## 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 Managen	nent					
re	Provides best practice process around identifying Major Incidents. Allows Incident Managers						
	to create a plan of action when a Major Incident Workbench to collaborate on Major Incidents	is identified. Provides a consolidated					
	workbench to conaborate on Major incluents.						
н.	This plugin is associated with a for-fee subscription. More	re Info					
r	You can view the list of your subscriptions on your produ-	ction instance. Click here					
ь.	Plugin dependency status						
	Incident Communications Management	will be activated					
Cri	Incident Updates	currently installed					
	Task-Outage Relationship	currently installed					
	WebKit HTML to PDF	will be activated					
Inc	Some files will not be loaded because these plugins are in	nactive:					
Inc	Notify						
Pro	Learn more						
	Load demo data						
		Cancel					

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



System Settings		Developer	Switch to UI15
ঠ্টে General	Application	Major Incident Management	:) ∷ ¢
쯔 Theme	Show application picker in header		
Accessibility	Show update set picker in header		0 ∷ 0
Eists	JavaScript Log and Field Watcher		
≣l) Forms	Automated Test Framework Page Inspector		
≻Ξ <u>Developer</u>			

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



Step 6 – Next click "New"								
	Incidents	[Indicators Panel	view] New	Search Created	Ŧ	Search		
	Ţ AI	u						
হট্ট	Q	<b>■</b> Number	■ Priority	■ Configuration item		Short description	1	
	í	INC0010005	5 - Planning	(empty)		Testing for class		
	i	INC0000601	5 - Planning	*BETH-IBM		The USB port on my	PC stopped working	

## Step 7 – Right click on header, select "configure", next select "Form Layout"

< Incident New record		Save			
Number Created ★ Caller	INC0010010	Configure > Export > Create Favorite Copy URL Copy sys_id Reload form	Form Design Form Layout Related Lists All Table	Contact type State Impact	
Category Subcategory * Service	Inquiry / Help		Business Rules Client Scripts UI Policies		Urgency <u>Priority</u> Assignment group
Service offering Major Incident				UI Actions Notifications Dictionary	Assigned to
Configuration item				Q	

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

Configuring Incident form							
	Available			Selected			
	Actions taken Active Activity due Actual end Actual start Additional assignee list Additional comments Approval Approval history Approval set Assignent group [+] Business duration Business resolve time Caller [+]		Number         Created         Caller         Category         Subcategory         Service         Service offering         Major Incident         Configuration item         Universal Request         Transfer reason          - split -          Contact type         State         On hold reason         Impact		<ul> <li></li> <li></li> </ul>		
			Cancel	Save			
	Form view and	section		Create new fie	ld		
	View name	Default view	~	Name	Major Incident		
	Section	Incident Notes Related Records Resolution Information	<ul><li>▲</li><li>▲</li></ul>	Type	True/False	v	

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		Q	
Category	Inquiry / Help	~	
Subcategory	None	~	
* Service		Q	As
Service offering		Q	
Major Incident			
Configuration item		Q	
★ Short description			
Description			