UNIRITA INC.

# LMIS on cloud V2.3.1

## Operations Guide

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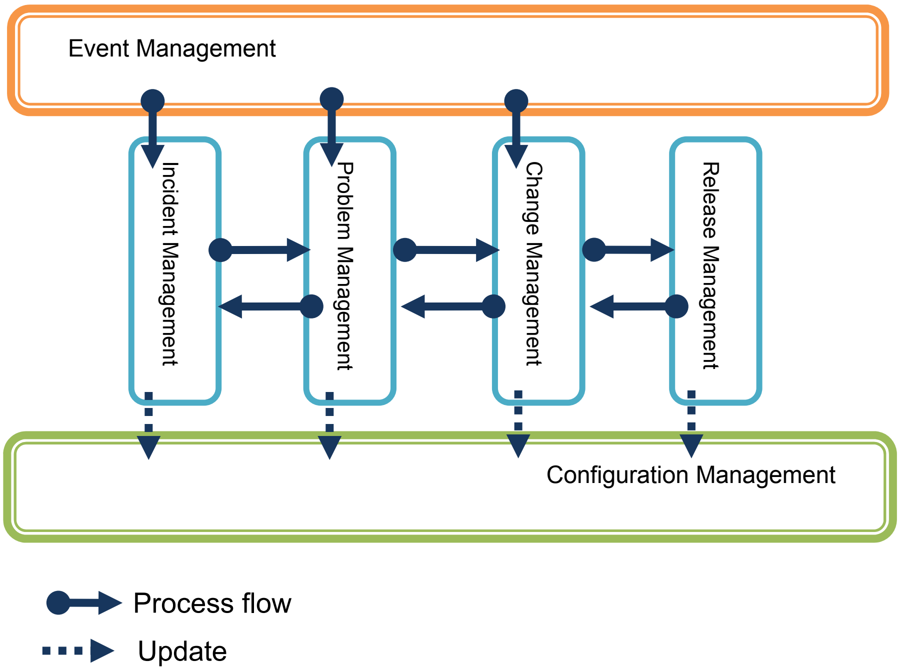
# 1. Introduction

This chapter explains the ITIL/Process overview and the scope of this tool.

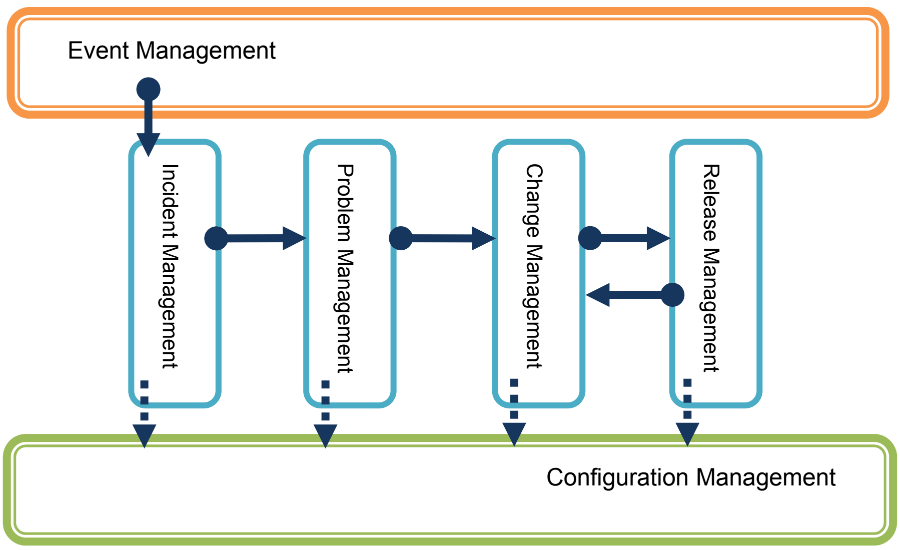
## 1.1 ITIL/Process Correlation Diagram




The ITIL/Process is a sequenced workflow divided into Event Management, Service Management, Incident Management, Problem Management, Change Management, Release Management, and Configuration Management. Each process connects to the workflow as shown in the graphic above.

◆ **Scope of This Tool**

This tool supports the following process workflow for Event Management, Incident Management, Problem Management, Change Management, Release Management, and Configuration Management.



## ◆ Description of This Tool

This product is a tool for managing task progress in conformance with ITIL processes.
This allows you to carry out work while confirming that each task is progressing in conformance with ITIL processes.
It registers customer inquiries, internal service issues, assets and other data.
All data registered in this tool is referred to as a "record".

## Caution

This product is provided as a Force.com application. Please refer to the *Salesforce User Guide* for information about functions provided on Force.com.

**Event Management**

This process manages events which occur during the provision of service and the responses to those events.
Events are either accumulated as information or categorized under Incident Management depending on their importance.
This helps ascertain whether the proper support is provided for events that occur to prevent careless support.

**Incident Management**

This process manages the inquiries regarding products and services as well as the support history.
The investigation methods, results and responses to the inquiry are registered as an "incident".
This enables work to be performed while confirming that response deadlines and other inquiry support responses fulfill the level of quality established in agreements.
The content of the inquiries can also be accumulated to create secondary information to be used for internal know-how.

**Problem Management**

This process manages the investigation methods, results, and permanent support measures by investigating the root cause of an inquiry. If an inquiry is not solved by the investigation during Incident Management, then it is escalated as a "problem".
Registering the method of investigation, results, and support measures establishes a permanent support method in the incident from which it was escalated.

**Change Management**

This process manages the work and planning which accompanies product and service changes.
Managing the change-related tasks reduces the risk of incident occurrence associated with service changes.

Change requests for products and services can also be received from each management process. Registering the changes in a release after approval and then linking to that release result enables the integration of Change Management and Release Management into one process.

**Release Management**

This process manages the work and planning which occurs with the release to the production environment.

Managing the accurate application of approved changes to the production environment reduces the risk of incident occurrence associated with the release to the production environment.

Linking to the Configuration Management record also keeps the configuration information up to date.

**Configuration Management**

This process manages the services that the company provides and the devices, software and documentation that it owns.

Linking to changes or releases automatically updates the configuration information.

# 2. Basic Description

This chapter explains the terminology, screen displays, and operations required to use the screens.

## 2.1 Explanation of Terminology

The following explains the terminology required to describe the operation of this tool.

### Record

A record is a unit of information registered in Salesforce. Each record is assigned a unique management number.

### Object

An object is a unit for saving a Salesforce record. The information for each object can be referenced from the tab.

### Apps

An app is a grouping of Salesforce object tabs. Standard tabs can be grouped with the LMIS on cloud tab for management.

### Owner

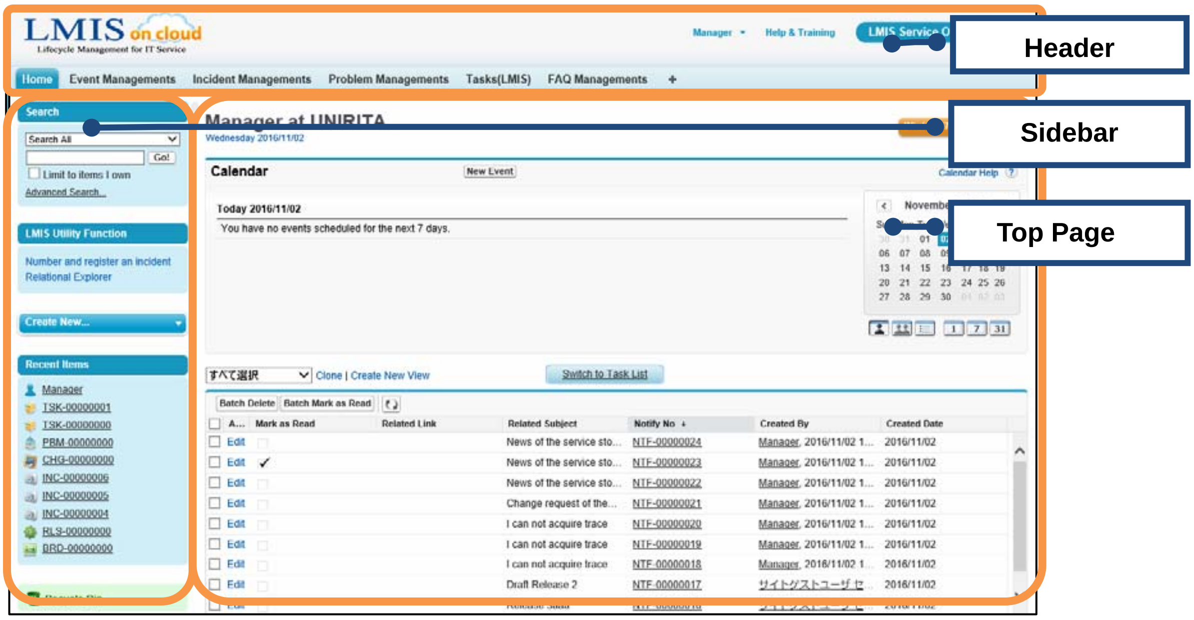
The Owner is the person who manages the implementation of a record.

### Approver

The Approver is the person who manages the approval of a record.

# 2.2 Screen Configuration

The Salesforce Apps screen consists of the following elements.




The following explains the details of each element.

# 2.3 Header

This section explains the header.

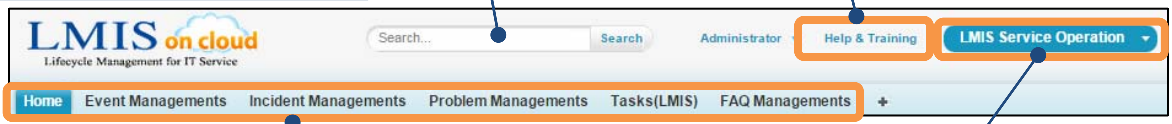
**Search Box**

Search for registered records using any keyword.

* If the Chatter function is disabled, the Search Box is displayed in the Sidebar.

**Help & Training**

Show the Salesforce help screen.




**Tab**

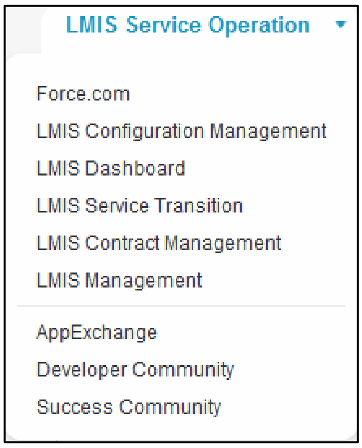
Show the objects included in an app.

Click to go to the object's home page.

**Apps Menu**

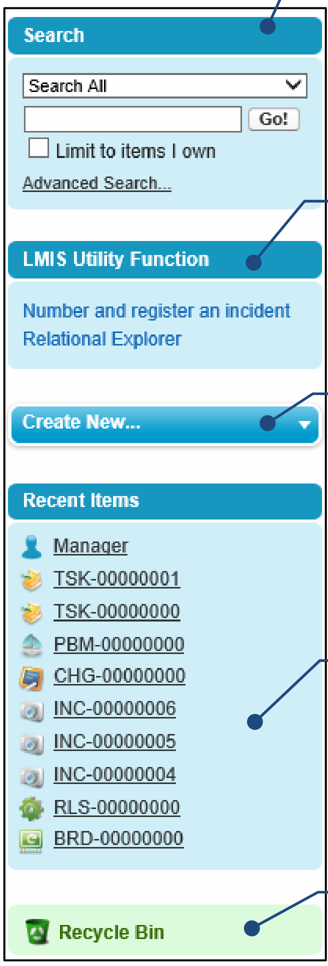
Select an app from the dropdown menu (graphic on the right).

This shows you which apps you can use.



# 2.4 Sidebar

This section explains the Sidebar.




**Search Box**

Search for registered records using any keyword.

* If the Chatter function is enabled, the Search Box is displayed in the Header.

**LMIS Utility Function**

Use the convenient functions provided by the product from this link.

**Create New**

Create new objects which are included in apps such as actions and ToDo.

**Recent Items**

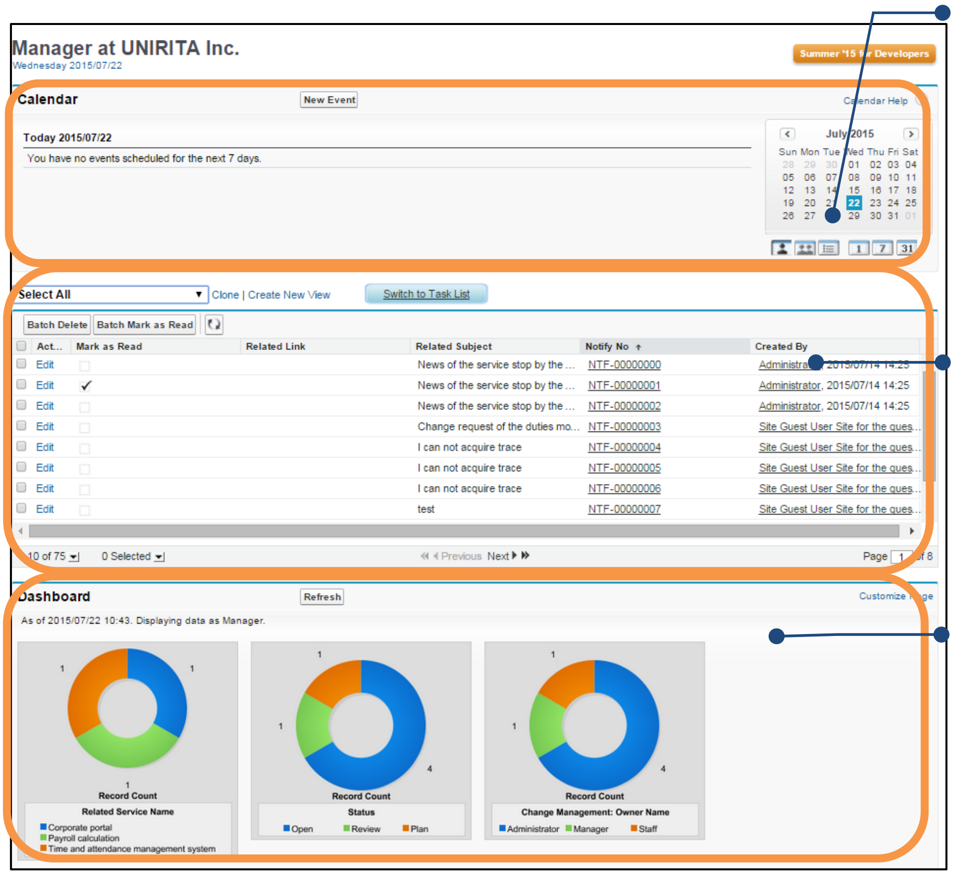
Display recently used data.

**Recycle Bin**

For more details, refer to the *Salesforce User Guide*.

# 2.5 Top Page

This section explains the top page. The Top Page is the screen first shown within the [Home] tab when an app is selected (graphic below). This screen consists of three elements.




**Calendar**

The scheduled actions registered in the calendar are displayed. Go to the calendar view from the calendar on the right.

**Portal**

Display the notification and task (*1) information pertaining to you.

**Dashboard**

Display the graph created from the specified report (*2).

*1 Task: refer to "Appendix.2 Task(LMIS) Function".

*2 Reports: refer to "12.4 Using the Dashboard".

# 2.6 View

This section explains the view setting.

A view is a setting which combines search conditions and display items.

Change views to display only the desired record.

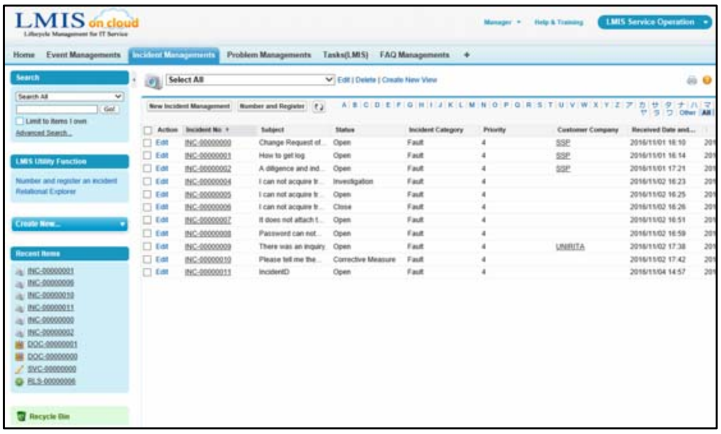
A view is displayed on the home page of each object.

## 2.6.1 Displaying a View

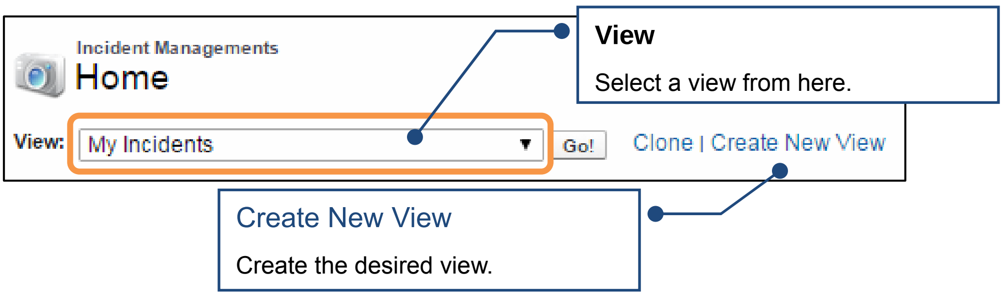
1. **Click a tab.**

   The home screen is displayed (graphic below). The home screen is the first screen displayed after clicking a tab.

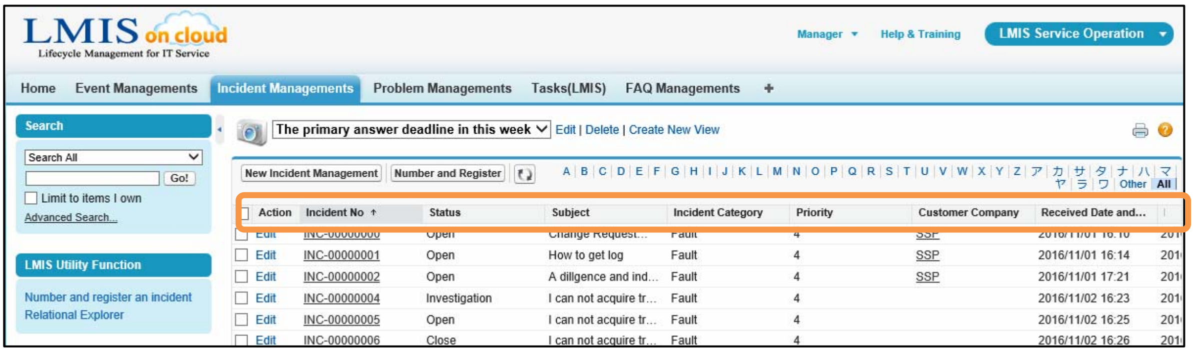
   Recent Incident Managements view is displayed on the home screen.



2. **Select a view from the dropdown menu in the graphic below.**




   The view is displayed.



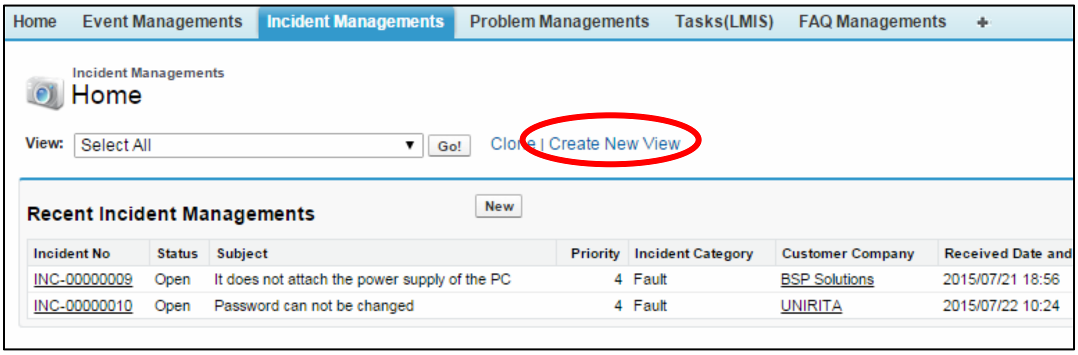

Click the label for each item to sort the records in ascending or descending order.

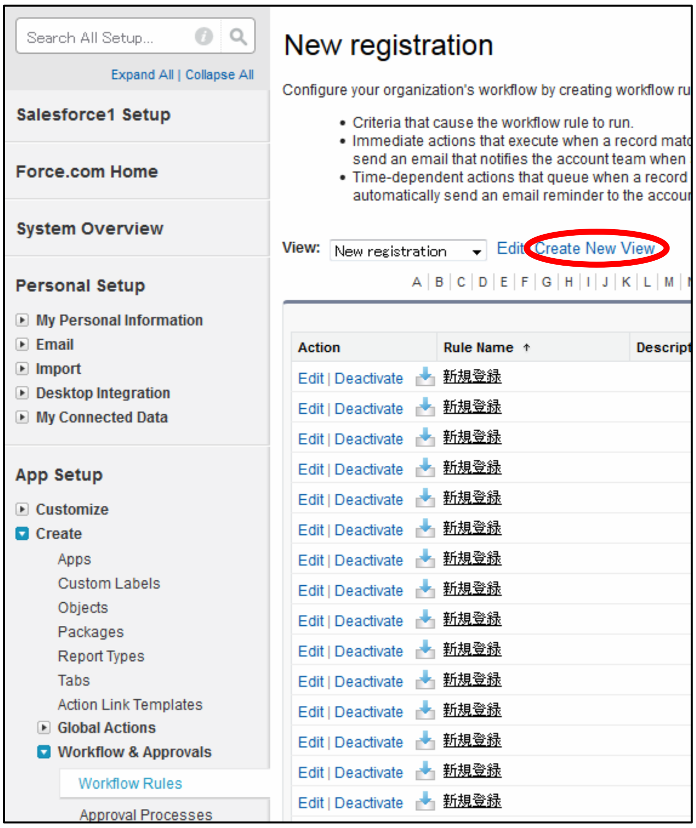
Only one type of item can be specified for sorting.

## 2.6.2 Creating a View

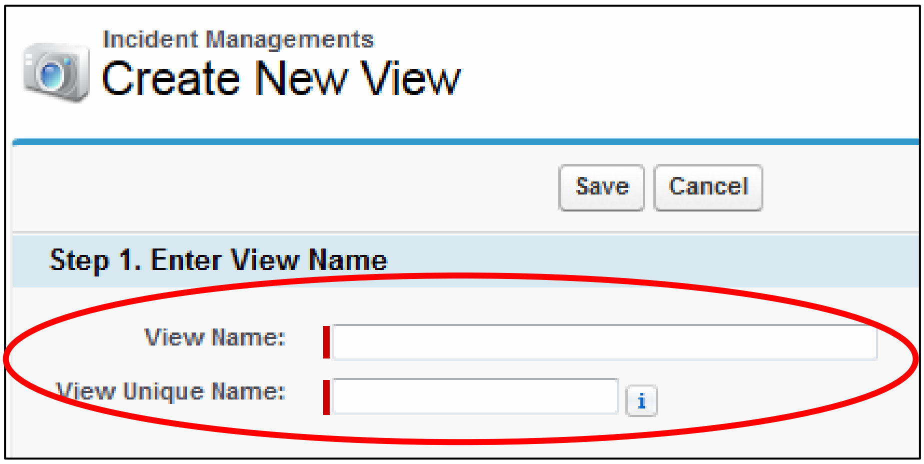
This section explains how to create a new list view to display a specific set of records such as the incidents that you own or the records waiting in the queue. (For more details, refer to the *Salesforce User Guide*.)

**1. To add a new view, click the upper part of any list page or click [Create New View] in the [View] section of any tab home page.**






**2. Enter the [View Name] and the [View Unique Name].**

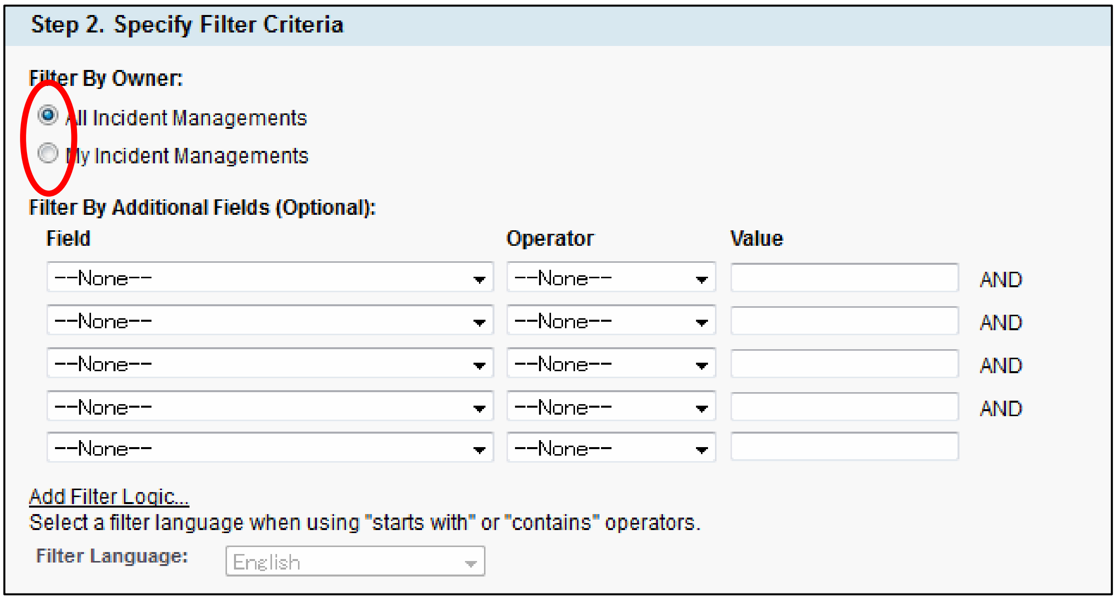



# Caution

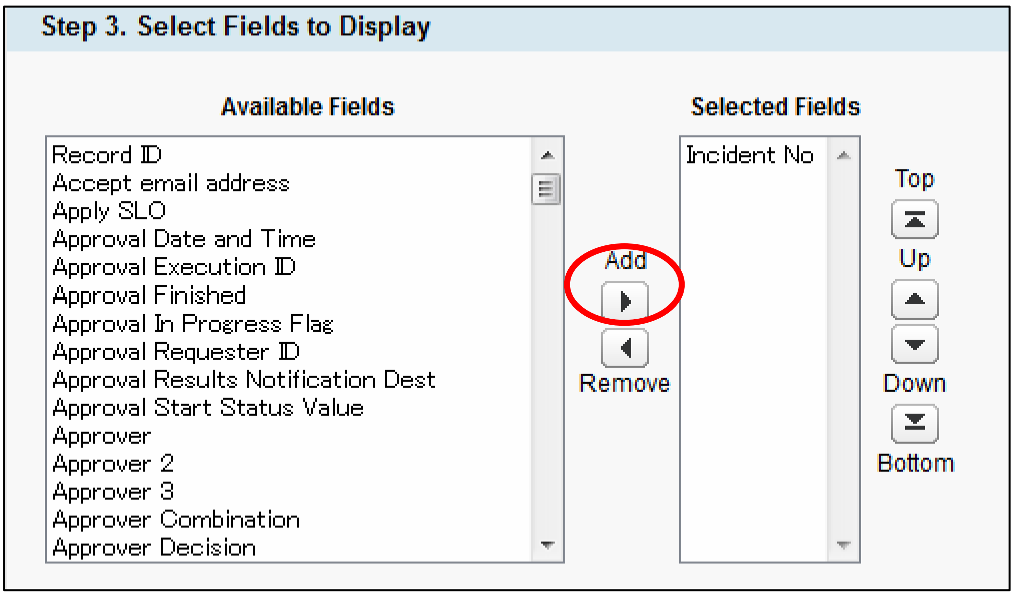
Do not specify a Field Name that begins with the character string "ox_".

3. **Enter the search conditions to display the record. The search target differs depending on the type of record being searched. In general, select [All...] or [My...] to specify the record to search for.**

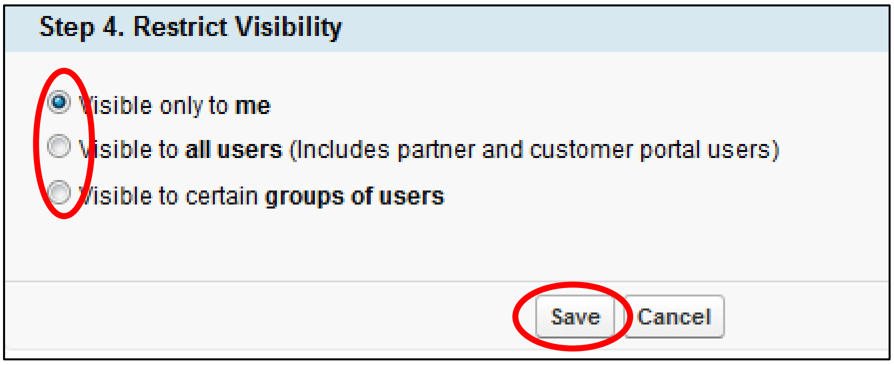
| Field | Record to display |
| --- | --- |
| All... | All records |
| My... | The records that the user owns |




4. **Select the fields to display in the view. You can select a maximum of fifteen different fields. Select the field you wish to add and click the [Add] button.**



5. **Select any [Restrict Visibility] condition and click the [Save] button.**




## Caution

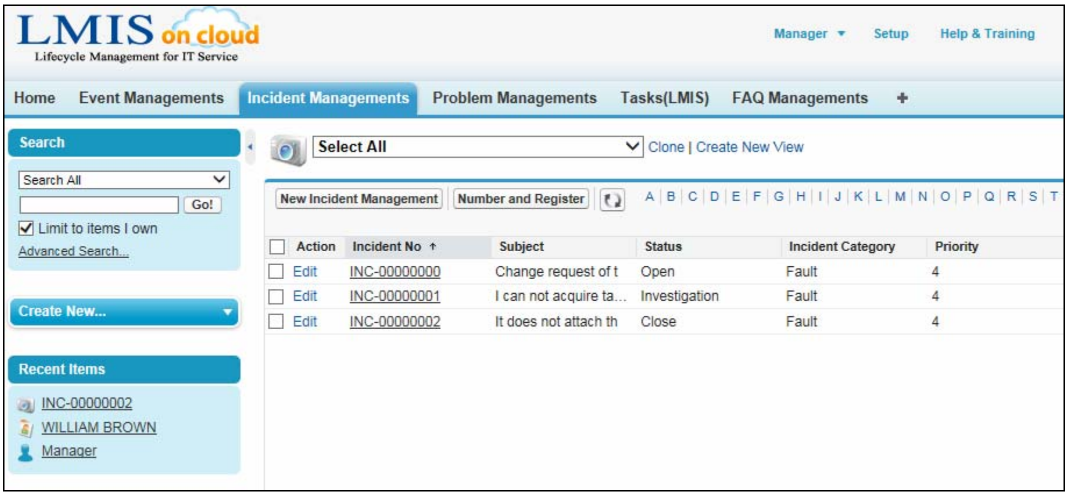
A View created by a user other than the System Administrator can only be accessed by the user who created it.

The System Administrator must create a view that is shared by multiple users.

# 2.7 Search Box

This section explains the search box.

The search box is located in the sidebar area (refer to section "2.2 Screen Configuration" of this document).




Use [Advanced Search] to select the range of objects and other items to search for.
For more details, refer to the *Salesforce User Guide* in "Help & Training".

The search box also supports full text searching. For details about full text searching, refer to section "Appendix.4 Full-Text Search".

Chatter is displayed in the header area if it is enabled, which allows you to also search the Chatter feed and other records provided on Force.com in addition to the records that can be registered in this product.

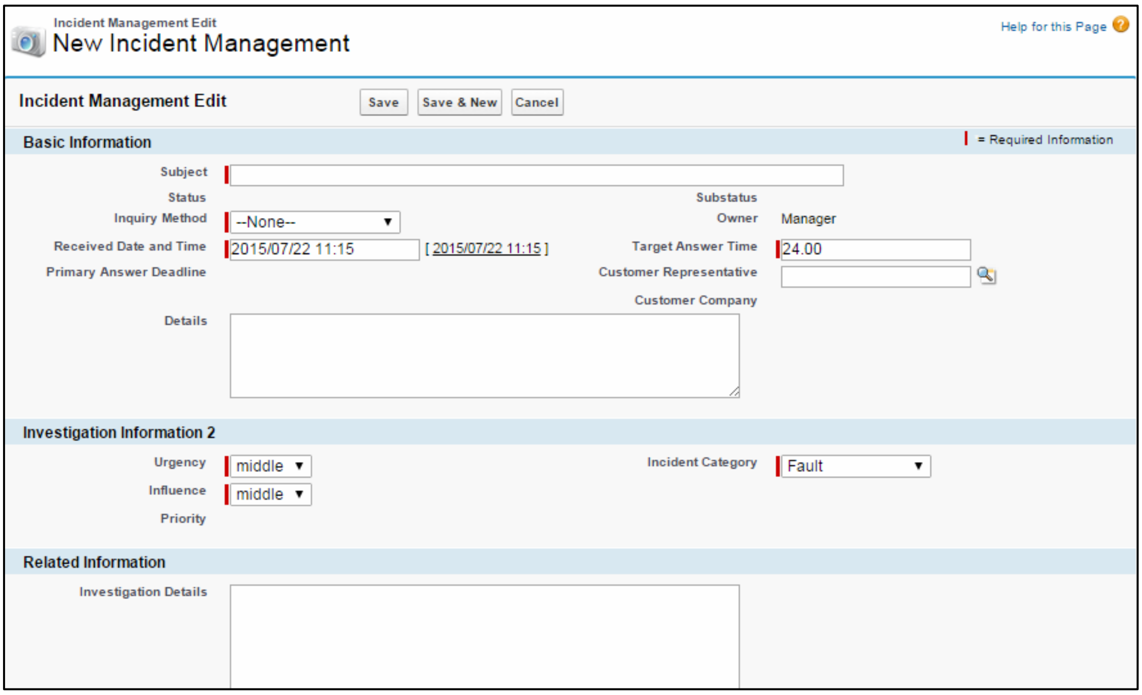
# 2.8 Creating, Editing and Deleting Records

This section explains the procedures for creating, editing and deleting records. The operations are the same for all records. Please read this chapter before performing these operations for the first time.

This section also covers the multiple ways to open the new record creation and editing screens.

## 2.8.1 Creating a New Record

Open the Create New screen and enter a record (items marked in | are required).




Click the [Save] button when the items have been entered.

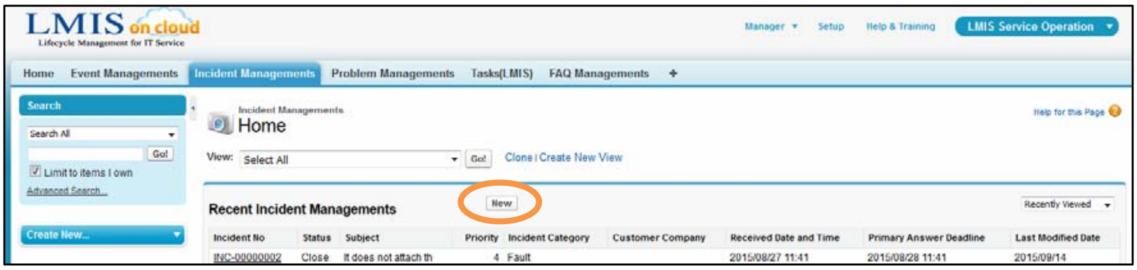
Click the [Save & New] button to enter another record.

Click the [Cancel] button if you do not wish to save the record.

## ◆ How to Open the Create New Screen

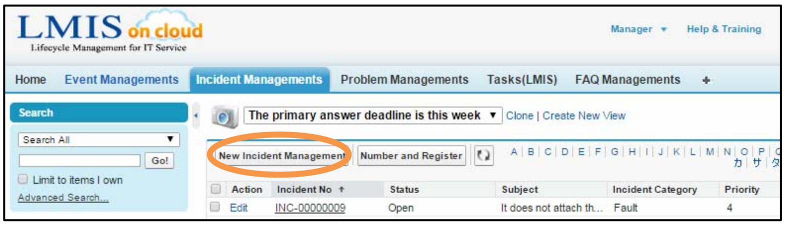
There are four ways to open the Create New screen.

A) Click the [New] button on the Home screen.

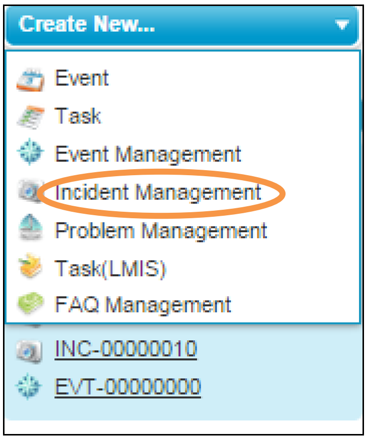



B) Click the [New XX] button in a View.

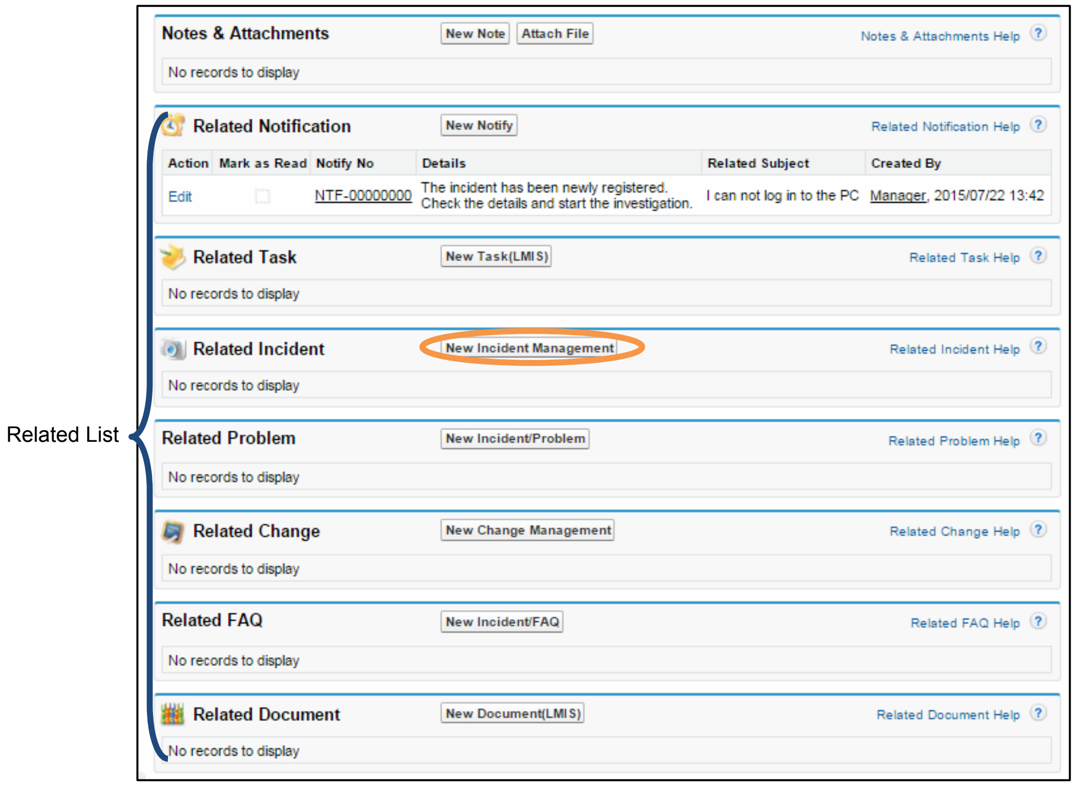
The following graphic shows the [New Incident Management] button.




C) Click the type of record you wish to enter from the [Create New] dropdown list in the sidebar.



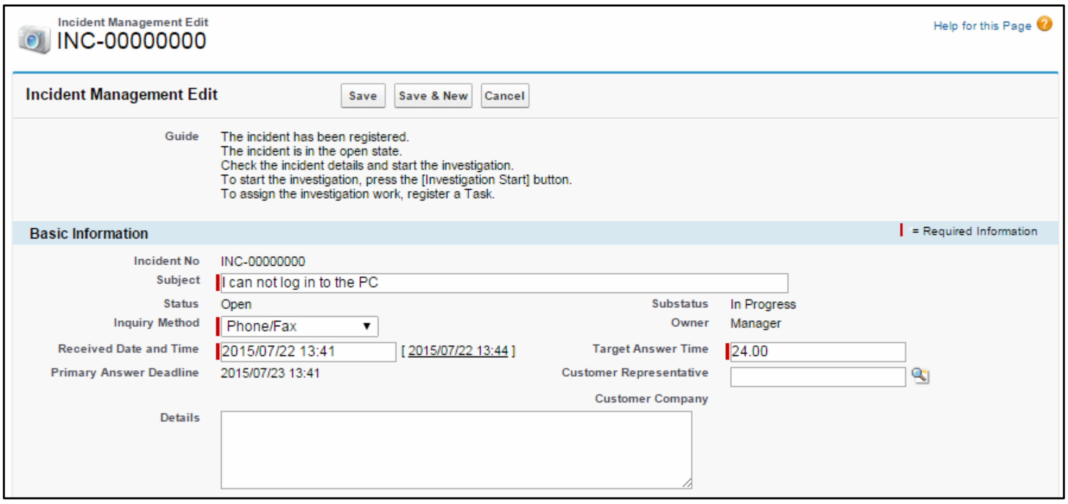
D) Click a [New XX] button in the Related List in the lower part of the record detail screen. The following graphic shows the [New Incident Management] button.




* A new record can be created in relation to that record.

## 2.8.2 Edit

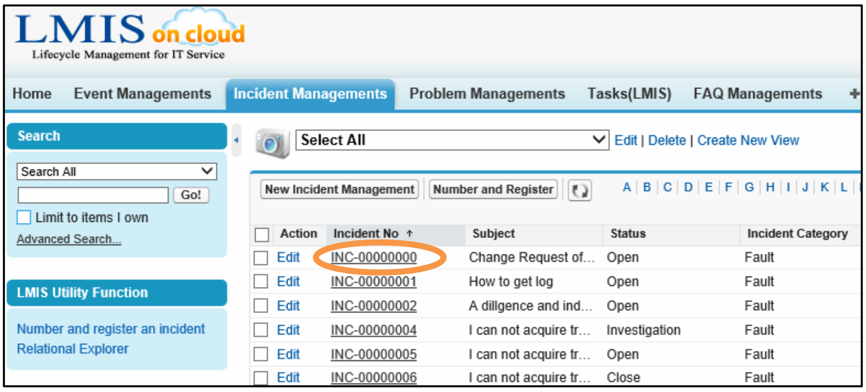
Open the Edit screen (graphic below) to edit a record.



