address	Phone number

The Edit user window is displayed.

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

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€http://XXXXXXXX :24401/ - ∏	process management – Windows Internet Explorer	- 🗆 🗵
Close		•
Attribute	Value	
ID*:	10400	
Name*:	Mary Miller	
English name:	Mary Miller	
Password:	Change 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 predeadline 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.

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CIT process management - Windows Internet Explore CI = management - Windows Internet Explore CI = management - Windows Internet Explore	en/TitlePortlet/portlet/hptljpTimssitemmer/pane/~440b4408440g55S76Z2i/Jay	rout.jd/default	💌 47 🗶 📴 Bing	X
🔆 🏠 🏀 Π process management				
Service Support			<b>1 1 1</b>	?
New • Action • View • Option • Window: 2	014/01-2016/12	H Top 4 Prev 0-0/0 N	ext 🕨 Last 🕅	Search
List of process work boards	List of terms Process work board/Business system/ Proorly Stabus & Title Person in charge Proorly Stabus & Title Person in charge	Incident management		IP C F

- 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 predeadline email notification.

//XXXXX	XXX :24401/ - IT process managem	ent - Windows Interne	t Explorer	×
Edit the pro	ecess work board			•
Basic settings	Settings - Automatic item input	Threshold setting		
Attribute		Value		
Process work be	pard ID*:	GManageme	entSystemIncident	
System:		Business sys	stem	
Process:		Incident man		
Item form*:			ess standard item form is use management form(1)	d
State*:		Operating	•	
Process work be	oard administrator*:	Naoki Suzuki		
		Notify by	email before the deadline	
			of days before the deadline:	3 Days before the deadline
Settings for pre-	deadline email notification:		Email notification frequency:	Notify once by email the number of days before the deadline
		ootaango	Enter nouncedent nequency.	Notify everyday by email from the specified number of days before the deadline until the deadline
Person in charge	e of the registered item from email	*: JP1 Administ	rator Selected	Creatly everyddy by ernannen are speaned namber or ddy's berere are dedaine ana are dedaine
View permission	s for individual Items:	Set refere	ence permissions for individua	I Items.
	ecall item function:		e recall item function	
Comment				<u>م</u>

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 Notify by email before the deadline		Select the check box.
email notification	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, predeadline 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 JP1/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 JP1/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:

JP1/SS-path\conf\command\jp1informleave\_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 *JP1/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\jp1imss 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.	The deadline of the item, <i>Item-id</i> , is approaching. 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> 
	Process work board administrator	[Notification of deadline for process work board administrator] The deadlines of <i>number-</i> <i>of-items</i> items are approaching.	This email notifies you of the number of items whose deadlines are approaching. Number of days before deadline: Before <i>number-of-days-before- deadline</i> days Email notifications frequency setting: <i>frequency-of-emailnotifications</i> System: <i>system-name</i> Process: <i>process-name</i> Number of items: <i>number-of-items</i> items: 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> .
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.	The number of items whose processing is delayed is <i>number-of-items</i> . <i>Number-of-delayed-items-for-each-status</i> Priority to be monitored: <i>priority-of-items-to-be-monitored</i> Time when item is not updated: <i>time-during-which-items-in-a-specific-status-remain</i> System: <i>system-name</i> Process: <i>process-name</i>  The processing of the item, <i>item-id</i> , is delayed. 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> Update date and time: <i>date-and-time-of-item-update</i> 
	Process work board administrator	[Notification of the number of held items for process work board administrator] <i>number-</i> <i>of-items</i> items are delayed in processing.	This email notifies you of the number of items whose processing is delayed. The number of items whose processing is delayed is <i>number-of-items</i> . <i>Number-of-delayed-items-for-each-status</i> Priority to be monitored: <i>priority-of-items-to-be-monitored</i> Time when item is not updated: <i>Time-during-which-items-in-a-specific-status-remain</i> System: <i>system-name</i> Process: <i>process-name</i>
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>	The person in charge of the item of [Item ID: <i>item-id</i> ] changed. System: <i>system-name</i> Process: <i>process-name</i> Title: <i>item-title</i> Priority: <i>item-priority</i>

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-</i> <i>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 abovementioned 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.

<sup>1.</sup> Configuring JP1/Service Support

IT Service Management: Getting Started

#### **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

- 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\jp1imss 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.

```
1. Configuring JP1/Service Support
```

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 (jplimss\_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)
    - jssdbrorg.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 (jplimss\_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

<sup>1.</sup> Configuring JP1/Service Support

## 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

<sup>1.</sup> Configuring JP1/Service Support

IT Service Management: Getting Started

• JP1/Service Support - DB Server service

<sup>1.</sup> Configuring JP1/Service Support



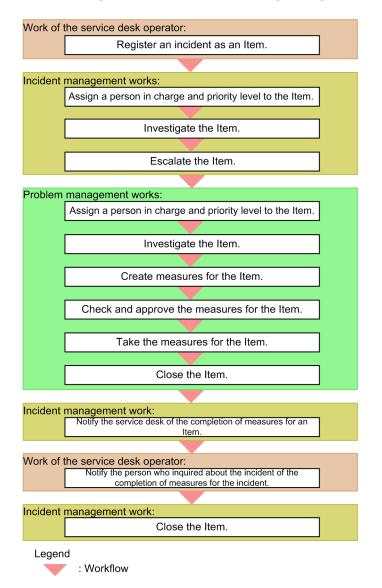
# **Resolving Incidents Based on Registered Items**

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.



