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**.

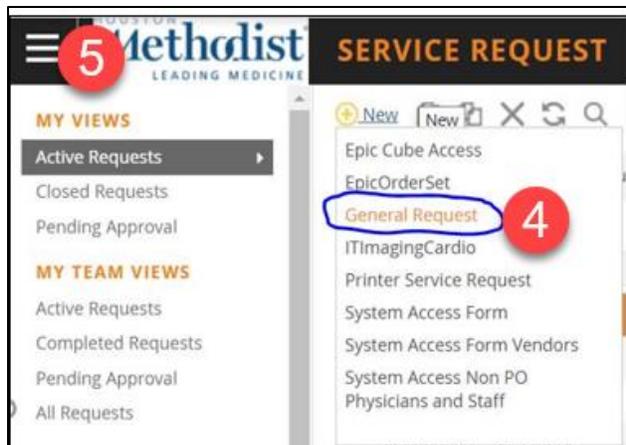| Incident Requests	Service Requests
• Unplanned interruptions or errors, e.g., something's broken or isn't working properly, can't log into an application.	• Planned maintenance or changes, e.g., printer needs toner, requesting enhancements to existing applications.

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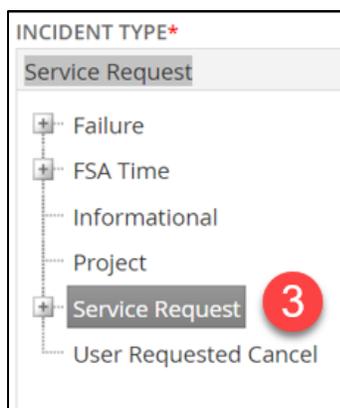
4. Manually change these tickets by recreating them in the new **Service Request > General Request** form.
5. Click the **hamburger icon** (upper left). From here, you can create **Incident Requests** and **Service Requests**.

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.

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

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

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