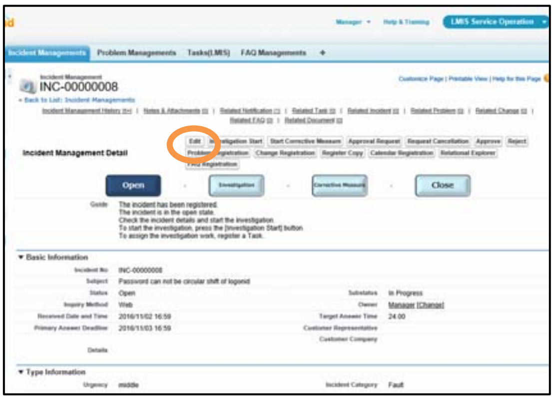
Click the [Save] button when the items have been entered.

### ◆ Opening the Edit Screen

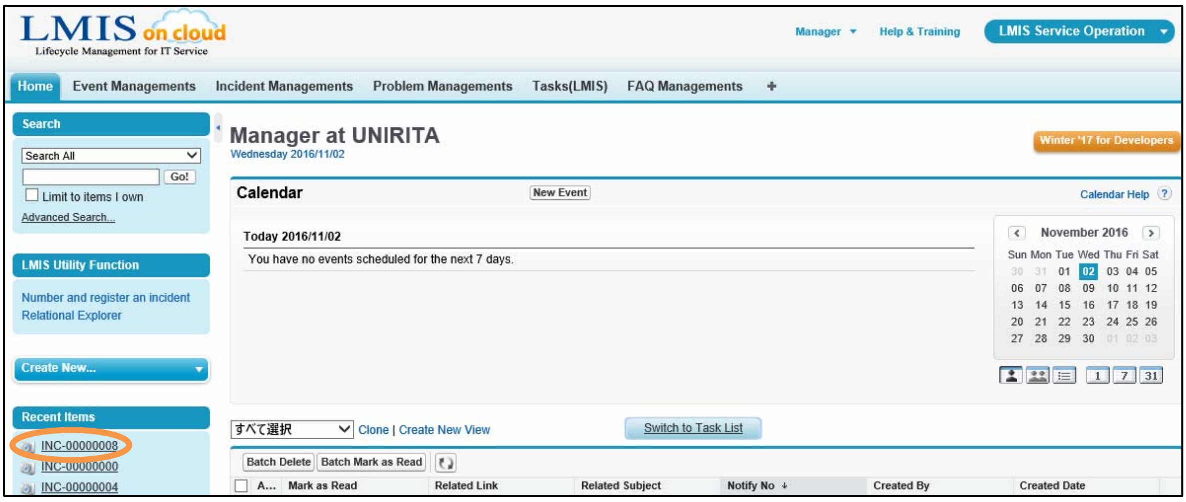
A) Click the record number on the Home screen. The following graphic illustrates the incident number as an example.



Click the [Edit] button when the detail screen is displayed.

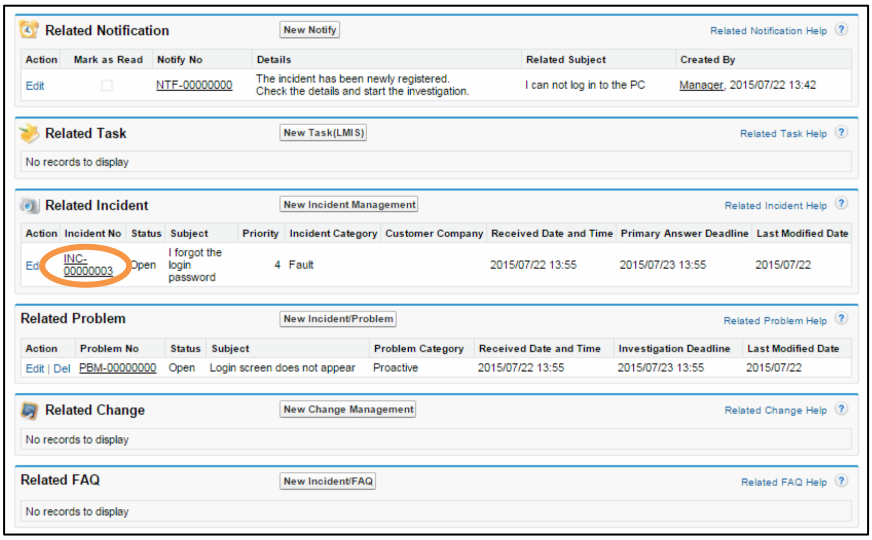



B) Click the record number under "Recent Items" in the Sidebar.




C) Click the record number in the Related List in the lower part of the record detail screen. The following graphic illustrates the incident number as an example.

Related List

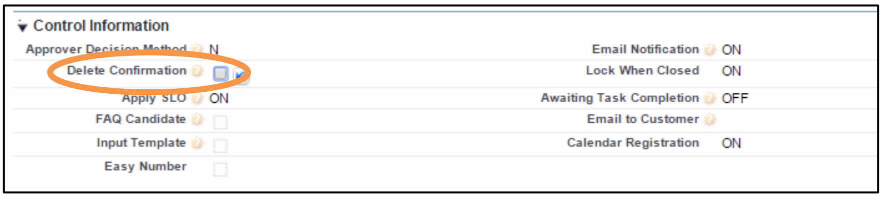


## 2.8.3 Delete

Request the System Administrator to delete a record that was accidentally created or is unneeded. The method to make a record deletion request is shown below.

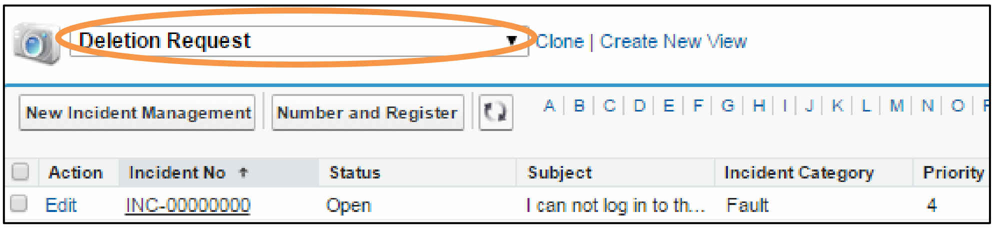
### ◆ Making a Deletion Request

Open the detail screen for the record you wish to delete and check the [Delete Confirmation] box.



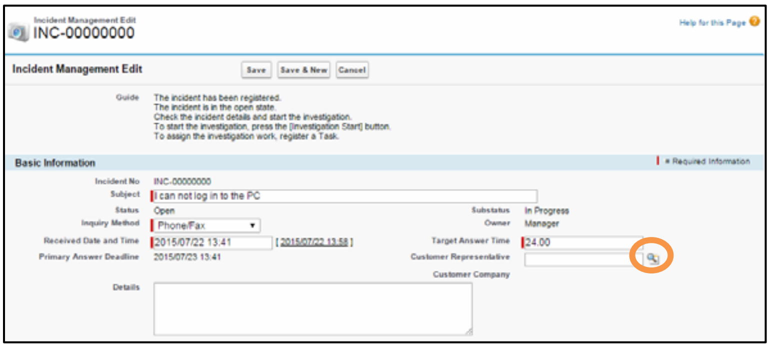

Click the [Save] button when the items have been entered.

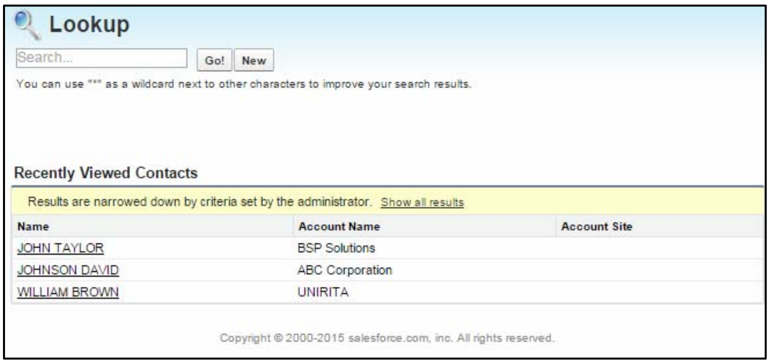
Confirm the record submitted for the Deletion Request in the Deletion Request view.



# 2.9 Lookup Search

Click the [Lookup] button to display the Lookup search dialog (graphic below).




Results can be narrowed with multiple search conditions when the advanced lookup search is enabled.

For more details about this setting, refer to the *Salesforce User Guide*.

# 2.10 Record Owner and Approver

Without exception, each record has associated users with the following roles.

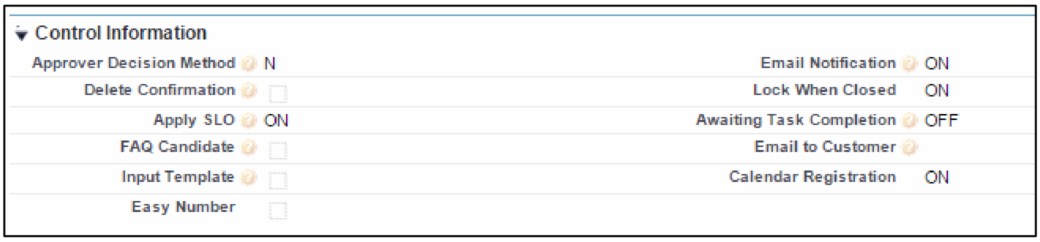
| Role | Description |
|---|---|
| Owner | The person responsible for implementing the corresponding record. Staff. |
| Approver | The person responsible for approving the corresponding record. Manager. |

# 2.11 Control Information

Specify various controls for the corresponding record in Control Information.

Control Information can be confirmed on the detail screen for each record.

The following graphic shows the Control Information in Incident Management as an example.




This section explains each item of Control Information.

| | |
|---|---|
| Approver Decision Method | Specify the decision process of the "Owner" and the "Approver".<br>Q: The "Owner" or "Approver" can specify the Owner after the record is created.<br>N: The record creator is the "Owner". The Approver is the manager of the "Owner".<br>C: (Only with the Task function *1) The user specified in "Owner: For Work Request" is the task's "Owner". If nothing is specified for "Owner: For Work Request", then the creator is the "Owner". The "Approver" is the manager of the "Owner".<br>*1 For more details, refer to section "Appendix.2 Task(LMIS) Function". |
| Email Notification | Send an Email to the Owner and the Approver at the same time as an alert notification when the record is updated. |
| Delete Confirmation | Check to delete a record and send a record deletion request to the System Administrator. |
| Lock When Closed | Set to prevent editing of the record when the status is closed. |
| Apply SLO | You can specify the prioritization of the response time registered in the SLO information of the Service, Service Contract.<br>ON: Prioritize the response time registered in the SLO information of the Service, Service Contract<br>CREATEONLY: Prioritize the response time registered in the SLO information of the Service, Service Contract only when registering a new record<br>OFF: Directly register the response time in the incident |

| | |
|---|---|
| Awaiting Task Completion | Do not make an Approval Request until all of the tasks associated with the record are closed. |
| FAQ Candidate | Check for similar incidents which frequently occur. Checked incidents can be confirmed in the FAQ view. |
| Email to Customer | Email is automatically sent to the customer (Contact) for each specified status change. |
| Input Template | Check for similar incidents which frequently occur. Checked incidents can be confirmed in the "Template" view. Incidents can also be easily issued with the "Register Copy" button. |
| Easy Number | Automatically checked for incidents registered with [Number and register an incident] on the Sidebar.<br>For more details, refer to section "4.2.1 Incident Reception". |

# 2.12 Cautions in the English user

This section describes Cautions when operating in the English user.

- In the English user, there is possibility that error messages contain Japanese text.
  Under this circumstances, please contact to System Administrator.

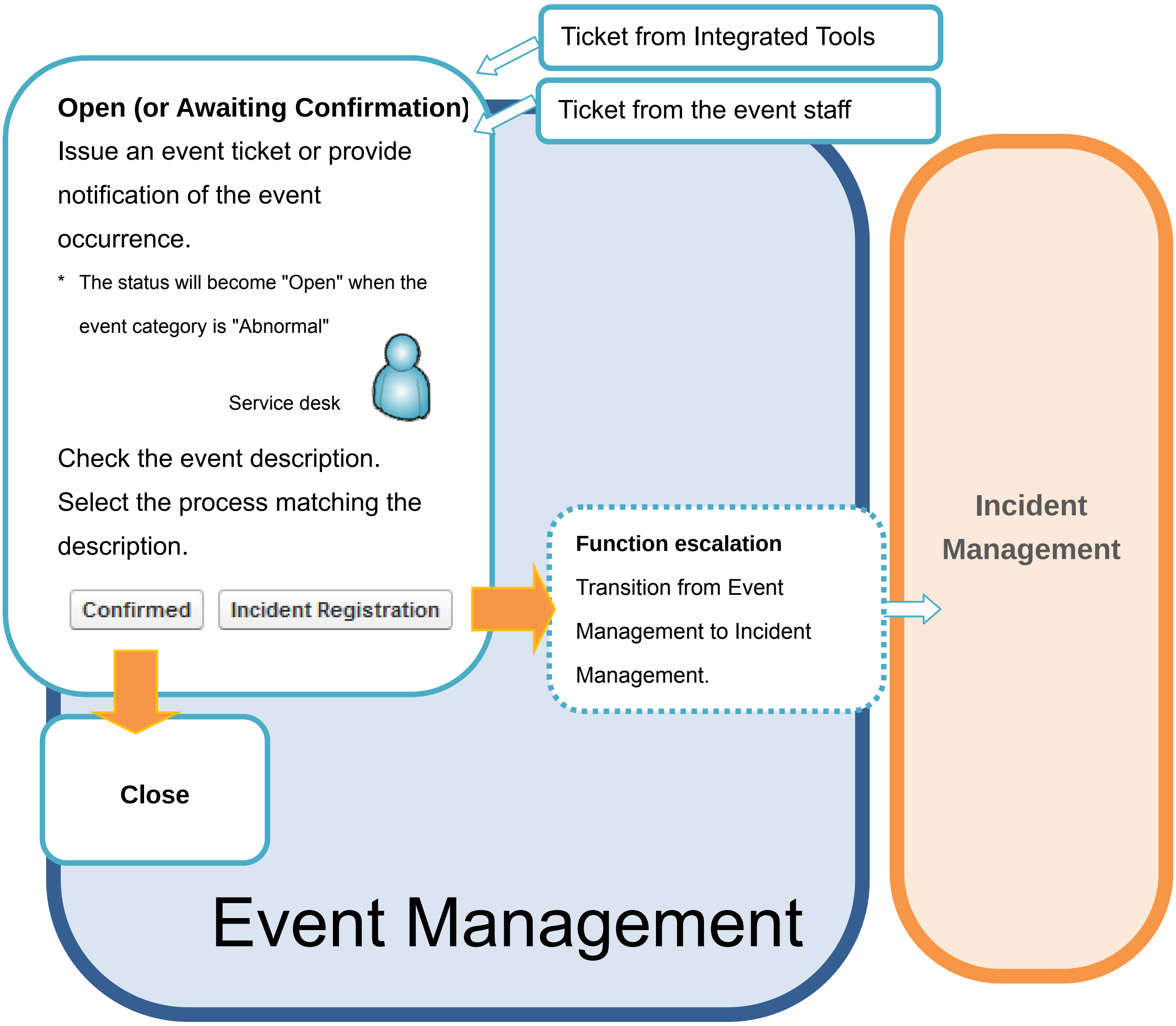
- You can not full-text search in the selection list values in English.

# 3. Event Management

Event Management manages the information for changes in the status of services and the product. Events in this product are requests or inquiries from users or alerts issued by monitoring tools.

## 3.1 Workflow Explanation Diagram

This section explains the workflow and each process in Event Management.
The workflow described here is the default workflow provided by this product.



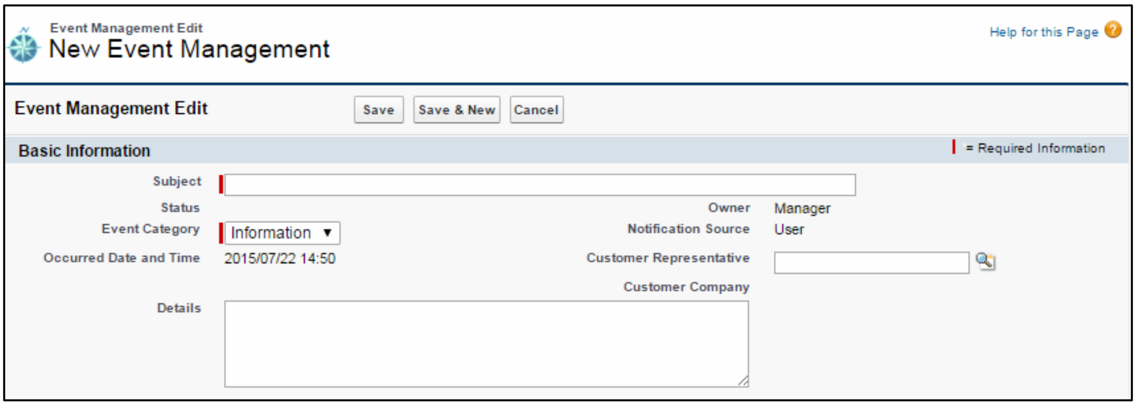
# 3.2 Event Reception

This section explains the event registration procedure for the service desk manager.

In addition to having a ticket issued by a manager, an event can also be automatically registered from a monitoring tool alert or the contents of an Email by using Integrated Tools. Refer to the "LMIS on cloud 連携ツールガイド" for details about how to use the Integrated Tools.

**1. Open the Create New screen.**

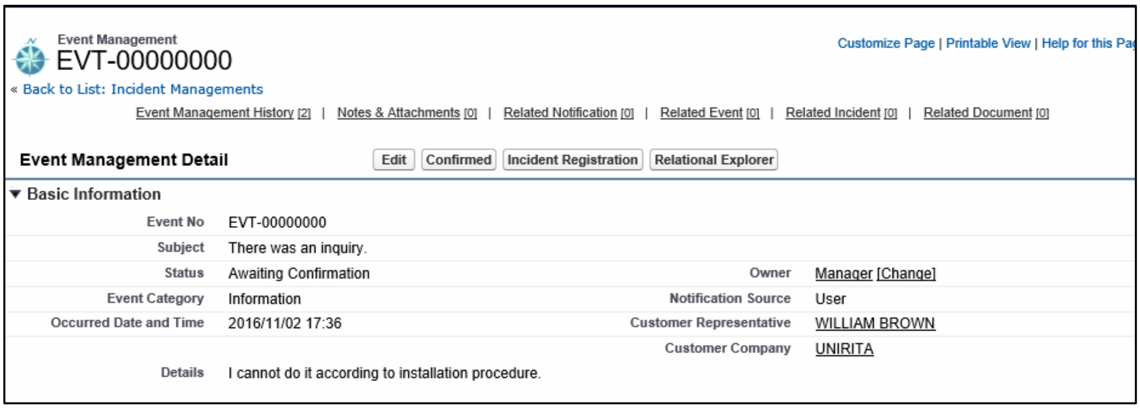
Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.




**2. Enter the required items.**

**3. Click the [Save] button.**

The entered content is updated in the Event Management detail screen.




This completes the Event Reception procedure.

# 3.3 Event Confirm

Next, the service desk staff checks the event.

The staff looks at registered events with unconfirmed contents that were issued by monitoring tools, Email or other staffs and changes the status depending on their content. If no particular action is required, the event is set to "Confirmed". If action is required, a ticket is issued from the corresponding event for incident or problem information.

## 3.3.1 Event Selection

1. **Select the [Event Managements] tab to display the event home screen.**
2. **Click on entries that do not have a status of "Close" in the list of displayed events.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

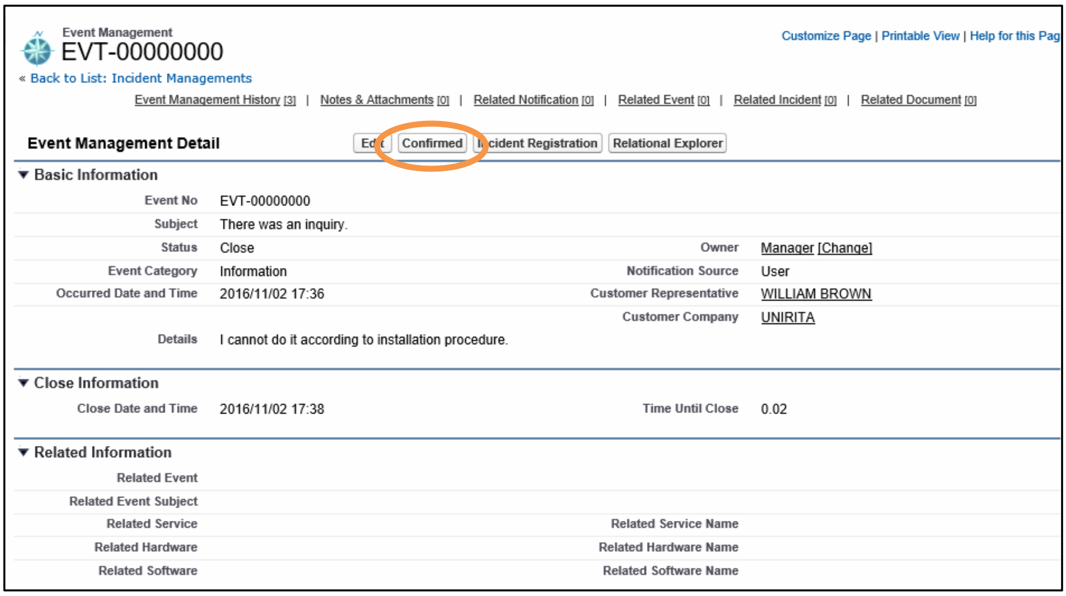
   You can quickly access events which should be confirmed by using the appropriate view such as "All Unclosed Events" or "All Abnormal Event". For more details about how to use views, refer to "2.6 View" in the previous section.

## 3.3.2 Event Confirm

Look at the event content and if no action is required, then set the status to "Close" after confirming.

1. **Click the [Confirmed] button.**

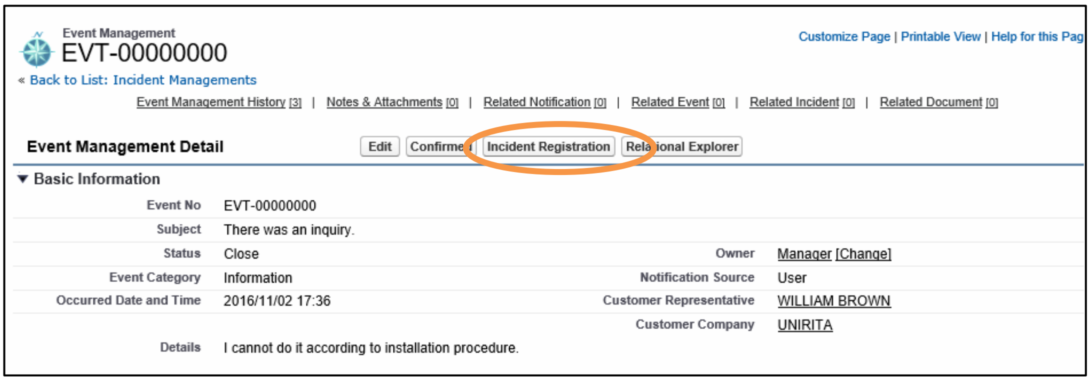
   The event status changes to "Close".



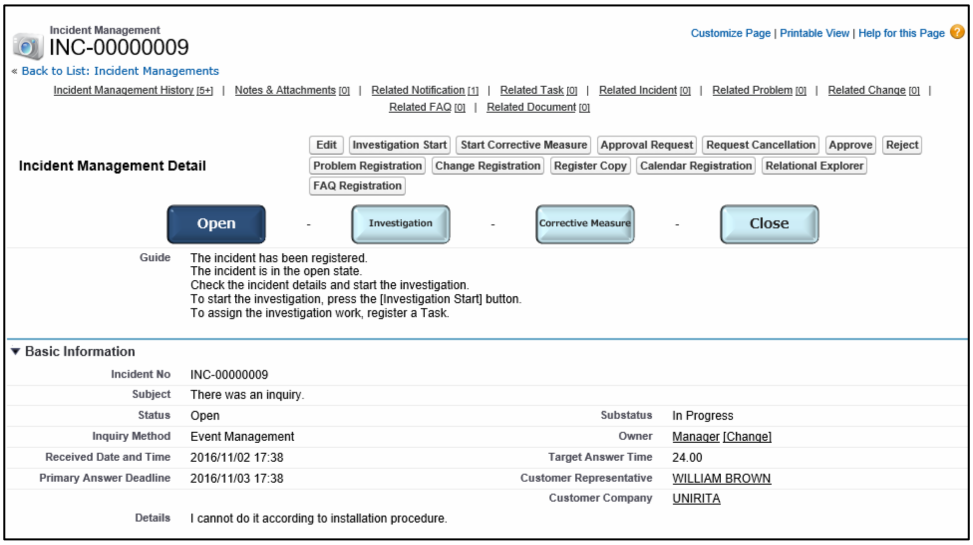
## 3.3.3 Function Escalation (Incident)

Depending on the event content, related incident information may be registered if an incident response is required.

**1. Click the [Incident Registration] button.**




The incident was registered with the same subject as the event. For more details about subsequent steps, refer to section "4. Incident Management".




◆ **Auto populated content**

Subject

Details

Related Event

Related Service

Related Hardware

Related Software

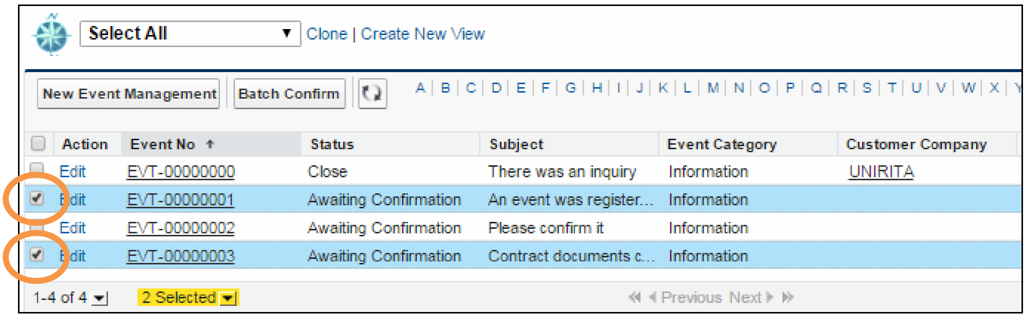
Customer Representative

## 3.3.4 Event Batch Confirm

Select events that have been confirmed from the event list and set the status to "Close" all at once.

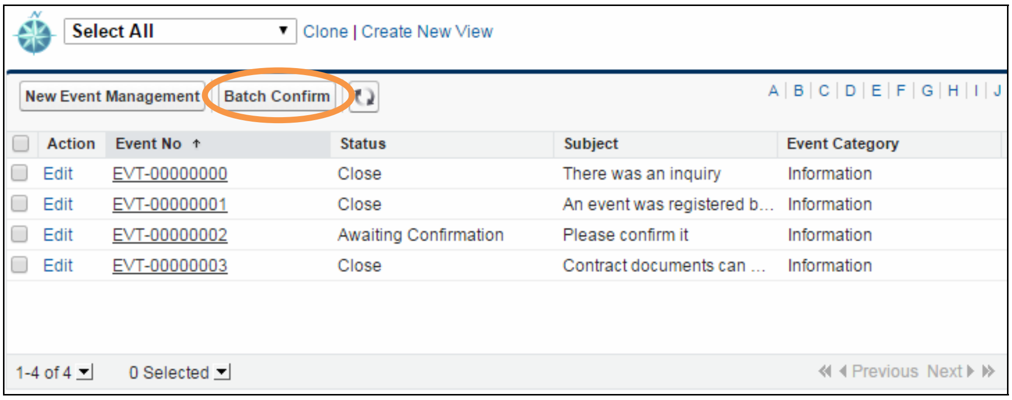
1. **Select the [Event Managements] tab to display the event home screen.**

2. **Check the selection box to set the status of each record to "Close" in the displayed event list.**




3. **Click the [Batch Confirm] button.**

   The status of the selected events changed to "Close".




**Caution**

The batch confirmation process may fail if the event has many related records.

If this occurs, run the batch confirmation with fewer events.

# 4. Incident Management

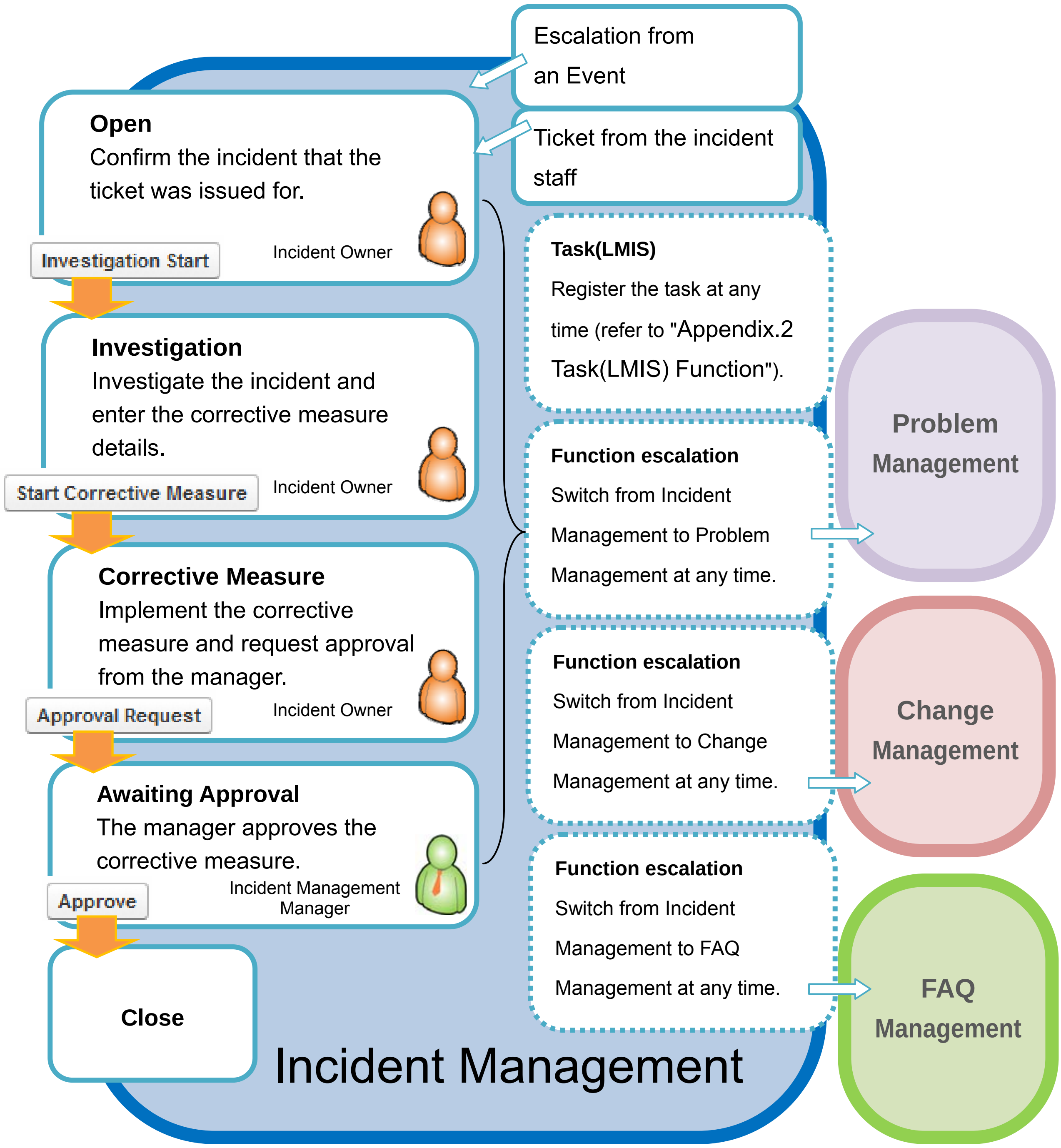
Manage responses to service and product related inquiries in Incident Management.

The following workflow diagram provides a graphical illustration to explain the accompanying management procedure.

## 4.1 Workflow Explanation Diagram

This section explains the workflow and each process in Incident Management.

The workflow described here is the default workflow provided by this product.



# 4.2 Reception and Opening

This section explains the procedure from incident reception to the start of the investigation. Reception is the issuing of an incident ticket. List the description of the service and product related inquiry in the incident.

## 4.2.1 Incident Reception

This section explains the registration of new incident information.

1. **Open the Create New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Enter the required items.**

3. **Click the [Save] button.**

   The entered content is updated in the Incident Management detail screen.

   A notification is displayed in the incident Owner's portal explaining that an incident was registered.

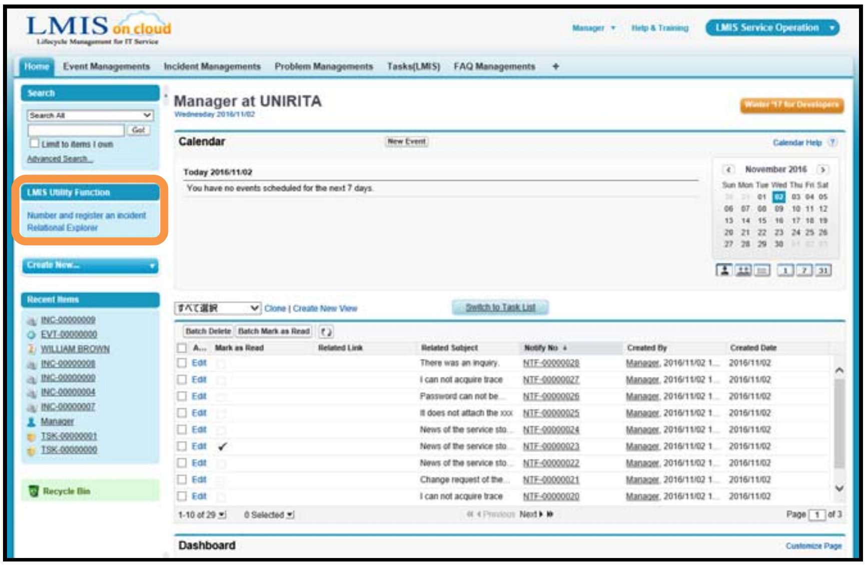
This completes the incident reception.

### ◆ Simple Registration

An incident can be quickly registered from the Sidebar.

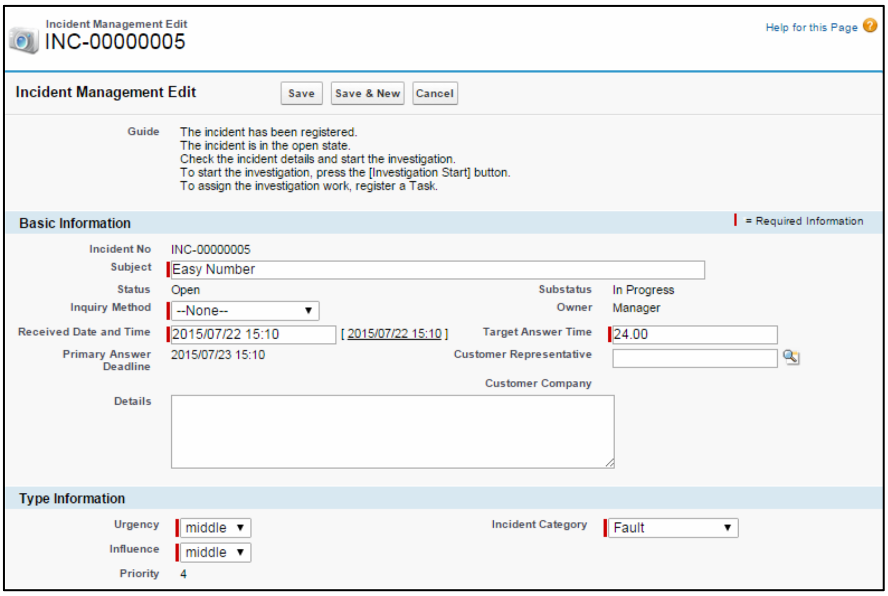
A unique incident management number is assigned to a registered incident which is used to immediately relay the reception number to the person filing the incident.

1. **Click [LMIS Utility Function]-[Number and register an incident] in the Sidebar.**




   Click the [OK] button when the message is displayed.

   Open the Incident Management edit screen.




The incident information can be entered once the incident number is assigned.

The [Easy Number] item is checked for incidents registered with this method.

**2. Enter the required items, edit the [Subject], and click the [Save] button.**

The new incident was registered. The [Easy Number] item changes to an unchecked state.

If the [Cancel] button is clicked to cancel the editing or the incident is saved without editing the [Subject], the [Easy Number] item will remain checked.

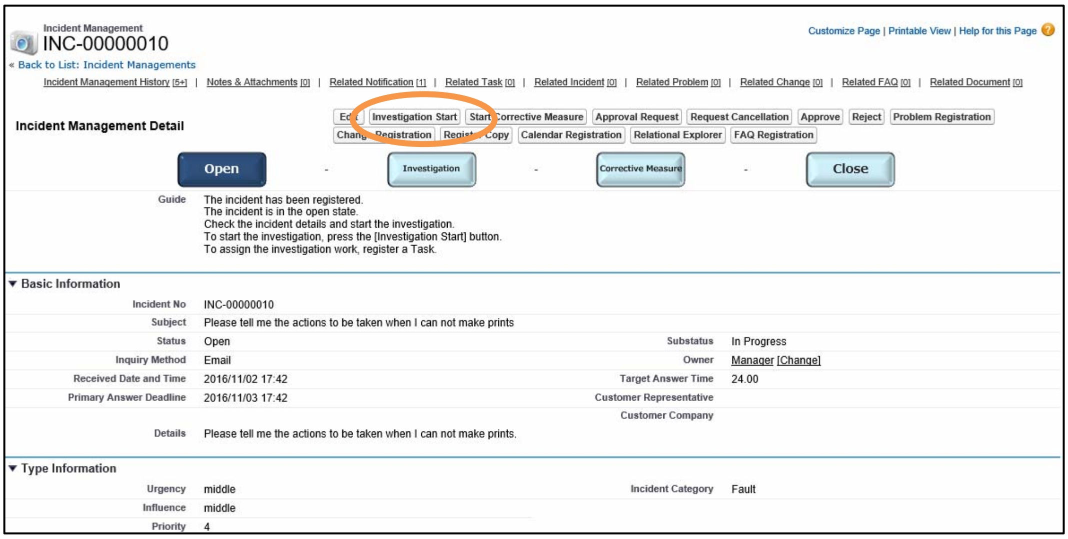
## 4.2.2 Investigation Start

The following operations are performed by the user (incident Owner) who was assigned the incident.

1. **Confirm the notification in the portal.**
2. **Open the Incident Management detail screen.**

Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

Click the [Investigation Start] button.



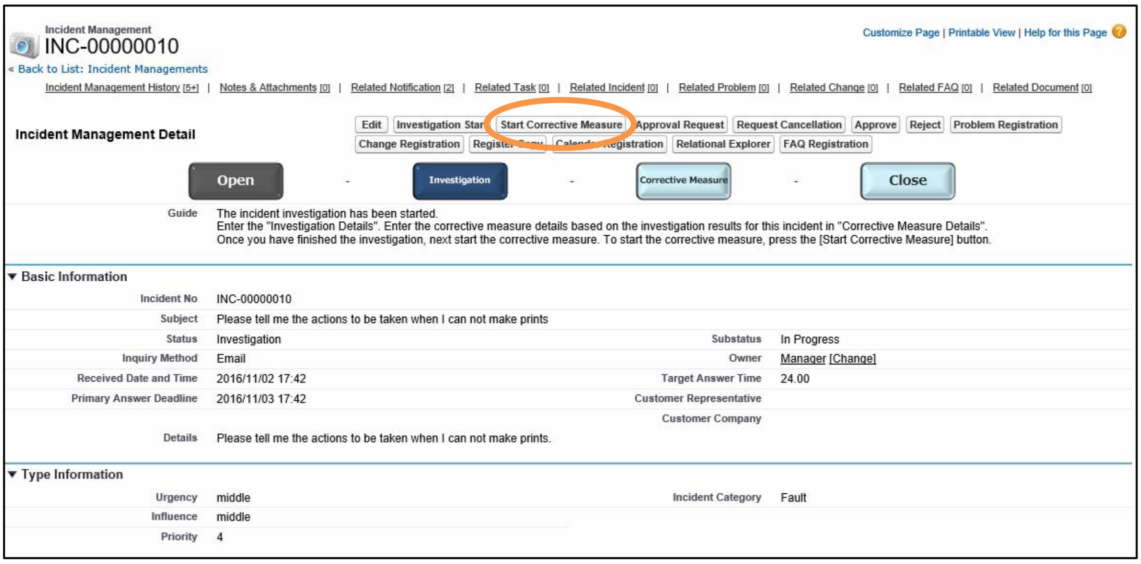

Click the [OK] button when the confirmation message is displayed.

The investigation has now been started.

# 4.3 Investigation in Progress

Investigation refers to the investigation details and results, entering the corrective measure details and up to the stage where the corrective measure starts.

1. **Open the Incident Management detail screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.
2. **Enter the details of the investigation in [Investigation Details] (Add the results once the investigation has been carried out).**
3. **Enter the corrective measure for the incident in [Corrective Measure Details].**
4. **Click the [Start Corrective Measure] button.**




Click the [OK] button when the "Started the incident corrective measure" message is displayed.

This completes the investigation.

If investigation or corrective measures are required for the investigation result or root cause, refer to "4.4 Function Escalation" to perform escalation.

# 4.4 Function Escalation

Function Escalation is when a new ticket is separately issued for management information based on the incident information. Tickets for problem information, change information and FAQ Management information can be issued.

Problem information is issued when a permanent solution cannot be found even after carrying out an incident investigation and corrective measures.

Change Management receives the incident details and issues a ticket if changes are planned for the configuration information of the service being provided.

FAQ Management issues a ticket when registering FAQ information from the incident and corrective measure details.

## 4.4.1 Function Escalation (Problem)

This section explains the procedure to issue problem information from an incident.

1. **Open the Incident Management detail screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Click the [Problem Registration] button.**

   The problem is created (The created problem can be confirmed in the lower part of the Incident Management detail screen under "Related Problem").

   Notification is sent to the portal of the Problem Management staff.

◆ **Auto populated content**

Subject

Related Service

Related Hardware

Related Software

This completes the Function escalation to Problem Management.

## 4.4.2 Function Escalation (Change)

This section explains the procedure to issue change information from an incident.

The change issued with this procedure begins from the "Open" status.

