

Reclassify Open ChangeGear Tickets



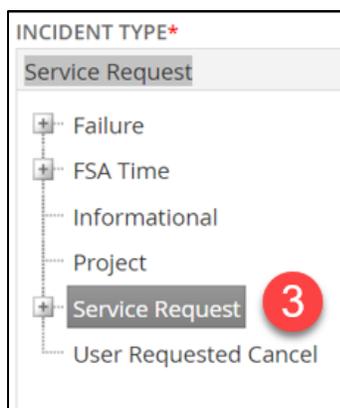
Audience: All IT Employees

In preparation for the ChangeGear8 upgrade, separate open tickets into two types, **Incident Requests** and **Service Requests**. Currently, most tickets are classified as **Incident Requests**.

Incident Requests	Service Requests
<ul style="list-style-type: none">Unplanned interruptions or errors, e.g., something's broken or isn't working properly, can't log into an application.	<ul style="list-style-type: none">Planned maintenance or changes, e.g., printer needs toner, requesting enhancements to existing applications.

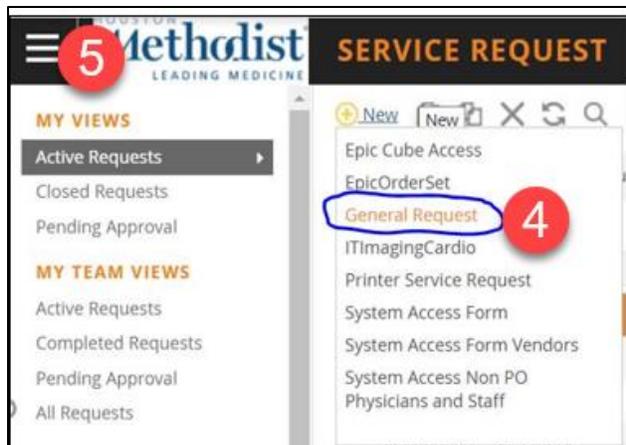
Reclassify Open Tickets

1. Close any open tickets that are complete.
2. Review all open tickets dated Jan. 1, 2021 and following to see if they're actually **Service Requests**.
3. Reclassify any **Incident Requests** where the **Incident Type** labeled as **Service Request**.



4. Manually change these tickets by recreating them in the new **Service Request > General Request** form.
5. Click the **hamburger icon** (upper left). From here, you can create **Incident Requests** and **Service Requests**.

Reclassify Open ChangeGear Tickets



Tip: **Workspace** lets you toggle between Incident Requests and Service Requests. **Workspace** is available on the hamburger icon (see the Workspace tip sheet for more information.)

6. Copy the **Incident Request** number and other information into the new **Service Request > General Request** form.

SUMMARY*		
Create ChangeGear template with owner routing per application		
OWNER* CG Admin	ASSIGNED TO Jae Emery	OWNER PRIORITY
REQUEST TYPE General Request	REQUEST TYPE SUBCATEGORY Process/Workflow	APPLICATION/RESOURCE/CLASSIFICATION Infrastructure : ChangeGear
PRIORITY* 3 - Medium	URGENCY 3 - Medium	IMPACT 3 - Minor
ORIGIN Self Service Portal	COMPUTER NAME	REFERENCE NUMBER IR-2256639
DESCRIPTION TASKS APPROVAL RELATED ITEMS ATTACHMENTS (0) OTHER HISTORY		

7. Copy the new **Service Request > General Request** number into the old **Incident Request**.

TICKET INFORMATION				
SUMMARY*				
Create ChangeGear template with owner routing per application				
ORIGIN* Self Service Portal	PRIORITY* 3 - Medium	COMPUTER NAME	REFERENCE NUMBER SR-0015989	APPS/RESOURCE CLASSIFICATION
INCIDENT TYPE* Service Request	DUE DATE	GO LIVE TYPE	GO LI	

8. Click **Resolve** (close) the old **Incident Request**.