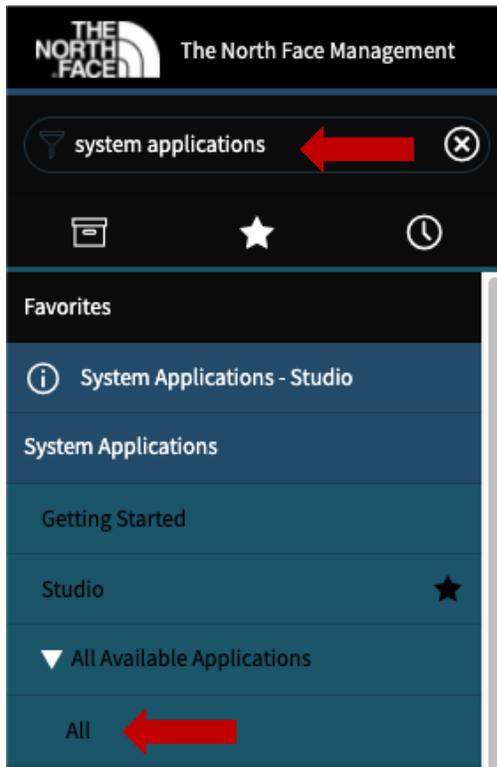
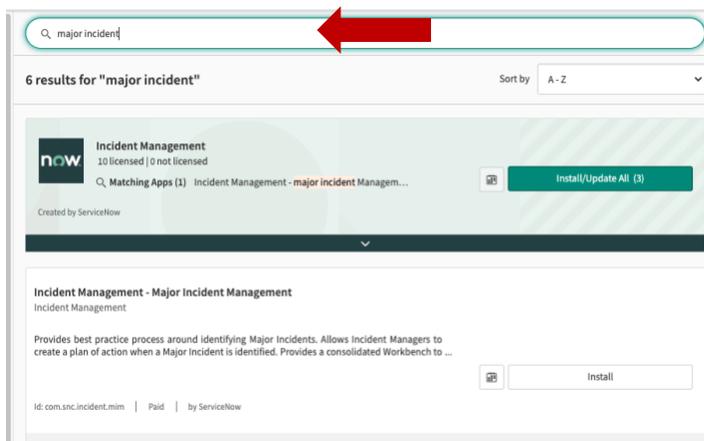


How to Guide: Add a Major Incident Field / User Story

Step 1 – Search “System Applications” in Filter Navigator, Click “ALL” Under “All Available Applications”



Step 2 - Type “Major incident” in the search bar



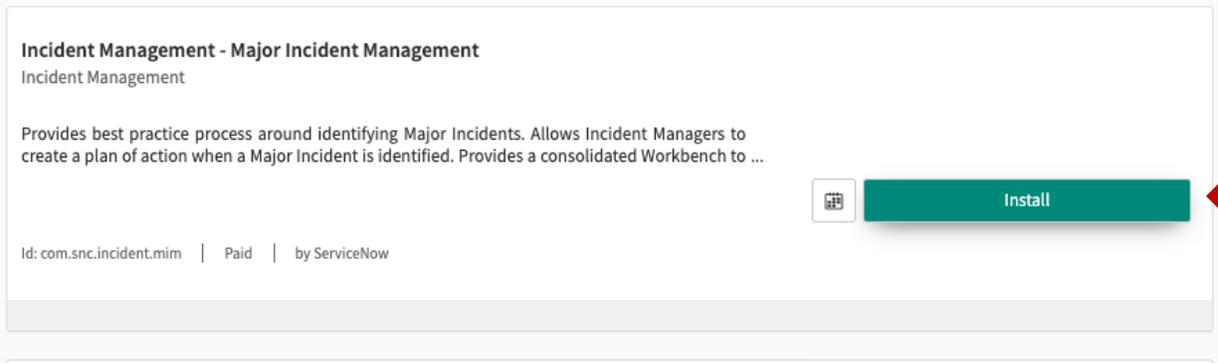
Step 3 - Click install then activate, Check “Load demo data”

Incident Management - Major Incident Management
Incident Management

Provides best practice process around identifying Major Incidents. Allows Incident Managers to create a plan of action when a Major Incident is identified. Provides a consolidated Workbench to ...

Id: com.snc.incident.mim | Paid | by ServiceNow

 **Install**



Activate Plugin

 **Incident Management - Major Incident Management**
Provides best practice process around identifying Major Incidents. Allows Incident Managers to create a plan of action when a Major Incident is identified. Provides a consolidated Workbench to collaborate on Major Incidents.