#### **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]

<sup>2.</sup> Resolving Incidents Based on Registered Items

- 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]

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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].

T process management - Windows Internet Explorer				= 4	X D Bing	<u>- IC</u> A
	rtier/portier/nptip/linissitenimg/par	16/-44054401440g555/6220/16y500.30/685	aut	<u> </u>	X D out	2
Service Support	Daisuke Satou				III 88 III	?
ew •   Action •   View •   Option •   Window: 2014 / 0	1 - 2016/ 12			H Top 4 Prev 1-31/31 Next 🕨 Last H		Searc
ist of process work boards	List of items:Process work	board/Business system/Incident n	nanagement			
Process work board	Priority Status	🗅 Title	Person in charge	Deadline Update date and time	Item ID	
Business system	Very urgent Received	The number of the wa	Pedro Garcia	2016/01/16 13:00 2016/01/15 03:48:56	GManagementSystemIncid	ent-0001
8 Incident management	Urgent Close	Regarding the compan	Naoki Suzuki	2016/01/13 03:00 2016/01/15 03:35:58	GManagementSystemIncid	ent-0001
B Problem management	Urgent Support Reque	sted 🖺 About the network tr	Pedro Garcia	2016/01/17 16:59 2016/01/16 08:26:10	GManagementSystemIncid	ent-000
Searchange management	Urgent Discussing	Web system of Compan	Naoki Suzuki	2016/01/24 13:00 2016/01/16 08:22:26	GManagementSystemIncid	ent-000'
Release management	Very urgent Received	The process cannot c	Naoki Suzuki	2016/01/17 10:00 2016/01/16 08:12:29	GManagementSystemIncid	ent-000'
	Standard Received	Improvement request	Naoki Suzuki	2015/01/24 13:00 2016/01/16 08:11:22	GManagementSystemIncid	ent-000
	Very urgent Investigating	Failed in the counti	Naoki Suzuki	2016/01/20 03:00 2016/01/16 08:09:35	GManagementSystemIncid	ent-000
	Urgent Received	A failure occured to	Naoki Suzuki	2016/01/20 15:00 2016/01/15 03:39:07	GManagementSystemIncid	ent-000
	Ilment Received	Server communication	Dodeo Garria	2018/01/22 02:00 2018/01/15 02:28:20	Cyconsonanto interminaid	

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

Attp://XXXXXXXX :24401/ -	IT process management - Windows Internet Explorer			<u>_0×</u>
Mew item Register Action ▼ Close				-
Title*	:			-
Item ID		Update date and time		
System	: Business system	Process	: Incident management	
Occurrence date and time	Calendar	Deadline	Calendar	
Person in charge*	Details List	Status*	: Received	
Extended numerical data 01	:			
Customer name	:	Inquirer	:	
Item type	:	Inter-process ID		
Problem domain	:			
Overview	:			×
Registration date and time		Registrant		
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	:	Reason for priority	:	
				×
				-

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

<sup>2.</sup> Resolving Incidents Based on Registered Items

Item	Configuration information to be entered or selected
Status	Received
Work status	<ul> <li>Enter information such as the following:</li> <li>An inquiry about an incident (abnormal termination of an application in the business system) was received at the service desk.</li> <li>Requesting for the Item to be handled in incident management.</li> </ul>

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

2. Resolving Incidents Based on Registered Items

• Registering Items via automated action of the JP1/Service Support Configuration and Administration Guide

