

June 20, 2013

IT Service Manager Tips & Tricks

IT Service Manager Agents,

Since launching in February, more than 30,000 customer service issues have been completed in the IT Service Manager using BMC FootPrints. The SERVICE_MANAGER@listserv.it.northwestern.edu listserv is going to be used moving forward to share agent best practices and notifications. All agents are automatically subscribed to this listserv.

- [Tip 1: Use the SERVICE_MANAGER listserv to get answers to your questions](#)
- [Tip 2: Read the latest IT Service Manager Knowledge Base articles](#)
- [Tip 3: Browse all public Knowledge Base articles using the KB Table of Contents](#)
- [Bonus Tip: Use short URL link to share public Knowledge Base articles with customers](#)

Tip 1: Use the SERVICE_MANAGER listserv to get answers to your questions

This is the primary place for agents to share tips, tricks and other helpful information with the rest of the IT Service Manager agents. Agents can email questions to the listserv, crowdsource best practices, and troubleshoot potentially shared issues. Technology Support Services will also monitor the listserv to respond to questions.

Tip 2: Read the latest IT Service Manager Knowledge Base articles

NUIT adds new internal KB articles about the IT Service Manager as needed. Once logged in to the IT Service Manager, any article can be found by searching for its article number. For example you may enter the article numbers below into the search box for instructions on the following subjects:

- **260** — How do I update an issue to change an assignee?
- **262** — How do I send email correspondence to a customer?
- **264** — How do I review a log of email correspondences?
- **1419** — How do I create a knowledge base article?
- **31070** — How do I link a ticket to another IT Service Manager ticket?

Agents can also browse all articles about using the IT Service Manager by doing the following:

1. *Log in* to the [IT Service Manager](#).
2. *Click Knowledge Base*.
3. From the **Knowledge Base** drop-down *select FootPrints Internal KB*.
4. From the **Category** drop-down *select IT Service Manager*.
5. Refine your search using keywords.
 - * Use "AND" or "OR" when searching for multiple keywords.

Tip 3: Browse all public Knowledge Base articles using the KB Table of Contents

NUIT has developed a dynamic table of contents listing all public KB articles at <http://www.it.northwestern.edu/service-manager/knowledge-base-contents.html>.

Articles are sorted by service or device/operating system. You may click on a link to display all articles for a topic. Also listed are the "Most Helpful Solutions" based on customer feedback.

Bonus Tip: Use short URL link to share public Knowledge Base articles with customers

1. Find the number of the public KB article that answers the customer's question.
2. Add that number after the final slash in this URL - <https://itsm.northwestern.edu/kb/>.
For example: <https://itsm.northwestern.edu/kb/255> will link directly to article 255 on how to use the KB.
 - * This short URL format cannot be used to link to internal KB articles.

Agents should email questions regarding the IT Service Manager to the [IT Service Manager listserv](mailto:SERVICE_MANAGER@listserv.it.northwestern.edu).

NUIT Communications

it-communications@northwestern.edu

www.it.northwestern.edu

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