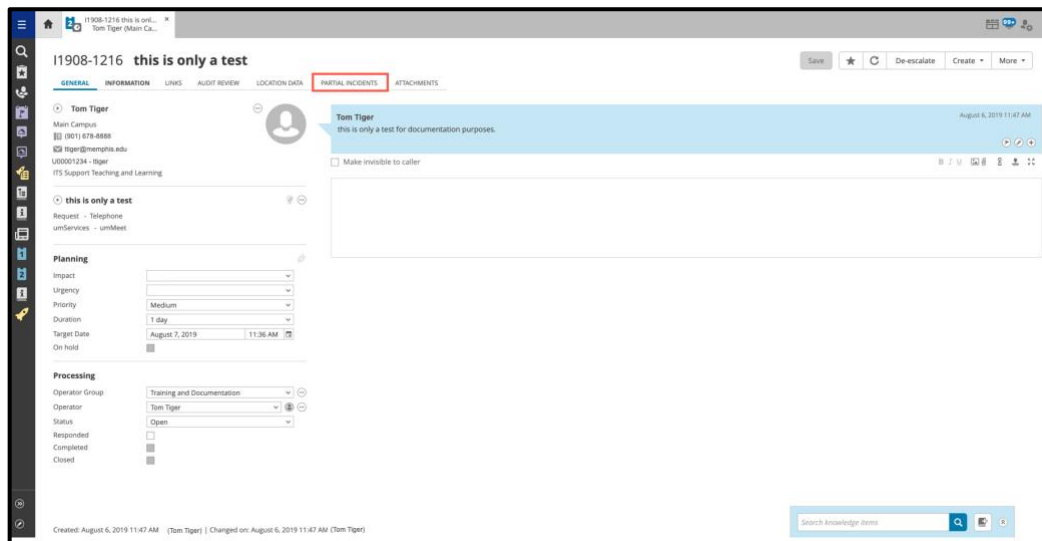


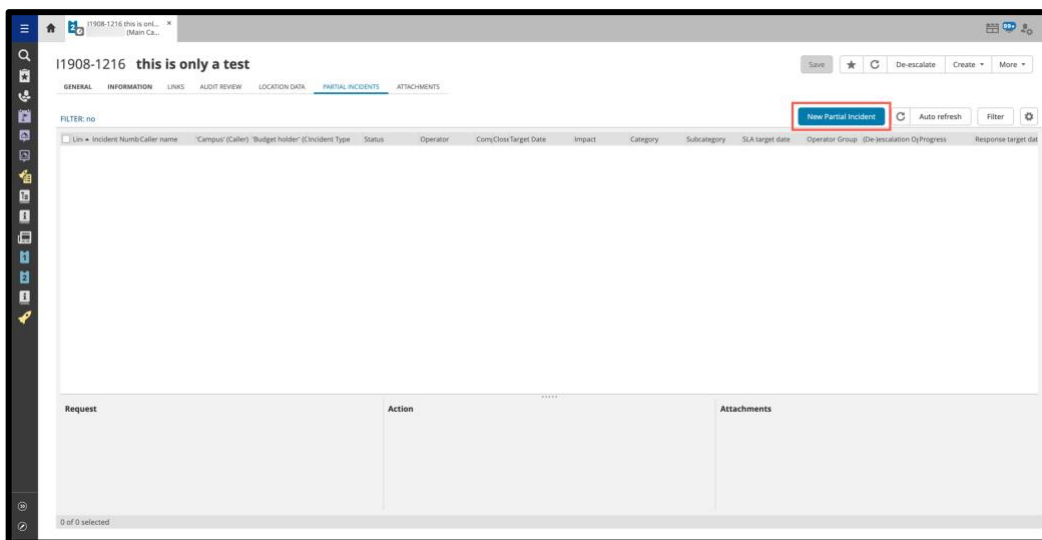
Partial Incidents

Creating and Using Partial Incidents

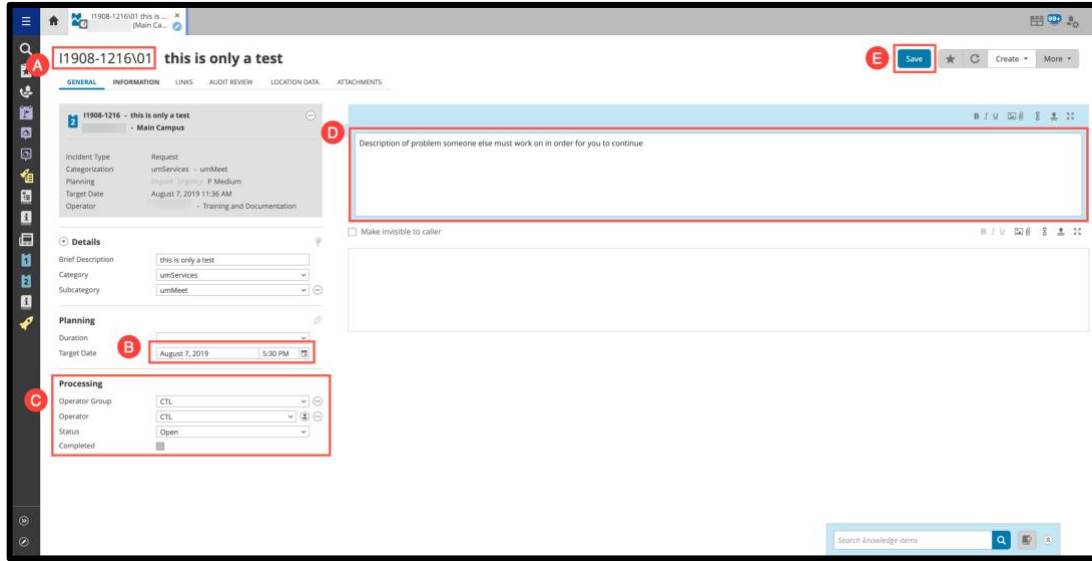
1. With a Second Line Incident ticket open, select **Partial Incidents** from the menu.