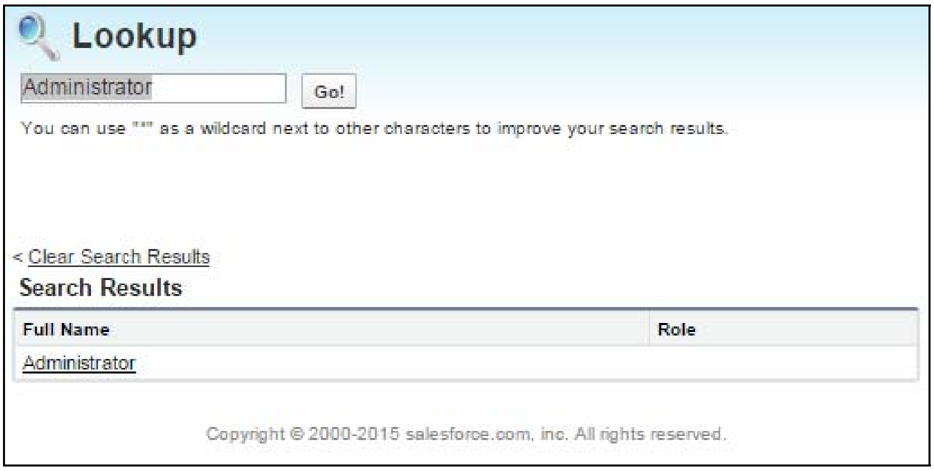
The change issued with the default operation begins from the "Change Request" status. For more details about the default operation, refer to section "6.2.2 Change Escalation Registration".

1. **Open the Incident Management detail screen.**

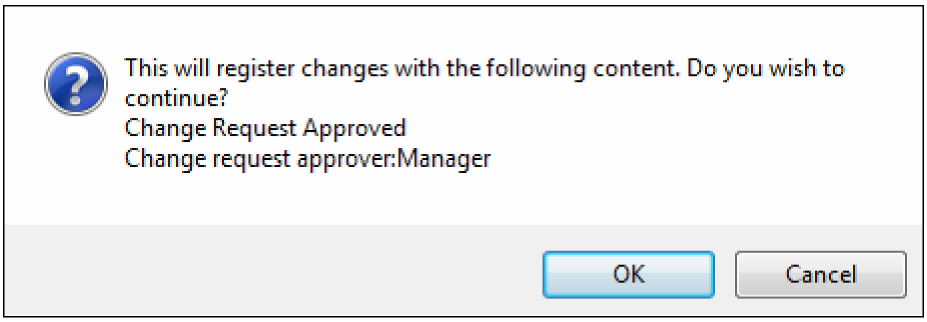
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Click the [Change Registration] button.**

3. **Select the change Approver.**




The following confirmation message is displayed when the change request Approver is selected.



4. **Click the [OK] button.**

   The change is created (The created change can be confirmed in the lower part of the Incident Management detail screen under [Related Change]).

   Notification is sent to the portal of the Change Management staff.

- **Auto populated content**

  Subject

  Related Service

  Related Hardware

  Related Software

This completes the Function escalation to Change Management.

## 4.4.3 Function Escalation (FAQ Management)

This section explains the procedure to issue FAQ Management information from an incident.

1. **Open the Incident Management detail screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Click the [FAQ Registration] button.**

   The FAQ Management is created (The created FAQ Management can be confirmed in the lower part of the Incident Management detail screen under "Related FAQ").

   Notification is sent to the portal of the FAQ Management staff.

- **Auto populated content**

  Subject

  Details

  Corrective Measure Details

This completes the Function escalation to FAQ Management.

# 4.5 Corrective Measure in Progress

Implement the corrective measure for the incident and register the results.

The procedure is explained as follows.

1. **Open the Incident Management detail screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.
2. **Follow the Corrective Measure Details to implement the measure.**
3. **Enter the post-implementation result in [Corrective Measure Result].**
4. **Confirm that the customer understands the corrective measure details and check the [Confirm Customer] box.**
5. **Enter either Permanent Response or Interim Measure in [Close Type].**
   When escalating to Problem Management, enter [Interim Measure] to escalate the incident to Problem Management. For more details, refer to section "4.4 Function Escalation".
6. **Click the [Approval Request] button to request closing approval.**
   Notification is sent to the portal of the Approver.
   Notification is sent to the portal when the Approver grants approval of the request. If the Approver rejects the closing, then it returns to the reinvestigation and corrective measures.

# 4.6 Approval in Progress, Closing

Approve the incident investigation and corrective measure details and results.

The following operations are performed by the Incident Management Manager. The incident response closes with the approval.

Confirm the approval request from the portal and open the Incident Management detail screen.

Confirm the details and results of the incident investigation and corrective measure.

### ◆ To approve

1. **Click the [Approve] button.**
   The comment field is displayed.
2. **Enter the comment.**
   The approval notification is sent to the incident Owner's portal.
3. **The incident Owner confirms the details to close the notification.**

### ◆ To reject

1. **Click the [Reject] button.**
   The comment field is displayed.
2. **Enter the comment.**
3. **The rejection notification is sent to the incident Owner's portal.**
   The incident Owner confirms the details and performs the reinvestigation and corrective measures.

* Notification can be sent by Email as well as to the portal. For more details, refer to section "Appendix.1 Notification Function".

* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".

* The approval or rejection comment can be set to automatic entry.
For more details, refer to the "LMIS on cloud コンフィグレーションガイド".

# 4.7 Process Improvement

This section explains the functions and usage procedure to improve processes to suit your business.

## 4.7.1 Service Level Management

The Primary Answer Deadline and the Target Answer Time can be automatically set when registering the basic information for an incident. Services and Service Contracts can also be associated with an incident (For details about Services and Service Contracts, refer to "8.1 Types of Configuration Information"). The incident response time listed in the Service is set when associating a Service. The incident response time listed in the Service Contract is set when associating both. In an emergency, the response time can be set manually.

The procedure to switch the method for setting the Primary Answer Deadline and the Target Answer Time is as follows.

1. **Open the Incident Management detail screen or the Create New screen.**
2. **Select one of the following in [Apply SLO] under [Control Information].**

ON: Prioritize the response time registered in the SLO information of the Service or Service Contract (manual setting).

CREATEONLY: Prioritize the response time (automatic) registered in the SLO information of the Service or Service Contract only when creating a new record.

OFF: Directly set the response time (manual setting).

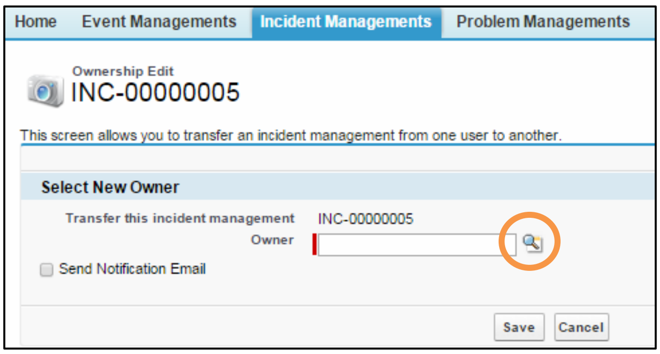
## 4.7.2 Change Owner

The Owner of the incident can be changed.

Change the Owner to assign the incident to a staff who is well suited to handle the incident details.

1. **Open the Incident Management detail screen of the incident to change the Owner.**
2. **Under [Basic Information], click [Change] for [Owner].**

The [Ownership Edit] screen is displayed.



3. **Select the Owner.**

   Click the [Owner Lookup] button (circled area in the graphic above) to search for the staff.

4. **Click the [Save] button.**

   Notification is sent to the new Owner.

   This completes the Change Owner procedure for the incident.

## 4.7.3 Change Approval Flow

The incident approval flow may be selected in the event of an emergency or if the default approval flow is unsuitable.

(The approval flow must be created in advance. The method for creating the approval flow is explained in *"LMIS on cloud コンフィグレーションガイド".)*

1. **Open the Incident detail screen or the Create New screen.**
2. **Select the approval flow from the dropdown list under [Control Information] and [Approver Decision Method].**

   N: The record creator is the "Owner". The Approver is the manager of the "Owner".

   Q: The "Owner" or "Approver" can specify the Owner after the record is created.
3. **Click the [Save] button.**

   This completes the Change Approval Flow procedure.

**Caution**

- If the value of "Approver Decision Method" is 'N' and the manager of the "Owner" is not set, then the "Owner" is set as the "Approver".

## 4.7.4 Work Request

Work relating to the investigation and response to an incident can be assigned to another user. This related work is called a task (for more details, refer to "Appendix.2 Task(LMIS) Function").

1. **Open the Incident detail screen or the Create New screen to register a task for an incident.**
2. **Click the [New Task (LMIS)] button under [Related Task].**

   The task edit screen is displayed. Enter the required items and save.
3. **Set one of the following from the [Awaiting Task Completion] dropdown list in the [Control Information] section of the Incident edit screen.**

   ON: Do not make an Approval Request until all of the tasks are closed.

   OFF: Make an Approval Request even if the tasks are not closed.
4. **Click the [Save] button.**

This completes the Work Request procedure.

## 4.7.5 FAQ Candidate Registration

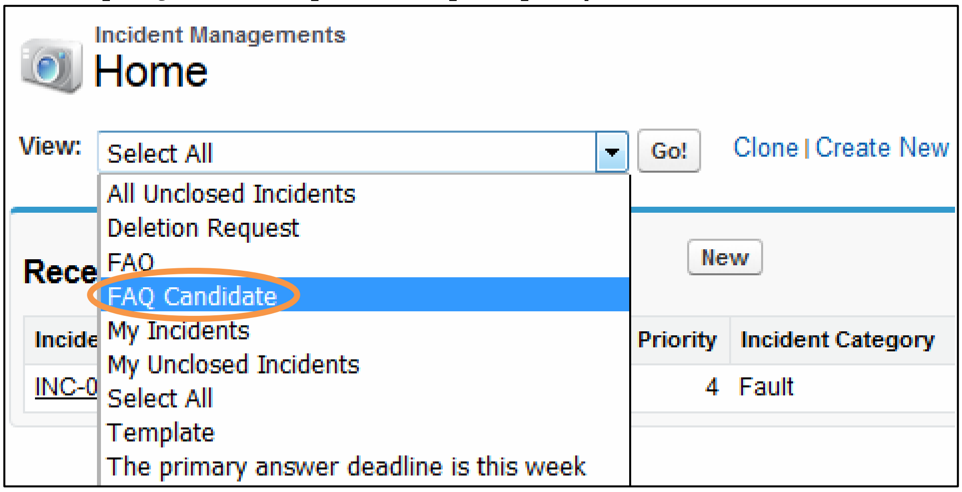
Mark frequently occurring, similar incidents to register them as an FAQ Candidate. This enables the improvement of provided services by clarifying frequently occurring Q&A topics and maintaining consistent response quality for the same incident.

### ◆ Method for Registering an FAQ Candidate

1. **Open the Incident detail screen or the Create New screen to register an incident as an FAQ topic.**
2. **Check the [FAQ Candidate] box under [Control Information].**
3. **Click the [Save] button.**

### ◆ Confirmation Method

1. **Open the [Incident Managements] tab.**
2. **Select [FAQ Candidate] from the [View] dropdown list.**




The FAQ Candidate is displayed.

## Caution

- A new ticket for FAQ Management information based on the incident information can be issued with Function Escalation. Refer to "4.4.3 Function Escalation (FAQ Management)" for the operational procedure.

## 4.7.6 Using a Template

A new incident ticket can be issued by copying the contents of an existing incident. The existing incident is called a "template".

Registering the contents of an existing incident as a template reduces the time needed to receive and investigate frequently occurring incidents.

### ◆ Copied Contents

FAQ Candidate

Details

Urgency

Impact

Incident Category

Inquiry Method

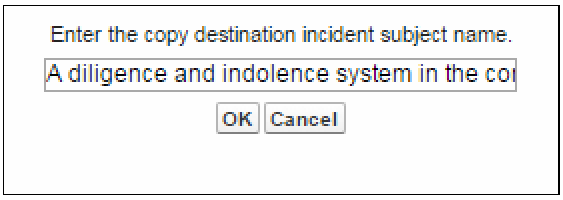
### ◆ Procedure to Create a Template

1. **Open the Incident detail screen or the Create New screen to register a Template.**
2. **Check the [Input Template] box under [Control Information].**
3. **Click the [Save] button.**

### ◆ Procedure to Use a Template

1. **Open the Incident detail screen to register a Template.**
2. **Click the [Register Copy] button.**
3. **Enter the incident subject when the dialog is displayed (graphic below).**

   The Template subject is automatically input into the entry field.




Enter the subject and click the [OK] button.

4. **The detail screen for the new incident is displayed.**

   Enter the required items, and click the [Save] button.

### 4.7.7 Calendar Registration

Response Deadlines and other tasks can be registered in the calendar. This can be used as a reminder for Response Deadlines or to easily manage schedules to include incident response deadlines.

Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

## 4.7.8 Self Service Portal Responses

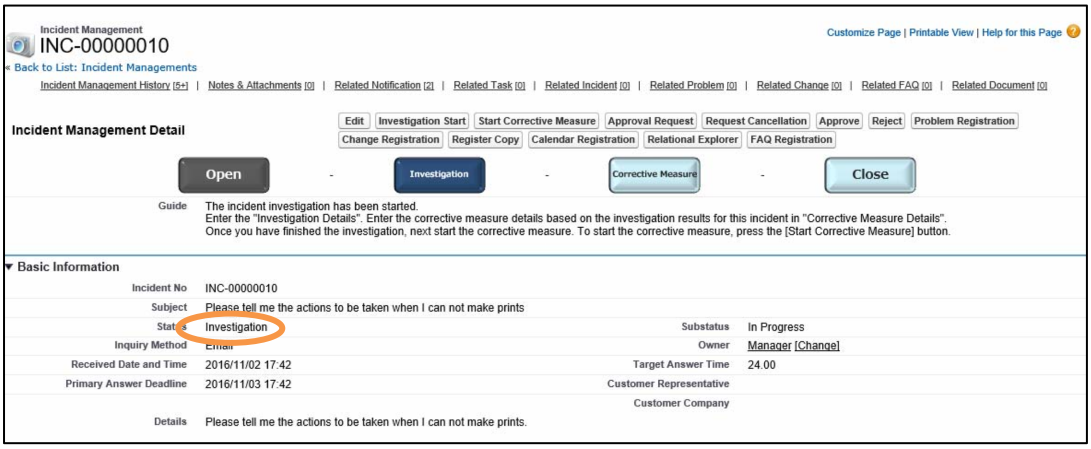
This section describes the incident response functionality available in the Self Service Portal for users that must respond to incidents.

Use the following procedure to respond to the incident creators.

### ◆ Entering Response Status

Once the status of an incident has been changed in LMIS on cloud or a field such as the contents for customer or content has been edited, the incident in the Self Service Portal is also updated. This allows the incident creator to confirm the response status in real-time.

- LMIS on cloud Incident Screen



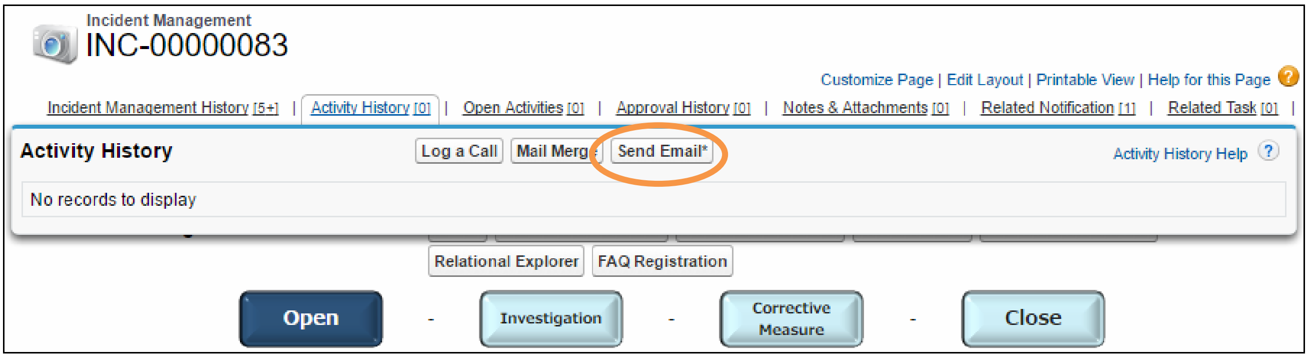

- Self Service Portal Incident Screen

## ◆ Email Responses

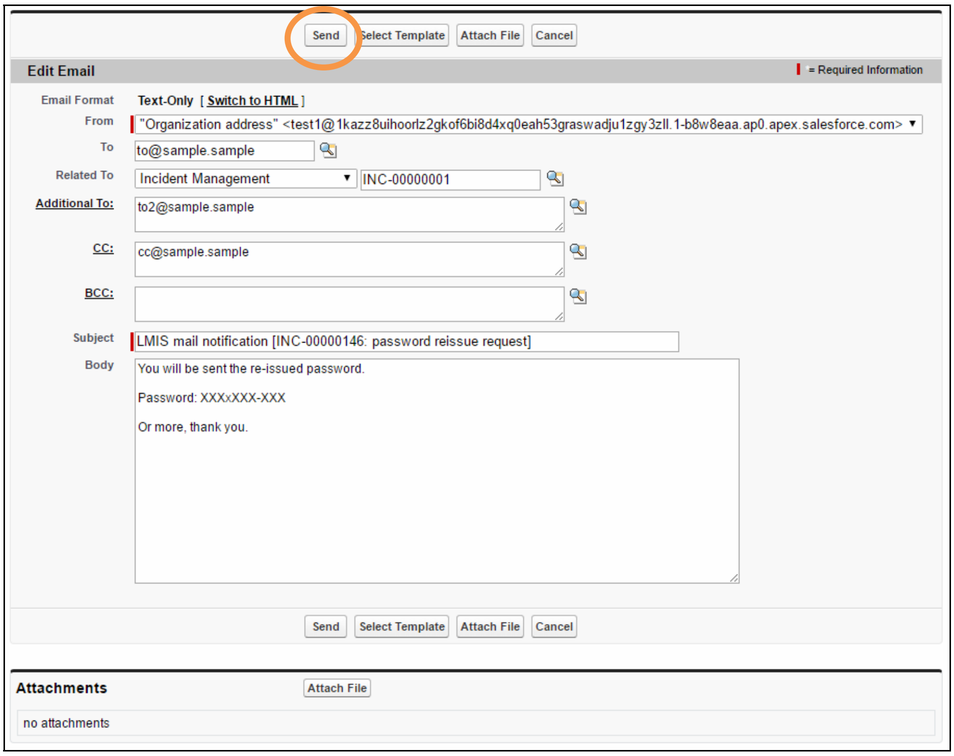
Responses to incidents can be sent using the email send function available in the Activity History. The creator of the incident can confirm the sent activity history using the Self Service Portal.

Refer to "Appendix.10 Send an Email Using the Activity History" for more information on sending email from Activity History.

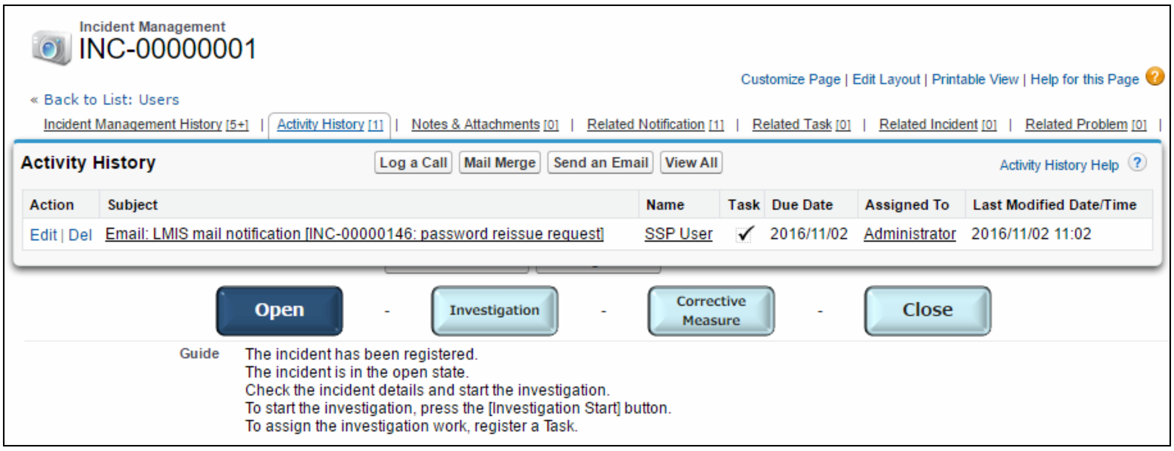
**1. Open the activity history of the record for which you want to send email and click the [Send Email*] button in Activity History.**



2. **Specify the email address of the incident creator as the recipient on the send email that appears. Enter all other required information and click the [Send] button.**




3. **The sent email message is added to the record's activity history so that the incident creator can confirm the content in the record by accessing the Self Service Portal.**



### ◆ Managing Attachment File Publication

Incident creators can share attachment files related to incidents with other Self Service Portal users.

The publishing of attachment files can be enabled or disabled.

Refer to "Appendix.11 Managing Attachment Files" for more information on managing attachment files.

# 5. Problem Management

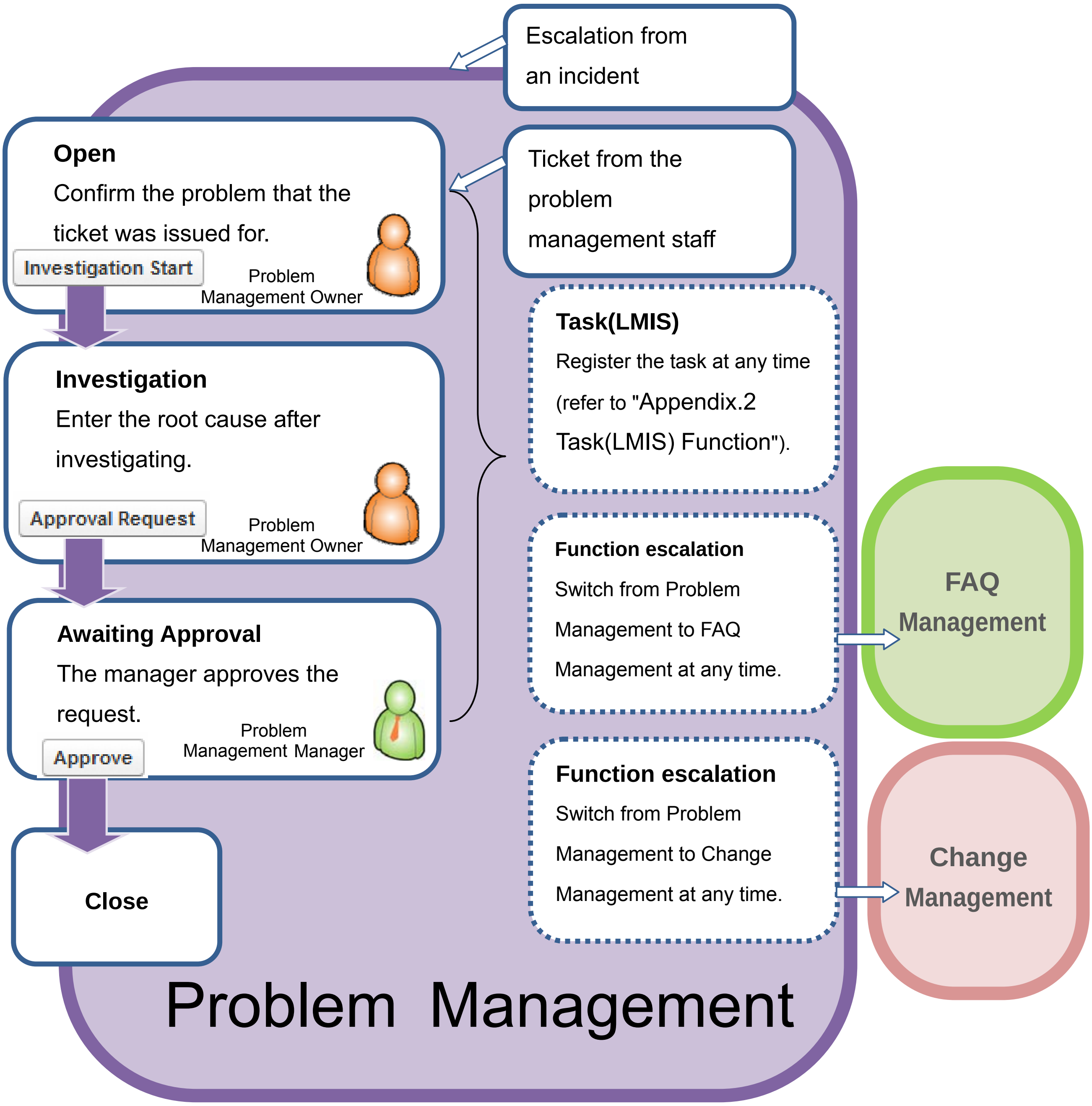
Problem Management manages the work until the problem is resolved.

The following workflow diagram provides a graphical illustration to explain the accompanying management procedure.

## 5.1 Workflow Explanation Diagram

This section explains the entire workflow and each process in Problem Management.

The workflow described here is the default workflow provided by this product.



# 5.2 Reception and Opening

This section explains the procedure from problem reception to the start of the investigation. Reception refers to the issuing of a problem ticket. Record the investigation details and results for the cause in the problem.

## 5.2.1 Problem Registration

This section explains the registration of new problem information.

1. **Open the Register New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Enter the required items.**
3. **Click the [Save] button.**

   The entered content is updated in the Problem Management detail screen.

   A notification is displayed in the problem Owner's portal explaining that a problem was registered.

This completes the Problem Registration procedure.

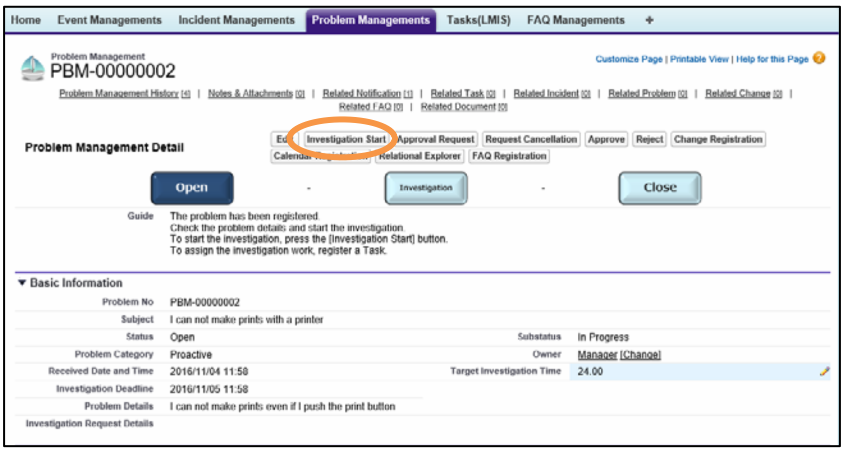
## 5.2.2 Investigation Start

The following operations are performed by the user (Problem Management Owner) who was assigned the problem.

1. **Confirm the notification in the portal.**
2. **Open the Problem Management detail screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

3. **Click the [Investigation Start] button.**




Click the [OK] button when the confirmation message is displayed.

This starts the investigation.

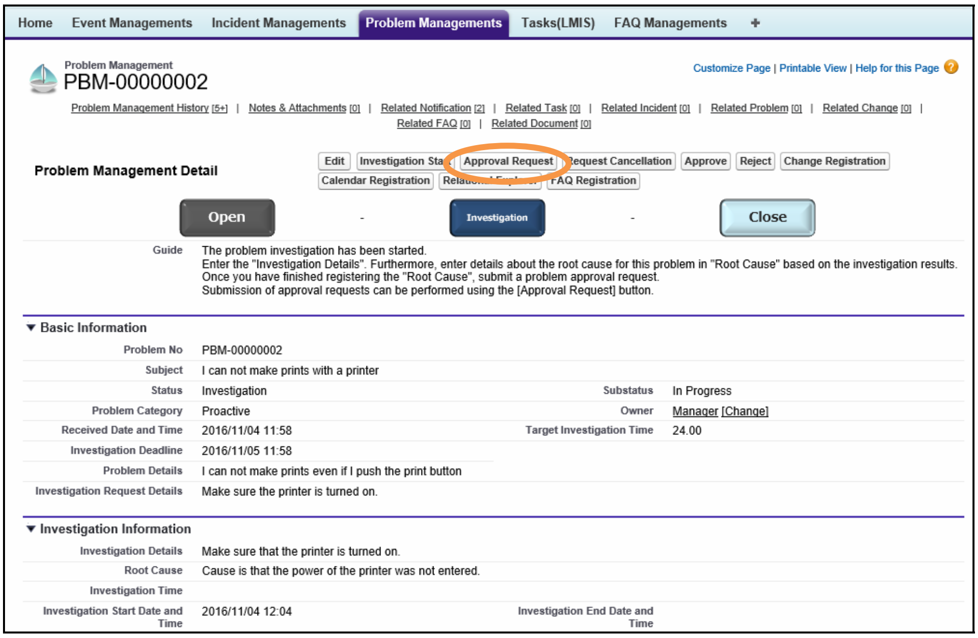
# 5.3 Investigation in Progress

Investigation refers to the investigation details and results, entering the corrective measure details and up to the stage where the corrective measure starts.

1. **Open the Problem Management detail screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Enter the details of the investigation in [Investigation Details].**
3. **Enter the root cause of the problem in [Root Cause].**
4. **Click the [Approval Request] button.**




Click the [OK] button when the message is displayed.

This completes the investigation.

# 5.4 Function Escalation

## 5.4.1 Function Escalation (Change)

This section explains the procedure to issue a ticket for change information from problem information as needed.

The change issued with this procedure begins from the "Open" status.

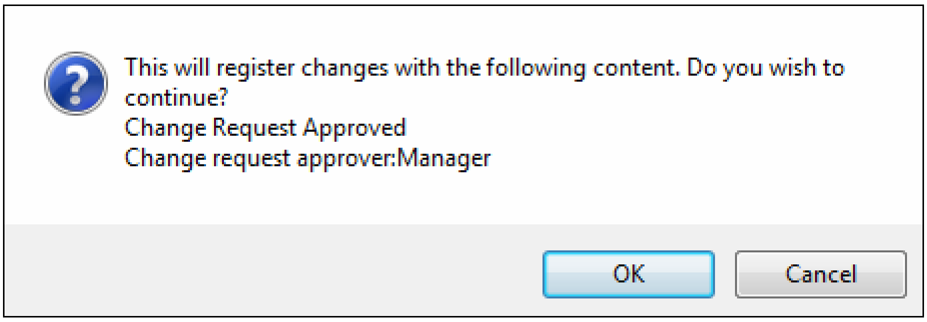
The change issued with the default operation begins from the "Change Request" status. For more details about the default operation, refer to section "6.2.2 Change Escalation Registration".

1. **Open the Problem Management detail screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Click the [Change Registration] button.**
3. **Select the change Approver.**


The following confirmation message is displayed when the change request Approver is selected.



**4. Click the [OK] button.**

The change is created (The created change can be confirmed in the lower part of the Problem Management detail screen under [Related Change]).

Notification is sent to the portal of the Change Management staff.

◆ **Auto populated content**

Subject

Related Service

Related Hardware

Related Software

This completes the Function escalation to Change Management.

## 5.4.2 Function Escalation (FAQ Management)

This section explains the procedure to issue a ticket for FAQ Management information from problem information as necessary.

**1. Open the Problem Information detail screen.**

Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

**2. Click the [FAQ Registration] button.**

The FAQ Management is created (The created FAQ Management can be confirmed in the lower part of the Problem Information detail screen under "Related FAQ").

Notification is sent to the portal of the FAQ Management staff.

◆ **Auto populated content**

Subject

Problem Details

Root Cause

This completes the Function escalation to FAQ Management.

# 5.5 Approval in Progress, Closing

Approve the problem investigation and corrective measure details and results.

The following operations are performed by the Problem Management Manager. The problem response closes with the approval.

Confirm the approval request from the portal and open the Problem Management detail screen.

Confirm the details and results of the problem investigation.

### ◆ To approve

1. **Click the [Approve] button.**

   The comment field is displayed.

2. **Enter the comment.**

   The approval notification is sent to the problem Owner's portal.

3. **The problem Owner confirms the details to close the notification.**

### ◆ To reject

1. **Click the [Reject] button.**

   The comment field is displayed.

2. **Enter the comment.**
3. **The rejection notification is sent to the problem Owner's portal.**

The rejection Owner confirms the details and performs the reinvestigation.

* Notification can be sent by Email as well as to the portal. For more details, refer to section "Appendix.1 Notification Function".
* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".
* The approval or rejection comment can be set to automatic entry.
  For more details, refer to the "LMIS on cloud コンフィグレーションガイド".

# 5.6 Process Improvement

This section explains the functions and usage procedure to improve processes to suit your business.

## 5.6.1 Service Level Management

The Investigation Deadline and the Target Investigation Time can be automatically set based on the service level agreement with each company when registering the basic information for a problem. In an emergency, they can also be set manually. The procedure to switch the method for setting the Investigation Deadline and the Target Investigation Time is as follows.

1. **Open the Problem Management detail screen or the Create New screen.**
2. **Select one of the following in [Apply SLO] under [Control Information].**

   ON: Prioritize the response time registered in the Service SLO information (manual setting).

   CREATEONLY: Prioritize the response time (automatic setting) registered in the Service SLO information only when creating a new record.

   OFF: directly set the response time (manual setting).

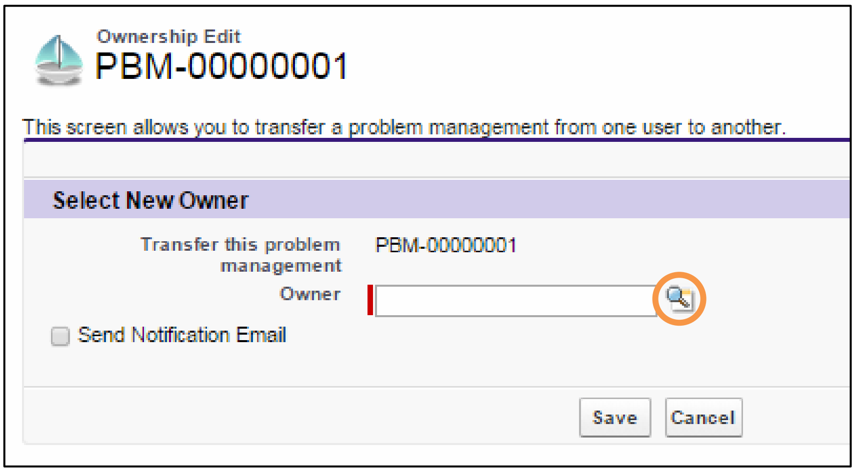
## 5.6.2 Change Owner

The problem Owner can be changed.

Change the Owner to assign the problem to a staff who is well suited to handle the problem details.

1. **Open the detail screen of the problem to change the Owner.**
2. **Under [Basic Information], click [Change] for [Owner].**

   The [Ownership Edit] screen is displayed.



3. **Select the Owner.**

   Click the [Owner Lookup] button (circled area in the graphic above) to search for the staff.

4. **Click the [Save] button.**

   Notification is sent to the new Owner.

   This completes the Change Owner procedure for the problem.

## 5.6.3 Change Approval Flow

The approval flow can be changed to one that is suitable for your department or the corresponding problem.
(The approval flow must be created in advance.)

1. **Open the Problem Management detail screen or the Create New screen.**
2. **Select the approval flow from the Approver Decision Method dropdown list under [Control Information].**
   N: The record creator is the "Owner". The Approver is the manager of the "Owner".
   Q: The "Owner" or "Approver" can specify the Owner after the record is created.
3. **Click the [Save] button.**
   This completes the Change Approval Flow procedure.

**Caution**

- If the value of "Approver Decision Method" is 'N' and the manager of the "Owner" is not set, then the "Owner" is set as the "Approver".

## 5.6.4 Work Request

Work relating to the investigation of a problem can be assigned to another user. This related work is called a task (for more details, refer to "Appendix.2 Task(LMIS) Function").

1. **Open the Problem detail screen or the Create New screen to register a task for a problem.**
2. **Click the [New Task (LMIS)] button under [Related Task].**
   The task edit screen is displayed. Enter the required items and save.
3. **Set one of the following from the [Awaiting Task Completion] dropdown list in the [Control Information] section of the Problem edit screen.**
   ON: Do not make an Approval Request until all of the tasks are closed.
   OFF: Make an Approval Request even if the tasks are not closed.
4. **Click the [Save] button.**

This completes the Work Request procedure.

### 5.6.5 Calendar Registration

Response Deadlines and other tasks can be registered and shared in the calendar. This can be used as a reminder for Response Deadlines or to easily manage schedules to include problem response deadlines.

Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

# 6. Change Management

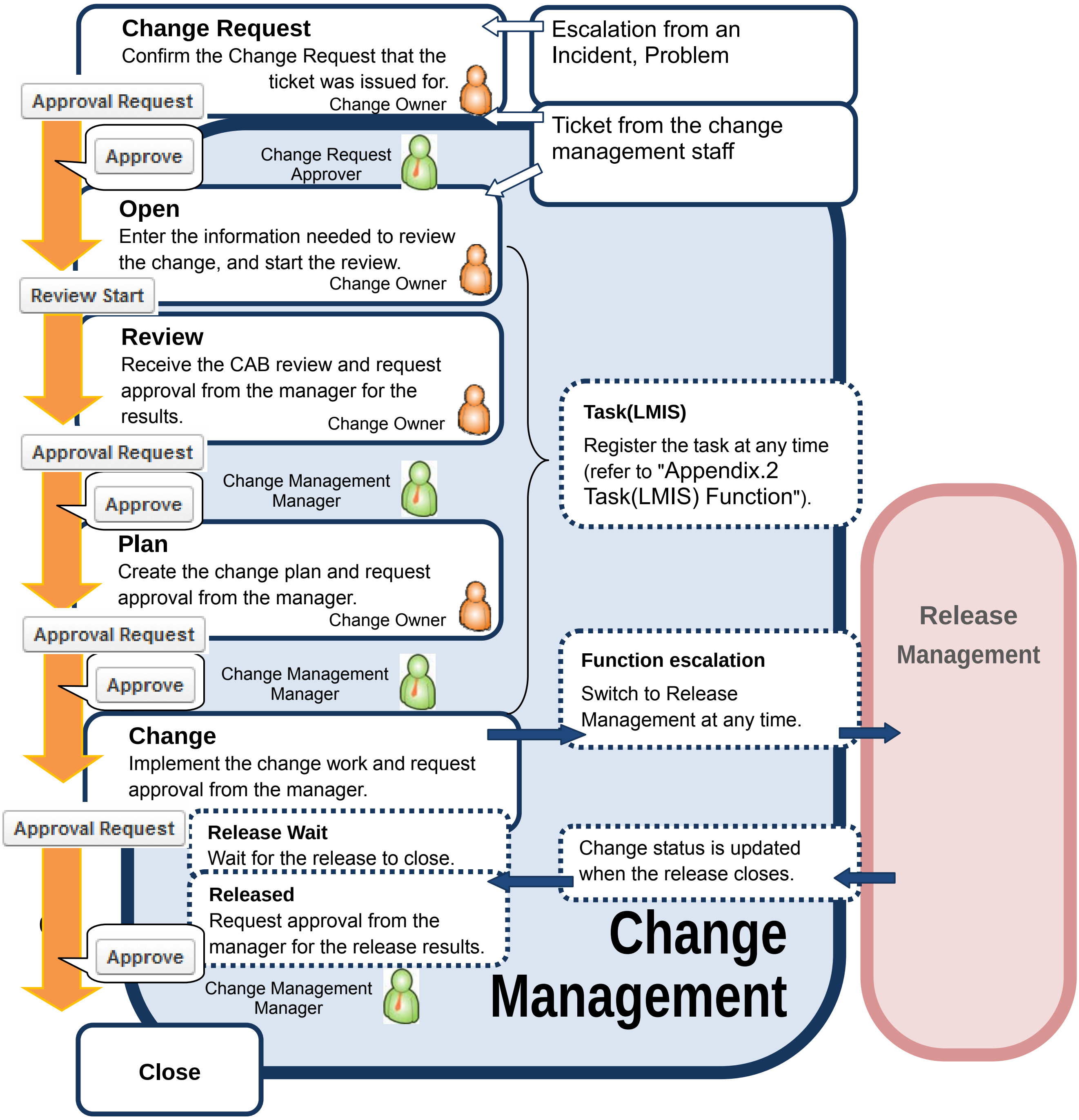
Change Management manages the changes to services and products.

The following workflow diagram provides a graphical illustration to explain the accompanying management procedure.

## 6.1 Workflow Explanation Diagram

This section explains the workflow and each process in Change Management.

The workflow described here is the default workflow provided by this product.



# 6.2 Change Reception

The procedure for change reception is explained as follows. Reception refers to the issuing of a change ticket.

Register the details and plan for implementing the change and the configuration information being changed.

Perform the Change Request confirmation and the review to diagnose whether to implement the change depending on the Change Details. Formulate and implement the Change Plan once the implementation has been decided.

## 6.2.1 Change Reception

This section explains how to directly issue and register a change.

The following two workflows can be selected during registration.

・ Implement the Change Request approval process

・ Do not implement the Change Request approval process

### ◆ To implement the Change Request approval process

1. **Open the Create New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Enter the required items.**
3. **Specify the Change Request Approver.**

   Select the Approver with the [Change Request Approver Lookup] button.

4. **Click the [Save] button.**

   The change is registered with the [Change Request] status.

   For more details about the implementation, refer to section "6.3 Change Request".

This completes the Change Registration procedure.

### ◆ To not implement the Change Request approval process

1. **Open the Create New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Enter the required items.**
3. **Click the [Save] button.**

   The change is registered with the [Open] status.

   For more details about the implementation, refer to section "6.4 Change Review".

This completes the Change Registration procedure.

### 6.2.2 Change Escalation Registration

This section explains the change escalation from Incident Management and Problem Management.

In the default operation, the Change Request Approval process must be performed for changes escalated from Incident Management and Problem Management.

# 6.3 Change Request

Before the change review is received in the Change Request, decision-making is performed in a department, team or other comparatively small organization to assess the change details and whether they are really needed.

The Change Request procedure is performed as follows.

1. **Open the Change Management detail screen.**
2. **Enter the [Change Request Information].**
3. **Click the [Save] button.**

   The entered content is updated in the Change Management detail screen.
4. **Click the [Approval Request] button.**

   Request approval of the [Change Request Information] details.

   Click the [OK] button when the confirmation message is displayed.

The Change Request is approved by the user who was set as the [Change Request Approver] during registration.

Perform the change review after receiving approval.

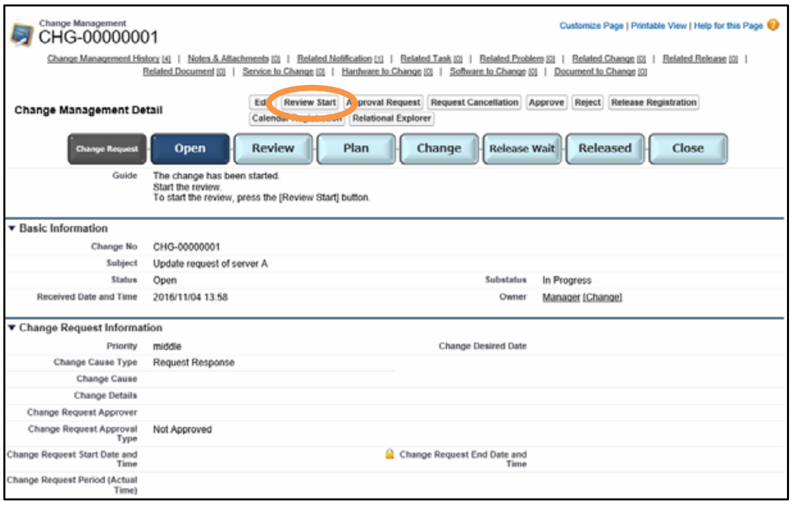
If it is rejected when the [Change Request Information]-[Change Request Approval Type] is set to [Reject], then the change closes immediately.

# 6.4 Change Review

In the change review, the review organization (CAB) diagnoses the change details to decide whether to implement the change.

The change review procedure is performed as follows.

1. **Click the [Review Start] button.**




Click the [OK] button when the "The review has been started." message is displayed.

The date that the change review started is displayed in [Review Information].

The change review has been started.

2. **Open the Change Management detail screen.**
3. **Perform the review of the change details through the CAB as necessary. Select the review result from the [Review Information]-[Review Results Type] dropdown list after the review.**
4. **Click the [Save] button.**

   The entered content is updated in the Change Management detail screen.
5. **Click the [Approval Request] button.**

   Request approval of the [Review Information] details.

   Click the [OK] button when the confirmation message is displayed.

The Change Management manager approves the change review.

Implement the change plan after receiving approval.

If it is rejected when the [Review Information]-[Review Results Type] is set to [Reject], then the change closes immediately.

# 6.5 Change Plan

Create the plan to implement the change which was decided.

The procedure for the change plan is performed as follows.

1. **Display the Change Management detail screen.**
2. **Enter the [Change Scheduled Start Date and Time] and [Change Scheduled End Date and Time] in [Plan Information].**
3. **Click the [Save] button.**

   The entered content is updated in the Change Management detail screen.

   If other documents are required, the files can be attached from the Related List.
4. **Click the [Approval Request] button.**

   Request approval of the [Plan Information] details.

   Click the [OK] button when the confirmation message is displayed.

This completes the Change Plan procedure.

The Change Management manager approves the change plan.

Implement the change after receiving approval.

# 6.6 Change in Progress

This section implements the change.

The procedure for implementing the change plan is as follows.

1. **Display the Change Management detail screen.**
2. **Enter the [Change Information]-[Change Details].**

   Set the [Awaiting Release Completion] to [OFF] to combine the release of multiple changes instead of immediately releasing the change.
3. **Click the [Save] button.**

   The entered content is updated in the Change Management detail screen.
4. **Click the [Approval Request] button.**

   Request approval of the [Change Information] details.

   Click the [OK] button when the confirmation message is displayed.

The Change Management manager approves the change implementation.

If [Awaiting Release Completion] is set to [ON], release the change after receiving approval.

For other settings, the change closes immediately.

**Caution**

[Awaiting Release Completion] cannot be changed after the change is approved.

# 6.7 Change Release

This section releases the implemented change.

Escalate the change details to release, and wait until the release closes.

Check the release result after the release closes and decide to redo the change or close as is. (For release details, refer to section "7. Release Management".)

The procedure for releasing the change is as follows.

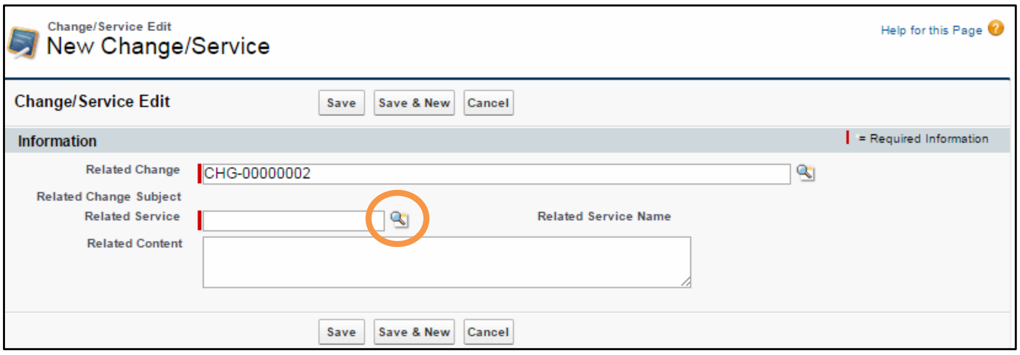
## 6.7.1 Registering the Configuration Information

If the Configuration Information to change is already identified, register the information to change in the Related List. Performing this work allows you to auto populate the information as the configuration information for release when escalating to the Release Management function.

In this example, a previously created service is associated.

1. **Open the Change Management detail screen.**
2. **Click the [New Change/Service] button under [Service to Change] in the Related List.**

   The Change/Service edit screen is displayed.
3. **Select the service to change.**




   Click the [Related Service Lookup] button (circled area) to search for the service.
4. **Click the [Save] button.**

   Click the [Save & New] button to select another service.

   Click the [Cancel] button to stop saving associations.

This completes the Configuration Information associations.

## 6.7.2 Release Registration

Perform a function escalation to Release Management and request the manager to apply the change.

### ◆ To make a manual association to an existing release

This section explains the procedure to manually create an association with a release registered in advance.

1. **Open the Change Management detail screen.**
2. **Click the [New Change/Release] button under [Related Release] in the Related List.**
   The Change/Release edit screen is displayed.
3. **Select the release to make an association.**


   Click the [Related Release Lookup] button (circled area) to search for the release.
4. **Click the [Save] button.**
   Click the [Save & New] button to associate another release.
   Click the [Cancel] button to stop saving associations.

This completes the change and release associations.

### ◆ To automatically associate a release

Click the [Release Registration] button if a release to associate the change with is not registered.

The configuration information being changed is auto populated and the release is registered.

- **Auto populated content**

  Subject

  Service to Change

  Hardware to Change

  Software to Change

  Document to Change

### 6.7.3 Confirming the Release Result

Confirm the release result after the release is closed.
The release result can be confirmed from the [Release Results Type] in the Related List.
After confirmation, use the following procedure to close or rerun the change.

1. **Open the Change Management detail screen.**
2. **Enter the [Release Information].**
   Confirm the release result and enter the [Change Results Type] and [Change Results Information].
   In case the release fails and the change needs to be executed again, set where to redo the change in [Re-execute Type].
3. **Click the [Save] button.**
   The entered content is updated in the Change Management detail screen.
4. **Click the [Approval Request] button.**
   Request approval of the [Release Information] details.
   Click the [OK] button when the confirmation message is displayed.

   The Change Management manager approves the release result.
   If it is rejected when [Re-execute Type] is set, then the change is executed again from the location specified in [Re-execute Type].

# 6.8 Approval in Progress, Closing

Approve the change request, change plan, change implementation and the post-release result.

During the change request registration, the approval is handled by the Approver specified in [Change Request Approver], and after that the operation is handled by the Change Management manager.

Confirm the approval request from the portal and open the Change Management detail screen.

◆ **To approve**

1. **Click the [Approve] button.**

   The comment field is displayed.

2. **Enter the comment.**

   The approval notification is sent to the change Owner's portal.

3. **The change Owner confirms the details to complete the notification.**

◆ **To reject**

1. **Click the [Reject] button.**

   The comment field is displayed.

2. **Enter the comment.**

3. **The rejection notification is sent to the change Owner's portal.**

   The change Owner confirms and modifies the contents and requests approval once again.

* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".
* The approval or rejection comment can be set to automatic entry.
  For more details, refer to the " LMIS on cloud コンフィグレーションガイド".

This section explains the special change operations when approving or rejecting each status.

| Status | Description |
| --- | --- |
| Change request | If it is rejected when the [Change Request Information]-[Change Request Approval Type] is set to "Reject", then the change closes immediately. |
| Review | If it is rejected when the [Review Information]-[Review Results Type] is set to "Reject", then the change closes immediately. |
| Change | If it is "approved" when the [Control Information]-[Awaiting Release Completion] is set to [OFF], then the change closes immediately. |
| Release Wait | If it is "rejected" with the [Release Information]-[Re-execute Type] entered, then it is re-executed from the specified location. |

# 6.9 Process Improvement

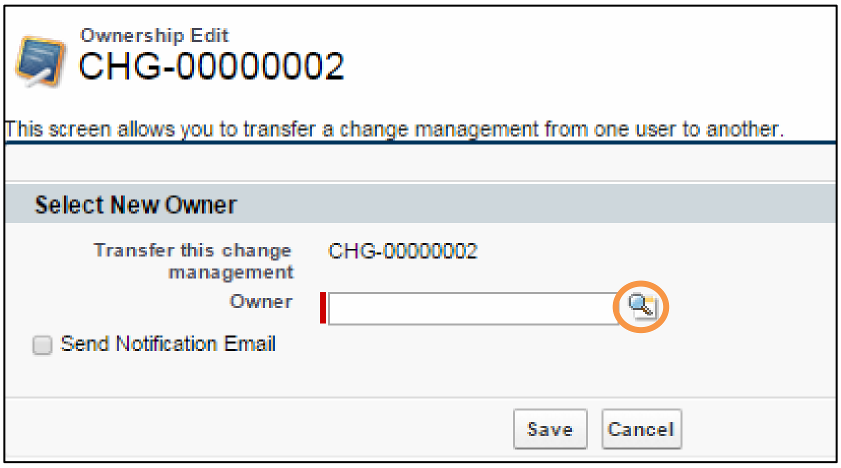
## 6.9.1 Change Owner

The change Owner can be changed.

Change the Owner to assign the change to a staff who is well suited to handle the change details.

1. **Open the detail screen of the change to modify the Owner.**
2. **Under [Basic Information], click [Change] for [Owner].**

   The [Ownership Edit] screen is displayed.




3. **Select the Owner.**

   Click the [Owner Lookup] button (circled area in the graphic above) to search for the staff.
4. **Click the [Save] button.**

   Notification is sent to the new Owner.

   This completes the Change Owner procedure for the staff.

## 6.9.2 Change Approval Flow

The approval flow can be changed to one that is suitable for your department or the corresponding change.

(The approval flow must be created in advance.)

1. **Open the Change detail screen or the Create New screen.**
2. **Select the approval flow from the dropdown list under [Control Information] and [Approver Decision Method].**

   N: The record creator is the "Owner". The Approver is the manager of the "Owner".

   Q: The "Owner" or "Approver" can specify the Owner after the record is created.

3. **Click the [Save] button.**

   This completes the Change Approval Flow procedure.

**Caution**

- If the value of "Approver Decision Method" is 'N' and the manager of the "Owner" is not set, then the "Owner" is set as the "Approver".

## 6.9.3 Work Request

Work relating to the change can be assigned to another user. This related work is called a task (for more details, refer to "Appendix.2 Task(LMIS) Function").

1. **Open the Change detail screen or the Create New screen to register a task for a change.**
2. **Click the [New Task (LMIS)] button under [Related Task].**

   The task edit screen is displayed. Enter the required items and save.

3. **Set one of the following from the [Awaiting Task Completion] dropdown list in the [Control Information] section of the Change edit screen.**

   ON: Do not make an Approval Request until all of the tasks are closed.

   OFF: Make an Approval Request even if the tasks are not closed.

4. **Click the [Save] button.**

   This completes the Work Request procedure.

### 6.9.4 Calendar Registration

Response Deadlines and other tasks can be registered and shared in the calendar. This can be used as a reminder for Response Deadlines or to easily manage schedules to include change response deadlines.

Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

# 7. Release Management

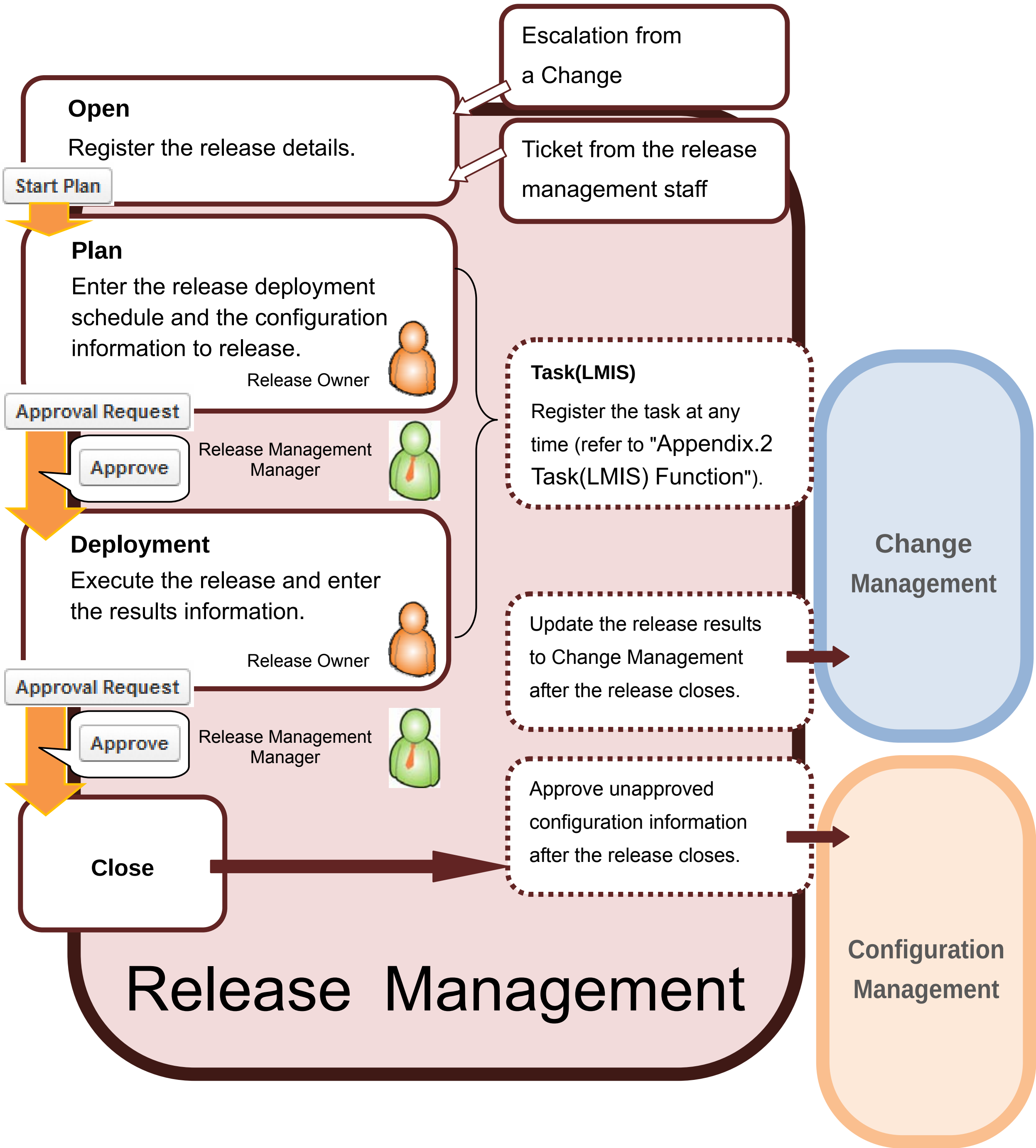
Manage responses to service and product related inquiries in Release Management.

The following workflow diagram provides a graphical illustration to explain the accompanying management procedure.

## 7.1 Workflow Explanation Diagram

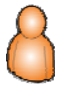
This section explains the workflow and each process in Release Management.

The workflow described here is the default workflow provided by this product.



# 7.2 Reception and Opening

This section explains the procedure to start the release.

## 7.2.1 Release Reception 

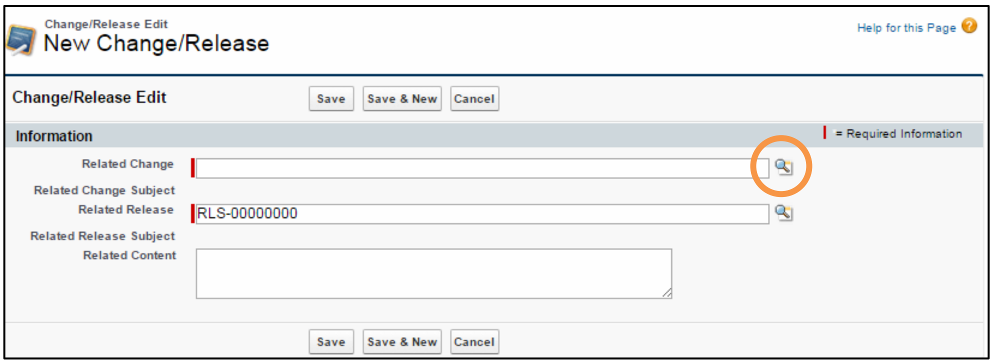
This section explains the registration of a new release.

1. **Open the Create New screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.
2. **Enter the required items in Basic Information.**
3. **Click the [Save] button.**
   The entered content is updated in the Release Management detail screen.
   A notification is displayed in the release Owner's portal explaining that a release was registered.
   This completes the Release Registration procedure.

## 7.2.2 Change Management Associations

Associate changes with releases. A change can be closed after waiting for the release to be closed by associating it with the release. This section explains the procedure to create an association.

1. **Open the Release Management detail screen.**
2. **Click the [New Change/Release] button in the Related List.**
3. **Select the change to create an association.**
   Click the [Related Change Lookup] button (circled area) to search for the change.

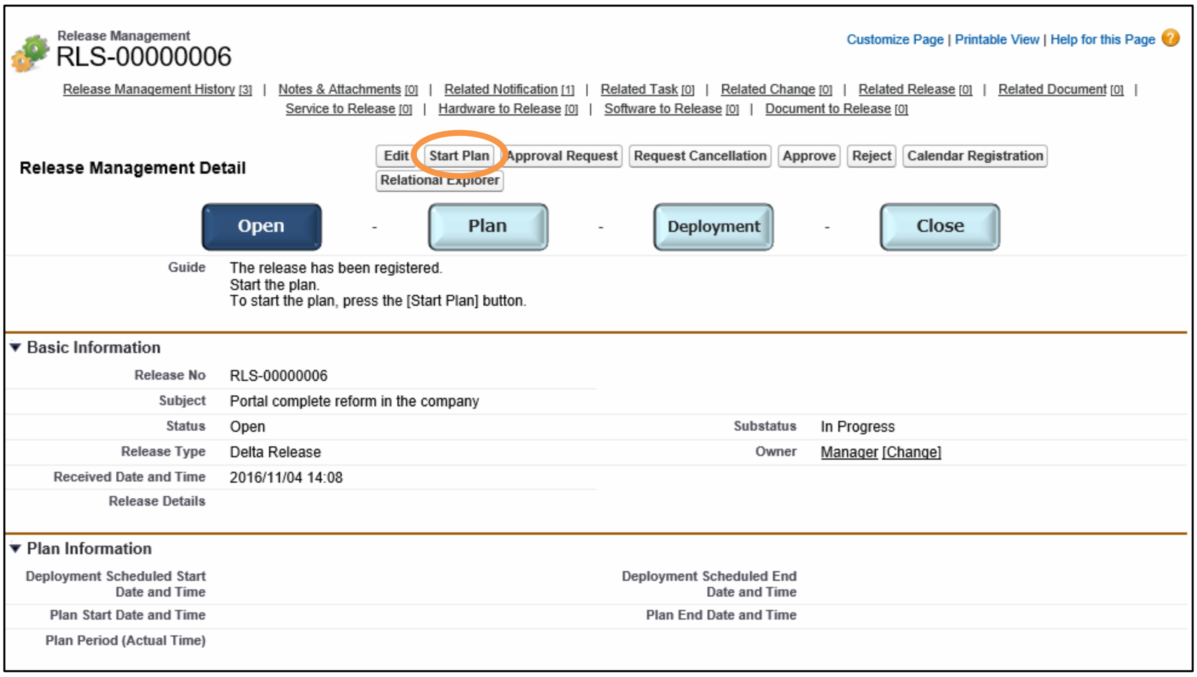



4. **Click the [Save] button.**
   Click the [Save & New] button to select another change.
   Click the [Cancel] button to stop saving associations.
   This completes the release and change associations.

# 7.3 Release Plan

Enter the start and finish dates for the release work in the Deployment Information. Also enter the configuration information to release.

1. **Open the Release Management detail screen.**
2. **Confirm the [Release Details] and click the [Start Plan] button.**




Click the [OK] button when the "The plan has been started." message is displayed.
The date that the release plan formulation was started is displayed in [Plan Information].
The release plan has been started.

3. **Enter the [Deployment Scheduled Start Date and Time] and [Deployment Scheduled End Date and Time] in [Plan Information].**
4. **Click the [Save] button.**

   Also register the configuration information to release if any.
   For more details about how to register, refer to "7.3.1 Registering the Configuration Information".
   If other documents are required, the files can be attached from the Related List.
5. **Click the [Approval Request] button.**

   Request approval of the [Plan Information] details.
   Click the [OK] button when the confirmation message is displayed.
   This closes the Release Plan procedure.
   Deploy the release after receiving approval.

## 7.3.1 Registering the Configuration Information

Associate the configuration information so that it is automatically approved when the release is successful. The configuration information to be released can be associated from the Release Management detail screen. In this example, a service is associated with the release.

1. **Open the Release Management detail screen.**
2. **Click the [New Release/Service] button in the Related List.**
   The Release/Service edit screen is displayed.
3. **Select the service that you wish to release.**
   Click the [Related Service Lookup] button to search for the service.
4. **Click the [Save] button.**
   Click the [Save & New] button to select another service.
   Click the [Cancel] button to stop saving associations.

This completes the Configuration Information associations.

It is recommended to create an association after performing Register New Version, because the configuration information contains a version management function for software and documents.
Click the [Register New Version] button on the detail screen of the corresponding software or document and associate it with the release in the unapproved state.
For version management details, refer to section "8.3.2 Version Management".

# 7.4 Release Deployment

Deploy the release in accordance with the Release Plan. Deploy the release and enter the results information.

1. **Open the Release Management detail screen.**
   The list of configuration information to be released is displayed in the lower area of the Related List.
2. **Enter the [Results Information]. Under [Results Information]-[Release Results Type], enter [Succeeded] if the release deployment succeeded or [Failed] if it failed.**
3. **Click the [Save] button.**
4. **Click the [Approval Request] button.**
   Request approval of the [Results Information] details.
   Click the [OK] button when the confirmation message is displayed.

   This completes the Release Deployment procedure.
   The release is closed after receiving approval.

# 7.5 Approval in Progress, Closing

Approve the Release Plan and the Release Deployment. The following operations are performed by the Release Management Manager.

Confirm the approval request from the portal and open the Release Management detail screen.

## ◆ To approve

1. **Click the [Approve] button.**
   The comment field is displayed.
2. **Enter the comment.**
   The approval notification is sent to the release Owner's portal.
3. **The release Owner confirms the details to complete the notification.**

## ◆ To reject

1. **Click the [Reject] button.**
   The comment field is displayed.
2. **Enter the comment.**
3. **The rejection notification is sent to the release Owner's portal.**
   The release Owner confirms and modifies the contents and requests approval once again.

* The approval or rejection comment can be set to automatic entry.
For more details, refer to the " LMIS on cloud コンフィグレーションガイド".

The release is closed after the Release Deployment is approved.
If the related change status is [Release Wait] at this time, it is updated to [Released].
The configuration information is also updated in accordance with the contents of [Results Information]-[Release Results Type]. This section explains the automatic configuration update after the release is closed.

## ◆ If the [Release Results Type] is [Succeeded]:

The unapproved configuration information is approved. If it is already approved, then the status is not updated.

## ◆ If the [Release Results Type] is not [Succeeded]:

The configuration information remains as unapproved.
Register the release again to re-execute the release.

* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".

# 7.6 Process Improvement

This section explains the functions and usage procedure to improve processes to suit your business.

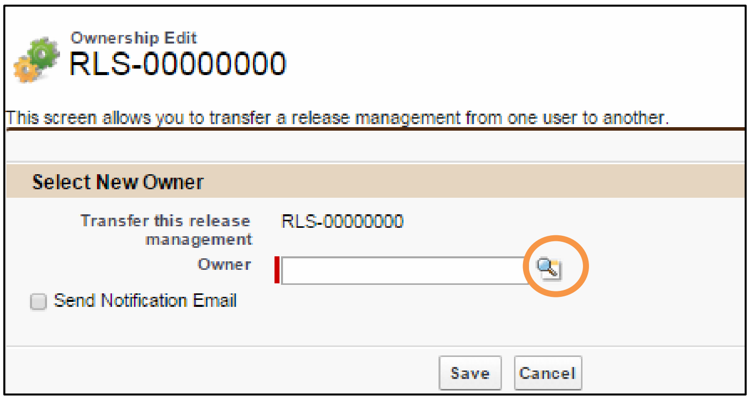
## 7.6.1 Change Owner

The release Owner can be changed.

Change the Owner to assign the release to a staff who is well suited to handle the release details.

1. **Open the detail screen of the release to change the Owner.**
2. **Under [Basic Information], click [Change] for [Owner].**

   The [Ownership Edit] screen is displayed.




3. **Select the Owner.**

   Click the [Owner Lookup] button (circled area in the graphic above) to search for the staff.
4. **Click the [Save] button.**

   Notification is sent to the new Owner.

   This completes the procedure to change the Release Owner.

## 7.6.2 Change Approval Flow

The release approval flow may be selected in the event of an emergency or if the default approval flow is unsuitable.

(The approval flow must be created in advance. The method for creating the approval flow is explained in "LMIS on cloud コンフィグレーションガイド".)

1. **Open the Release detail screen or the Create New screen.**
2. **Select the approval flow from the dropdown list under [Control Information] and [Approver Decision Method].**

   N: The record creator is the "Owner". The Approver is the manager of the "Owner".

   Q: The "Owner" or "Approver" can specify the Owner after the record is created.
3. **Click the [Save] button.**

   This completes the Change Approval Flow procedure.

**Caution**

- If the value of "Approver Decision Method" is 'N' and the manager of the "Owner" is not set, then the "Owner" is set as the "Approver".

## 7.6.3 Work Request

Work relating to the release can be assigned to another user. This related work is called a task (for more details, refer to "Appendix.2 Task(LMIS) Function").

1. **Open the Release detail screen or the Create New screen to register a task for a release.**
2. **Click the [New Task (LMIS)] button under [Related Task].**

   The task edit screen is displayed. Enter the required items and save.
3. **Set one of the following from the [Awaiting Task Completion] dropdown list in the [Control Information] section of the Release edit screen.**

   ON: Do not make an Approval Request until all of the tasks are closed.

   OFF: Make an Approval Request even if the tasks are not closed.
4. **Click the [Save] button.**

This completes the Work Request procedure.

### 7.6.4 Calendar Registration

Plans, deployment schedules and results can be registered in the calendar. This can be used as a reminder for finishing deadlines or to easily manage schedules to include release plans.

Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

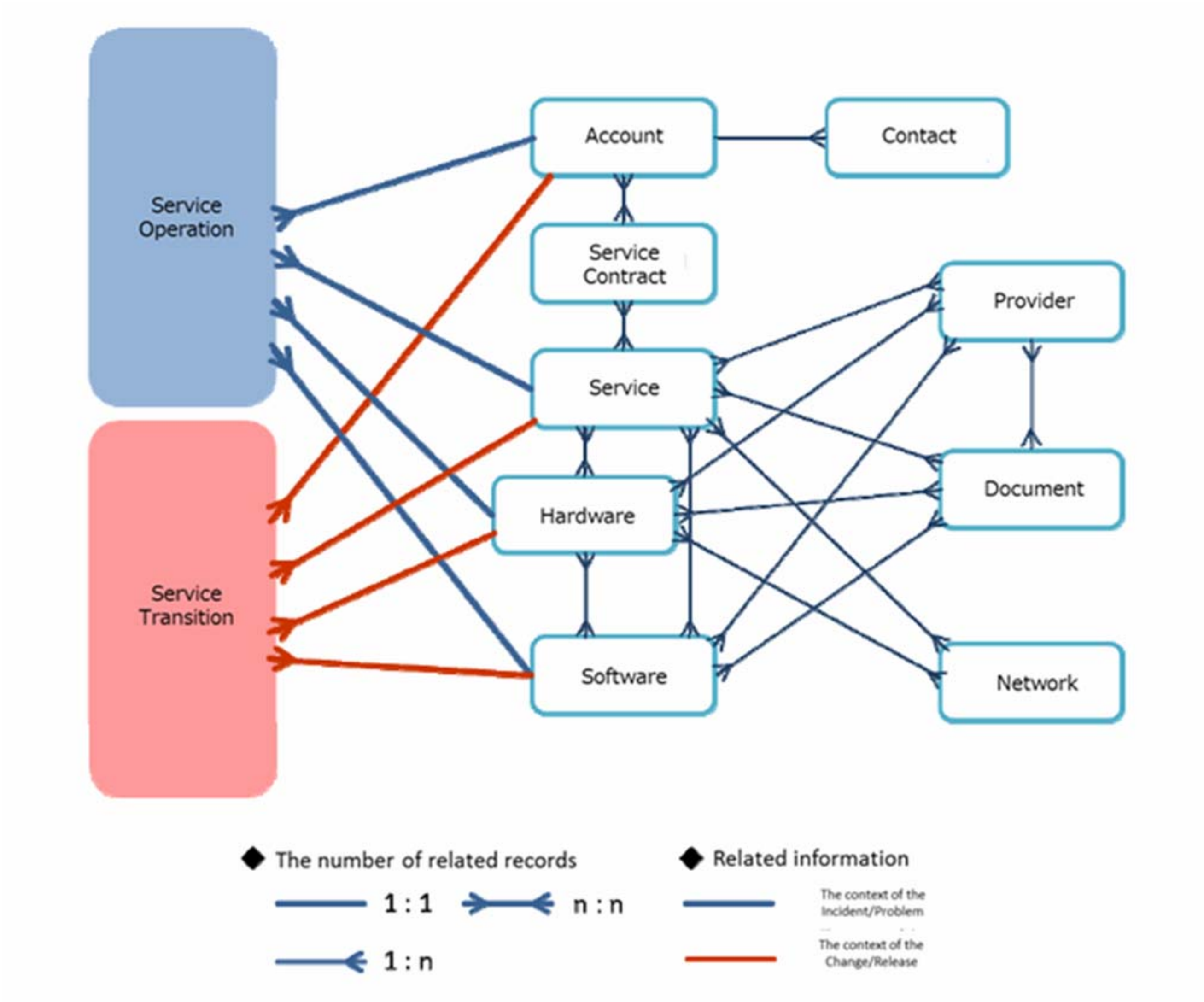
# 8.Configuration Management

This section explains the management of configuration information.

## 8.1 Types of Configuration Information

This section explains the types of configuration information and the items included in the configuration information.

The graphic below illustrates the relationships between each type of configuration information.




The following explains the items included in each type of configuration information.

## 8.1.1 Service

Service refers to the services provided to customer companies.

Manage services from the [LMIS Configuration Management] apps menu.

The following items may be listed.

| | |
|---|---|
| **Basic Information** | |
| Service Name | Enter the name of the service. |
| Abandon | Display if the status is abandon. Check to set the status to abandon. |
| Details | Enter the service details. |
| **Purchase Information** | |
| Provider | Enter the number of the service provider. |
| Provider Name | Enter the name of the service provider. If the Provider is entered, then the name is set automatically when saving the record. |
| **Related Information** | |
| Related Service | Enter the service number of the related service. |
| Related Service Name | The name of the related service. If the Related Service is entered, then the name is set automatically when saving the record. |
| **SLO Information** | |
| Service Period | Enter the Due Date number for the period of service provision. |
| Incident Response Time | Enter the time (h) to finish the response to the incident which occurred in this service. |
| Problem Response Time | Enter the time (h) to finish the response to the problem which occurred in this service. |
| Service Start Date and Time | Enter the start date and time for the period of service provision. If the Service Period is entered, then the date and time is set automatically when saving the record. |
| Service End Date and Time | Enter the end date and time for the period of service provision. If the Service Period is entered, then the date and time is set automatically when saving the record. |
| Service Provision Start Time | Enter the time to start providing the service. |
| Service Provision End Time | Enter the time to end providing the service. |
| Service Provision Day of Week | Enter the days of week on which the service is provided. |

| Impact Information (*1) | |
|---|---|
| Number of Users | Enter the number of users using the service. |
| Service Unit Price | Enter the service unit price. |
| Billing Amount | This is the billing amount for the service. This field is automatically populated when the record is saved based on the entered number of users and service unit price. This is the impact value used for the impact display.<br>*The billing amount is calculated according to the following expression: Billing amount = Number of users x Service unit price |

*1 Impact information: The fields are used for the impact display. Refer to "Appendix.8 Relational Explorer" for more information on the impact display.

## 8.1.2 Hardware

Hardware refers to the personal computers, servers, printers and other devices managed within the company. Manage services from the [LMIS Configuration Management] apps menu. The following items may be listed.

| **Basic Information** | |
|---|---|
| Hardware Name | The name of the hardware. |
| Abandon | Display if the status is abandon. Check to set the status to abandon. |
| Hardware Type | Select PC, Server, Printer, Non-IT Resource, etc. |
| CPU (GHz) | Enter for a PC or Server. |
| Number of CPUs | Enter for a PC or Server. |
| Memory (MB) | Enter for a PC. |
| Disk Capacity (GB) | Enter for a PC. |
| Manufacturer | Enter the hardware manufacturer. |
| Model Name/Number | Enter the model name or model number of the hardware. |
| Serial Number | Enter the serial number of the hardware. |
| Person in Charge | Enter the name of the person in charge of the hardware. |
| Installation Location | Enter the hardware installation location. |
| Printer Functions | Select one or more options from the following printer functions: Printer, Copy, Scan, and FAX. |
| PPM | Enter the PPM of the printer. |
| Owner Type | Select individual or company for the type of mobile device owner. |
| Switch Capacity (Gps) | Enter the switch capacity (Gps) of the network equipment. |
| Number of MAC Addresses | Enter the number of MAC addresses for the network equipment. |
| ACL Filter | Select one or more ACL filter options from the following: L2, L3, and L4. |
| VLAN | Represents whether VLANs are enabled or disabled on the network equipment. Select this check box when there is a configured VLAN. |
| VRRP | Represents whether VRRP is enabled or disabled on the network equipment. Select this check box when there is a configured VRRP. |
| Capacity (U) | Enter the rack capacity. |
| Maximum Load Weight Capacity (kg) | Enter the maximum load weight capacity (kg) of the rack. |
| Width (mm) | Enter the width (mm) of the hardware. |

| | |
|---|---|
| Depth (mm) | Enter the depth (mm) of the hardware. |
| Height (mm) | Enter the height (mm) of the hardware. |
| Weight (kg) | Enter the weight (kg) of the hardware. |
| Aseismic Protection | Represents whether the hardware provides aseismic protection. Select this check box when the hardware provides aseismic protection. |
| **Usage Status** | |
| Total Number of Contracts | Automatically calculate the total number of contracts with the provider. |
| Number allocated | Automatically calculate the number of software allocations. |
| **Hardware Information** | |
| Resource Number | Enter the Resource Number. |
| Hardware Details | Enter the hardware detail information. |
| Virtual Environment | Indicates if the hardware is virtual. Select TRUE for virtual hardware. |
| Environment Type | Select the environment type from the following: Production, Maintenance, Development/Deployment, and Staging. |
| **Support Information** | |
| Support Period | Enter the Due Date number for the hardware support application period. |
| Support Start Date and Time | This is the start date and time of the support application period. If the Support Period is entered, then the date and time is set automatically when saving the record. |
| Support End Date and Time | Enter the end date and time for the support application period. If the Support Period is entered, then the date and time is set automatically when saving the record. |
| **Purchase Information** | |
| Purchase Date and Time | Enter the date that the hardware was purchased. |
| Purchase Price | Enter the purchase price of the hardware. |
| Provider | Enter the number of the hardware provider. |
| Provider Name | Enter the name of the hardware provider. If the Provider is entered, then the name is set automatically when saving the record. |
| Depreciation Period (months) | Enter the hardware Depreciation Period (in months). |
| Depreciation Date and Time | Enter the hardware Depreciation Date and Time.<br>If the Depreciation Period (months) is entered, then the date and time is set automatically when saving the record. |

| Related Information | |
|---|---|
| Higher Layer Hardware | Enter the hardware number of the higher layer hardware. |
| Name of Higher Layer Hardware | This is the name of the higher layer hardware. This field is automatically populated when the record is saved based on the higher layer hardware that you entered. |
| Network Segment | Enter the network number of the network segment. |

* The Network Segment field in the Related Information section specifies a parent network to which the hardware belongs. On the other hand, the network information section at the bottom of the hardware screen specifies a child network that belongs to the hardware.

The following table lists the management fields for each record type.
*Refer to the "コンフィグレーションガイド" for more information on record types.

| Field Name | Record Type Name | | | | | | |
|---|---|---|---|---|---|---|---|
| | PC | Server | Printer | Mobile Device | Rack | Network Equipment | Non-IT Resource |
| Hardware Name | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Abandon | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Hardware Type | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| CPU(GHz) | ○ | ○ | | ○ | | | |
| Number of CPUs | ○ | ○ | | | | | |
| Support Period | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Memory (MB) | ○ | ○ | ○ | ○ | | | |
| Disk Capacity (GB) | ○ | ○ | | | | | |
| Support Start Date and Time | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Support End Date and Time | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Manufacturer | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Model Name/Number | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Serial Number | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Purchase Price | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Person in Charge | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Installation Location | ○ | ○ | ○ | | ○ | ○ | ○ |
| Printer Functions | | | ○ | | | | |
| PPM | | | ○ | | | | |
| Owner Type | | | | ○ | | | |
| Switch Capacity (Gps) | | | | | | ○ | |
| Number of MAC Addresses | | | | | | ○ | |

| Field Name | Record Type Name | | | | | | |
|---|---|---|---|---|---|---|---|
| | PC | Server | Printer | Mobile Device | Rack | Network Equipment | Non-IT Resource |
| ACL Filter | | | | | | ○ | |
| VLAN | | | | | | ○ | |
| VRRP | | | | | | ○ | |
| Capacity (U) | | | | | ○ | | |
| Maximum Load Weight Capacity (kg) | | | | | ○ | | |
| Width (mm) | | ○ | ○ | | ○ | ○ | |
| Depth (mm) | | ○ | ○ | | ○ | ○ | |
| Height (mm) | | ○ | ○ | | ○ | ○ | |
| Weight (kg) | | ○ | ○ | | ○ | ○ | |
| Aseismic Protection | | | ○ | | ○ | | |
| Total Number of Contracts | | | | | | | |
| Number allocated | | | | | | | |
| Resource Number | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Hardware Details | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Virtual Environment | ○ | ○ | | | | ○ | |
| Environment Type | ○ | ○ | ○ | | | | |
| Purchase Date and Time | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Provider | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Provider Name | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Depreciation Period (Months) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Depreciation Date and Time | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Higher Layer Hardware | ○ | ○ | | | ○ | ○ | |

| Field Name | Record Type Name | | | | | | |
|---|---|---|---|---|---|---|---|
| | PC | Server | Printer | Mobile Device | Rack | Network Equipment | Non-IT Resource |
| Name of Higher Layer Hardware | ○ | ○ | | | ○ | ○ | |
| Network Segment | ○ | ○ | ○ | ○ | ○ | ○ | |

The following table lists the management fields for each master profile.

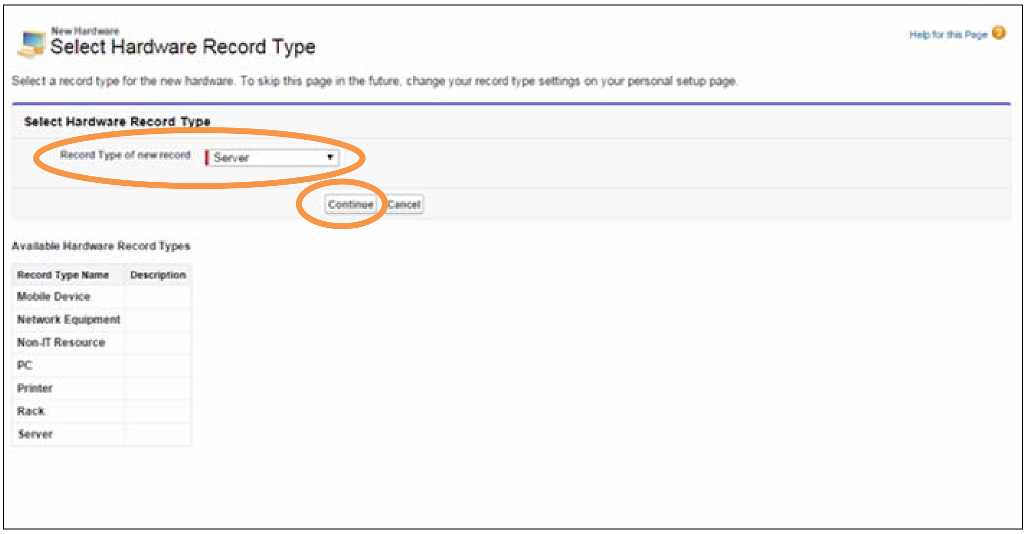
| Field Name | Profile Name | | |
|---|---|---|---|
| | System Administrator | Staff | Process Manager |
| Hardware Name | ○ | ○ | ○ |
| Abandon | ○ | ○ | ○ |
| Hardware Type | ○ | ○ | ○ |
| CPU(GHz) | ○ | ○ | ○ |
| Number of CPUs | ○ | ○ | ○ |
| Support Period | ○ | ○ | ○ |
| Memory (MB) | ○ | ○ | ○ |
| Disk Capacity (GB) | ○ | ○ | ○ |
| Support Start Date and Time | ○ | ○ | ○ |
| Support End Date and Time | ○ | ○ | ○ |
| Manufacturer | ○ | ○ | ○ |
| Model Name/Number | ○ | ○ | ○ |
| Serial Number | ○ | ○ | ○ |
| Purchase Price | ○ | ○ | ○ |
| Person in Charge | ○ | ○ | ○ |
| Installation Location | ○ | ○ | ○ |
| Printer Functions | | | |
| PPM | | | |
| Owner Type | | | |
| Switch Capacity (Gps) | | | |
| Number of MAC Addresses | | | |
| ACL Filter | | | |
| VLAN | | | |
| VRRP | | | |

| Field Name | Profile Name | | |
|---|---|---|---|
| | System Administrator | Staff | Process Manager |
| Capacity (U) | | | |
| Maximum Load Weight Capacity (kg) | | | |
| Width (mm) | | | |
| Depth (mm) | | | |
| Height (mm) | | | |
| Weight (kg) | | | |
| Aseismic Protection | | | |
| Total Number of Contracts | | | |
| Number allocated | | | |
| Resource Number | ○ | ○ | ○ |
| Hardware Details | ○ | ○ | ○ |
| Virtual Environment | ○ | ○ | ○ |
| Environment Type | ○ | ○ | ○ |
| Purchase Date and Time | ○ | ○ | ○ |
| Provider | ○ | ○ | ○ |
| Provider Name | ○ | ○ | ○ |
| Depreciation Period (Months) | ○ | ○ | ○ |
| Depreciation Date and Time | ○ | ○ | ○ |
| Higher Layer Hardware | ○ | ○ | ○ |
| Name of Higher Layer Hardware | ○ | ○ | ○ |
| Network Segment | ○ | ○ | ○ |

The following section describes how to create a new hardware record when you configure a record type.

1. **Open the Create New screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on opening the screen.

2. **Select a record type from the [Record Type for new record] pull-down list, and click the [Continue] button.**




3. **The Edit Record screen appears. Fill in the fields as necessary, and click the [Save] button.**

   The new hardware record is created when you configure a record type.

## 8.1.3 Network

Network refers to the network managed within the company. Manage the network used to provide the operations and services.

Manage services from the [LMIS Configuration Management] apps menu.

The following items may be listed.

| **Information** | |
|---|---|
| Network Identifier Name | Enter the name of the network. |
| Usage Status | Select whether the Usage Status of a network is Unused or In Use. |
| Network Device Type | Select whether a network device is wired or wireless. |
| Network Information Details | Enter the network information details. |
| Resource Number | Enter the Resource Number. |
| Related Hardware | Enter the hardware number of the related hardware. |
| Related Hardware Name | The name of the related hardware. If the Related Hardware is entered, then the name is set automatically when saving the record. |
| Address Type | Enter the address type. Select fixed address or dynamic address. |
| IP Address | Enter the IP address. |
| MAC Address | Enter the MAC address. |
| Subnet Mask | Enter the subnet mask. |
| Default Gateway | Enter the default gateway. |
| **Usage Status** | |
| Total Number of Contracts | Automatically calculate the total number of contracts with the provider. |

The following table lists the management fields for each record type.
*Refer to the "コンフィグレーションガイド" for more information on record types.

| Field name | Record Type Name | |
|---|---|---|
| | Network | Segment |
| Network Identifier Name | | ○ |
| Usage Status | ○ | ○ |
| Network Device Type | ○ | ○ |
| Network Information Details | | ○ |
| Resource Number | | |
| Related Hardware | ○ | |
| Related Hardware Name | ○ | |
| Address Type | ○ | ○ |
| IP Address | ○ | ○ |
| MAC Address | ○ | ○ |
| Subnet Mask | | ○ |
| Default Gateway | | ○ |
| Total Number of Contracts | | |

The following table lists the management fields for each master profile.

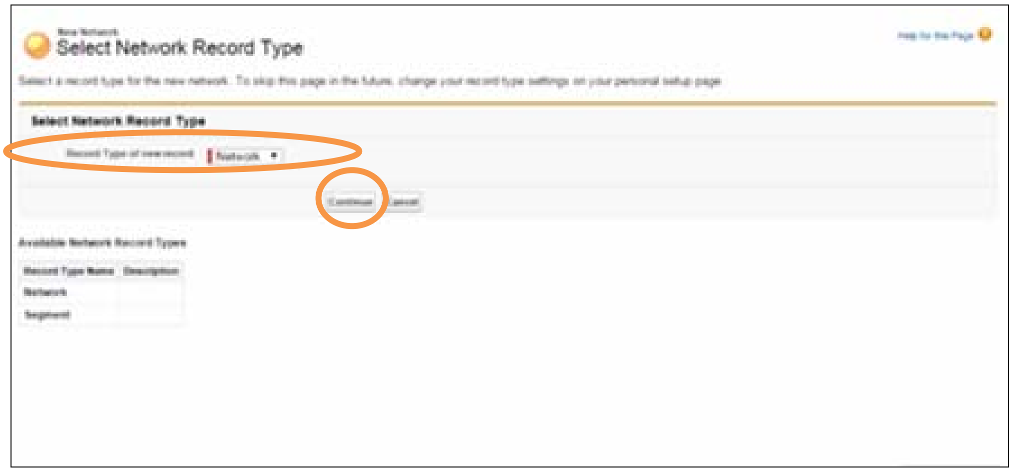
| Field name | Profile Name | | |
|---|---|---|---|
| | System Administrator | Staff | Process Manager |
| Network Identifier Name | ○ | ○ | ○ |
| Usage Status | ○ | ○ | ○ |
| Network Device Type | ○ | ○ | ○ |
| Network Information Details | ○ | ○ | ○ |
| Resource Number | | | |
| Related Hardware | ○ | ○ | ○ |
| Related Hardware Name | ○ | ○ | ○ |
| Address Type | ○ | ○ | ○ |
| IP Address | ○ | ○ | ○ |
| MAC Address | ○ | ○ | ○ |
| Subnet Mask | | | |
| Default Gateway | | | |
| Total Number of Contracts | | | |

The following section describes how to create a new network record when you configure a record type.

1. **Open the Create New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

2. **Select a record type from the [Record Type for new record] pull-down list, and click the [Continue] button.**




3. **The Edit Record screen appears. Fill in the fields as necessary, and click the [Save] button.**

   Now, the new network record is created when you configure a record type.

## 8.1.4 Software

Software refers to the software managed within the company. Manage the software used to provide the operations and services.

Manage services from the [LMIS Configuration Management] apps menu.

The following items may be listed.

| **Basic Information** | |
|---|---|
| Software Name | Enter the name of the software. |
| Abandon | Display if the status is abandon. Check to set the status to abandon. |
| Software Type | Select OS, Middleware, Apps, or Service. |
| Edition | Enter the edition of the software. |
| License Category | Select managed or unmanaged for the license category. |
| Support Period | Enter the Due Date number for the software support application period. |
| Version | Enter the version of the software. |
| License Count | The number of licenses owned. |
| Support Start Date and Time | The start date and time for the support application period.<br>If the Support Period is set, then the date and time is set automatically when saving the record. |
| Support End Date and Time | Enter the end date and time for the support application period.<br>If the Support Period is set, then the date and time is set automatically when saving the record. |
| **Usage Status** | |
| Total Number of Contracts | Automatically calculate the total number of contracts with the provider. |
| Number allocated | Automatically calculate the number allocated to hardware. |
| **Detailed Information** | |
| Resource Number | Enter the Resource Number. |
| Software Details | Enter the software detail information. |
| **Purchase Information** | |
| Purchase Date and Time | Enter the software purchase date and time. |
| Provider | Enter the number of the software provider. |
| Provider Name | Enter the name of the software provider. If the Provider is entered, then the name is set automatically when saving the record. |

| | |
|---|---|
| Depreciation Period (months) | Enter the Depreciation Period of the software. |
| Depreciation Date and Time | Enter the software Depreciation Date and Time. If the Depreciation Period (months) is entered, then the date and time is set automatically when saving the record. |
| **Related Information** | |
| Related Software | Enter the software number of the related software. |
| Related Software Name | The name of the related software. If the Related Software is entered, then the name is set automatically when saving the record. |

## 8.1.5 Document (LMIS)

Document (LMIS) refers to guidebooks, design documents and other documents.
Manage services from the [LMIS Configuration Management] apps menu.
Attach the document file from the Related List or enter the upload destination URL in the [External URL].
The following items may be listed.

| **Basic Information** | |
|---|---|
| Document Name | Enter the name of the document. |
| Abandon | Display if the status is abandon. Check to set the status to abandon. |
| Document Type | Select Guidebooks, Design Resource, Investigation Material, or Other for the Document Type. |
| External URL | Enter the upload destination URL of the document. |
| Version | Enter the version of the document. |
| **Related Information** | |
| Related Event | Enter the event number of the event related to the document. |
| Related Incident | Enter the incident number of the incident related to the document. |
| Related Problem | Enter the problem number of the problem related to the document. |
| Related Change | Enter the change number of the change related to the document. |
| Related Release | Enter the release number of the release related to the document. |
| Related Task | Enter the task number of the task related to the document. |
| Related Notification | Enter the notification number of the notification related to the document. |
| Related Provider | Enter the provider number of the provider related to the document. |
| Related Due Date | Enter the due date number of the due date related to the document. |
| Related Document | Enter the document number of the document related to the document. |

## 8.1.6 Account

Accounts are organizations, companies, and consumers for which you want to know the status. This information is used for customer company information registered in events and incidents or services and accounts related to service contract information.

Manage accounts from the [LMIS Contract Management] apps menu.

The following items may be listed.

| Account Information | |
|---|---|
| Account Name | Enter the company name for the account. |
| Parent Account | Enter the Account Name of the parent company for the account. |
| Phone | Enter the phone number. |
| Fax | Enter the fax number. |
| Website | Enter the URL of the Website for the account. |
| **Additional Information** | |
| Type | Select the type of account as viewed by the company (prospect, direct sale, partner sale, etc.). |
| Industry | Select the industry. |
| Employees | Enter the number of employees for the account. |
| Annual Revenue | Enter the annual revenue for the account. |
| Description | Enter a description of the account. |
| Billing Country | Enter the invoice billing address of the account. |
| Billing Zip/Postal Code | |
| Billing State/Province | |
| Billing City | |
| Billing Street | |
| Shipping Country | Enter the delivery address of the account. |
| Shipping Zip/Postal Code | |
| Shipping State/Province | |
| Shipping City | |
| Shipping Street | |

| Site Information | |
|---|---|
| ReportTo | This is the pre-approver for the Self Service Portal. Enter the Accounts Superior of the account to which the contact (Self Service Portal user) belongs. |
| Share | Set whether or not to share registered records among Self Service Portal users that belong to the same account. |

## 8.1.7 Contact

A Contact is an individual associated with the Account described above.
This information is used for the Customer Representative information registered in events and incidents.
Manage accounts from the [LMIS Contract Management] apps menu.
The following items may be listed.

| **Contact Information** | |
|---|---|
| Last Name | Enter the last name for the contact. |
| First Name | Enter the first name for the contact. |
| Account Name | Enter the account name that the contact belongs to.<br>If it is empty and saved, then the account name is registered as "@Unallocated". |
| Title | Enter the title of the contact. |
| Phone | Enter the phone number of the contact. |
| Mobile | Enter the mobile phone number of the contact. |
| Email | Enter the email of the contact. |
| Reports To | This is the pre-approver for the Self Service Portal.<br>*This has priority over the Accounts Superior.<br>Enter the name of the person that the contact reports to. |
| Delegated Approver | A delegated approver can be assigned when pre-authorization is required.<br>*This field is not displayed by default settings. |
| Delegated Approval Period From | The start date and time for the delegated approver validity period.<br>If specified, delegated approval cannot be used until the specified date and time have passed.<br>If not specified or past date and time are specified, delegated approval can be used immediately.<br>*This field is not displayed by default settings. |
| Delegated Approval Period To | The end date of the delegated approval validity period.<br>If specified, delegated approval cannot be used after the specified date and time.<br>If not specified, there is no deadline for delegated approval period.<br>*This field is not displayed by default settings. |

| Address Information | |
|---|---|
| Mailing Country<br>Mailing Zip/Postal Code<br>Mailing State/Province<br>Mailing City<br>Mailing Street | Enter the address for the contact. |
| Other Country<br>Other Zip/Postal Code<br>Other State/Province<br>Other City<br>Other Street | Enter the other address for the contact. |
| **Additional Information** | |
| Fax | Enter the fax number of the contact. |
| Home Phone | Enter the home phone number of the contact. |
| Other Phone | Enter the other phone number of the contact. |
| Assistant | Enter the last name and first name of the contact's assistant (subordinate). |
| Asst. Phone | Enter the phone number of the assistant. |
| Lead Source | Enter the method initially used to reach the contact. |
| Birthdate | Enter the birthdate of the contact. |
| Department | Enter the department that the contact belongs to. |
| **Portal User Information** | |
| Invalid | Set whether to enable or disable the contact (Self Service Portal user). |
| Password | Set the contact's password (Self Service Portal user).<br>*Used as the login password for the Self Service Portal. |
| startdate | Enter the start date for the Self Service Portal user.<br>* The Self Service Portal cannot be used before the start date. |
| enddate | Enter the end date for the Self Service Portal user.<br>*The Self Service Portal cannot be used after the end date. |
| **Detailed Information** | |
| Description | Enter a description of the contact. |

## 8.1.8 Service Contract

The Service Contract is the contract information exchanged with the customer (account) regarding the type of customer support for each service.

Manage accounts from the [LMIS Contract Management] apps menu.

The following items may be listed.

| **Information** | |
|---|---|
| Related Service | Enter the service number of the related service. |
| Related Service Name | The name of the related service. If the Related Service is entered, then the name is set automatically when saving the record. |
| Related Account | Enter the name of the related account. |
| Related Content | Enter the related content. |
| **SLO Information** | |
| Contract Period | The service contract period. Create the contract period in the Period Management beforehand. |
| Incident Response Time | Enter the target response time for the incident. The response time set here takes priority over the time set under Related Service. |
| Contract Start Date and Time | Enter the date and time that the contract starts. If the Contract Period is entered, then the date and time is set automatically when saving the record. |
| Contract End Date and Time | Enter the date and time that the contract ends. If the Contract Period is entered, then the date and time is set automatically when saving the record. |
| Service Provision Start Time | Enter the time to start providing the service. |
| Service Provision End Time | Enter the time to end providing the service. |
| Service Provision Day of Week | Enter the days of week on which the service is provided. |

| Impact Information (*1) | |
|---|---|
| Number of Users | Enter the number of users using the service. |
| Service Unit Price | Enter the service unit price. |
| Billing Amount | This is the billing amount for the service. This field is automatically populated when the record is saved based on the entered number of users and service unit price. This is the impact value used for the impact display.<br>*The billing amount is calculated according to the following expression:<br>Billing amount = Number of users x Service unit price |

*1 Impact Information: The fields are used for the impact display. Refer to " Appendix.8 Relational Explorer" for more information on the impact display.

### 8.1.9 Provider

The Provider is the company that provides the software and hardware.

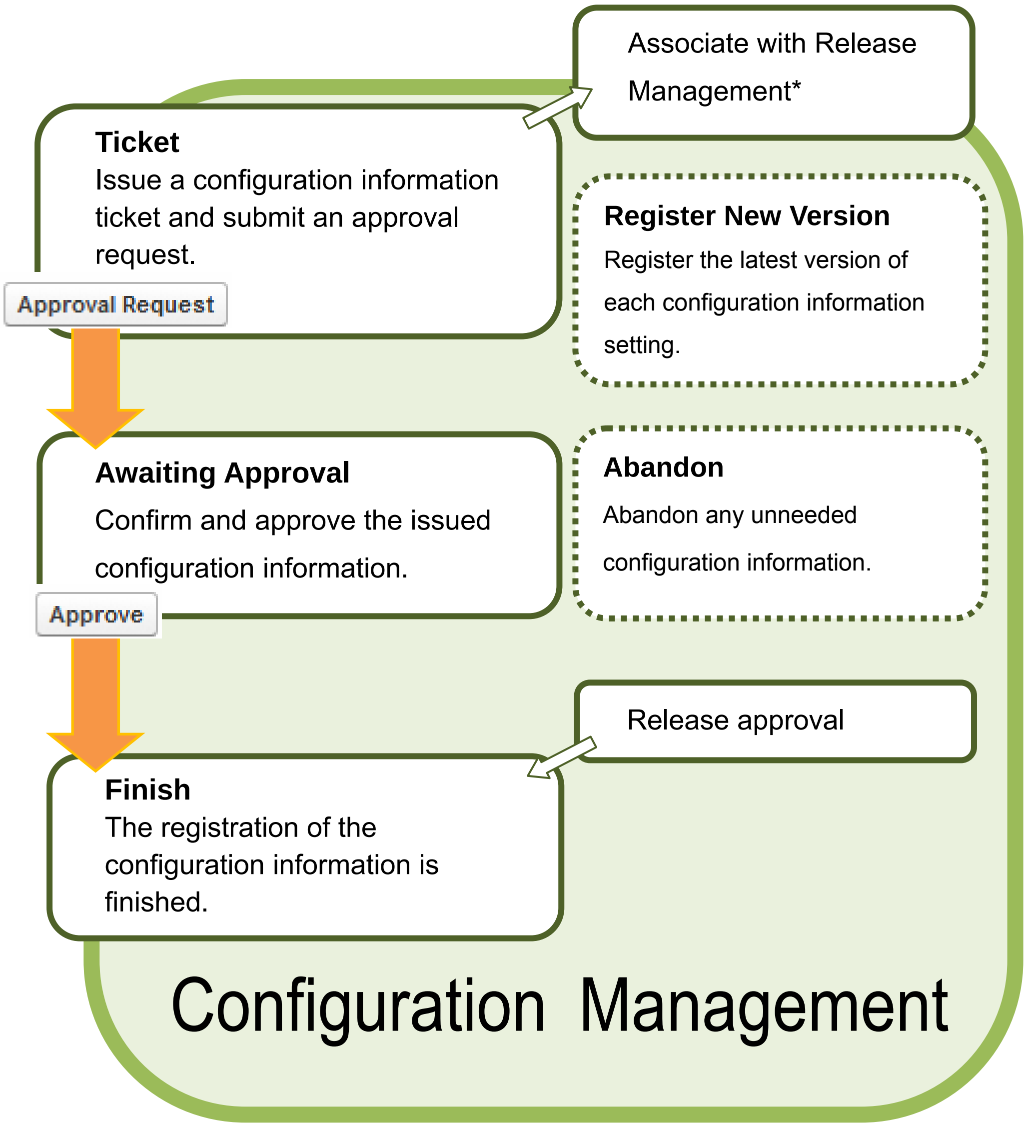
Manage providers from the [LMIS Contract Management] apps menu.

The following items may be listed.

| | |
|---|---|
| **Information** | |
| Provider Name | Enter the name of the provider. |
| Site | Enter the URL of the provider. |
| **Contract Information** | |
| Contract Category | Select Purchasing/Maintenance, Lease, etc. for the Contract Category. |
| Contract State | "計画(Plan)", "使用(Usage)", "完了(Finish)" are set automatically from the Contract Start Date and Contract End Date. |
| Contract Identifier Number | Enter the contract identifier number. |
| Contract Period | Enter the contract period. |
| Contract Start Date | The start date of the contract with the provider. |
| Contract End Date | The end date of the contract with the provider. |
| **Payment Information** | |
| Total Contract Price | Automatically calculate the total contract price for the hardware, software, and network. |
| Hardware Contract Price | Automatically calculate the total contract price for the hardware. |
| Software Contract Price | Automatically calculate the total contract price for the software. |
| Network Contract Price | Automatically calculate the total contract price for the network. |

# 8.2 Workflow Description

The following explains the Configuration Management workflow.




* Refer to "7.3.1 Registering the Configuration Information" to issue a ticket from the Release Management of the Configuration Management information.

### 8.2.1 Ticket

To add the configuration information described above, issue a ticket for the Configuration Management information.
This example describes the operations for issuing a service ticket.

1. **Open the Create New screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.
2. **Enter the required items.**
3. **Click the [Save] button.**
   The entered content is updated in the Service detail screen.
   Notification that the configuration information was registered is sent to the Owner's portal.
4. **Click the [Approval Request] button.**
   Notification is sent to the portal of the Approver.

This completes the procedure to issue a ticket.

## 8.2.2 Associate

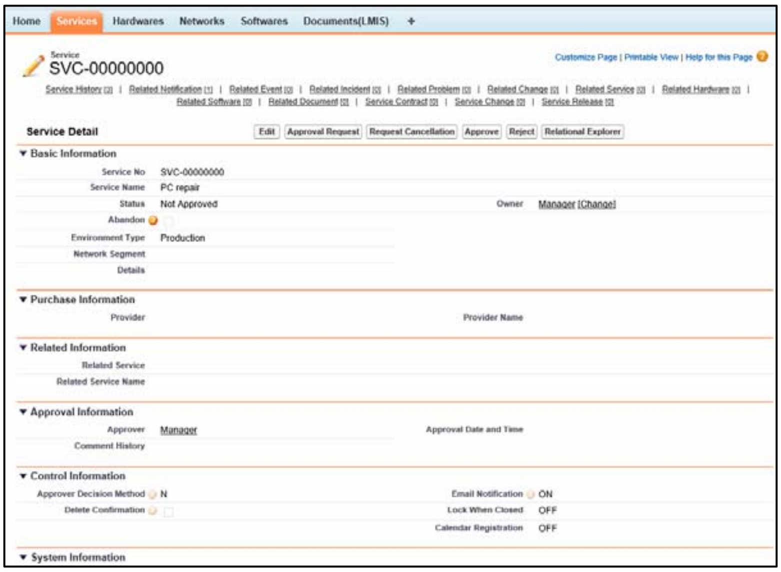
Issue a ticket for each configuration information setting to create an association.

This example associates hardware with a service.

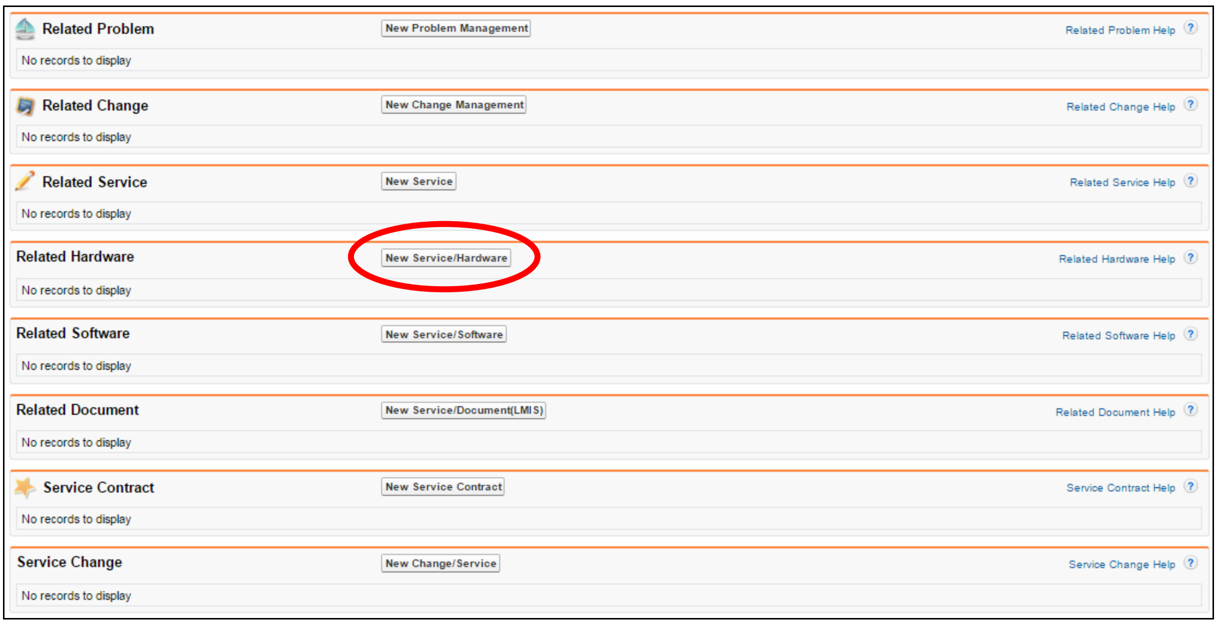
The following explanation presumes that tickets are already issued for the service and hardware.

1. **Open the Edit Service screen.**

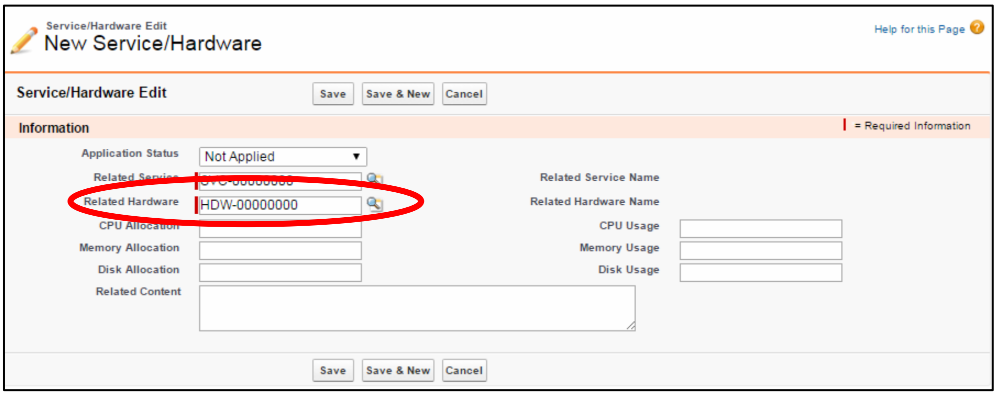
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.



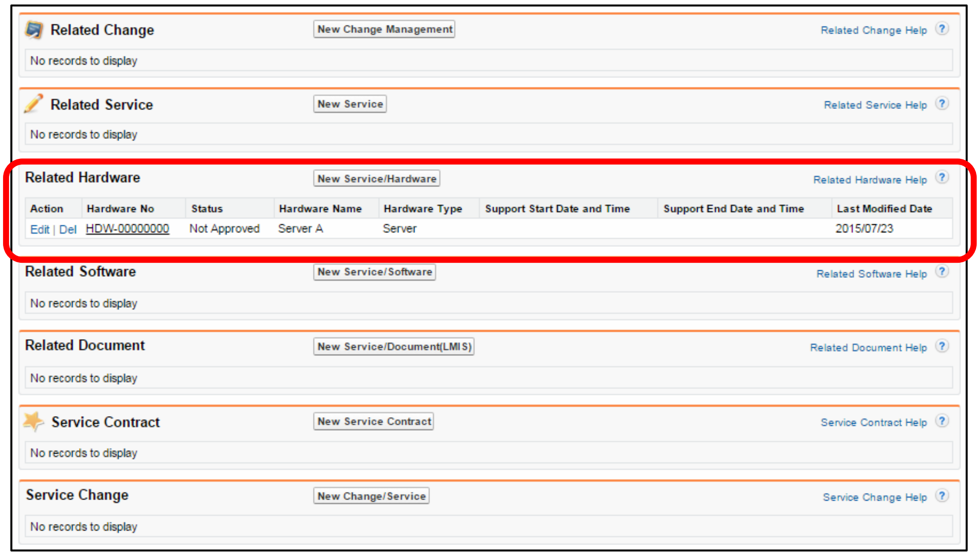

2. **Create an association for each configuration information setting from the Related List. Next, click the [New Service/Hardware] button.**



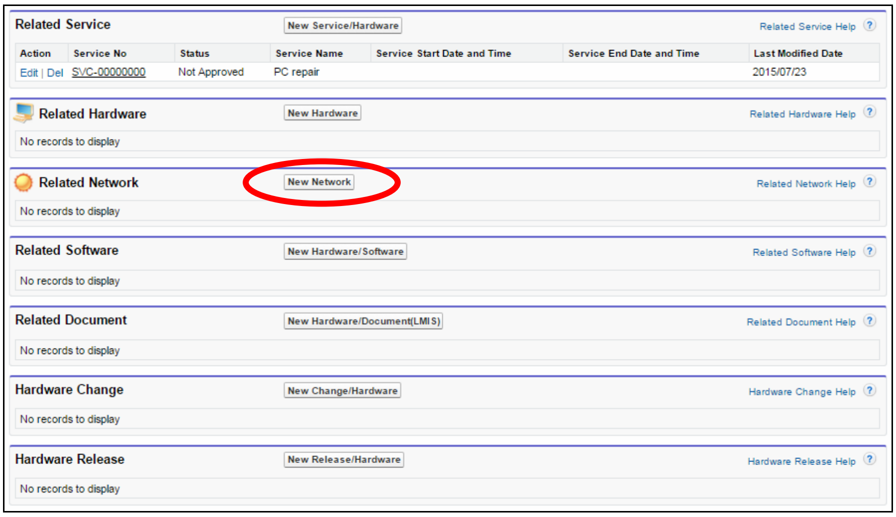
**3. When the Service/Hardware Edit screen is displayed, enter the hardware number in [Related Hardware] and click the [Save] button.**




The hardware is now associated with the service.




To register a network in hardware, open the Hardware detail screen, click the [New Network] button and associate the network.



## 8.2.3 Approval Finished

Approve the registered configuration information.
The configuration information associated with a release is automatically approved when the release closes.
This section explains the procedure to directly approve the configuration information. This operation is performed by the user who is set as the "Approver".

Confirm the approval request from the portal and open the Configuration Management detail screen.
Confirm the registered content.

### ◆ To approve

1. **Click the [Approve] button.**
   The comment field is displayed.
2. **Enter the comment.**
   The Approval Notification is sent to the Owner's portal.
3. **The approval is finished when the Owner confirms the content.**

### ◆ To reject

1. **Click the [Reject] button.**
   The comment field is displayed.
2. **Enter the comment and click the [OK] button.**
   The Rejection Notification is sent to the Owner's portal.

The Owner confirms the content and issues an Approval Request again after making corrections.

* Notification can be sent by Email as well as to the portal. For more details, refer to section "Appendix.1 Notification Function".
* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".
* Approval or rejection comments can be set to automatic entry.
For more details, refer to the "LMIS on cloud コンフィグレーションガイド".

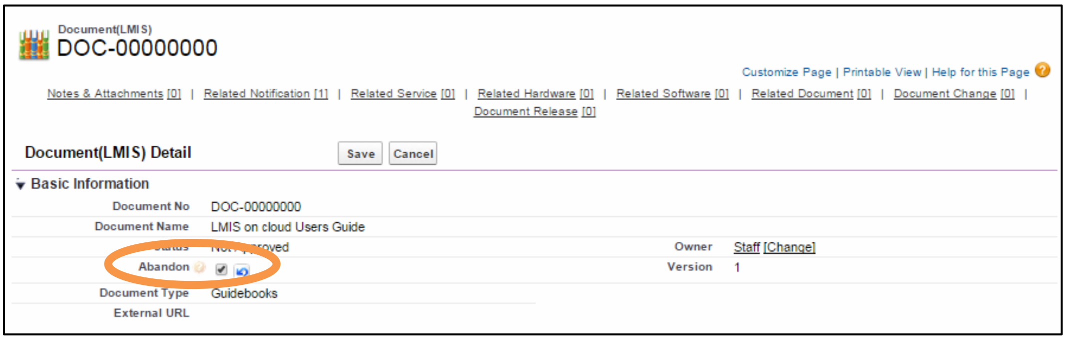
## 8.2.4 Abandon

Abandon the registered configuration information.

Abandon does not delete the record itself but indicates that it has been discarded.

This example explains the procedure to abandon a document.

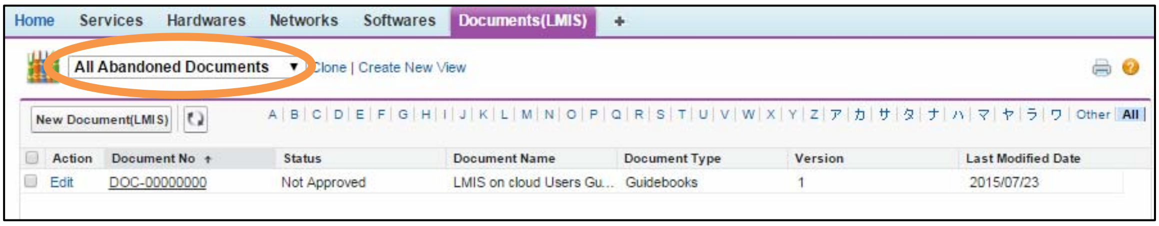
1. **Display the detail screen of the document you wish to abandon.**
2. **Check the [Abandon] box under Basic Information.**




3. **Click the [Save] button.**

This completes the procedure to abandon the document.

Configuration Information settings with a checked [Abandon] box can be confirmed in the All Abandoned Documents view.



# 8.3 Process Improvement

## 8.3.1 Service Level Management

The service level can be set for each service and service contract.

The setting enables the following automation in processes associated with services or service contracts that you set:

- **Target Time Settings**

The target answer time in Incident Management and the target investigation time in Problem Management can be automatically populated based on the values specified for the service and service contract (for Incident Management only).

- **Business Hours Settings**

The actual operating times (such as actual hours spent for closure and actual investigation time) in Event Management, Incident Management, Problem Management, and Change Management, and the deadlines (such as primary answer deadline and investigation deadline) in Incident Management and Problem Management can be calculated based on the business hours of the service and service contract (for Incident Management only).

The following figures illustrate how the target time is automatically populated based on the business hours in Incident Management.

**1. Standard time**

Normally, deadlines and performances are calculated simply using the value specified in the record.

Incident Management

Accept datetime:2015/01/05 10:00
Target Answer Time:24
Primary Answer Deadline:2015/01/06 10:00
～～
Close Date and Time:2015/01/06 11:00
Time Until Close:25:00

**2. When using the service target time**

Service level of incidents adopts that of related services.

The service level of service needs to be set up in advance.

Incident Management

Accept datetime:2015/01/05 10:00
Target Answer Time:12
Primary Answer Deadline:2015/01/05 22:00
Related Service:ServiceA
～～
Close Date and Time:2015/01/06 11:00
Time Until Close:25:00

ServiceA

Target Answer Time:12

**3.When using business hours**

Deadline and performance time will be calculated by considering business hours.

the business hours of the Incident Center need to be set in advance

Incident Management

Accept datetime:2015/01/05 10:00
Target Answer Time:24
Primary Answer Deadline:2015/01/07 16:00
Related Business :Hours:Incident Hours
～～
Close Date and Time:2015/01/06 11:00
Time Until Close:11:00

Incident Hours

Sunday : None
Mounday : 9:00～18:00
Tuesday : 9:00～18:00
Wednesday : 9:00～18:00
Thursday : 9:00～18:00
Friday : 9:00～18:00
Saturday : None

**4.Use of combination**

Both target time and business hours can also be used together.

Incident Management

Accept datetime:2015/01/05 10:00
Target Answer Time:12
Primary Answer Deadline:2015/01/06 13:00
Related Service:ServiceA
Related Business Hours:Incident Hours
～～
Close Date and Time:2015/01/06 11:00
Time Until Close:11:00

ServiceA

Target Answer Time:12

Incident Hours

Sunday : None
Mounday : 9:00～18:00
Tuesday : 9:00～18:00
Wednesday : 9:00～18:00
Thursday : 9:00～18:00
Friday : 9:00～18:00
Saturday : None

**5.Use of the service hours**

Incident Management

Accept datetime:2015/01/05 10:00
Target Answer Time:12
Primary Answer Deadline:2015/01/06 8:00
Related Service:ServiceA
Related Business Hours:Incident Hours
～～
Close Date and Time:2015/01/06 11:00
Time Until Close:15:00

Service hours will be given priority

ServiceA

Target Answer Time:12
Related Business Hours : Service hours

Incident Hours

Sunday : None
Mounday : 9:00～18:00
Tuesday : 9:00～18:00
Wednesday : 9:00～18:00
Thursday : 9:00～18:00
Friday : 9:00～18:00
Saturday : None

In this case, the incident business hours is not used

Incident Hours

Sunday : None
Mounday : 6:00～22:00
Tuesday : 6:00～22:00
Wednesday : 6:00～22:00
Thursday : 6:00～22:00
Friday : 6:00～22:00
Saturday : None

the business hours of the Service Center need to be set in advance

**Note**

- Business hours are prioritized in the following order.

  Service Contract > Service > Process > Default business hours

The following section describes the procedure to configure the target times and business hours.

### ◆ Configuring the target times

1. **Open the detail screen or Create New screen of a record in Incident Management or Problem Management.**

2. **Select one of the following in [Apply SLO] under [Control Information].**
   ON: Prioritize the response time registered in the SLO information of the service or service contract (manual setting).
   CREATEONLY: Prioritize the response time registered in the SLO information of the service or service contract only when registering a new entry (automatic setting).
   OFF: Directly set the response time (manual setting).

3. **Click the [Save] button.**

This completes the service level setting for target times.

### ◆ Configuring the business hours

1. **Open the detail screen or Create New screen of a service or service contract record.**

2. **Configure the desired business hours in [Related Business Hours] under [SLO Information].**

3. **Click the [Save] button.**
   When you enter business hours in [Related Business Hours] and save them, [Service Provision Start Time], [Service Provision End Time], and [Service Provision Day of Week] are automatically updated based on the business hours that you entered. You can check the fields for your changes.

This completes the service level setting for business hours.

## 8.3.2 Version Management

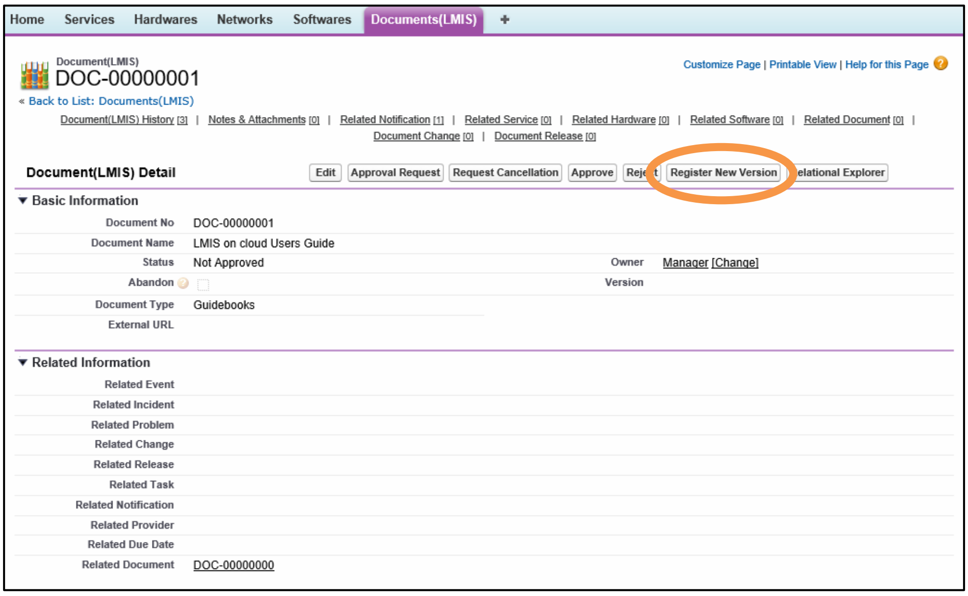
This section explains the version management operations for software and documents. Software and documents can be managed by differentiating between different versions of software and documents with the same name.

### ◆ Registering a new version

The configuration information of the existing version must be "Approved" in order to register the configuration information of the new version.

1. **Display the detail screen of the software or document to add a new version.**
2. **Click the [Register New Version] button.**

   Configuration information is created with the same document name and a different document number.




3. **Click the [Edit] button and enter the required items.**
4. **Click the [Save] button.**
5. **Click the [Approval Request] button.**

   Notification is sent to the portal of the Approver.

## ◆ Approving a new version

Confirm the approval request from the portal and open the Configuration Management detail screen.

To approve

1. **Click the [Approve] button.**

   The comment field is displayed.

2. **Enter the comment.**

   The Approval Notification is sent to the Owner's portal.

3. **The approval is finished when the Owner confirms the content.**

To reject

1. **Click the [Reject] button.**

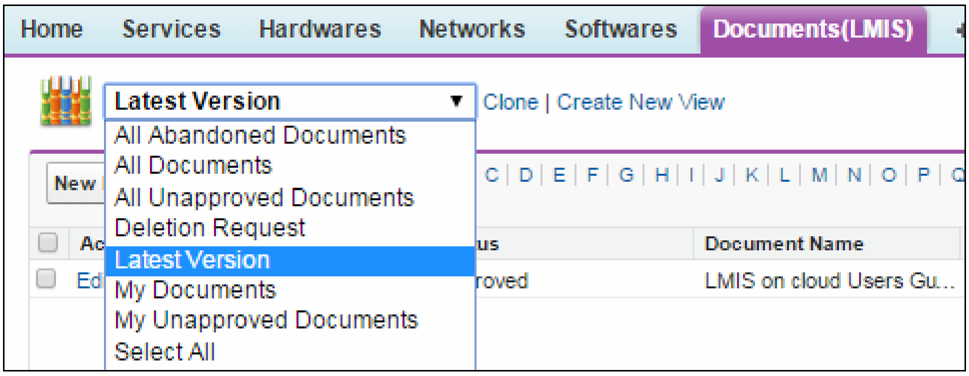
   The comment field is displayed.

2. **Enter the comment.**

3. **The Rejection Notification is sent to the Owner's portal.**

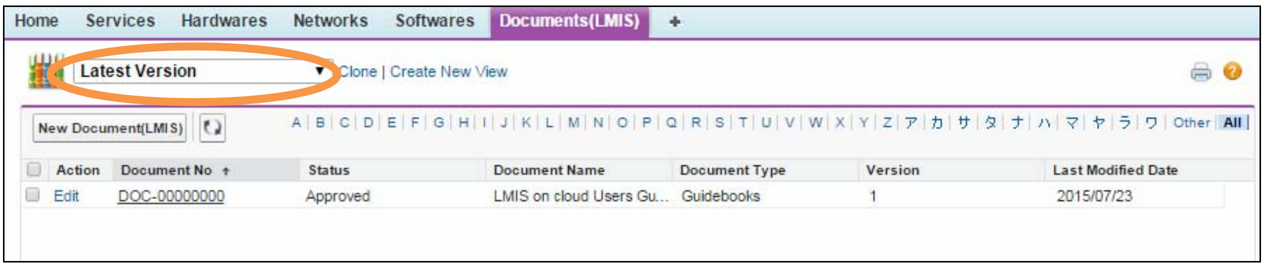
## ◆ Confirming a new version

1. **Click the document or software tab to display the home screen.**




2. **Click the document or software tab to display the home screen.**

   Display a list of the latest document versions.