This plugin is associated with a for-fee subscription. [More Info](#)
You can view the list of your subscriptions on your production instance. [Click here](#)

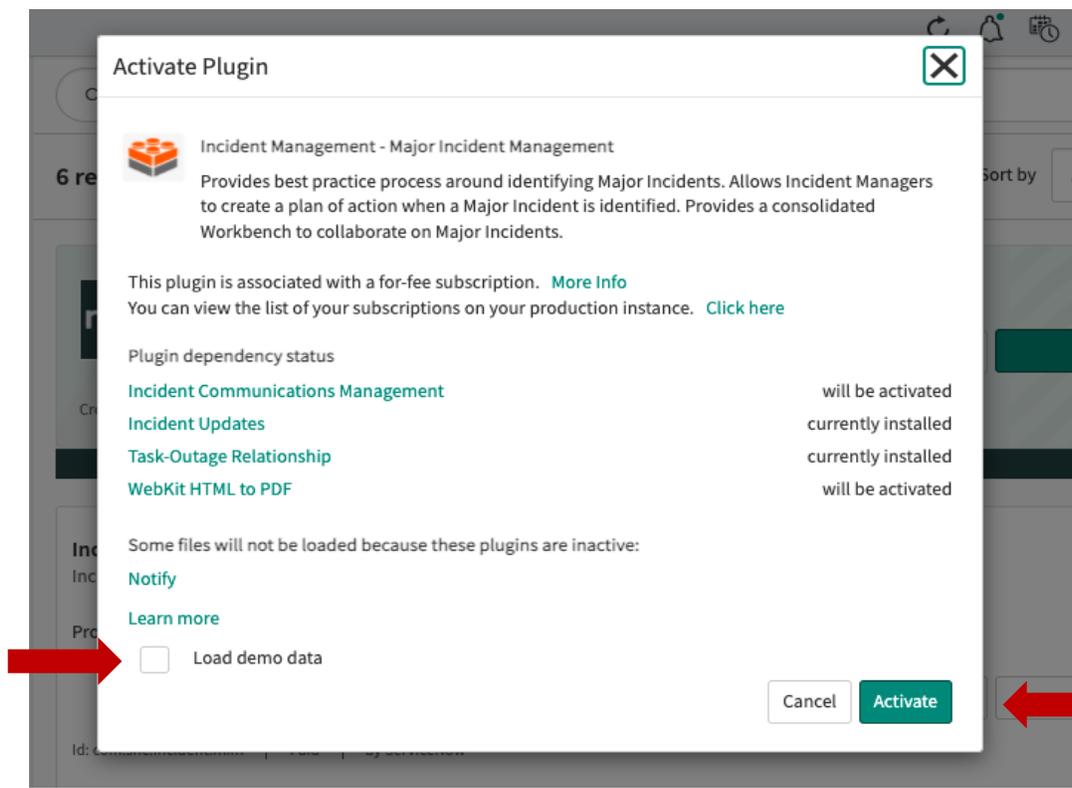
Plugin dependency status

Incident Communications Management	will be activated
Incident Updates	currently installed
Task-Outage Relationship	currently installed
WebKit HTML to PDF	will be activated

Some files will not be loaded because these plugins are inactive:
[Notify](#)

[Learn more](#)