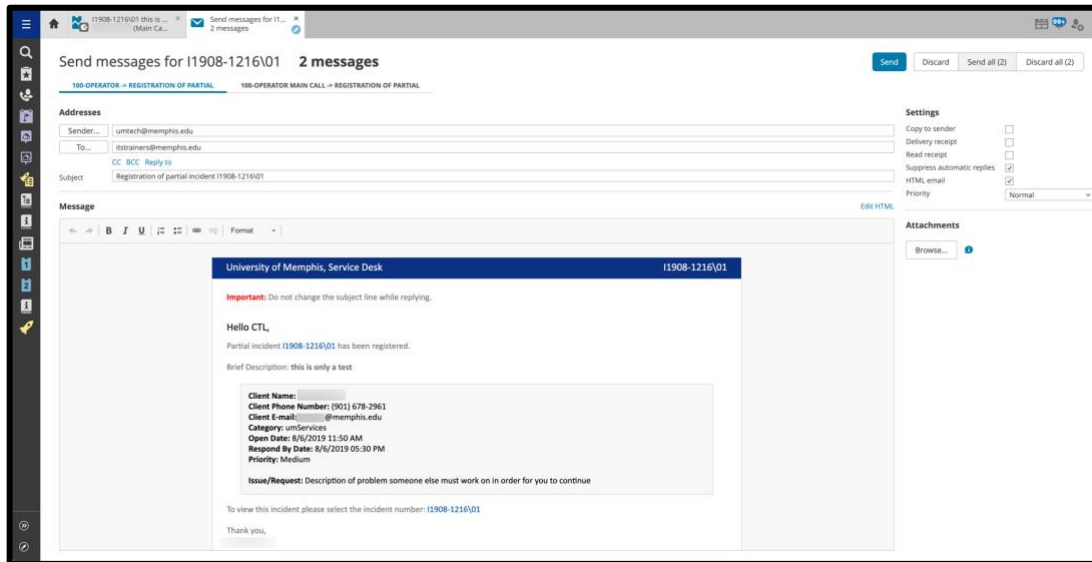
2. Select **New Partial Incident** from the menu.



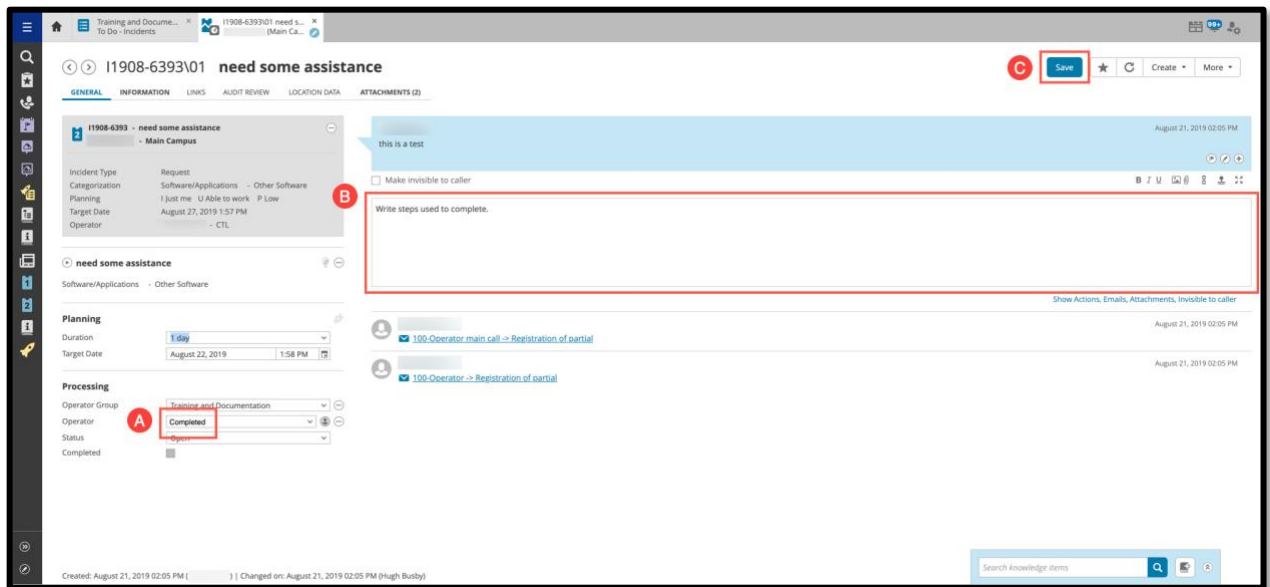
3. **A) Note that the numbering system on the ticket has changed to include a secondary number. B) Set a Target Date. C) Choose the Operator Group or Operator to assign it to. D) Write a brief description of problem. E) Click Save.**



4. An email will be sent to the **Group/Operator** who will be working on your partial incident.



- Working with partial tickets should be just like any other ticket.
- After the work is completed; **A) Mark as Completed; B) Write the steps you took to complete; then C) Click Save.** An email will be sent back to you letting you know the task was completed.



Note: A parent ticket cannot be completed until all associated partial tickets are also completed.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)