<sup>2.</sup> Resolving Incidents Based on Registered Items

# 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.

IT process management - Windows Internet Exp				
🖌 🕤 🗢 🔊 http://xxxxxxxxx :24401/jp1cs/portal	/screen/TitlePortlet/portlet/hptljp1imssitemmgr/pane/~440b4408440	λg55S76Z2i/layout_id/default	💌 🔄 🗙 📴 Bing	P
🔅 🥢 🎢 process management				
Service Support				2
ew ▼   Action ▼   View ▼   Option ▼   Windo	w: 2014 / 01 - 2016 / 12	H Top ◀ F	Prev 1-32/32 Next 🕨 Last 🕅	Searc
ist of process work boards	List of items: Process work board/Business	system/incident management		
Process work board	Priority Status 🗅 Title	Person in charge	Deadline Update date and time Item ID	
ABusiness system	Received  Abnorm	al termination Business system incident manageme	ent 2015/08/13 17:00 2015/08/11 14:09:02 GManag	ementSystemInr
8 Incident management	Very urgent Support Requested 🏝 Abnorm	ial termination Naoki Suzuki	2015/08/11 15:00 2015/08/11 14:16:52 GManag	ementSystemIn
Republic management	Urgent Discussing 🖺 Web sy	stem of Com Naoki Suzuki	2016/01/24 13:00 2016/01/16 08:22:26 GManag	ementSystemIn
8. Change management		ocess cannot c Naoki Suzuki	2016/01/17 10:00 2016/01/16 08:12:29 GManag	ementSystemin
Release management		ement request Naoki Suzuki	2015/01/24 13:00 2016/01/16 08:11:22 GManag	ementSystemin
-garcelease management		n the counti Naoki Suzuki	2016/01/20 03:00 2016/01/16 08:09:35 GManag	
		e occured to Naoki Suzuki	2016/01/20 15:00 2016/01/15 03:39:07 GManag	
		communication Date Gamia	2018/01/22 02:00 2018/01/15 02:29:20 CManage	
	<b> </b> ∢			
	Title: Abnormal termination Currently-editing user:	on of an application in the business system		
	Item ID:	GManagementSystemIncident-000002		
		2015/08/11 14:09:02		
		Business system		
		Incident management		
		2015/08/10 17:00		
		2015/08/13 17:00		
		Business system incident management Received		
	Extended numerical data 01:	Received		
	Customer name:			
	Inquirer:			
	Item type:			
		000000012-01		
	Problem domain:			
	Overview:			
	Registration date and time:	2015/08/11 14:09:02		

- 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.

Attp://XXXXXXXX :24401/ - ]	IT process management - Windows Internet Explorer			_ [ [ ] ×
Constant Send Back Action •	Close			•
Title*	: Abnormal termination of an application in the busin	ness system		-
Item ID	: GManagementSystemIncident-000002	Update date and time	: 2015/08/11 14:09:02	
System	: Business system	Process	: Incident management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Business system incident management  Details List	Status*	: Received	
Extended numerical data 01	:			
Customer name	:	Inquirer	:	
Item type	:	Inter-process ID	: 0000000012-01	
Problem domain	:			
Overview	:		2	
Registration date and time	: 2015/08/11 14:09:02	Registrant	: Daisuke Satou	
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	:	Reason for priority	:	
			2	

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

<sup>2.</sup> Resolving Incidents Based on Registered Items

Item	Configuration information to be edited or selected
Priority	Urgent
Work status	<ul> <li>Enter information such as the following:</li> <li>You will investigate whether the registered Item is an Item that was previously closed.</li> <li>If the registered Item is an Item that was previously closed, you will create measures based on the measures taken for the past Item.</li> <li>If the registered Item is an unknown Item, you will escalate the Item to the problem management process.</li> </ul>

#### 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

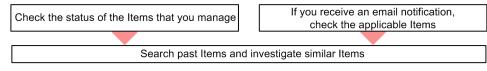
<sup>2.</sup> Resolving Incidents Based on Registered Items

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 JP1/Service Support Operator's Guide
- Email notification of the JP1/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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

T process management - Windows Internet Explorer	rtlet/oortlet/hotlip linssitemmer/pane/~440b4408440g5557822i/lavou	id/default	+ X D Bing P -
🖌 🎸 🏉 IT process management			
Service Support			🖬 🕄 🛄 ?
New  Action  View  Option  Window: 2014 / 0	- 2016 / 12 List of items Process work board/Business system/Inci	H Top 4 Prev 1-32/32 Next > Last H	Search
Edd (process work tamin pages to	Lat of terms Process work boardsuinces systemmore Very urgert Received The number of her Urgent Case Repeated Adout the redwork Urgent Support Requestion Urgent Case Department Adout the redwork Urgent Standard Received Disponeerent trages Standard Received Adout the redwork Urgent Urgent Received Adout the redwork Urgent Disponeerent trages Banabard Received Adout the redwork Urgent Disponeerent trages Banabard Received Adout the tradework Urgent Disponeerent trages Banabard Received Adout the tradework Urgent Standard Received Adout the tradework Urgent Banabard	Person in charge         Deathin         Update date and tra 2016/01/16 1020 2016/01/16 0202           an         Naski Skuski         2018/01/16 0246 1023.51           an         Naski Skuski         2018/01/16 0246 1023.51           an         Naski Skuski         2018/01/16 0246 1023.51           an         Naski Skuski         2018/01/17 105.2016/01/16 023.51           an         Valid Skuski         2018/01/16 012.21           an         Naski Skuski         2018/01/17 102.001/01/16 012.21           an         Valid Skuski         2018/01/16 012.21           an         Valid Skuski         2018/01/16 012.21           an         2018/01/16 012.21         2018/01/16 012.21           an         2018/01/16 012.02         2018/01/16 012.21           an         2018/01/16 012.02         2018/01/16 018.02           an         2018/01/16 012.02         2018/01/16 018.02           an         2018/01/16 012.02         2018/01/16 018.02           an         2018/01/16 012.02         2018/01/16 018.02	e tern ID C ManagementSysteminicadere. C00177 C ManagementSysteminicadere. C00177 C ManagementSysteminicadere. C00157 C ManagementSysteminicadere. C00157 C ManagementSysteminicadere. C00157 C ManagementSysteminicadere. C00157 C ManagementSysteminicadere. C00177 C ManagementSysteminicadere. C00177

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.
- 3. 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

1. 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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

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 (hptl\_jp1\_imss\_mail\_server) of the SMTP server and the port number (hptl\_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.

