IBM **Tivoli** software

Tivoli Live Service Manager – Self Service Use Case

1. Use Case Outline

This use case demonstrates the use of the self-service user's start center (the Self Service Center), the ability to search for solutions and the opening of service requests. It shows how open service requests can be viewed, tracked and managed from the end user's perspective.

2. Use Case Content

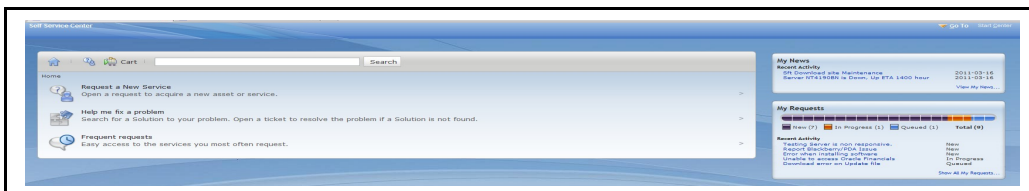**Self Service Role**
UID/login name = bob
Password = tivolilive
First name = Bob
Last name = Enduser

3. Use Case Steps

3.1 Self Service User Create Service Request to Solve an Issue:

1) *Login as **Bob** the End User.*
2) *The Self Service Center as shown below will be displayed.*

3) *Click on **Help me fix a problem.***
<u>*Note*</u>*: Demo content such as classifications, services, person groups, related records (SRs, incidents, problems and changes), solutions, and failure codes have been created to support incident scenarios surrounding Oracle Financials application and network slow response issues. Create a service request in line with these scenarios to allow the content to be leveraged for a comprehensive demo.*
4) *Enter in a single word or several and click search, for example "network" to bring back search results.*
5) *Click on one of the solutions returned to review the self-help information associated with it.*
6) *From the dialog box of the solution, click the button **No, Create Service Request.***
7) *The solution will close and a **Create Service Request** dialog window will open.*
8) *Complete appropriate details on the first tab, then click **Submit** and the service request will be created.*
9) *A dialog box will appear to provide the service request number.*
10) *Click **OK** to return to the Self Service Center.*

3.2 End User Creates an Additional Service Request Using the Search Capability:
1) *From the Self-Service Center use the search field and enter "network" or "software" and click **Search** or press enter.*

2) *View the search results and review the different categories of results returned. A broader set of search results are included than using the* **Help me fix a problem** *as this time the service catalog is included in the search which contains services available for request rather than just knowldege articles for services issues.*

Note: *If opening a service catalog related search result be mindful that the UI dialog is different than the create SR dialog as the catalog is designed for requesting new services rather than logging issues or queries regarding existing services.*

3) *Click on one of the solutions returned (indicated by the jigsaw puzzle icons) to review the self help information associated with it.*
4) *From the dialog box of the solution, click the button* **No, Create Service Request.**
5) *The solution will close and a* **Create Service Request** *dialog window will open.*
6) *Complete appropriate details on the first tab, then click* **Submit** *and the service request will be created.*
7) *A dialog box will appear to provide the service request number.*
8) *Click* **OK** *to return to the Self Service Center.*

3.3 End User Views an Open Service Request to View Updates and Add Comments:

1) *Login as* **Bob** *the End User.*
2) *From the Self-Service Center go to the* **My Request** *pod and view a service request from the list under* **Recent Activity**.

3) *From the* **View Service Request** *dialog view the details on the* **General** *tab.*
4) *Click on the* **Log** *tab and view any logs associated with the record to show updates from individuals working on the request.*
5) *Click on the* **Add Log Entry** *button to add comments for the attention of the individual(s) working the request.*
6) *Enter notes of comment in the* **Summary** *and* **Details** *fields and click* **OK**.
7) *Click* **OK** *to close the* **View Service Request** *dialog and return to the Self Service Center.*

3.4 End User Views Bulletin Details:
1) *Log in as* **Bob** *the End User.*
2) *From the Self-Service Center and go to the* **My News** *pod to shows current bulletin messages.*

3) *Click on an item in the list under* **Recent Activity** *to view the details of the bulletin message.*
4) *The* **My News Details** *dialog will provide full details of the message.*

5) *Click **OK** to close dialog and return to Self-Service Center.*