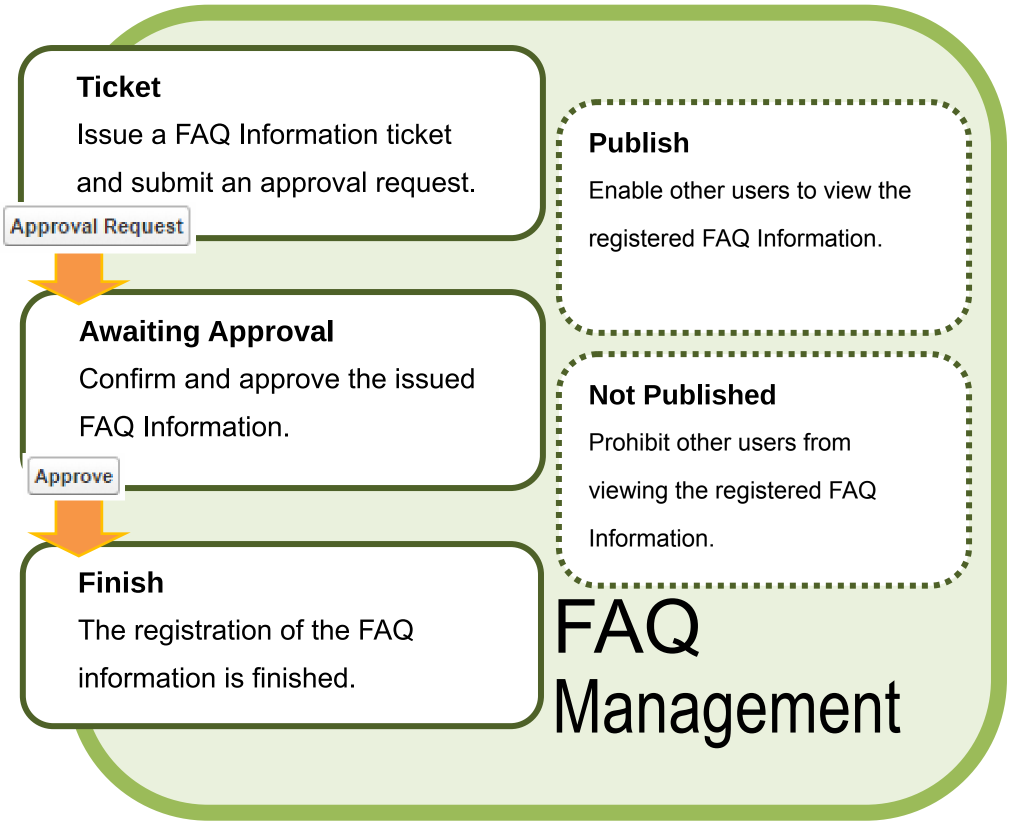


# 9. FAQ Management

FAQ Management is used to manage everything from the registration to publishing of FAQ information.

## 9.1 Workflow Description

The following explains the FAQ Management workflow.




## 9.2 Tickets

To add the FAQ information described above, issue a ticket for the management information.

1. **Open the Create New screen.**
   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.
2. **Enter the required items.**
3. **Click the [Save] button.**
   The entered content is updated in the FAQ Management detail screen.
   Notification that the FAQ Information was registered is sent to the Owner's portal.
   This completes the procedure to issue a ticket.
4. **Click the [Approval Request] button.**

Notification is sent to the portal of the Approver. Notification is sent to the portal when the Approver grants approval of the request. If the request is rejected, it returns to Not Approved status.

# 9.3 Approval and Rejection

Approve the registered FAQ information.

This operation is performed by the user who is set as the "Approver".

Confirm the approval request from the portal and open the FAQ Management detail screen.

Confirm the registered content.

## ◆ To approve

**1. Click the [Approve] button.**

The comment field is displayed.

**2. Enter the comment.**

The Approval Notification is sent to the Owner's portal.

**3. The approval is finished when the Owner confirms the content.**

## ◆ To reject

**1. Click the [Reject] button.**

The comment field is displayed.

**2. Enter the comment and click the [OK] button.**

The Rejection Notification is sent to the Owner's portal.

The Owner confirms the content and issues an Approval Request again after making corrections.

* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".

* Approval or rejection comments can be entered automatically. Refer to the "LMIS on cloud コンフィグレーションガイド" for more information.

# 9.4 Publishing to Self Service Portal

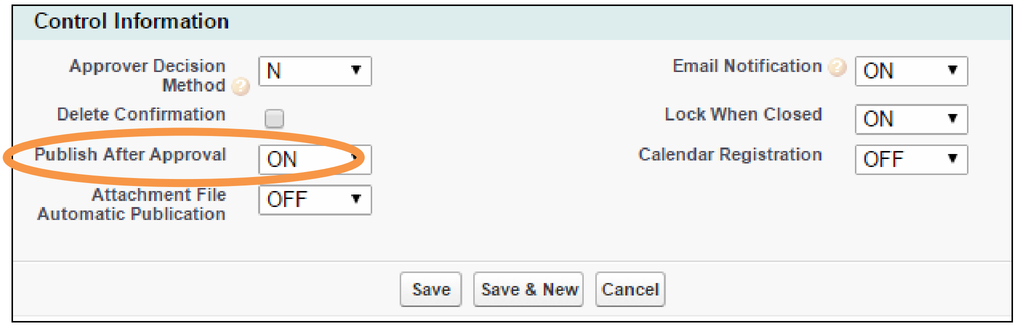
Approved FAQ information can be published into the Self Service Portal.

## ◆ Automatic Publishing After Approval

The FAQ information can be set to automatically publish after receiving approval.

The setting can be changed with the following procedure.

1. **Open the detail screen for each record or the Create New screen.**
2. **Select [ON] from the [Publish After Approval] drop-down list under [Control Information].**




3. **Click the [Save] button.**

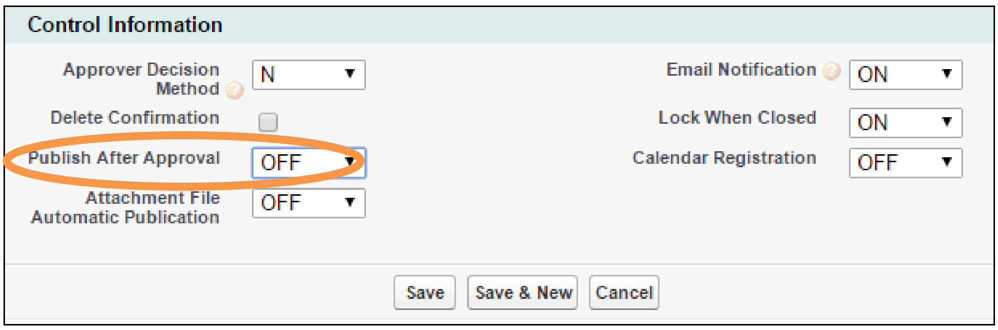
   This completes the Publish After Approval setting.

## ◆ Manual Publishing After Approval

The FAQ information can be set to manually publish after receiving approval.

Use the following procedure to change this setting.

1. **Open the detail screen for each record or the Create New screen.**
2. **Select [OFF] from the [Publish After Approval] drop-down list under [Control Information].**



3. **Click the [Save] button.**
4. **Click [Publish] on the record details screen.**

   The [Publish] check box under [Publish Information] will be selected on the detail screen.
5. **Confirm that the information is published to finish the procedure.**

### ◆ Manual Unpublishing After Approval

The FAQ information can be set to manually unpublish after receiving approval.

Use the following procedure to change this setting.

1. **Click [Not Published] on the record details screen.**

   The check is removed from the [Publish] box under [Publish Information] on the detail screen.
2. **Confirm that the information is not published to finish the procedure.**

**Note**

- Enable [Attachment File Automatic Publication] to automatically publish attachment files to the Self Service Portal.

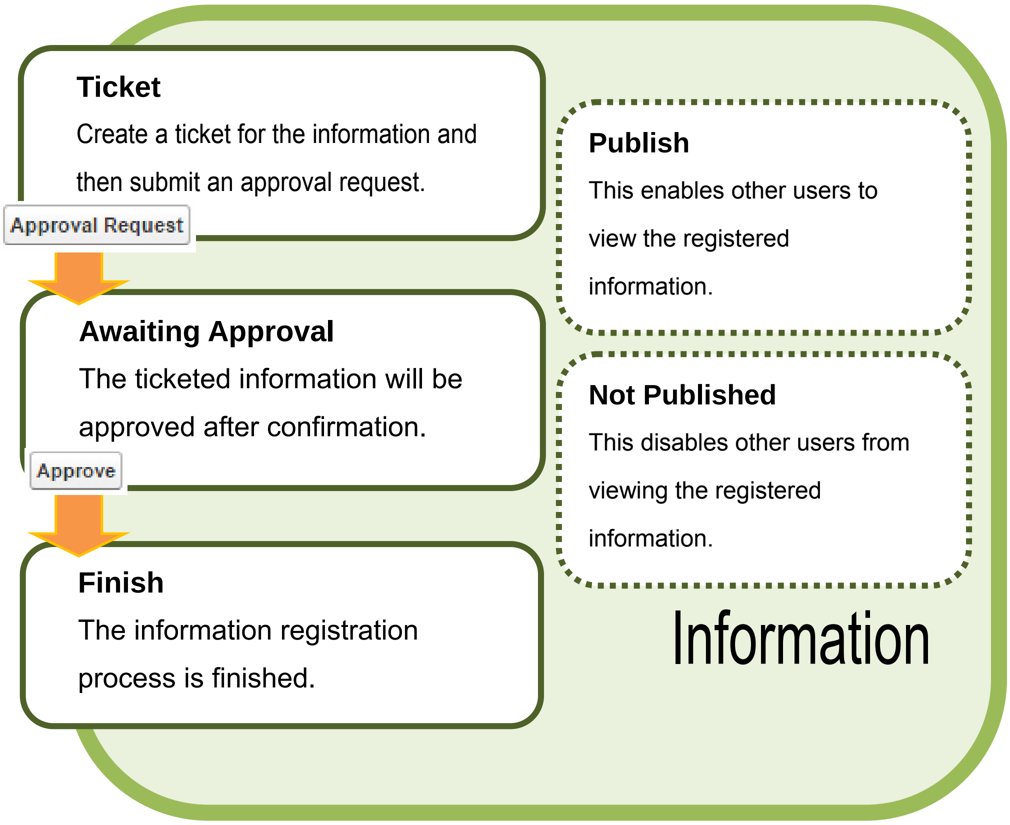
  Refer to "Appendix.11 Managing Attachment Files" for information on managing attachment files.

# 10. Information

This chapter describes information management procedures from registration to publishing.

## 10.1 Workflow Description

The following figure describes the information workflow.




## 10.2 Tickets

To add information as previously described, issue a ticket of the management information.

**1. Open the Create New screen.**

Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.

**2. Enter the required items.**

**3. Click the [Save] button.**

The entered content is updated in the information detail screen.

Notification that the information was registered is sent to the Owner's portal.

This completes the procedure to issue a ticket.

**4. Click the [Approval Request] button.**

Notification is sent to the portal of the Approver. Notification is sent to the portal when the

Approver grants approval of the request. If the request is rejected, it returns to Not Approved status.

# 10.3 Approval and Rejection

Registered information need to be approved.

This operation is performed by the user who is set as the "Approver".

Confirm the approval request from the portal and open the information detail screen.

Confirm the registered content.

## ◆ To approve

**1. Click the [Approve] button.**

The comment field is displayed.

**2. Enter the comment.**

The Approval Notification is sent to the Owner's portal.

**3. The approval is finished when the Owner confirms the content.**

## ◆ To reject

**1. Click the [Reject] button.**

The comment field is displayed.

**2. Enter the comment and click the [OK] button.**

The Rejection Notification is sent to the Owner's portal.

The Owner confirms the content and issues an Approval Request again after making corrections.

* The Approver can be changed. For more details, refer to section "Appendix.5 Change Approver".

* Approval or rejection comments can be entered automatically. Refer to the "LMIS on cloud コンフィグレーションガイド" for more information.

# 10.4 Publishing to Self Service Portal

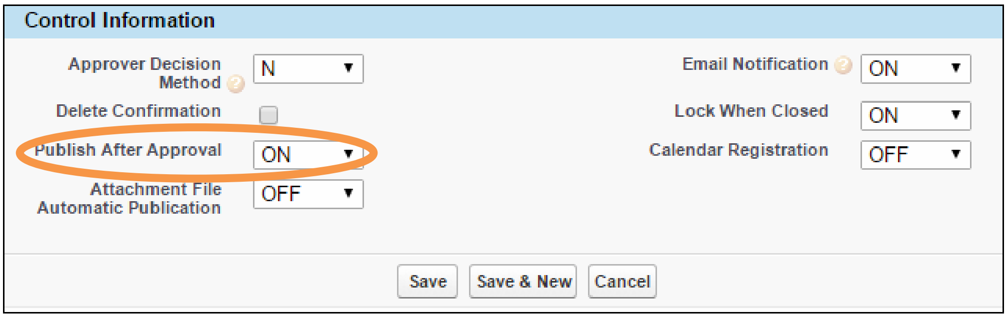
Approved information can be published into the Self Service Portal.

## ◆ Automatic Publishing After Approval

The information can be set to automatically publish after receiving approval.

Use the following procedure to change this setting.

1. **Open the detail screen for each record or the Create New screen.**
2. **Select [ON] from the [Publish After Approval] drop-down list under [Control Information].**




3. **Click the [Save] button.**

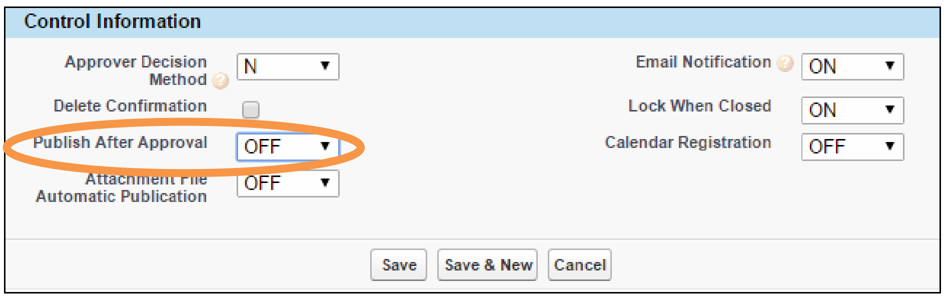
This completes the Publish After Approval setting.

## ◆ Manual Publishing After Approval

The information can be set to manually publish after receiving approval.

Use the following procedure to change this setting.

1. **Open the detail screen for each record or the Create New screen.**
2. **Select [OFF] from the [Publish After Approval] drop-down list under [Control Information].**




3. **Click the [Save] button.**
4. **Click [Publish] on the record details screen.**

   The [Publish] check box under [Publish Information] will be selected on the detail screen.

5. **Confirm that the information is published to finish the procedure.**

### ◆ Manual Unpublishing After Approval

The information can be set to manually unpublish after receiving approval.
Use the following procedure to change this setting.

1. **Click [Not Published] on the record details screen.**
   The check is removed from the [Publish] box under [Publish Information] on the detail screen.
2. **Confirm that the information is not published to finish the procedure.**

**Note**

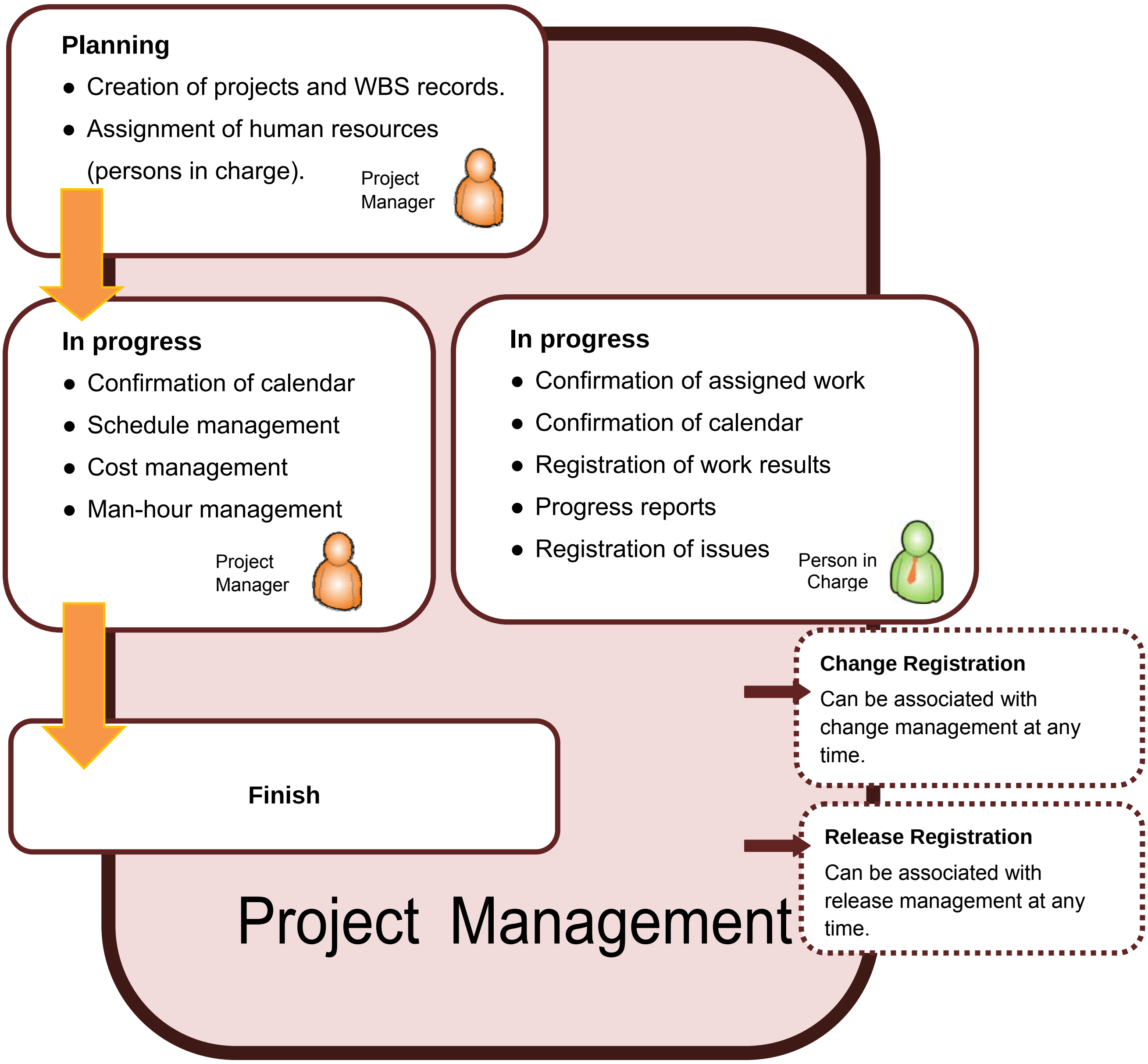
- When [Post to Portal Site (Before Login)] is checked, users who are not logged in can access the information on the Self Service Portal home screen.
- Enable [Attachment File Automatic Publication] to automatically publish attachment files to the Self Service Portal.

Refer to "Appendix.11 Managing Attachment Files" for information on managing attachment files.

# 11. Project Management

Project management is the process of managing projects from planning to finishing stages.

The following workflow diagram illustrates the corresponding management processes.



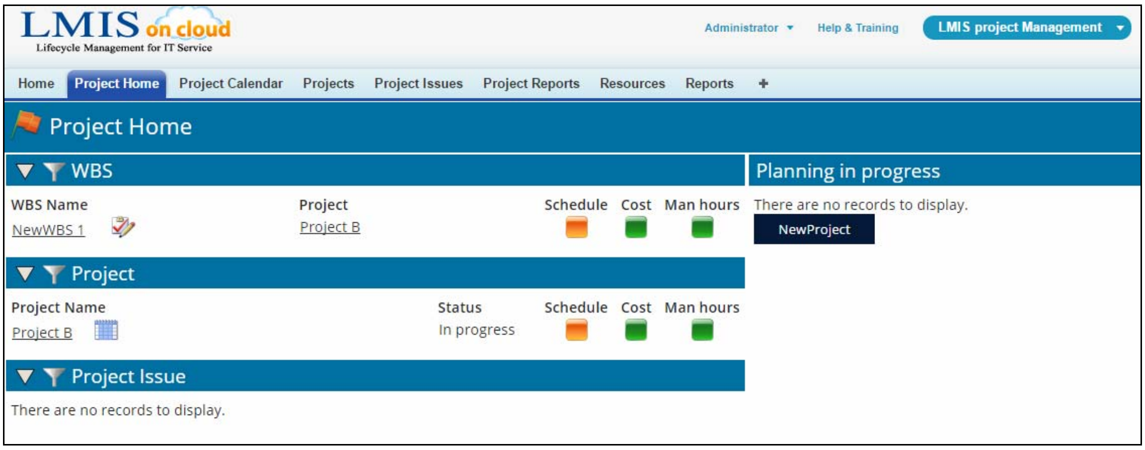
# 11.1 Screen Overview

This chapter provides an overview of the screens used for project management.

## ◆ Project Home Screen

The Project Home Screen displays projects you are managing, WBS records, and summary information of project issues.

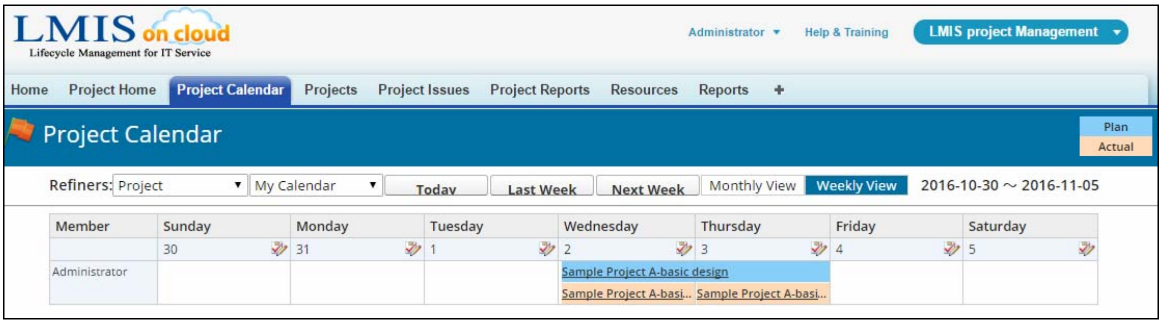
From this screen, you can create new projects, register work results, confirm project calendars, and other related operations.




## ◆ Project Calendar Screen

The Project Calendar screen is used to check the calendar for each project or each worker. Project work plans and work results appear on this calendar, and work results can be entered via this screen.

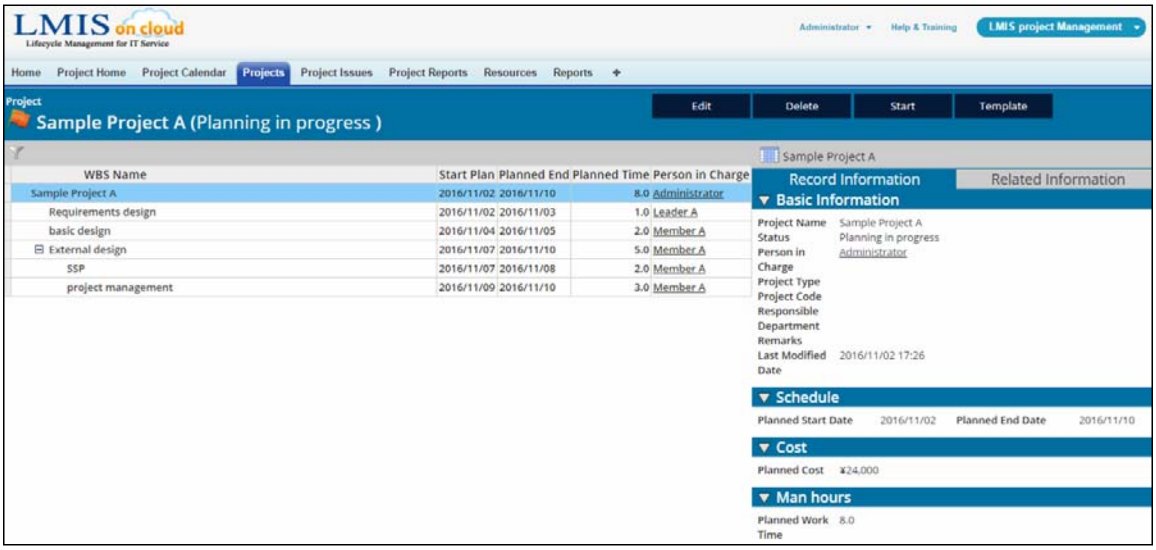
Refer to "Checking project calendars" in "11.4.1 Project Management" for more information on this functionality.



## ◆ Project Screen

The Project screen is used to register projects and WBS records, assign persons in charge, and manage projects. Users with the appropriate privileges can create project templates.

Refer to "11.3 Project Planning" and subsequent chapters for more information on this functionality.

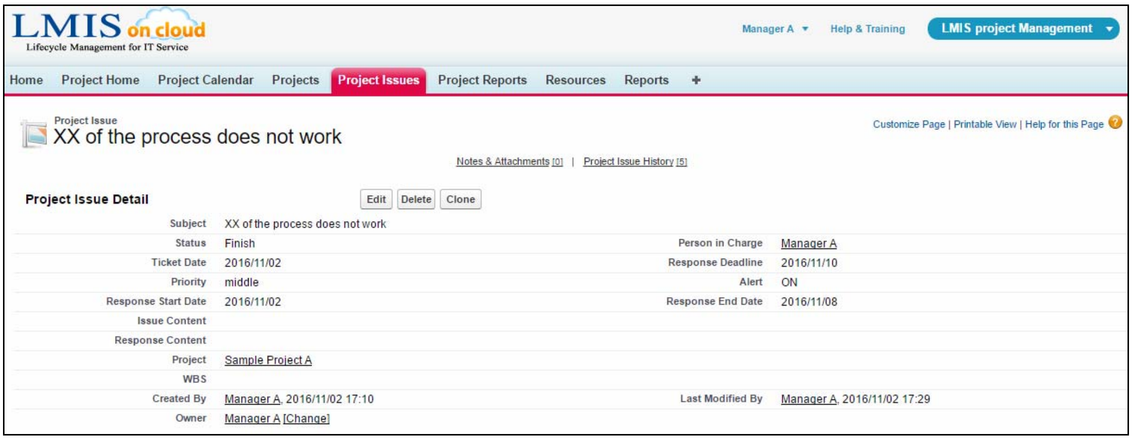



## ◆ Project Issue Screen

The Project Issue screen is used to manage project issues.

You can set response deadlines for issue and have alerts sent when a response deadline passes.

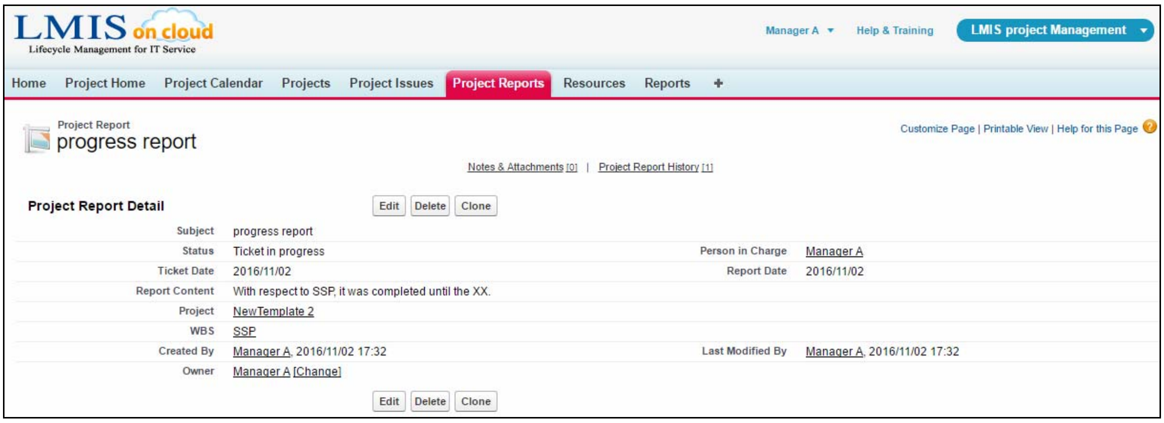
Refer to "11.4.4 Project Issue Management" for more information on this functionality.



## ◆ Project Report Screen

The Project Report screen is used to create project reports.

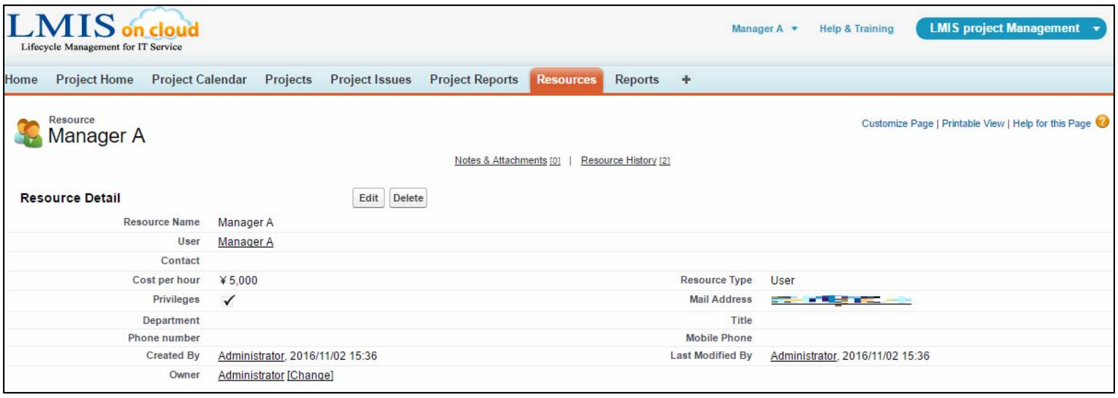
Refer to "11.4.3 Project Progress Reports" for more information on this functionality.




## ◆ Resources Screen

The Resources screen is used to assign project members for each work.

Refer to "11.2 Project Resources" for more information on this functionality.



# 11.2 Project Resources

Project members for each work (users or other contacts) are assigned as project resources. This chapter describes the procedures to register, edit, and delete resources using the project management functionality.

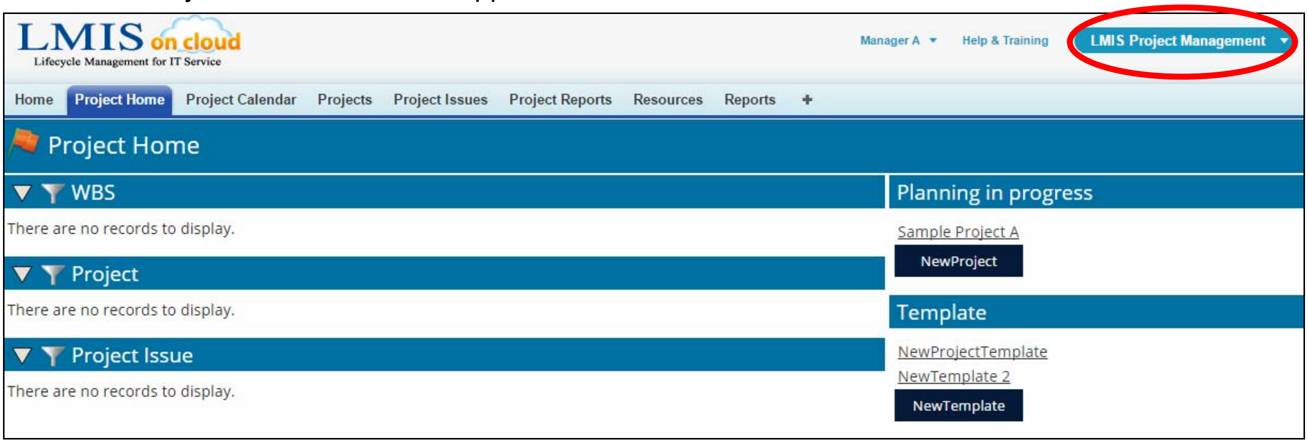
Methods of resource registration include automatic registration, manual registration, and batch registration. Refer to "システム管理者ガイド 1.2.13 プロジェクトのリソースのメンテナンス" for more information on batch registration.

## ◆ Automatic Registration of Resources

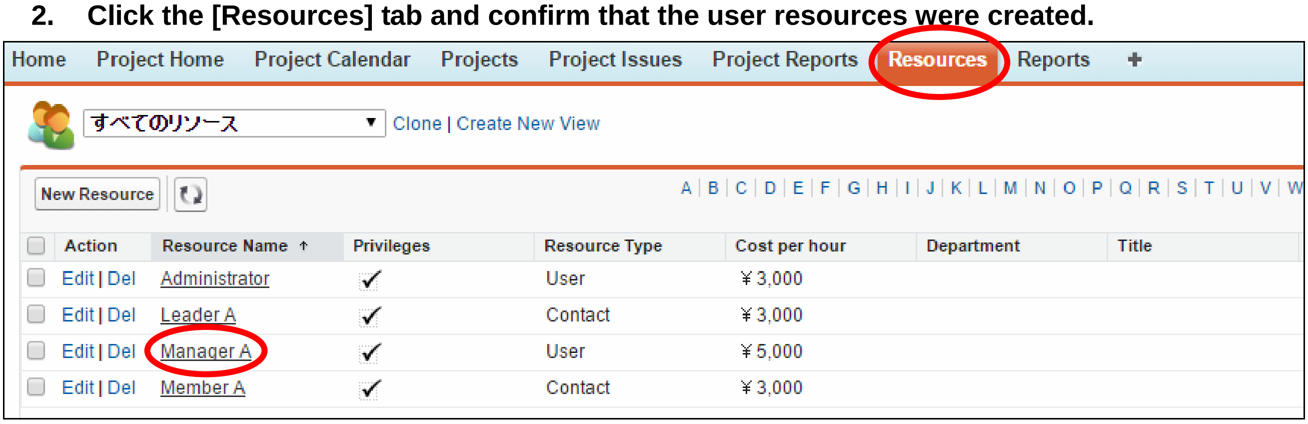
When a user with the privileges to create resources uses the project management functionality, resources will be automatically created if the user resource does not exist.

1. **The user for which resources have not yet been created logs into the system and selects the [LMIS Project Management] application.**

   The Project Home screen will appear.



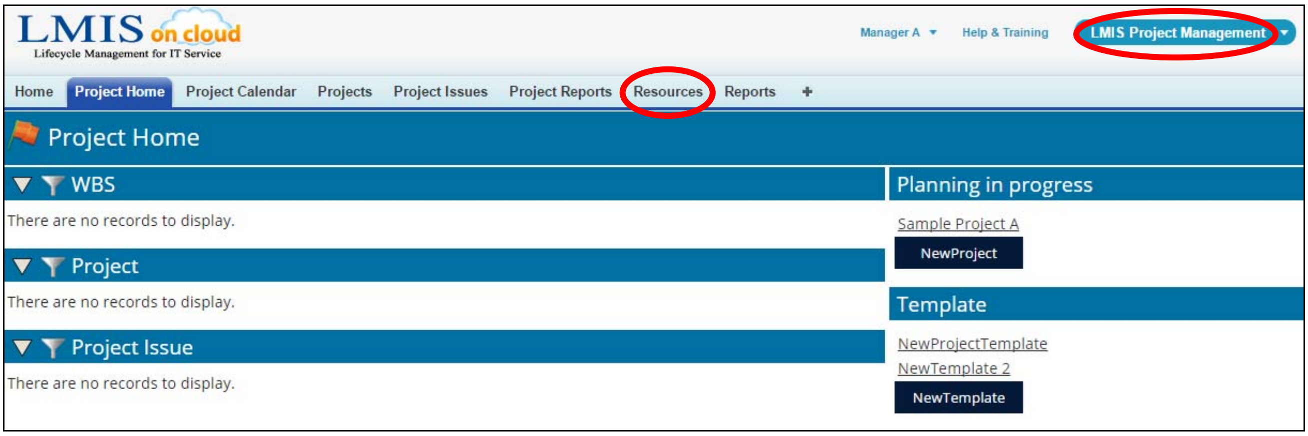

2. **Click the [Resources] tab and confirm that the user resources were created.**



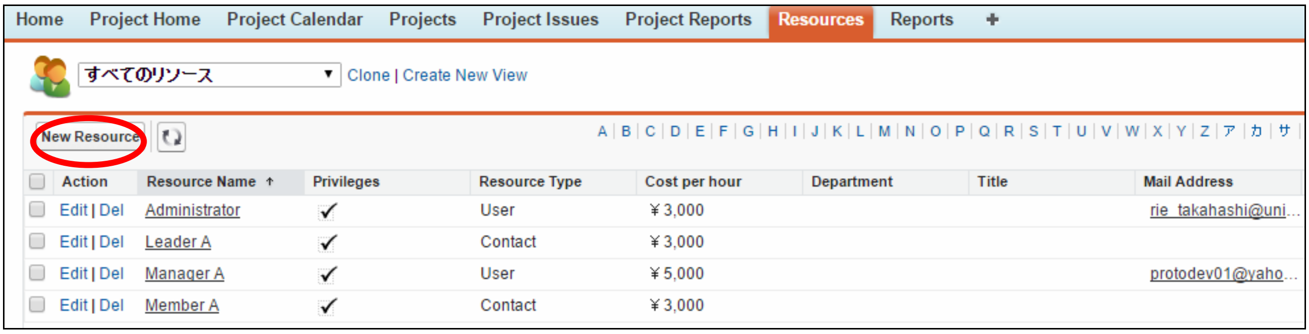
## ◆ Manual Registration of Resources

This section describes the procedure to manually register resources.

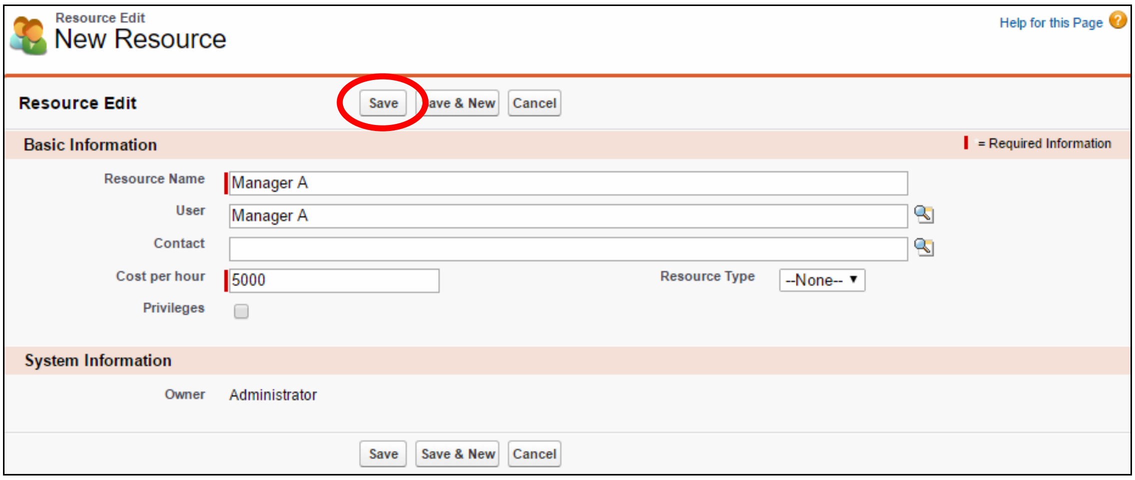
**1. Select [LMIS Project Management] from the application menu and then click the [Resources] tab.**




**2. Click the [New Resource] button.**



**3. The "Edit Resources" screen appears. Configure the required fields and then click the [Save] button.**




The following table lists each field on the resource edit screen along with a brief description.

| Field Name | Description |
|---|---|
| Resource Name | Name of the resource as used by the project management functionality.<br>This is automatically set when the user name or contact name is saved.<br>To change the resource name, the resource must be first saved. |
| User | The resource (user) is specified via a lookup process. |
| Contact | The resource (contact) is specified via a lookup process. |
| Cost per hour | Specifies the cost per hour of the resource. |
| Resource Type | The resource type (user or contact) is automatically set when the resource is saved. |
| Privileges | Users for which this check box is selected (users with special permissions) can create and edit project templates and edit all projects. |

**Caution**

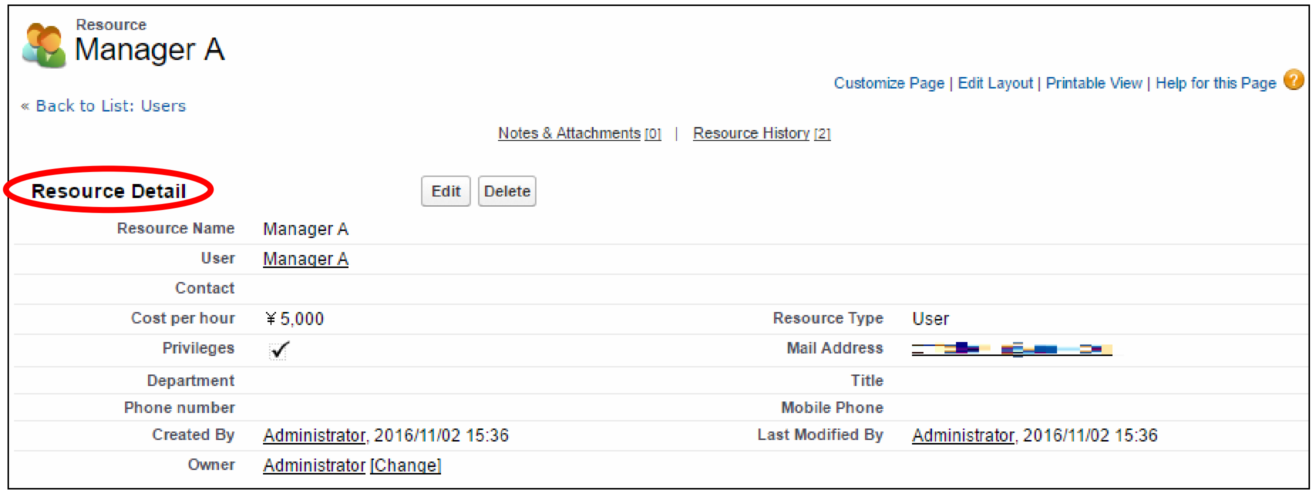
- If a resource is saved having accidentally entered both a user and a contact, the information for the user has priority and is set first. To finalize the registration, confirm that any unnecessary association has been deleted and then save the resource.

## ◆ Editing Resources

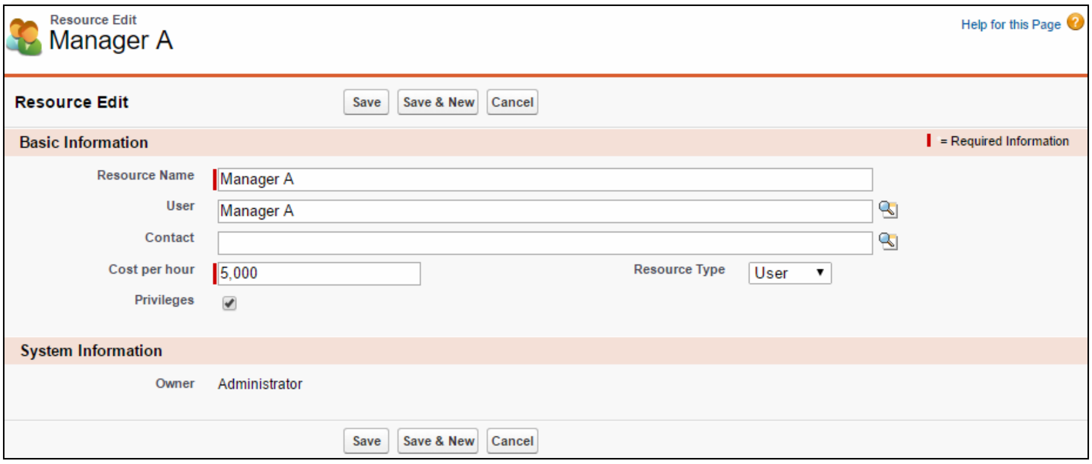
This section describes the procedure to edit resources.