IT process management - Windows Internet Expl	lorer			-OX
Carlos v a http://xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	screen/TitlePortlet/portlet/hptljpTinssitemmgr/pane/~44	Ob44O844Og55S76Z2i/layout_id/default	💌 49 🗙 🚺 Bing	2.
🙀 🏟 🌈 IT process management				
Service Support	Pedro Garcia		• 8 •	?
New •   Action •   View •   Option •   Window			ev 1-32/32 Next 🕨 Last 🕅	Search
List of process work boards		Business system/Incident management		
		Title Person in charge	Deadline Update date and time Item ID	-
Business system		Abnormal termination Business system incident management	2015/08/13 17:00 2015/08/11 14:09:02 GManagementSys	stemInci
8. Incident management	Very urgent Support Requested	Abnormal termination Naoki Suzuki	2015/08/11 15:00 2015/08/11 14:16:52 GManagementSys	stemInci
8 Problem management	Urgent Discussing	Web system of Com Naoki Suzuki	2016/01/24 13:00 2016/01/16 08:22:26 GManagementSys	stemInci
8 Change management	Very urgent Received	The process cannot c Naoki Suzuki	2016/01/17 10:00 2016/01/16 08:12:29 GManagementSys	stemInci
B Release management	Standard Received	Improvement request Naoki Suzuki	2015/01/24 13:00 2016/01/16 08:11:22 GManagementSys	stemInci
	Very urgent Investigating	Failed in the counti Naoki Suzuki	2016/01/20 03:00 2016/01/16 08:09:35 GManagementSys	stemInci
	Urgent Received	A failure occured to Naoki Suzuki	2016/01/20 15:00 2016/01/15 03:39:07 GManagementSys	steminci ,
	Ilmant Paraked	Senier communication Date Garria	2016/01/22 02:00:2016/01/16 02:29:20 CM	-tomba a
	Title: Abnormal t Currently-editing user:	ermination of an application in the business system		- <u>D</u> [\$
	Item ID:	GManagementSystemIncident-000002		-
	Update date and time:	2015/08/11 14:09:02		
	System:	Business system		
	Process:	Incident management		- 1
	Occurrence date and time:	2015/08/10 17:00		
	Deadline: Person in charge:	2015/08/13 17:00 Business system incident management		_
	Status:	Business system incident management Received		
	Extended numerical data 01:	Necered		
	Customer name:			
	Inquirer:			
	Item type:			
	Inter-process ID:	000000012-01		
	Problem domain:			
	Overview:			
1	Registration date and time:	2015/08/11 14:09:02		•

- 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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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**.

🕥 🗢 🛃 http://xx.xx.xx :24401/jp.lss/portal/s	creen/TitlePortlet/portlet/hptl	jp1inssiten.mgr/pane/-440	Db44O8440g55S76Z2i/layout_id/defa	oft		<b>•</b> 4	× D Bine	
🐼 🌈 🛛 process management								
Service Support							8	□ ?
ew • Action • View • Option • Window:					N Top 4 Prev 1-:	31/31 Next 🕨 Last 🕅 🗌		Sear
st of process work boards			/Business system/Incident m					
Process work board			Title	Person in charge		Update date and time		
Business system	Very urgent		The number of the wa	Pedro Garcia		0 2016/01/15 03:48:56		
ag Incident management			Regarding the compan	Naoki Suzuki		0 2016/01/15 03:35:58		
B Problem management			About the network tr	Pedro Garcia		9 2016/01/16 08:26:10		
Change management			Web system of Compan			0 2016/01/16 08:22:26		
8뎚Release management	Very urgent		The process cannot c	Naoki Suzuki		0 2016/01/16 08:12:29		
		Received	Improvement request	Naoki Suzuki		0 2016/01/16 08:11:22		
			Failed in the counti	Naoki Suzuki		0 2016/01/16 08:09:35		
	Urgent		A failure occured to	Naoki Suzuki		0 2016/01/15 03:39:07		
	Ilmont	Received 1	Server communication	Dodro Garria	2018/01/22 02:0	0.0018/01/15 00:08:00	Managamant	minoidont 000



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 *JP1/Service Support Operator's Guide*.

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

<sup>2.</sup> Resolving Incidents Based on Registered Items

<i>[</i> http://XXXXXXXX :2441	01/ – IT proce	ess management – Windows Internet Explorer	
🐴 Specify item search	conditions		-
Item Management windov	AX: 2014 / 01 -	2016/12	<u>^</u>
Search this system: Search this process: Number of search results	s displayed pe	Business system Incident management er page 100	
Search with this keyword	t		
Match all conditions			
C Match any condition			
Work status	•	application	
Work status	•	abnormal termination	
	•		- 1
	•		_
		a 1	
	•	d I	_
Search with this attribute:			
Match all conditions			
C Match any condition			
TON	「 search		
ltern type:	Not	selected Cancel	
Problem domain:	□ Not	selected Cancel	
Severity:	Not	selected Cancel	
Impact level:	□ Not	selected Cancel	-
		Sea	arch Close

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 JP1/Service Support Operator's Guide

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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

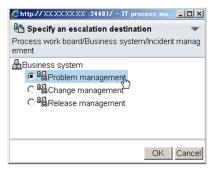
This operation is performed by the person in charge of incident management.

#### 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.

Ehttp://XXXXXXXX :24401/ - I	T process management - Windows Internet Explorer			-OX
Register Action ▼ Close				•
Title*	: Abnormal termination of an application in the busines:	s system		-
Item ID		Update date and time		
System	: Business system	Process	: Problem management	
Occurrence date and time	: 2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Details List	Status*	Received	
Customer name	:	Inquirer	:	_
Item type		Inter-process ID		
Problem domain				
Overview	:		×	
Registration date and time		Registrant		
Start date and time	Calendar	End date and time	Calendar	
Severity		Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Urgent	Reason for 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	Role name: Business system problem management

<sup>2.</sup> Resolving Incidents Based on Registered Items

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.

Calititem Register Send Back Action	·▼ Close			
Title*	: Abnormal termination of an application in th	ne business system		
ltem ID	: GManagementSystemIncident-000002	Update date and time	: 2015/08/11 16:26:28	
System	: Business system	Process	: Incident management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Pedro Garcia	Status*	Investigating	
Extended numerical data 01	:			
Customer name	:	Inquirer	:	
ltern type	:	Inter-process ID	: 0000000012-01	
Problem domain				
Overview	:		×	
Registration date and time	: 2015/08/11 14:09:02	Registrant	: Daisuke Satou	
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
mpact level	:	Reason for impact level	:	
Priority	: Urgent	Reason for priority	:	
			A	

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	<ul><li>Enter information such as the following:</li><li>The Item that you manage is an unknown incident.</li><li>You escalated the Item to the problem management process.</li></ul>

#### 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 JP1/Service Support Configuration and Administration Guide.

<sup>2.</sup> Resolving Incidents Based on Registered Items

### **Related topics**

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

<sup>2.</sup> Resolving Incidents Based on Registered Items

# 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.

/24401/ -	IT process management - Windows Internet Explorer			
Cegister Send Back Action	Close			•
Title*	: Abnormal termination of an application in the busin	ess system		_
Item ID	: GManagementSystemProblem-000002	Update date and time	: 2015/08/11 16:26:28	
System	: Business system	Process	: Problem management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Business system problem management  Details List	Status*	Received	
Customer name	:	Inquirer	:	
Item type	:	Inter-process ID	: 000000012-02	
Problem domain	:			
Overview	:			×
Registration date and time	: 2015/08/11 16:26:28	Registrant	: Pedro Garcia	
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Urgent	Reason for priority	:	
				A.

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	<ul><li>Enter information such as the following:</li><li>You will investigate the fundamental cause of the escalated Item.</li><li>You will create measures based on the result of the investigation.</li></ul>

#### 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 *JP1/Service Support Configuration and Administration Guide*.

<sup>2.</sup> Resolving Incidents Based on Registered Items

### **Related topics**

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

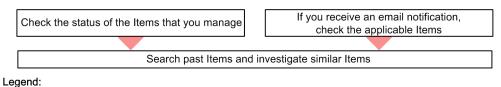
<sup>2.</sup> Resolving Incidents Based on Registered Items

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.



<sup>:</sup> Workflow

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]

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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.

Chttp://XXXXXXXX :24401/ - 1	T process management - Windows Internet Explorer			_10
Bedit item Register Send Back Action •	Close			
Title*	: Abnormal termination of an application in the busin	ess system		
Item ID	: GManagementSystemProblem-000002	Update date and time	: 2015/08/11 16:59:39	
System	: Business system	Process	: Problem management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	]
Person in charge*	Mayumi Takahashi 🗾 Deta	ills Status*	Investigating	
Customer name	:	Inquirer	:	
Item type		Inter-process ID	: 000000012-02	
Problem domain	:			
Overview	:			×
Registration date and time	: 2015/08/11 16:26:28	Registrant	: Pedro Garcia	
Start date and time	Calendar	End date and time	Calendar	]
Severity		Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Very urgent	Reason for 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 "Mary Miller"
Status	Discussing
Work status	<ul> <li>Enter information such as the following:</li> <li>You finished the investigation the fundamental cause of the Item.</li> <li>You created measures for the fundamental cause and added them to the work status.</li> <li>You ask the problem management administrator to check whether there is no problem with the measures.</li> </ul>
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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

#### 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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

# 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.

<i>[</i> http://XXXXXXXX :24401/ - ]	T process management - Windows Internet Explorer			
8 Edit item Register Send Back Action▼	Close			•
Title*	: Abnormal termination of an application in the busines	s system		-
Item ID	: GManagementSystemProblem-000002	Update date and time	: 2015/08/11 17:12:28	
System	: Business system	Process	: Problem management	
Occurrence date and time	: 2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Mary Miller   Details  List	Status*	: Discussing	
Customer name	:	Inquirer	:	
Item type	: Fallure	Inter-process ID	: 0000000012-02	
Problem domain	: Application 💌			
Overview	:			r.
Registration date and time	: 2015/08/11 16:26:28	Registrant	: Pedro Garcia	
Start date and time	Calendar	End date and time	Calendar	
Severity		Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Very urgent 💌	Reason for priority	:	
			1	-

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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

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

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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	<ul> <li>Enter information such as the following:</li> <li>You handled the Item according to the measures.</li> <li>If there are no problems with the results of the measures, you will ask the problem management administrator to close the Item.</li> </ul>

## 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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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.

Attp://XXXXXXXX :24401/ -	IT process management - Windows Internet Explorer			_0×			
Edit item Register Send Back Action •	Close			*			
Title*	: Abnormal termination of an application in the busine	bnormal termination of an application in the business system					
Item ID	: GManagementSystemProblem-000002	Update date and time	: 2015/08/11 18:01:37				
System	: Business system	Process	: Problem management				
Occurrence date and time	: 2015/08/10 Calendar 17:00	Deadline	: 2015/08/13 Calendar 17:00				
Person in charge*	Mary Miller  Details List	Status*	: Acknowledged				
Customer name	:	Inquirer	:				
Item type	: Failure	Inter-process ID	: 000000012-02				
Problem domain	: Application						
Overview	:			×			
Registration date and time	: 2015/08/11 16:26:28	Registrant	: Pedro Garcia				
Start date and time	Calendar	End date and time	Calendar				
Severity	:	Reason for severity	:				
Impact level	:	Reason for impact level	:				
Priority	: Very urgent 💌	Reason for priority	:				
				-			

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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

# 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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

# 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].

Constraint of the second	
Service Support         Dasket Subor           New + Action * View * Option * Window: 2014 / 01 - 2016 / 12         Dasket Subor           List of process work board/Business system/incident management         Dasket Subor           * @Dasket Subor         Upport           * @Dasket Subor         Notation the number of the value           * @Dasket Subor         Notation the number of the value           * @Process work board Business system         Uppert           * @Process work board Parket Subor         We by system           * @Process work board Parket Subor         We by system           * @Process work board Parket Subor         We by system           * @Process work board Parket Subor         We by system           * @Process work board Parket Subor         The number of c	• 49 × Ding
tev V Action ▼ View ▼ Option ▼ Window: 2014 / 01 - 2016 / 12 List of process work board SegNocess work board BigNocess work board Pior Vs Status D Title Person in chan Wery ugent Received D The number of the was D to the retwork to BigNocess work board Uppert D to the status and the status	
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Big Deckmanagement         Urgert         Close         Regarding the compan.         Navia Scaul           Big Deckmanagement         Urgert         Support Revealed         About the revort tr.         Nelse Garcia           Big Deckmanagement         Urgert         Discussing         Web system of Compan.         Navia Scaul           Big Deckmanagement         Urgert         Discussing         Web system of Compan.         Navia Scaul           Big Deckmanagement         Very urgert Received         The process comt c.         Navia Scaul           Very urgert Received         Paralle or count.         Navia Scaul         Very urgert Received         Failed in the count.         Navia Scaul           Very urgert         Received         Andure occured to .         Navia Scaul         Tops Concert State         Navia Scaul	e Deadline Update date and time Item ID
Generation	2016/01/16 13:00 2016/01/15 03:48:56 GManagementSystemIncident-000
Bechange management     Urgent     Urgent     Discussing	2016/01/13 03:00 2016/01/15 03:35:58 GManagementSystemIncident-000
Image: Pickesse management         Very urgent Received         Improvement request         Nask Stacki           Standard         Received         Improvement request         Nask Stacki           Very urgent Investigation         Failed in the count.         Nask Stacki           Urgent         Received         Indure occured to.         Nask Stacki           Urgent         Received         Indure occured to.         Nask Stacki	2016/01/17 16:59 2016/01/16 08:26:10 GManagementSystemIncident-000
Standard Received Difference Nask Sanak Very urgert mestgalang Dif Faller in the count. Nask Sanak Urgent Received Di Afalare occured to. Naski Sanak Urgent Received Di Afalare occured to. Naski Sanak	2016/01/24 13:00 2016/01/16 08:22:26 GManagementSystemIncident-000
Very urgent Investigating Di Failed in the counti Naoki Suzuki Urgent Received Di A failure occured to Naoki Suzuki Urgent Received Di Sener computicistion, Bode Comic	2016/01/17 10:00 2016/01/16 08:12:29 GManagementSystemIncident-000
Urgent Received A failure occured to Naoki Suzuki	2015/01/24 13:00 2016/01/16 08:11:22 GManagementSystemIncident-000
Liment Deceived 🕅 Service communication Deduc Garrin	2016/01/20 03:00 2016/01/16 08:09:35 GManagementSystemIncident-000
	2016/01/20 15:00 2016/01/15 03:39:07 GManagementSystemIncident-000
	2018/01/22 02:00:2018/01/15 02:28:20 CManagement& stamlasident 000

- 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".
- 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].