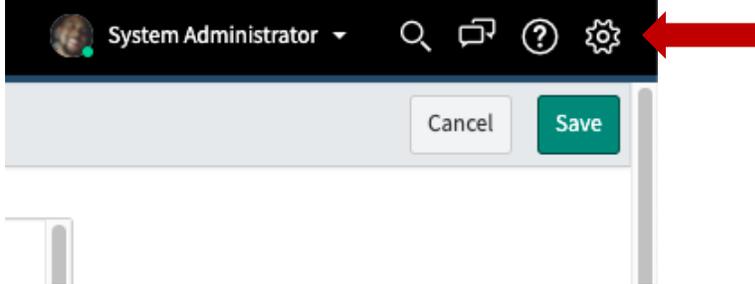
Load demo data

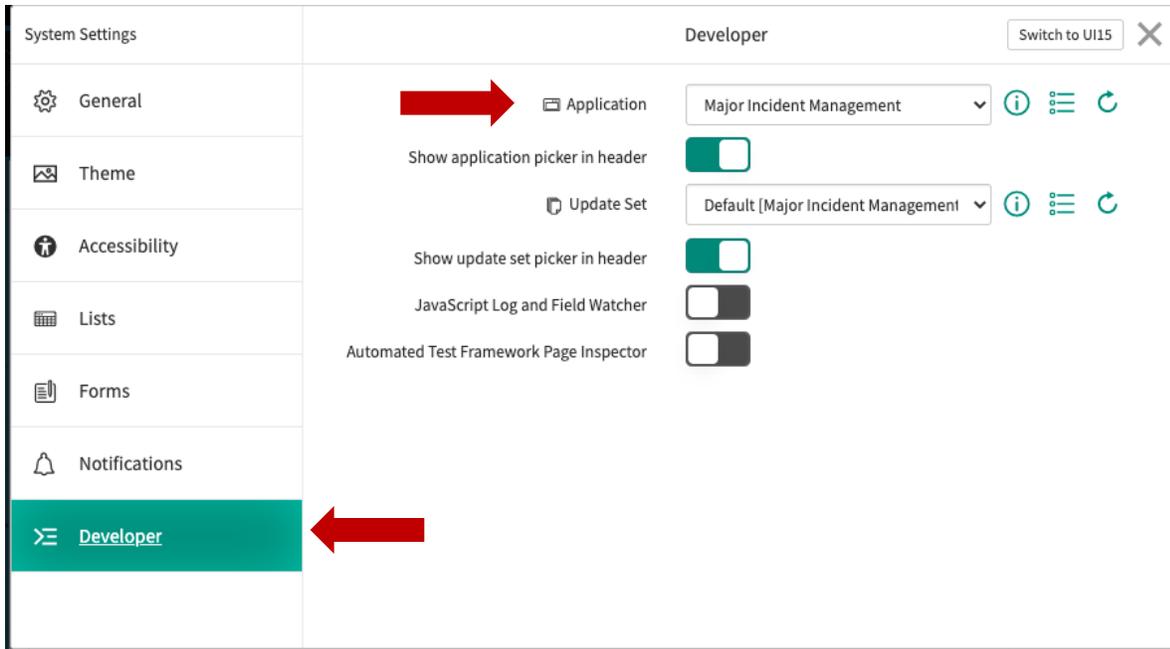


Step 4 – Refresh screen and make sure “Major incident Management” is loaded in the Application field.