**1. Click on the desired resource record.**

**The resource detail screen appears.**




**2. Click the [Edit] button. The edit screen appears.**




**3. After making the desired edits, click the [Save] button to save the changes.**

## Note

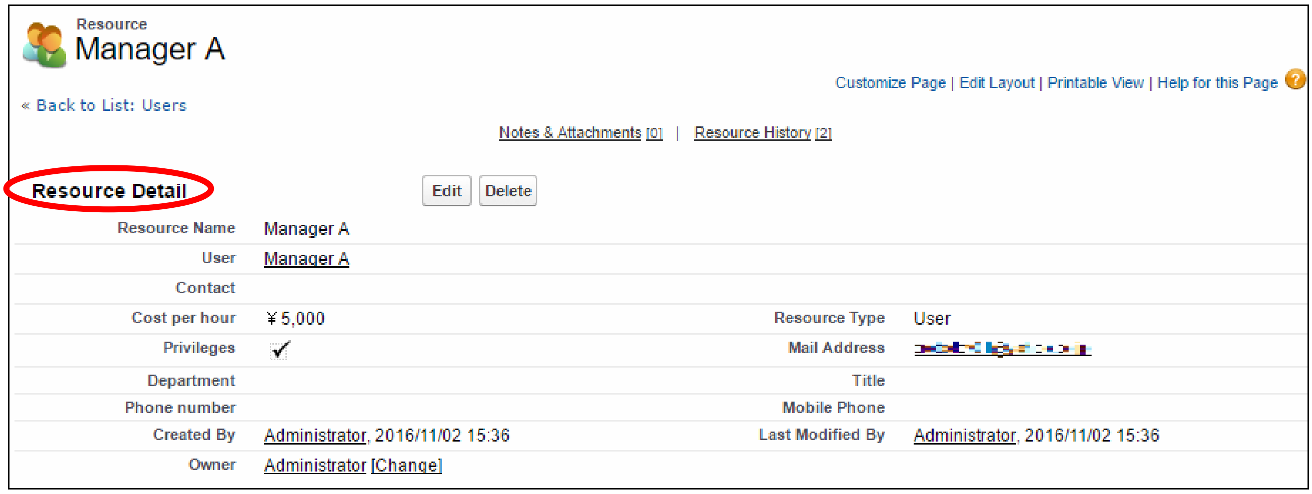
- The following changes can be made for users and contacts. The resource name is automatically set to the new user or contact after changes have been made.
  - ➢ Changing from a user to another user
  - ➢ Changing from a user to a contact
  - ➢ Changing from a contact to a user
  - ➢ Changing from a contact to another contact

## ◆ Deleting Resources

This section describes the procedure to delete resources.

1. **Click on the desired resource record.**

   **The resource detail screen appears.**




2. **Click the [Delete] button. Once the Delete Confirmation pop-up appears, click [OK].**

## Caution

- The following resources cannot be deleted for purposes of retaining project results.
  - Project Manager
  - WBS Manager
  - WBS Work Manager
  - Project Issue Manager
  - Project Reporting Manager
  - Project Member

# 11.3 Project Planning

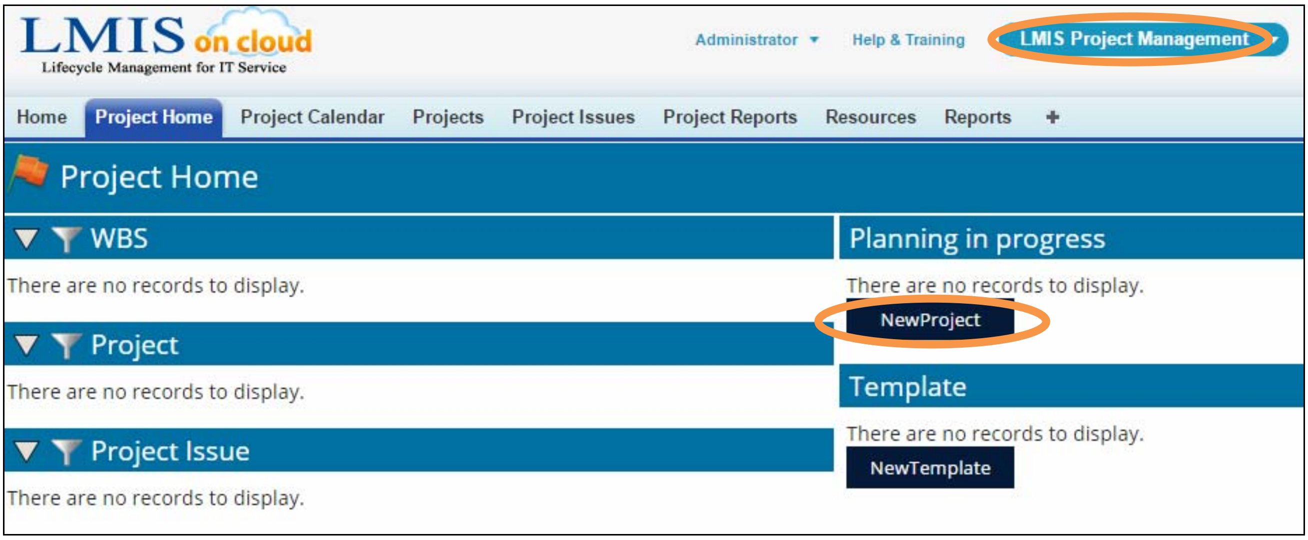
This section covers the project planning phase.

During the project planning phase, projects and WBS records are registered and work is assigned.

## 11.3.1 Project Registration

This section describes the procedure to register projects.

**1. Select the [LMIS Project Management] application and then click the [NewProject] button.**



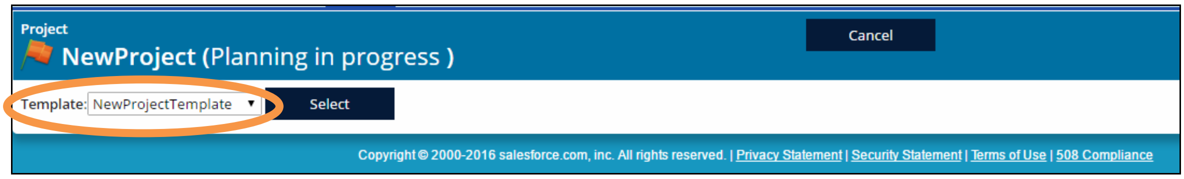

**Note**

- You can also create a new project by clicking the [Project] tab and then clicking the [NewProject] button.

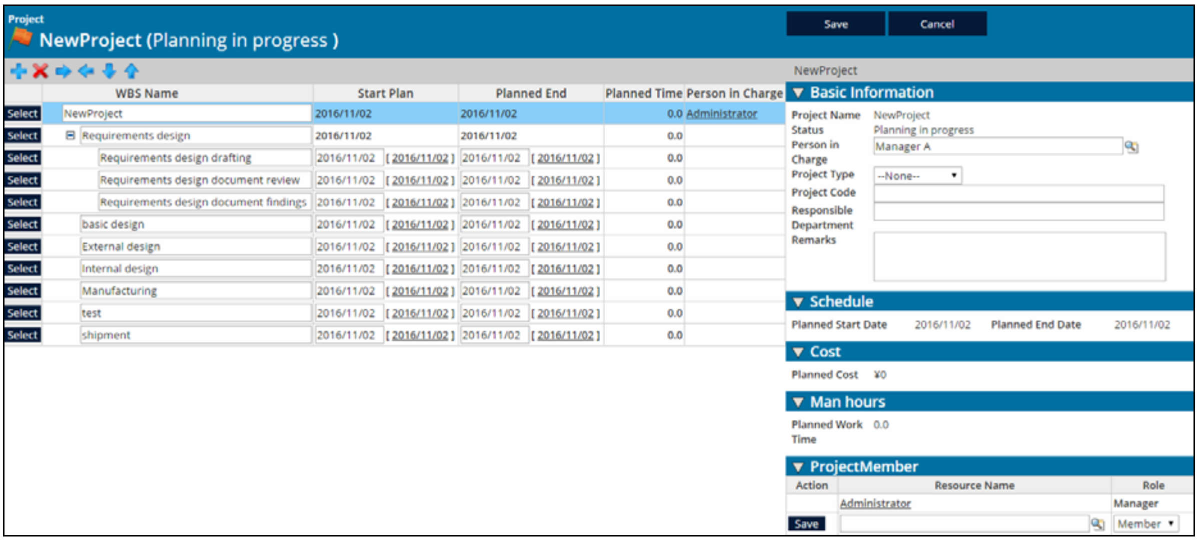
**2. Once the new project planning screen appears, select [Template] and then click the [Select] button.**

* Refer to "11.5 Project Templates" for more information on project templates.

* Select [Do not use a template] if you do not want to use a project template.

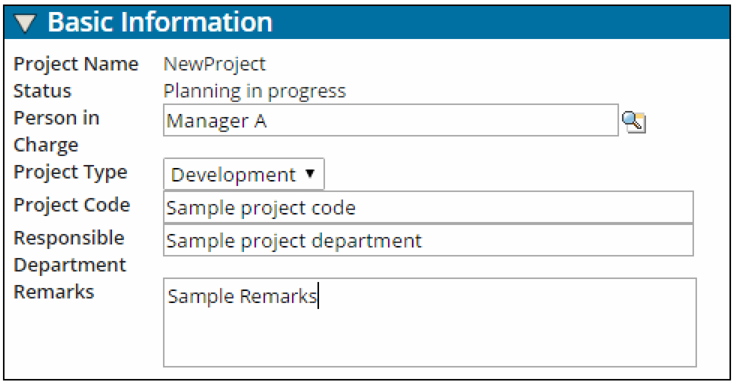



The new project edit screen appears.




**3. Enter the required information into the [Basic Information] section.**

Enter the required information.

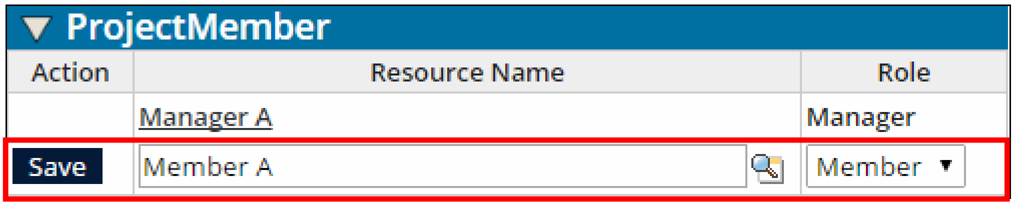


The following table describes each entry field in this section.

| Field Name | Description |
|---|---|
| Person in Charge | Select the project manager (resource) via a lookup process. |
| Project Type | Select the project type. |
| Project Code | Enter the project code. |
| Responsible Department | Enter the responsible department for the project. |
| Remarks | Enter remarks. |

**4. Enter information into the [Project Member] section.**

Select the project member resource via resource name lookup and the role in the [Role] pull-down menu, and then click the [Save] button under Action.




The following table lists the different privileges assigned to the available project member roles.

| Role | Project | | WBS | WBS Work |
|---|---|---|---|---|
| | Create and edit | Delete | Create, edit, and delete | Work results registration |
| Manager | Yes | Yes | Yes | Yes |
| Leader | Yes | No | Yes | Yes |
| Member | No | No | No | Yes |
| Advisor | No | No | No | Yes |
| User | No | No | No | Yes |

* Users assigned as WBS managers can delete WBS work results regardless of their assigned role here.

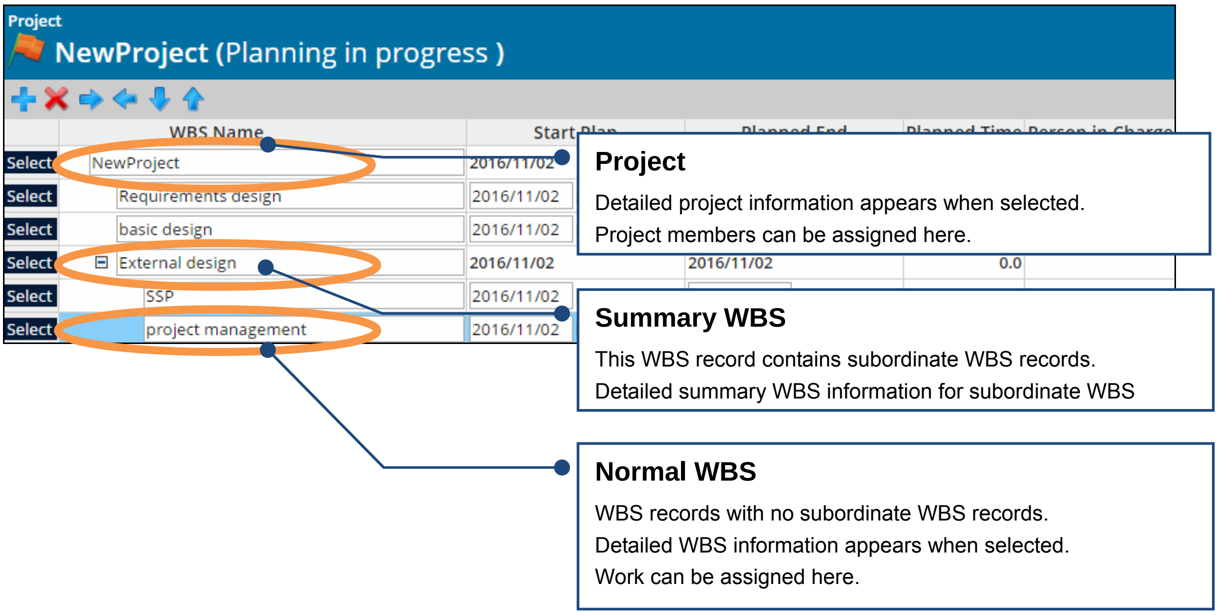
**5. Register the [WBS] and then click the [Save] button.**

Refer to “11.3.2 WBS Registration” for information on registering WBS records.

## 11.3.2 WBS Registration

This section describes the procedure to register WBS records into created projects.

The following figure illustrates the WBS input screen.

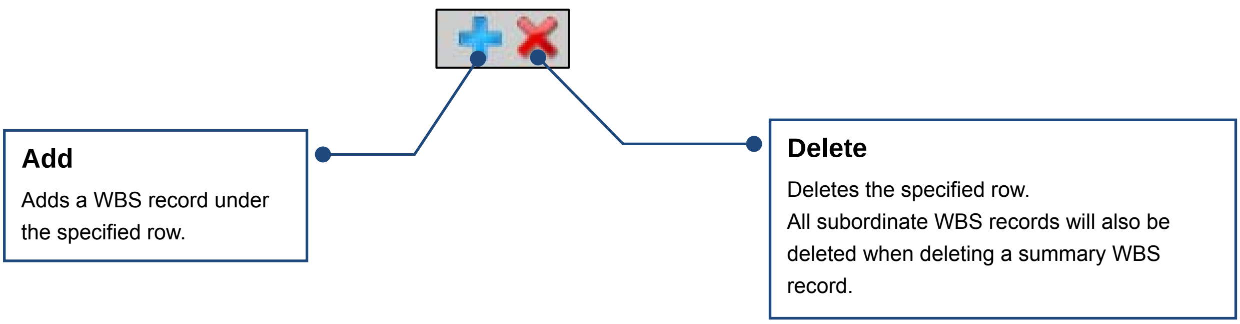



The following table describes the fields on the WBS input screen.

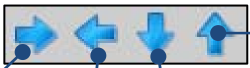
| Field Name | Description |
|---|---|
| WBS Name | Enter the WBS name. |
| Start Plan | Enter the Planned Start Date of the WBS. |
| Planned End | Enter the Planned End Date of the WBS. |

The following section describes the buttons used to add and delete WBS records.

* Click the [Select] button to select rows.



This section describes the buttons used to move between WBS records and to move layers up or down.



**Drill down**

Drills down to the next hierarchical layer.
* Up to three hierarchical layers can be created.

**Roll up**

Rolls up to the next hierarchical layer.

**Up**

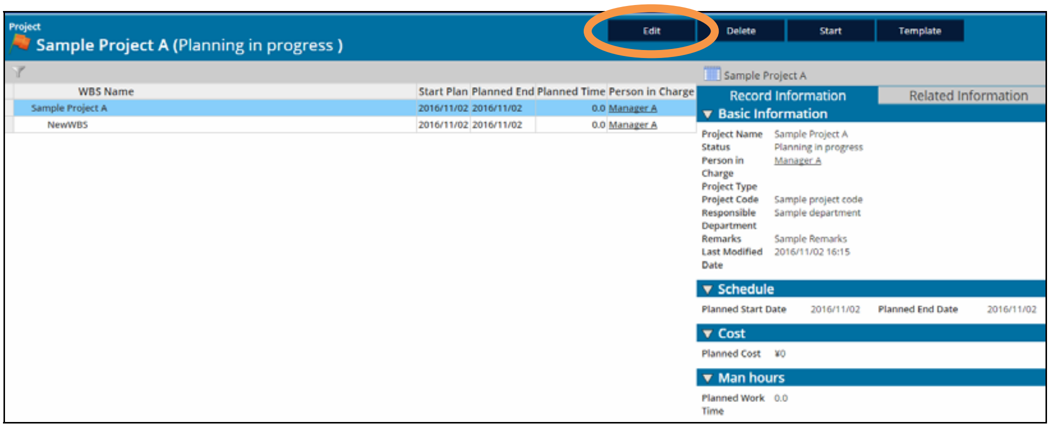
The specified row will be switched with the row above. (Cursor moves up.)
Movement is performed per summary WBS records when moving between summary WBS records.
Movement with this button is restricted to the current hierarchical layer.

**Down**

The specified row will be switched with the row below. (Cursor moves down.)
Movement is performed per summary WBS records when moving between summary WBS records. Movement with this button is restricted to the current hierarchical layer.

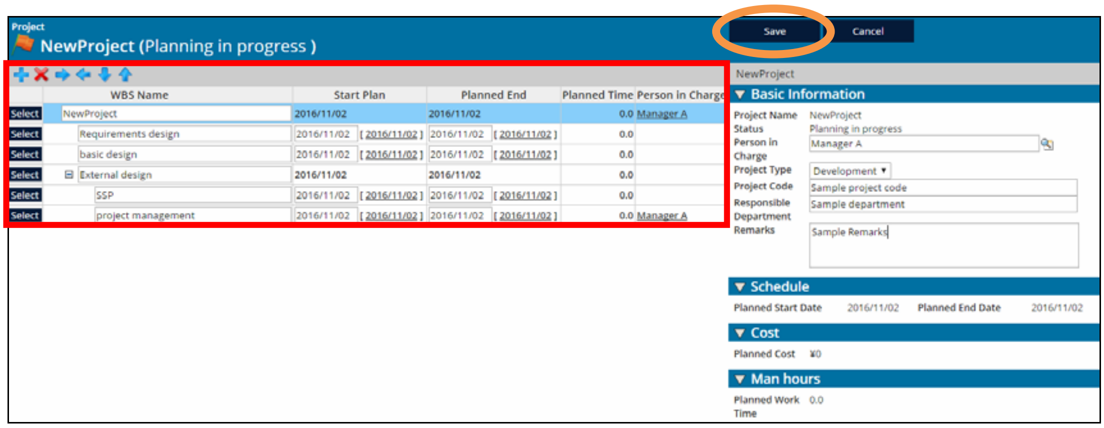
1. **From the project reference screen, click the [Edit] button.**

   The project edit screen (WBS registration screen) appears.




2. **Add a WBS record, enter the required information such as WBS name, Start Plan, and Planned End, and then click the [Save] button.**

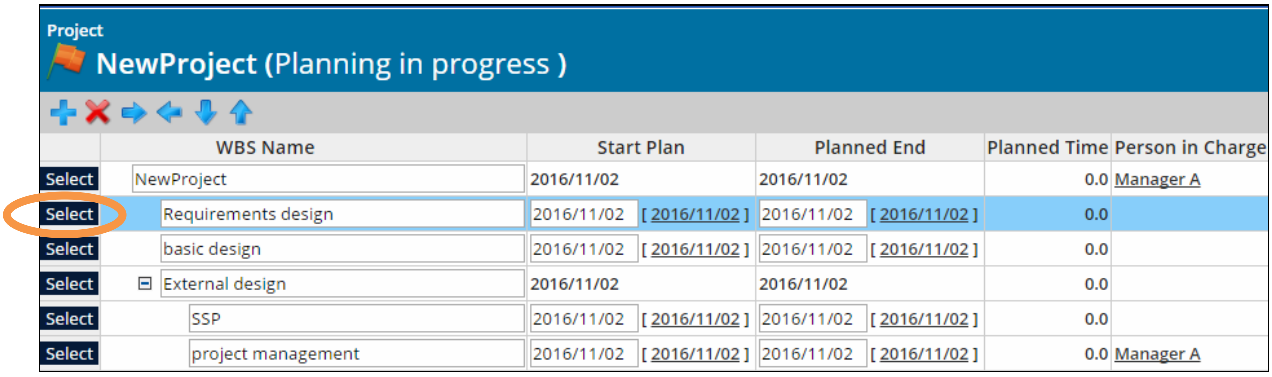
   * Refer to "11.3.3 Assigning Work" for more information on assigning work.



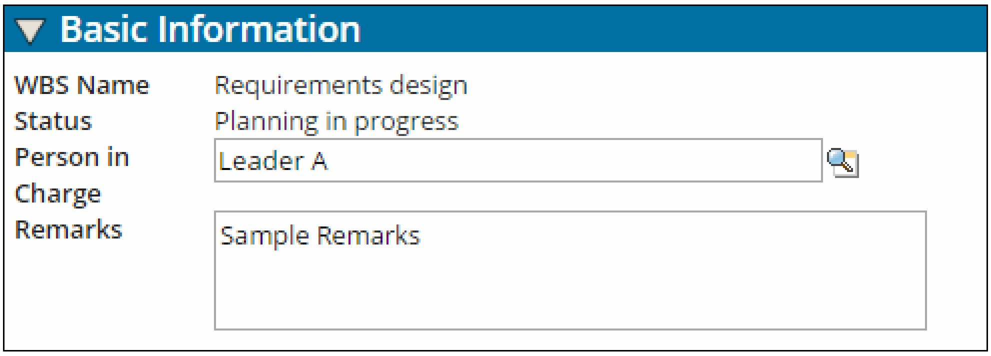
## 11.3.3 Assigning Work

This section describes the procedures to assign resources to WBS records and to enter the number of planned man hours.

1. **From the project edit screen, click the [Select] button for the desired WBS record.**
   The selected row is highlighted.



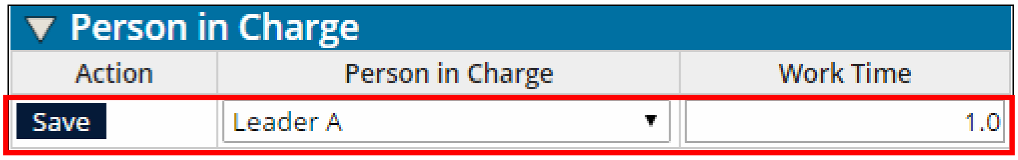

2. **Information related to the selected WBS record appears on the right side of the screen. Enter information into the [Basic Information] section for the corresponding WBS record as necessary.**



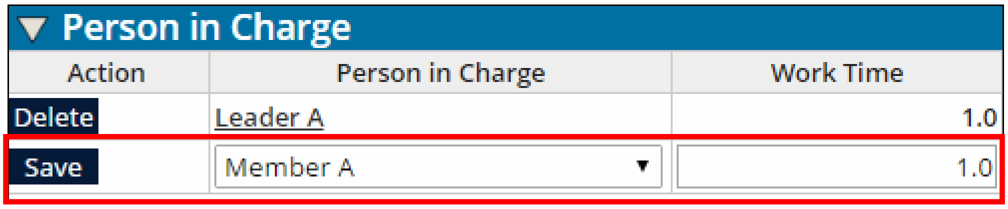

The following table describes each entry field in this section.

| Field Name | Description |
|---|---|
| Person in Charge | Select the main WBS manager (resource) via a lookup process.<br>* The person in charge field on the left side of the screen is set when the information is saved. |
| Remarks | Enter remarks. |

3. **Enter information into the [Person in Charge] section as necessary.**
   Select the person in charge resource via resource name lookup, enter the number of planned man hours into the Work Time field, and then click the [Save] button under Action.



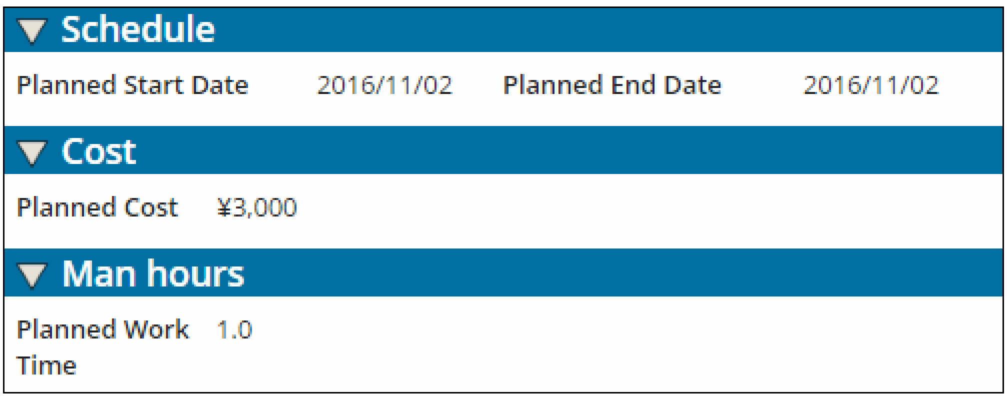

The person in charge row will be added once this information is saved.
To continue assigning persons in charge, enter the information into each added person in charge row and save the information.




The following table describes each entry field in this section.

| Field Name | Description |
|---|---|
| Person in Charge | Select the WBS manager (resource) from a list.<br>* The list contains all project members.<br>* Multiple persons in charge can be added. |
| Work Time | Enter the work time (planned man hours) in units of hours for each person in charge. |

Once all persons in charge have been assigned, values for fields in the [Schedule], [Cost], and [Man Hours] sections will be automatically calculated.
* Ex.: The unit cost of work of the Leader A resource is set to 3,000 yen per hour in the following figure.

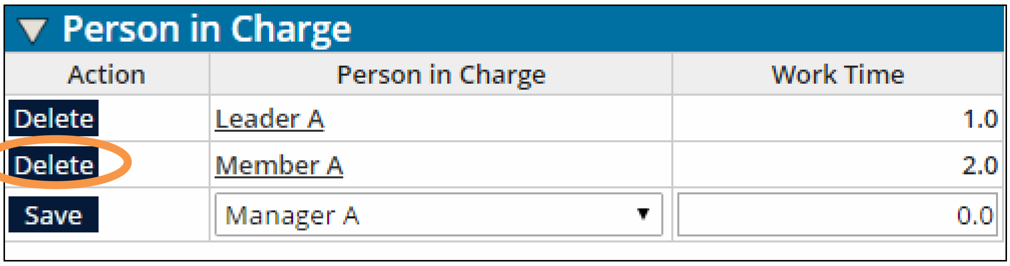


The following table describes these section fields.

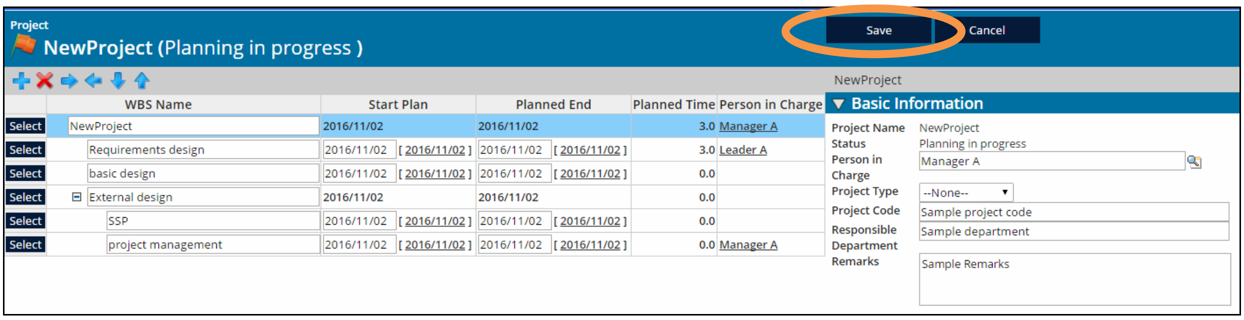
| | |
|---|---|
| **Schedule** | |
| Planned Start Date | The Planned Start Date specified in the WBS record is automatically set. |
| Planned End Date | The Planned End Date specified in the WBS record is automatically set. |
| **Cost** | |
| Planned Cost | The planned cost is automatically set.<br>Calculation formula: Unit cost of work of resource at the time of planning X Planned work time |
| **Person in Charge** | |
| Planned Work Time | The planned work time is automatically set. |

## Note

- To delete a registered person in charge, click the [Delete] button under Action.

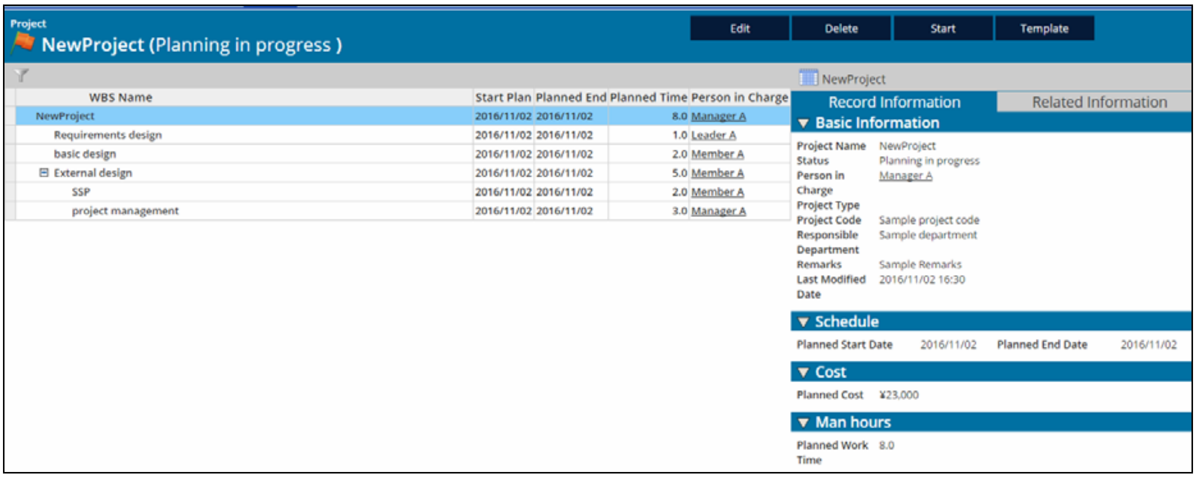



**4. Repeat steps 1 through 3 to assign all persons in charge and work times to all WBS records. Click the [Save] button.**



The project will be saved and the reference screen will appear.

This completes the project planning procedure.



# 11.4 Project Management

This section describes project progress state changes (Planning in progress, In progress, and Finish), the procedure to register work results, and methods of managing progress, cost, and man hours.

## 11.4.1 Project Management

This section describes how to proceed with and manage project.
Typically, project managers or leaders start, plan, finish, and manage projects.

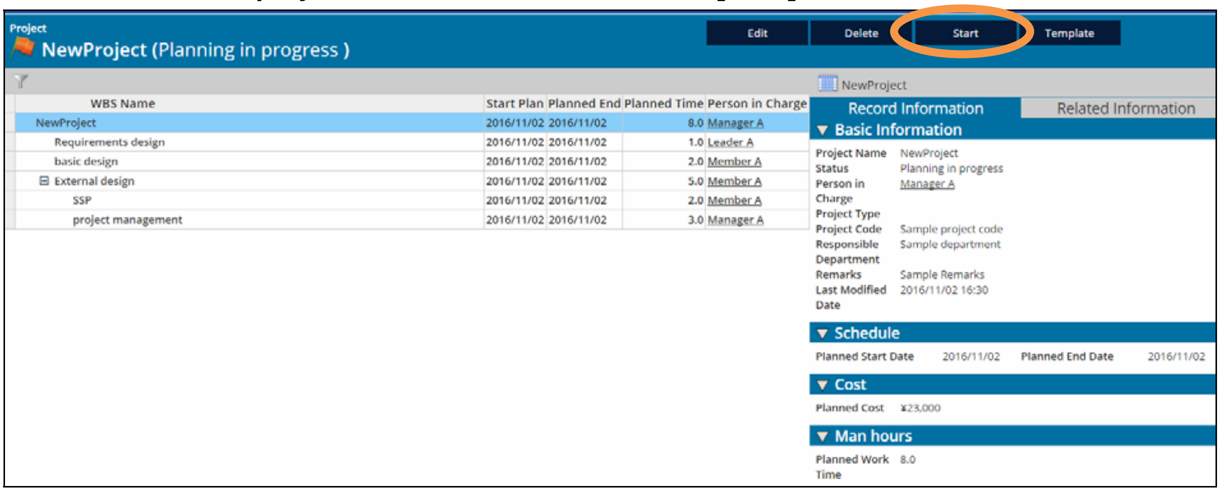
The following bullet points describe the main differences in project states.

- Planning in progress: Tentative schedules and deadlines can be viewed on the Project Calendar.
- In progress: Your projects and WBS records appear on the Project Home Screen.
- Finish: Work results can no longer be edited.

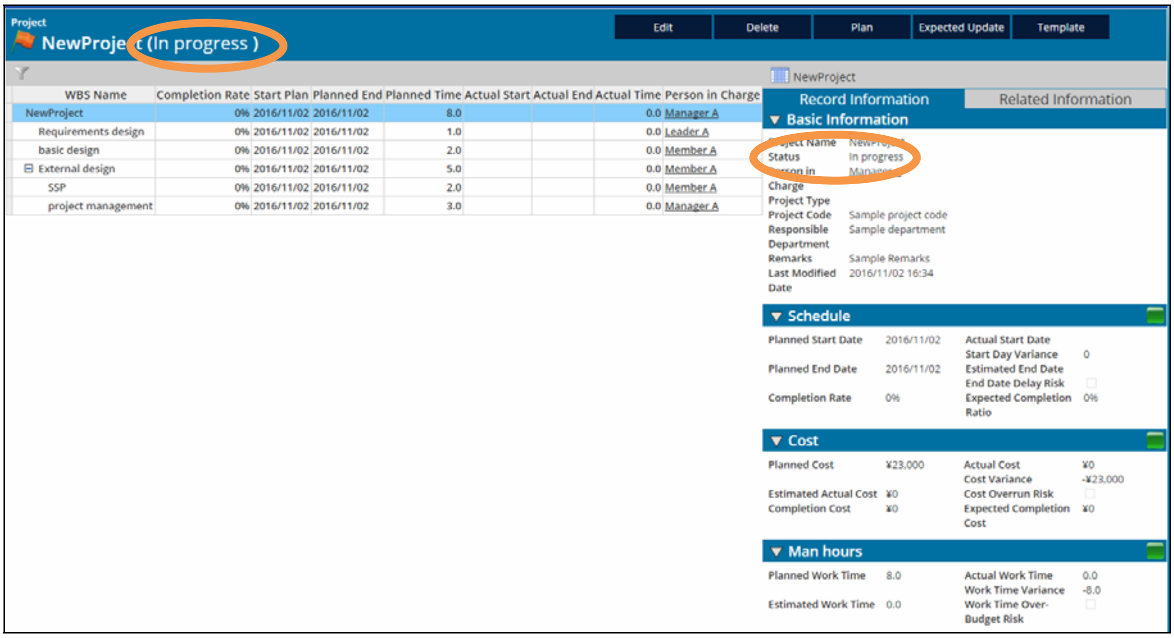
### ◆ Starting projects (Planning in progress to In progress)

Once a project is in the active state, your projects and WBS records appear on the Project Home Screen.

**1. From the project reference screen, click the [Start] button.**



The status changes from "Planning in progress" to "In progress".

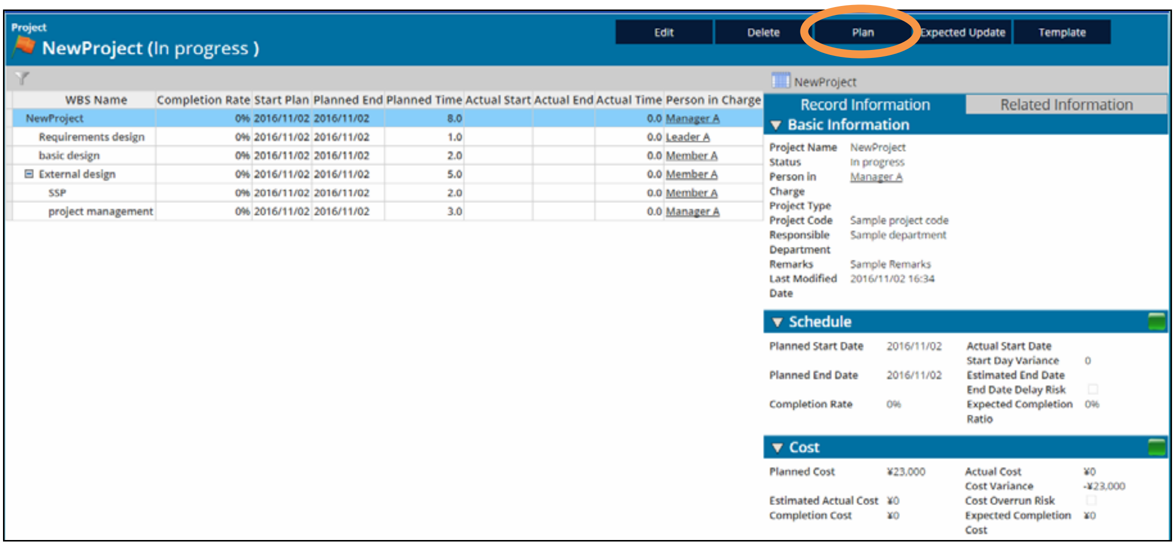



## Note

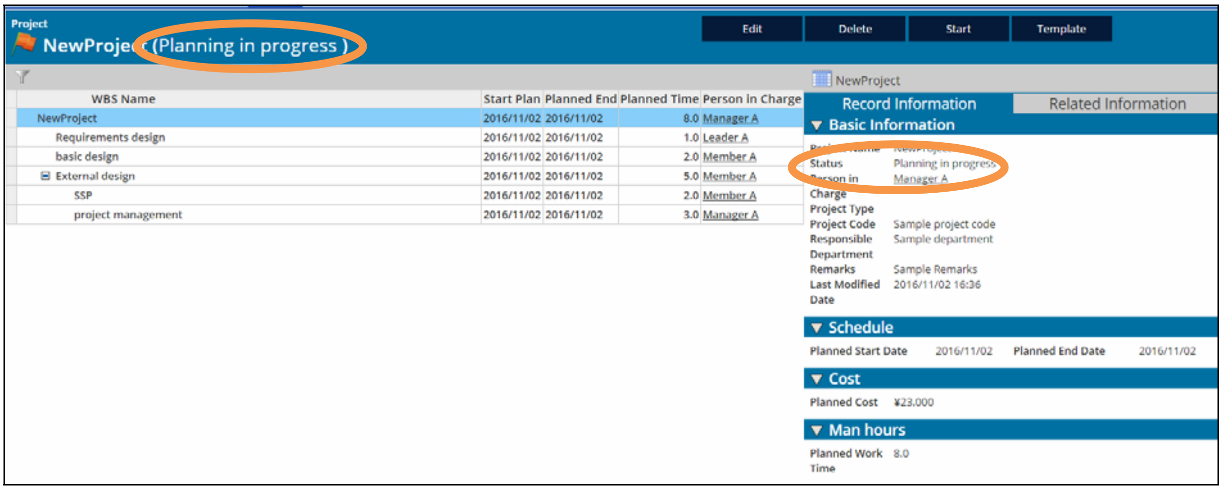
- To delete a project, click the [Delete] button.

## ◆ Resetting the project state back to planning (In progress to Planning in progress)

**1. From the project reference screen, click the [Plan] button.**




The status changes from "In progress" to "Planning in progress".



## ◆ Finishing projects (In progress to Finish)

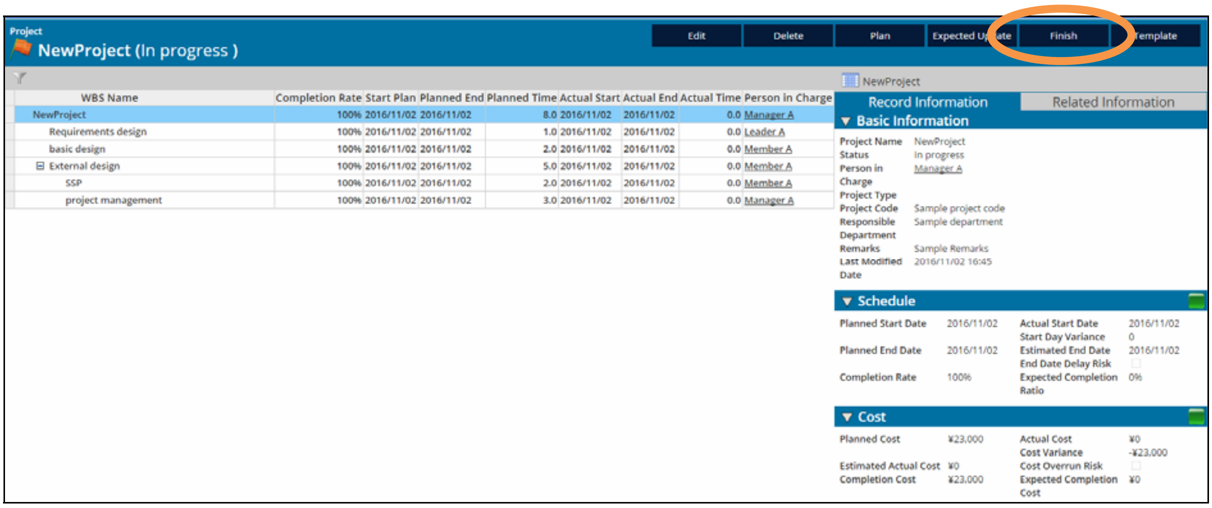
The project completion rate reaches 100 % once all WBS work is finished and work results are all at 100 %.