<sup>2.</sup> Resolving Incidents Based on Registered Items

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A C IT process management		
Service Support	Daisuke Satou	<b>1 1 1 1</b>
w •   Action •   View •   Option •   Window:	2014 / 01 - 2016 / 12	K Top € Prev 1-31/31 Next > Last N
td gronces work loards ∰Oroces work loard ● Øbruces system ¶finded en management ¶finded en management ¶findeles management ¶findeles management	List of terms Process work bard@sinses system/vicident management Priority Status:	ge         Deadline         Update date and time item D           201601/16 13:00         201601/16 15:06 45:6         CMmagamentSystemicsder-0001           201601/16 12:00         201601/16 10:02         5:6         CMmagamentSystemicsder-0001           201601/17 10:02         201601/16 10:22         CMmagamentSystemicsder-0001           201601/17 10:00         201601/10:00         201601/17 10:21           201601/17 10:00         201601/10:00         201601/17:00           201601/17 10:00         201601/10:00         201601/17:00           201601/17:00         201601/10:00         201601/17:00           201601/17:00         201601/10:00         201601/10:00           201601/17:00         201601/11:00         201601/10:00           201601/17:00         201601/10:00         201601/10:00           201601/17:00         201601/10:00         201601/10:00           201601/17:00         201601/10:00         201601/10:00           201601/17:00         201601/10:00         201601/10:00           20160

- 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.

/Chttp://XXXXXXXXX :24401/ - Π	f process management – Windows Internet Explorer			_ 🗆 🗵
Mail Edit item Register Send Back Action •	Close			•
Title*	: Abnormal termination of an application in the busines:	s system		
Item ID	: GManagementSystemIncident-000002	Update date and time	: 2015/08/11 16:37:42	
System	: Business system	Process	: Incident management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Pedro Garcia	Status*	Support Requested	
Extended numerical data 01	:			
Customer name	:	Inquirer	:	
Item type	Failure	Inter-process ID	: 0000000012-01	
Problem domain	: Application 💌			
Overview	:			A
Registration date and time	: 2015/08/11 14:09:02	Registrant	: Daisuke Satou	
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Urgent	Reason for priority	:	
	[		1	× 💌

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.

<sup>2.</sup> Resolving Incidents Based on Registered Items

## 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].

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Service Support	Nacki Suz	uki						•	
lew •   Action •   View •   Option •   Window: 2014 / 0						K Top 4 Prev 1-3	31/31 Next 🕨 Last 🕅 📔		Se
ist of process work boards	List of item:			usiness system/Incident m	anagement				
Process work board			0	Title	Person in charge	Deadline	Update date and time	Item ID	
Business system	Very urgent	Received	٢	The number of the wa	Pedro Garcia	2016/01/16 13:0	0 2016/01/15 03:48:56	GManagementSyste	mIncident-000
8. Incident management		Close		Regarding the compan	Naoki Suzuki	2016/01/13 03:0	0 2016/01/15 03:35:58	GManagementSyste	mIncident-000
8 Problem management		Support Requested		About the network tr	Pedro Garcia		9 2016/01/16 08:26:10		
Stange management	Urgent	Discussing	۵	Web system of Compan	Naoki Suzuki	2016/01/24 13:0	0 2016/01/16 08:22:26	GManagementSyste	mIncident-000
8 Release management	Very urgent	Received		The process cannot c	Naoki Suzuki	2016/01/17 10:0	0 2016/01/16 08:12:29	GManagementSyste	mIncident-000
	Standard	Received		Improvement request	Naoki Suzuki	2015/01/24 13:0	0 2016/01/16 08:11:22	GManagementSyste	mIncident-000
	Very urgent	Investigating		Failed in the counti	Naoki Suzuki	2016/01/20 03:0	0 2016/01/16 08:09:35	GManagementSyste	mIncident-000
	Urgent	Received		A failure occured to	Naoki Suzuki	2016/01/20 15:0	0 2016/01/15 03:39:07	GManagementSyste	mIncident-000
	Liment	Panakad	rth.	Server communication	Dadra Garria	2018/01/22 02:0	0.0018/01/15 03:38:38	Chanasamanto inte	minaidant 00/

- 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".
- 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.

Edit item Register Send Back Action ▼	Close			
Title*	: Abnormal termination of an application in the busin	ness system		
Item ID	: GManagementSystemIncident-000002	Update date and time	: 2015/08/11 18:25:40	
System	: Business system	Process	: Incident management	
Occurrence date and time	2015/08/10 Calendar 17:00	Deadline	2015/08/13 Calendar 17:00	
Person in charge*	Naoki Suzuki 💽 Detail	Is Status*	: Acknowledged	
Extended numerical data 01	:			
Customer name	:	Inquirer	:	
Item type	: Failure	Inter-process ID	: 000000012-01	
Problem domain	: Application 💌			
Overview	:			×
Registration date and time	: 2015/08/11 14:09:02	Registrant	: Daisuke Satou	
Start date and time	Calendar	End date and time	Calendar	
Severity	:	Reason for severity	:	
Impact level	:	Reason for impact level	:	
Priority	: Urgent	Reason for priority	:	
				*

In this example, set "Closed" for Status.