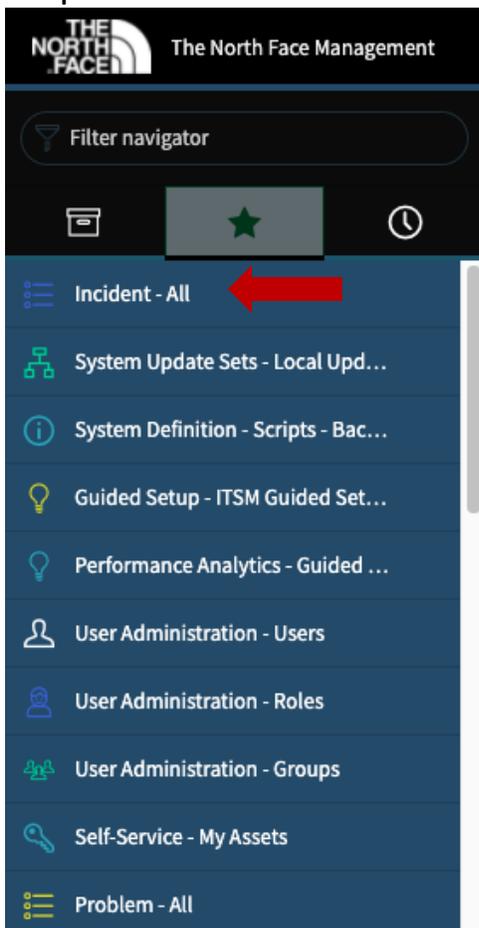
System Administrator



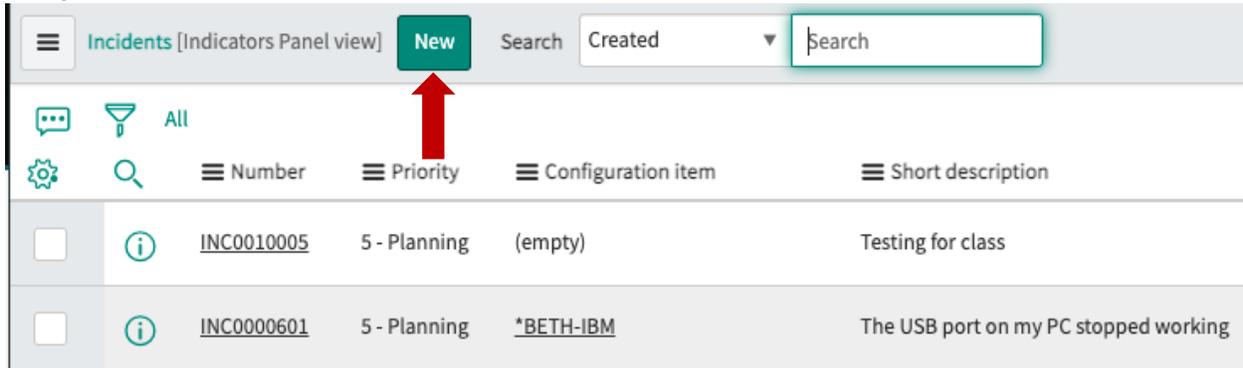




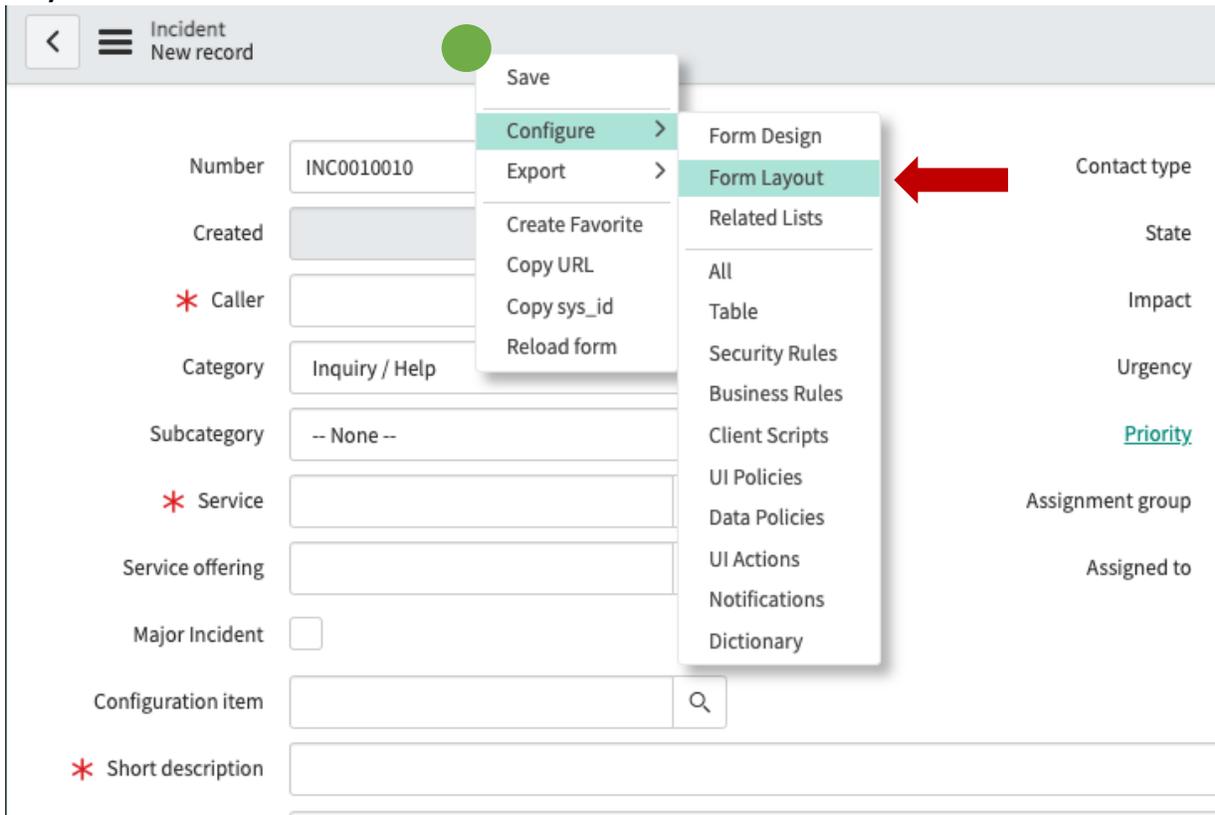
Step 5 – Search “Incident” in filter navigator. Click on “Incident All”



Step 6 – Next click “New”



Step 7 – Right click on header, select “configure”, next select “Form Layout”



Step 8 – Create new field called “Major incident”, Type is “True/False”. Click “Add”

Configuring Incident form

Available

- Actions taken
- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Assigned to [+]
- Assignment group [+]
- Business duration
- Business impact
- Business resolve time
- Caller [+]

Selected

- Number
- Created
- Caller
- Category
- Subcategory
- Service
- Service offering
- Major Incident
- Configuration item
- Universal Request
- Transfer reason
- [- split -]
- Contact type
- State
- On hold reason
- Impact

Form view and section

View name: Default view

Section: Incident

Create new field

Name: Major Incident

Type: True/False

Step 9 – After adding field, use arrow to position field where you would like it. Click the green button “Save”

Step 10 – Open random incident and check if the field was added.

Incident New record

Number: INC0010009

Created:

* Caller:

Category: Inquiry / Help

Subcategory: -- None --

* Service:

Service offering:

Major Incident:

Configuration item:

* Short description:

Description: