

Incident Ticket Template

Source: <https://itsm.tools/category/itil/>

The following definitions apply for the tables below:

- **Read only:** Might not be entered any data into the field.
- **System generated:** Automatically generated correct value(s).
- **Check box:** A box, that when clicked will show a mark, indicating that the box has been activated.
- **Linked record:** This field contains an option where files can be browsed from the system and can be linked.
- **User defined:** Field allows the user to enter any value that they want.
- **User defined array:** This field allows user to type multiple lines of text.
- **Drop box:** This field allows user to click on a drop-down option, where they can select single file.
- **Drop box – nested:** This field contain values that depend upon the values listed in drop box field.
- **Break:** Indicates where there will be a visual break in sets of information captured on the incident ticket.

Ticket Details		
Field	Description (where necessary)	Type of Field
1. Ticket ID		Read only. System generated.
2. Contact Name		Linked Record.
3. First Name		Read only. Populated by contact.
4. Last Name		Read only. Populated by contact.

5. Employee ID		Read only. Populated by contact.
6. Email		Read only. Populated by contact.
7. Corporate Structure/Department		Linked record.
8. Phone #		Read only. Populated by contact.
9. Ext #		Read only. Populated by contact.
10. Fax #		Read only. Populated by contact.
11. Critical User	(This check box indicates if the user is of some importance within the company and requires a better level of service.)	<input type="checkbox"/>
Break		
12. Reported by different from contact	(This field is a check box that will display the next section of information. This is common among tickets, as in some scenarios the person calling about the incident is not necessarily the individual with the issue.)	<input type="checkbox"/>
13. Reported by	(Name of the person reporting the incident.)	Linked record.
14. Phone #		Read only. Populated by contact.
15. Ext #		Read only. Populated by contact.
16. Fax #		Read only. Populated by contact.

Break		
17. Location	(This field is a check box that will display the next section of information. This is common among tickets, as in some scenarios the person calling about the incident is not necessarily the individual with the issue.)	<input type="checkbox"/>
18. Room No./ Floor No.	(Name of the person reporting the incident.)	Linked record.
19. Cost Centre		Read only. Populated by location.
20. Status	(The status of the ticket. This will be initially set to open when first logged.)	Read only. Populated by location.
21. Owner	(Initially populated by the individual (operator) logging the ticket; however, this is a changeable field as tickets may change ownership due to various reasons. The owner of the ticket can only be a service desk representative.)	Read only. Populated by location.
22. Type	(This defines the type of ticket. Values here include: incident and service request.)	Drop box.
23. Category		Drop box.

	(Please see INC8700 Incident Category Definition Document for further information.)	
24. Subcategory	(Please see INC8700 Incident Category Definition Document for further information.)	Drop box – nested.
25. Product Type	(Please see INC8700 Incident Category Definition Document for further information.)	Drop box.
26. Impact	(The measure of business criticality.)	Drop box.
27. Urgency	(Urgency about the necessary speed to solve the ticket.)	Drop box.
28. Priority	(Priority is defined by expected effort in resolving the ticket.)	Drop box.
29. SLA	(The associated service-level agreement.)	Linked record.
Break		
30. Configuration ID		Linked record.

	(The configuration item number that is involved in the incident.)	
31. Type	(The type of configuration item. For example: hardware, software, printer, PC etc.)	Read only. Populated by configuration ID.
32. Model	(The model of the configuration item. For example: HP LaserJet, HP desktop, Dell desktop etc.)	Read only. Populated by configuration ID.
Break		
33. Assignee Name	(The configuration item number that is involved in the incident.)	Linked record.
34. Phone #		Read only. Populated by configuration ID.

Update Details		
Field	Description (where necessary)	Type of Field
1. Cause Code	(The likely cause of the incident. This can be changed at the end of the life of the ticket.)	Drop box.
2. Brief Description		User defined.
3. Description		User defined array.
Break		
4. Ticket Update	(Field to allow the users to type any updates.)	User defined array.
5. Update History	(Field that shows all previous entered updates.)	Read only.
Resolution Details		
Field	Description (where necessary)	Type of Field
1. Resolution Code	(The resolution code for the ticket. This may include values such as: User error, Training, Advice given, No error, etc..)	Drop box.

2. Resolution Description	(A brief description of the resolution given.)	User defined.
3. Resolution Details	(A full description of the resolution applied to the ticket.)	User defined array

History		
Field	Description (where necessary)	Type of Field
1. Opened by	(Name of the individual who opened/ created/logged the ticket.)	Linked record.
2. Opened at	(Time the ticket was opened/created/ logged.)	Date/time field.
3. Updated by	(Name of the individual who updated the ticket.)	Linked record.
4. Updated at	(Time the ticket was last updated.)	Date/time field.
5. Resolved by		Linked record.

	(Name of the individual who placed the ticket into resolved status.)	
6. Resolved at	(Time the ticket was resolved.)	Date/time field.
7. Closed by	(Name of the individual who closed the ticket.)	Linked record.
8. Closed at	(Time the ticket was closed.)	Date/time field.