<sup>2.</sup> Resolving Incidents Based on Registered Items

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

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

<sup>2.</sup> Resolving Incidents Based on Registered Items



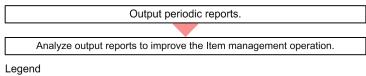
## Improving Item Management Operation

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.



: Workflow

## **Related topics**

- 3.2 Outputting periodic reports
- 3.3 Analyzing output reports to improve the Item management operation

<sup>3.</sup> Improving 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

- 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\jp1imss 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

```
3. Improving Item Management Operation
```

• jsscollectdata (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.

弨

## Procedure

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

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ervice Support	Na						8		?			
klem status	Check status											
Bystem perspective     Bullet     Bystem perspective     Bullet     Bul	Process perspective											
Accumulation data output to file	Process	Туре	Uncompleted	Pending	Discussing	Extended	Top priority	Today's deadli	ne			
Related link		Number of entries	<u>13</u>	5	2	<u>10</u>	<u>5</u>		0			
	Incident mana gement	Compared to last week	-1 🔻	-1 🔻	0	-4 🔻	+1 🔺					
	gement	Compared to last month	+12 🔺	+4 🔺	+2 🔺	+9 🛦	+5 🔺					
		Number of entries	4	3	0	2	1		0			
	Problem mana gement	Compared to last week	+3 🔺	+3 🔺	0	+1 🔺	0					
		Compared to last month	+4 🔺	+3 🔺	0	+2 🔺	+1 🔺					
	Change mana gement	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	<u>98</u>	<u>96</u>	0	0	0		0			
	List of target items:Incident management Top priority											
	Priority Sta	tus 🖒 Title			n in charge	Deadline	Update	e date and time	S			
	Very urgent Red		ocess cannot o					11/27 19:05:25				
	Very urgent Inve		in the count					12/04 17:05:22				
	Very urgent Support Requested D About the network fa							12/04 17:03:46				
	Very urgent Discussing The Regarding the compan. Very urgent Investigating the me							12/04 17:04:03				
								12/03 13:26:13				
	Priority Sta	tus 🗅 Title		Perso	n in charge	Deadline	Update	e date and time	5			
	<											

The main window (Item status view) appears.

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

<sup>3.</sup> Improving Item Management Operation

Chttp://XXXXXXXX :24401/ - Π process management - Windows Internet Explorer		
Constitution data output to file		
	All systems	
System*:	Business system Order-issuing control system Order-receiving control system A master system	
Process*:	Incident&nb     Change       Problem&nbs     Release&nbs	
Accumulation unit*:	Day unit 🗾	
Accumulation range*:	$\begin{tabular}{ c c c c c c c c c c c c c c c c c c c$	
Data type*:	Item data CSV     O Code data CSV	
	Download data	a

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 JP1/Service Support Configuration and Administration Guide.

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

The dialog box for downloading the aggregated data appears.

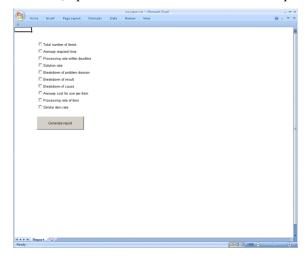
- 5. Save the aggregated data in a location of your choice.
- 6. From the menu of the Accumulation data output to file window, select Download macro.

<sup>3.</sup> Improving Item Management Operation

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🐴 Accumulation data output to file 🔹 🗸		
Download macro Clo	ose	
0	All systems	
	✓ Business system	
System*:	Order-issuing control system	
	Order-receiving control system	
	A master system	
Process*:	✓ Incident&nb □ Change	
FIDLESS .	Problem&nbs	
Accumulation unit*:	Day unit 💌	
	2015/10/01 Calendar ~ 2015/10/31 Calendar	
Accumulation range*: Range that can be specified:Within 31 days from the period of 2015/06/08-2015		10/31
Data type*:	Item data CSV     C Code data CSV	
	Download data	1

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 JP1/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 excesses 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.

<sup>3.</sup> Improving Item Management Operation

# 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).	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
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.	Showing the progress of an item of the JP1/Service Support Configuration and Administration Guide
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.	How to use Command Prompt to execute commands of the JP1/ Service Support Configuration and Administration Guide
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.	Linkage with JP1/IM - Manager of the JP1/Service Support Configuration and Administration Guide
	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.	Linkage with a non-JP1 operation management product of the JP1/ Service Support Configuration and Administration Guide

A. How to use JP1/Service Support more effectively

## **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.

B. Version Changes

IT Service Management: Getting Started

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
РОР	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 1,024<sup>2</sup> bytes. 1 GB (gigabyte) is 1,024<sup>3</sup> bytes. 1 TB (terabyte) is 1,024<sup>4</sup> bytes.

C. Reference Information for This Manual

## **D.** Glossary

## Α

## 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.

## Ε

## Escalation

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

## 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.

Ρ

#### 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.

#### Т

## 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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