At this time, projects can now be finished.

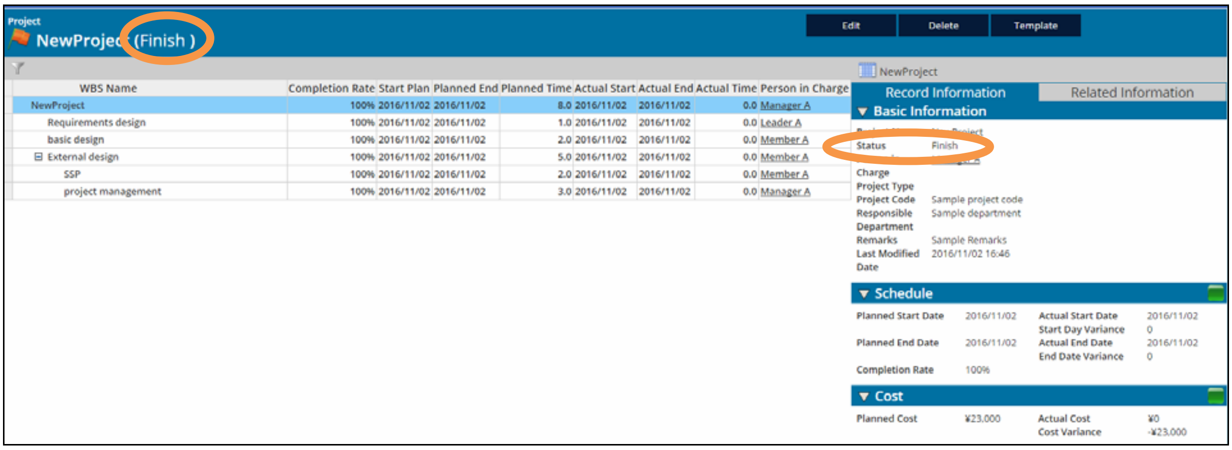
Once set to the finish state, work results can no longer be edited.

* Refer to "11.4.2 Work Results Registration" for more information on entering work results.

**1. From the project reference screen, click the [Finish] button.**



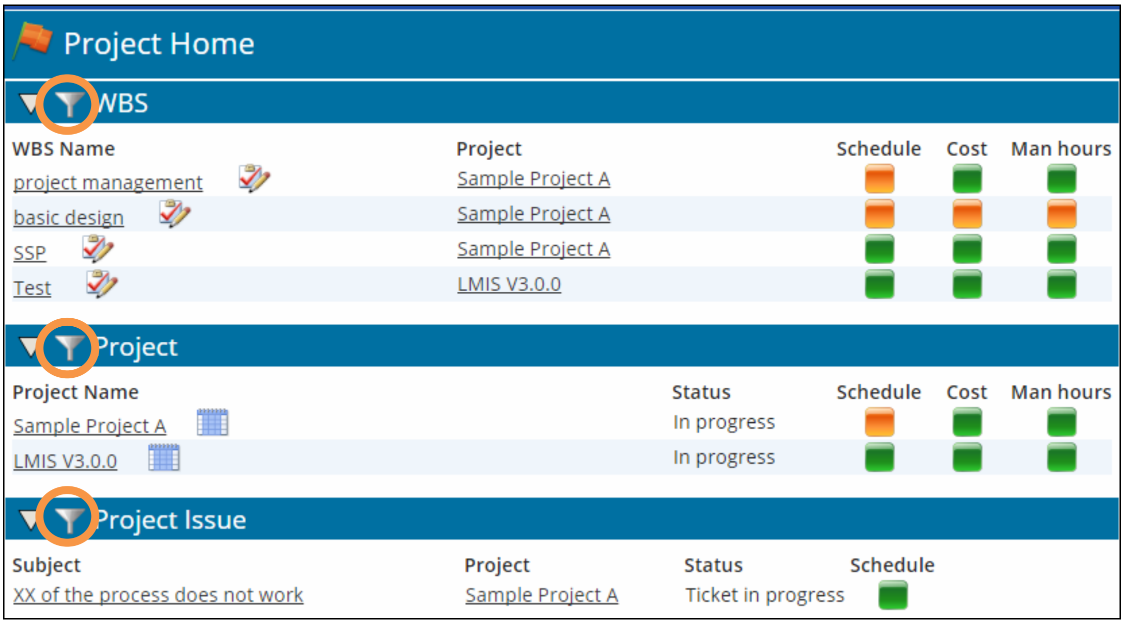

The project is finished once the status changes from "In progress" to "Finish".



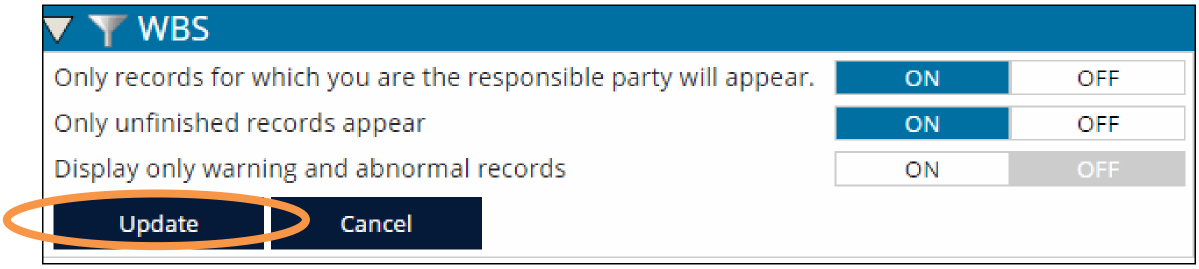
## ◆ Filtering the records to display

The display of project, WBS, and other related records can be filtered.

**1. From the Project Home screen, click the filter icon next to the WBS, Project, and Project Issue categories.**



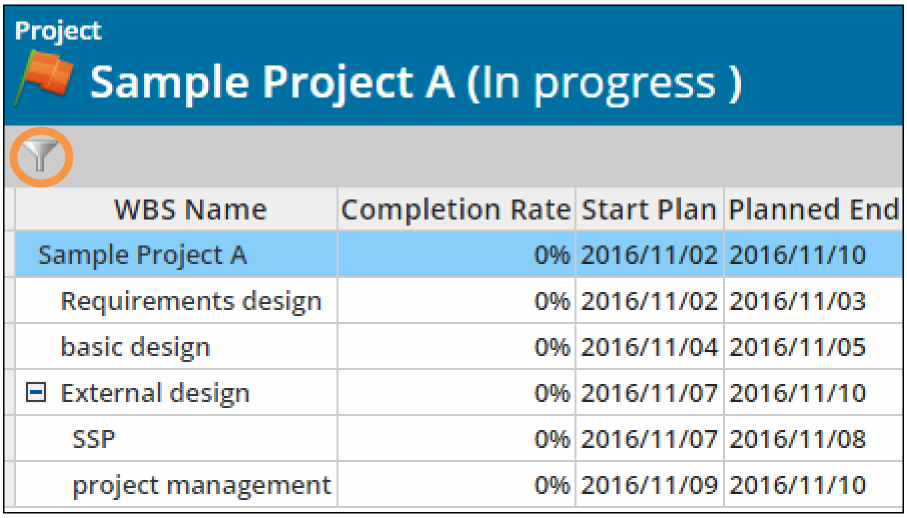

**2. Once the filter criteria screen appears, set the desired criteria and then click the [Update] button.**



| Refiners | Description |
| --- | --- |
| Only records for which you are the responsible party will appear. | ON: Only records for which you are the person in charge will appear.<br>OFF: All other records will appear.<br>* The default setting is ON. |
| Only unfinished records appear | ON: Only unfinished records appear.<br>OFF: All other records will appear.<br>* The default setting is ON. |
| Display only warning and abnormal records | ON: Display only warning and error records<br>OFF: All other records will appear.<br>* The default setting is OFF. |

## Note

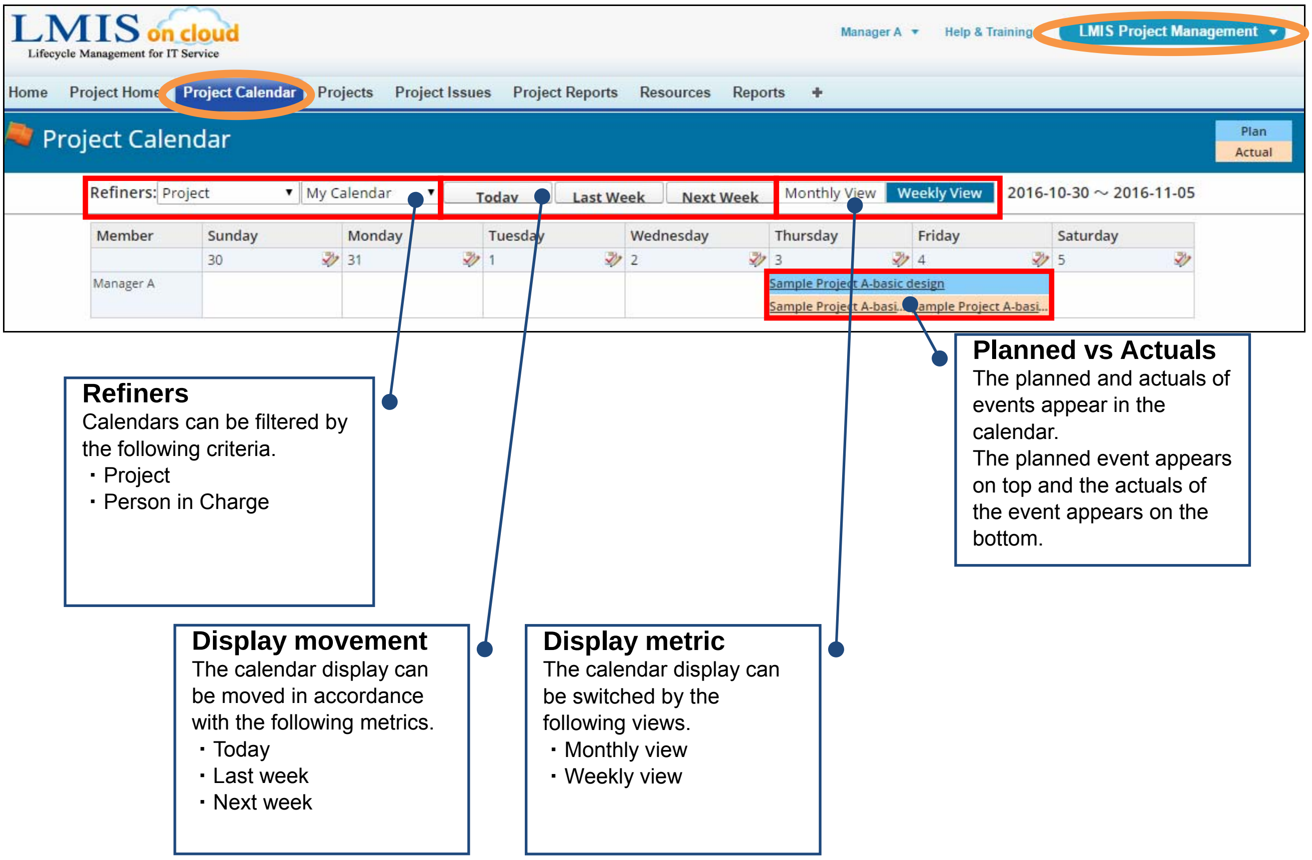
- Records can also be filtered from the project reference screen.



## ◆ Checking project calendars

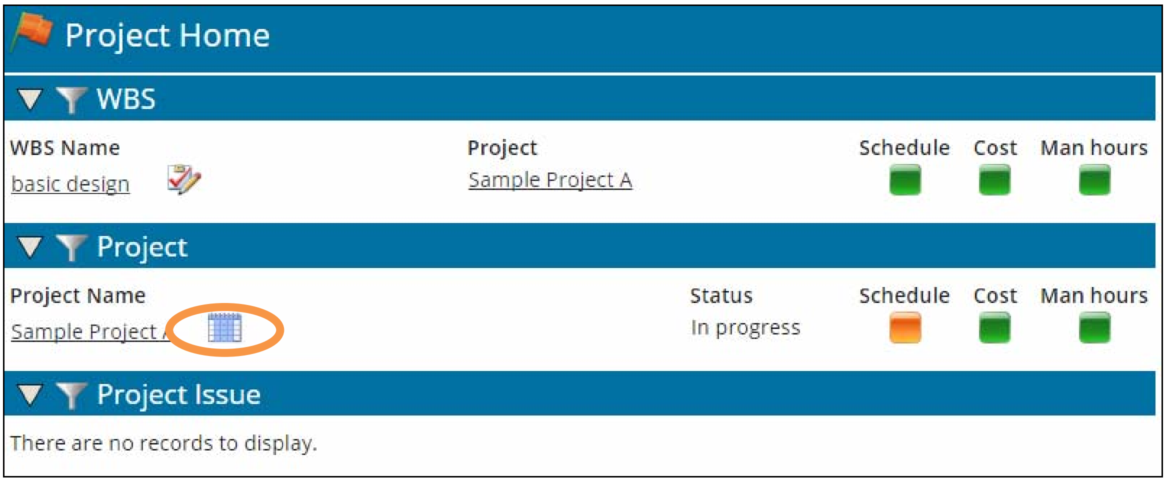
**1. Select the [LMIS Project Management] application and then click the [Project Calendar] tab.**

The weekly view of your personal calendar appears.

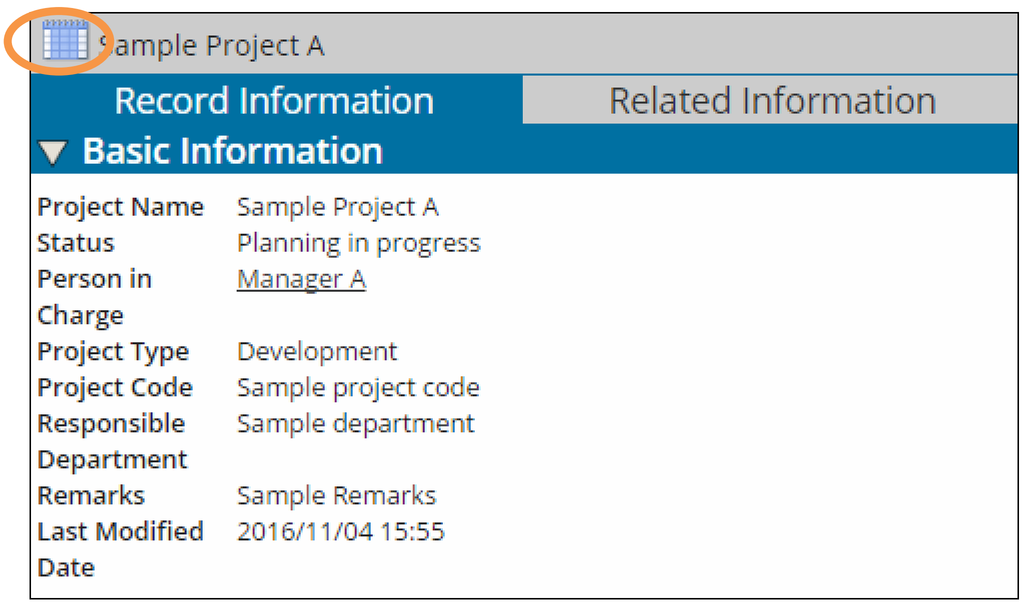


**Note**

- The planned values that appear are taken from the WBS record without any child WBS records at the lowest hierarchical layer.
- Planned events appear across multiple dates.
- The actual work results that appear are taken from the WBS record without any child WBS records at the lowest hierarchical layer.
- Actual results appear in units of days.
- The hierarchy of the WBS name and the completion rate appears with actual results.
- Calendars can also be displayed by clicking the calendar icon on the Project Home screen.




- Calendars can also be displayed by clicking the calendar icon on the Project Reference screen.



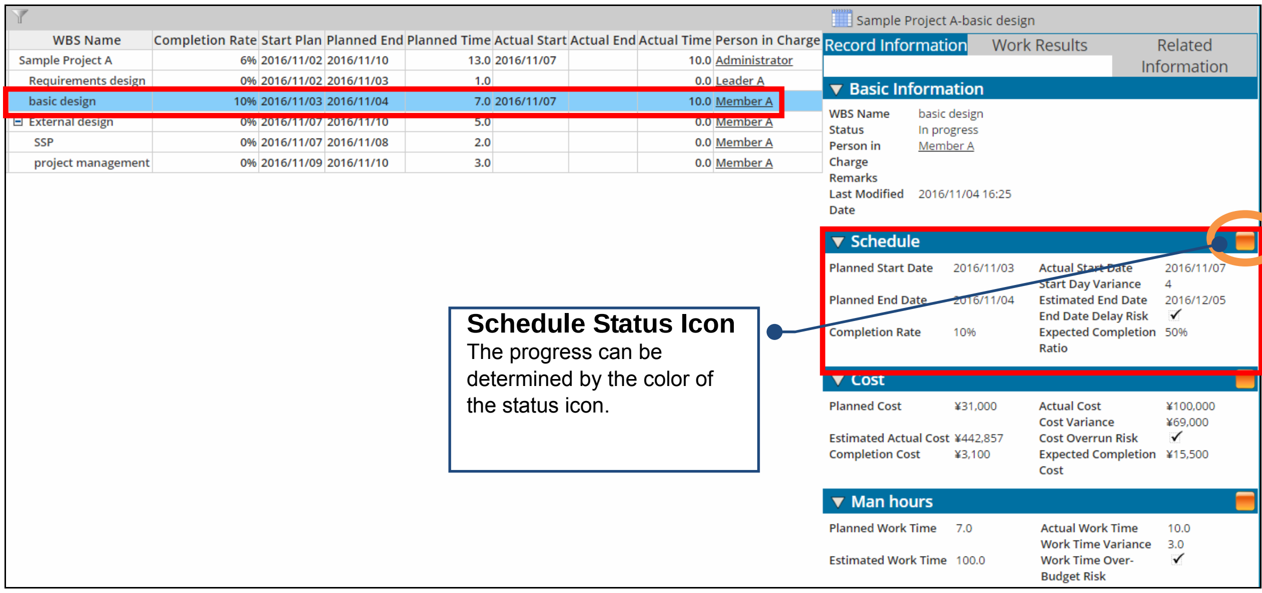
## ◆ Managing project schedules

This section describes the procedure to manage project and WBS schedules.

Project and WBS schedules can be checked via the schedule section and the color of the status icon.

* A WBS record is used as an example here.

**1. From the project reference screen, select the WBS for which you want to check schedule progress and then look at the [Schedule] section that appears in the record information.**




The following table describes fields in this section.

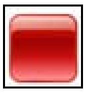
| Field Name | Description |
|---|---|
| Planned Start Date | The Planned Start Date appears here. |
| Actual Start Date | The Actual Start Date appears here. |
| Start Day Variance | The variance between the Planned Start Date and the actual start date appears here.<br>* Calculation formula: Actual Start Date - Planned Start Date |
| Planned End Date | The Planned End Date appears here. |

| Field Name | Description |
|---|---|
| Estimated End Date | The estimated end date calculated from the current actual results appears here.<br>Factors used in estimated end date calculations include the actual start date, actual work time as appears in the Man Hours section, and the completion rate.<br>* Calculation formula:<br>Actual Start Date + Planned period X (Actual work time / Planned work time / Completion rate)<br>* When there are no actual results data: Planned End Date + Number of delay days from the start date |
| End Date Delay Risk | This check box is selected when there is risk of a delayed end date (estimated end date is later than the Planned End Date).<br>Factors used in estimated end date calculations include the actual start date, actual work time as appears in the Man Hours section, and the completion rate. |
| Completion Rate | The completion rate entered for the work results appears here. |
| Expected Completion Ratio | The expected completion ratio is calculated from the number of days that have elapsed since the Planned Start Date and from the planned period.<br>The expected completion ratio is calculated starting from the first day after the Planned Start Date. The expected completion ratio on the day of the Planned Start Date is 0 %.<br>* Calculation formula: Number of days that have elapsed since the Planned Start Date / Planned period |

**Caution**

- The expected completion ratio is updated whenever work results are entered. This rate will not update the next day until new work results are registered. To obtain the most recent expected completion ratio, click the [Expected Update] button at the top of the screen.

The following table describes the differences in meaning of the schedule status icon colors.

| Schedule Status Icon | Description |
|---|---|
|  | This icon color represents the normal state.<br>* Criteria: Other states (warning and abnormal) are not applicable. |
|  | This icon color represents the warning state.<br>* Criteria: Satisfies the following conditions<br>● Start Date Delays: At least one day has elapsed since the Planned Start Date<br>● End Date Delay Risk: The estimated end date is later than the Planned End Date |
|  | This icon color represents the abnormal state.<br>* Criteria: Satisfies the following criteria at time of completion<br>● End Date Delays: The actual end date is later than the Planned End Date<br>● Completion rate delays: Planned completion rate is larger than the actual completion rate |

When both the warning and abnormal state conditions are satisfied, the abnormal icon appears. The warning icon appears when an issue occurs during the active state (not started). The abnormal icon appears when there is still an issue at the time of completion.

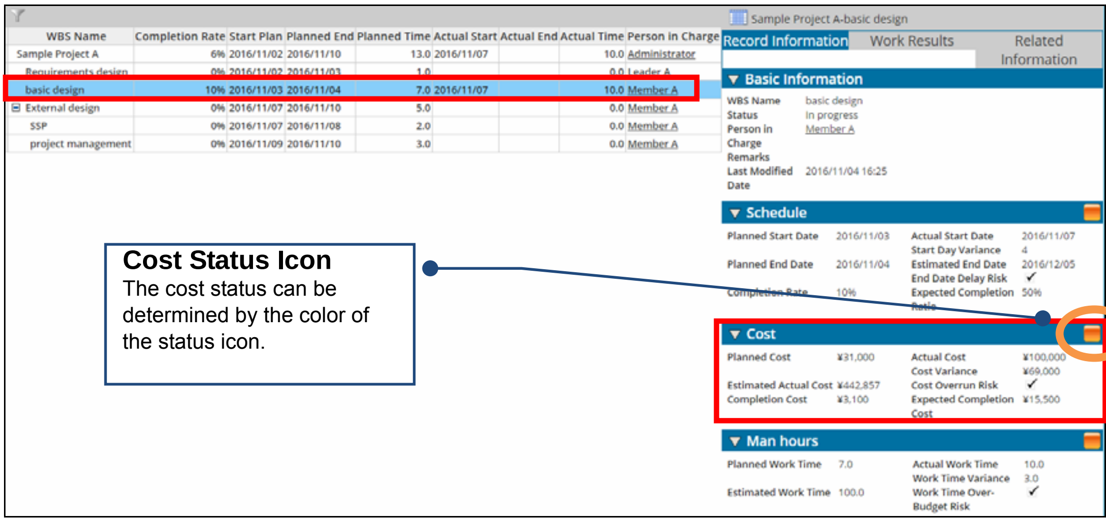
## ◆ Managing project costs

This section describes the procedure to manage project and WBS costs.

Project and WBS costs can be checked via the cost section and the color of the status icon.

* A WBS record is used as an example here.

**1. From the project reference screen, select the WBS for which you want to check the cost status and then look at the [Cost] section that appears in the record information.**




The following table describes fields in this section.

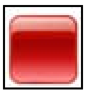
| Field Name | Description |
|---|---|
| Planned Cost | The planned cost appears here. |
| Actual Cost | The actual cost appears here. |
| Cost Variance | The variance between the planned cost and the actual cost appears here.<br>* Calculation formula: Actual cost - Planned cost |
| Estimated Actual Cost | The estimated actual cost is calculated from the planned cost, work time, and completion rate.<br>* Calculation formula: Planned cost X (Actual work time / Planned work time / Completion rate)<br>* The planned cost is used as it is when there are no work results. |
| Cost Overrun Risk | This check box is selected when there is risk that costs will be over budget (estimated actual cost is larger than the planned cost). |

| Field Name | Description |
|---|---|
| Completion Cost | The completion cost is calculated from the planned cost and completion rate.<br>* Calculation formula: Planned cost X Completion rate (Maximum work results value) |
| Expected Completion Cost | The expected completion cost is calculated from the planned cost and the expected completion ratio.<br>The expected completion ratio is calculated starting from the first day after the Planned Start Date. The expected completion ratio on the day of the Planned Start Date is 0 %.<br>* Calculation formula: Planned cost X Expected completion ratio |

## Caution

- The expected completion cost is updated whenever work results are entered. This rate will not update the next day until new work results are registered. To obtain the most recent expected completion cost, click the [Expected Update] button at the top of the screen.

The following table describes the differences in meaning of the cost status icon colors.

| Cost Status Icon | Description |
|---|---|
|  | This icon color represents the normal state.<br>* Criteria: Other states (warning and abnormal) are not applicable. |
|  | This icon color represents the warning state.<br>* Criteria: Satisfies the following conditions<br>● Cost overrun risk: Estimated actual cost is larger than the planned cost |
|  | This icon color represents the abnormal state.<br>* Criteria: Satisfies the following criteria at time of completion<br>● Cost overrun amount: Actual cost is larger than the planned cost |

When both the warning and abnormal state conditions are satisfied, the abnormal icon appears.
The warning icon appears when an issue occurs during the active state (not started). The abnormal icon appears when there is still an issue at the time of completion.

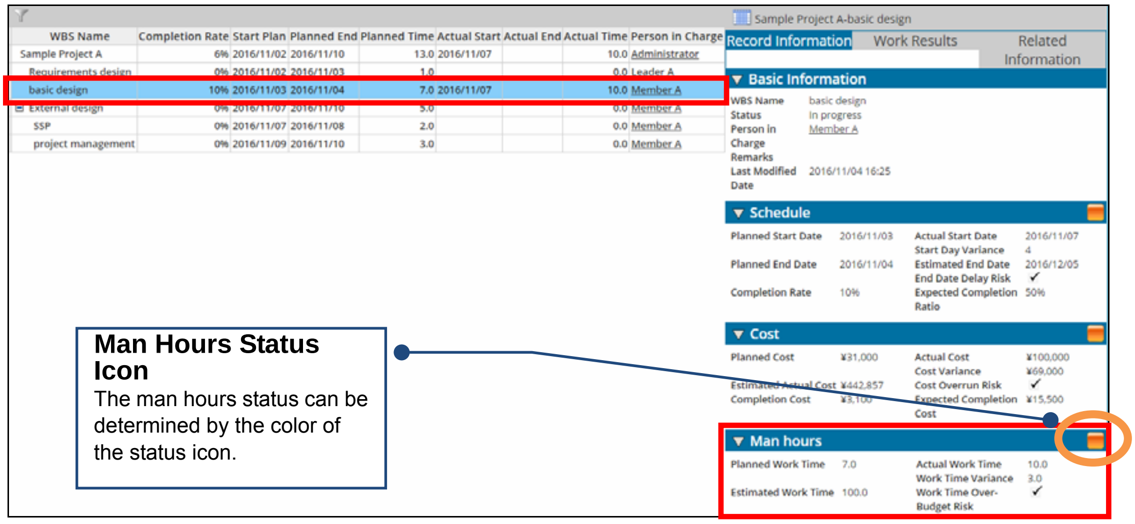
## ◆ Managing project man hours

This section describes the procedure to manage project and WBS man hours.

Project and WBS man hours can be checked via the man hours section and the color of the status icon.

* A WBS record is used as an example here.

**1. From the project reference screen, select the WBS for which you want to check the man hours status and then look at the [Man hours] section that appears in the record information.**

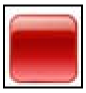



The following table describes fields in this section.

| Field Name | Description |
|---|---|
| Planned Work Time | The planned work time appears here. |
| Actual Work Time | The actual work time appears here. |

| | |
|---|---|
| Work Time Variance | The variance between the planned work time and the actual work time appears here.<br>* Calculation formula: Actual work time - Planned work time |
| Estimated Work Time | The estimated work time is calculated from the planned work time, actual work time, and completion rate.<br>* Calculation formula:<br>Planned work time X (Actual work time / Planned work time / Completion rate)<br>* The planned work time is used as it is when there are no work results. |
| Work Time Over-Budget Risk | This check box is selected when there is risk that work time will be over budget (estimated work time is larger than the planned work time). |

The following table describes the differences in meaning of the cost status icon colors.

| Cost Status Icon | Description |
|---|---|
|  | This icon color represents the normal state.<br>* Criteria: Other states (warning and abnormal) are not applicable. |
|  | This icon color represents the warning state.<br>* Criteria: Satisfies the following conditions<br>● Work time overbudget risk: Estimated work time is larger than the planned work time |
|  | This icon color represents the abnormal state.<br>* Criteria: Satisfies the following criteria at time of completion<br>● Work time overbudget amount: Actual work time is larger than the planned work time |

When both the warning and abnormal state conditions are satisfied, the abnormal icon appears.

The warning icon appears when an issue occurs during the active state (not started). The abnormal icon appears when there is still an issue at the time of completion.

## 11.4.2 Work Results Registration

Once a project has been started (Status: In progress), members can enter the work results for the jobs that they have been assigned.

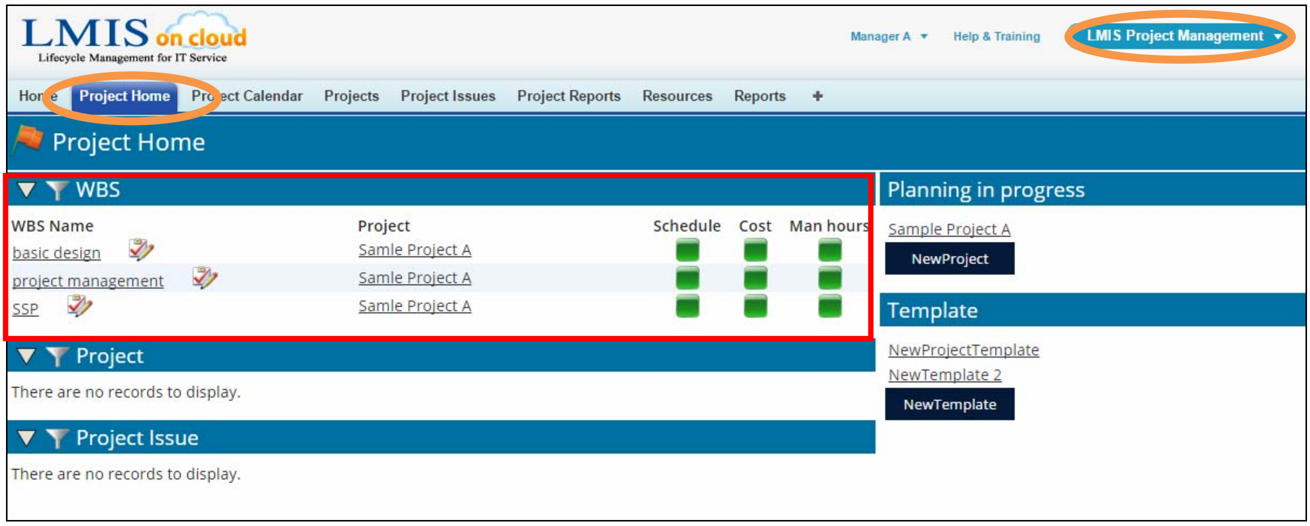
This section describes the procedures to check assigned work and to enter work results.

The procedures described in this section are normally performed by members and leaders.

### ◆ Checking assigned work

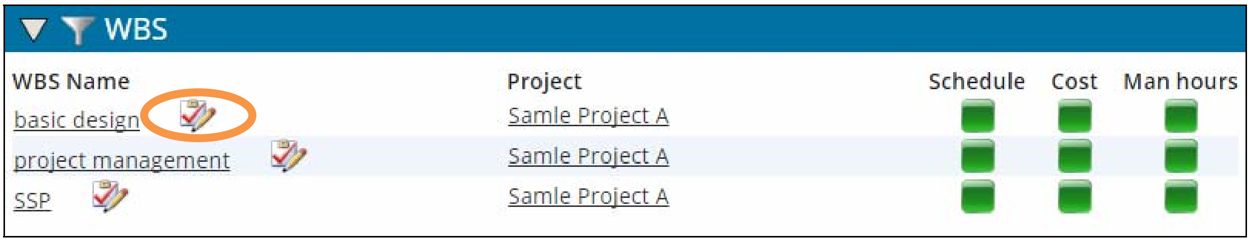
1. **Select the [LMIS Project Management] application.**

Once the [Project Home] screen appears, a list of your WBS records appears.

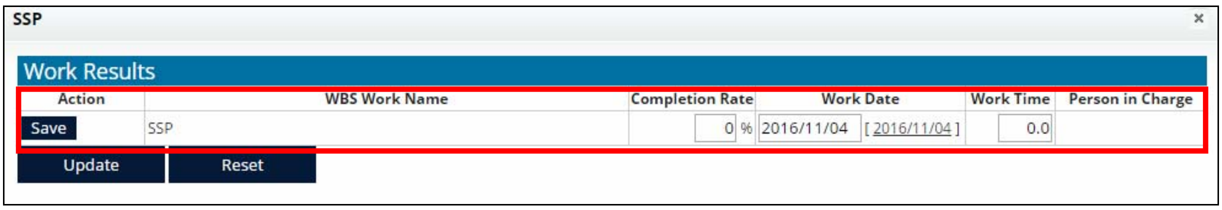



### ◆ Entering work results

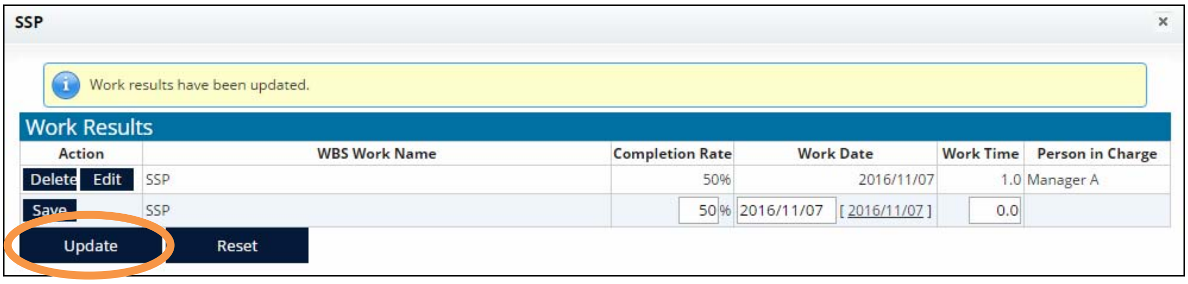
1. **Click the icon next to the WBS into which you want to enter work results.**



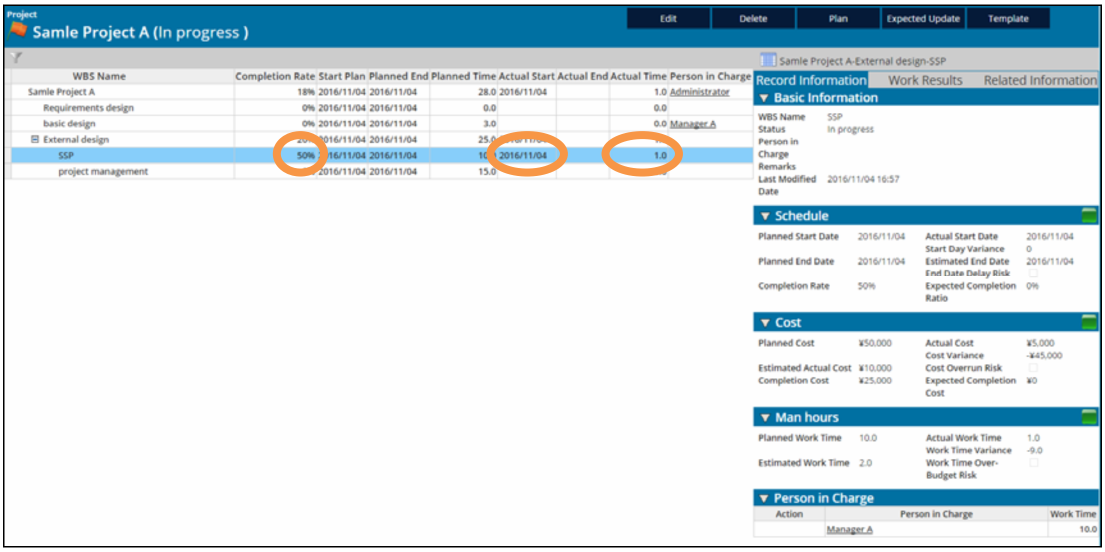

2. **Once the work results entry window appears, enter the required information such as Completion Rate, Work Date, and Work Time, and then click the [Save] button.**



### 3. Click the [update] button to update the work results.



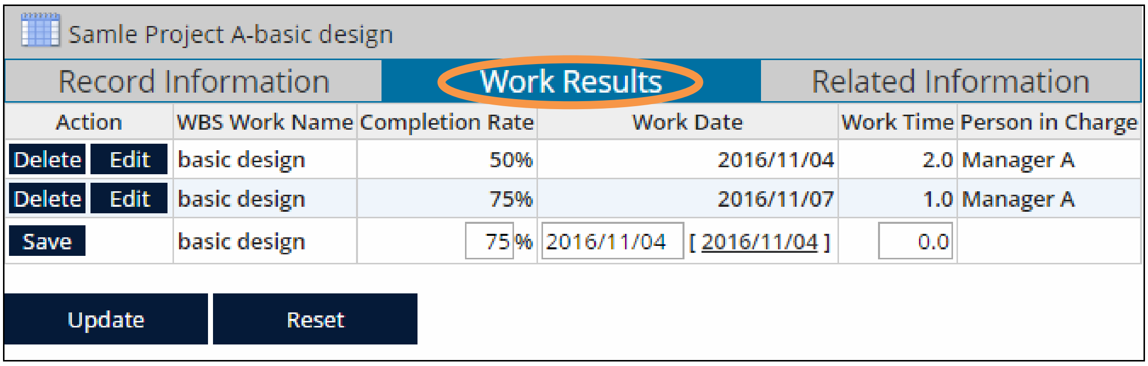
Work results have been updated.



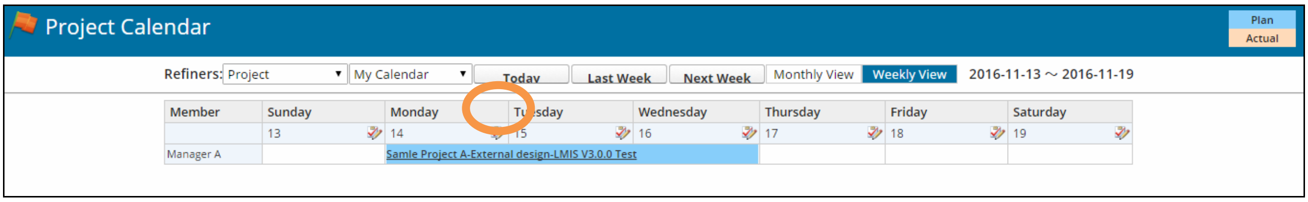
## Note

- To update work results already entered for a particular day, click the [Edit] button and update the work results.
- To update work results for a different day, add new work results and enter the information.
- Work results performed by the same person in charge on the same work date cannot be added.
- Click the [Reset] button to clear all work results prior to the update (clicking of the [Update] button).

- Work results can also be entered on the Work Results tab on the Project Reference screen.




- Work results can also be entered by clicking the enter work results icon on the Project Calendar.



## 11.4.3 Project Progress Reports

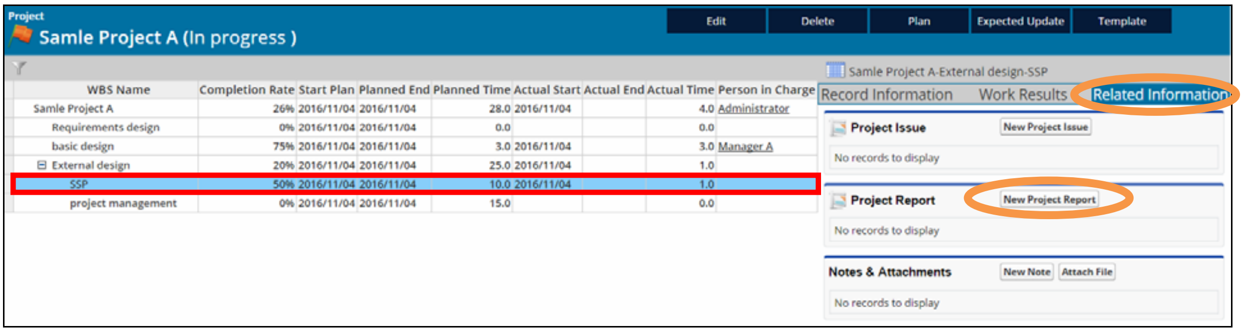
This section describes the procedures to create project and WBS progress reports.

The procedures described in this section are normally performed by managers and leaders.

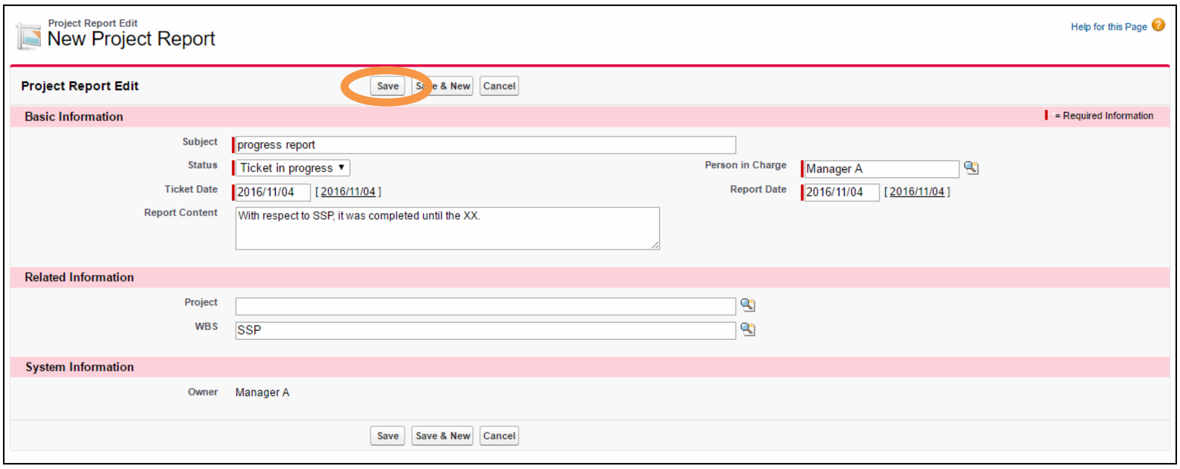
### ◆ Reporting project and WBS progress

1. **From the project reference screen, select the desired project or WBS record and then click [New Project Report] on the [Related Information] tab.**

   * A WBS record is used as an example here.



2. **Once the project report edit screen appears, enter the required information and then click the [Save] button.**

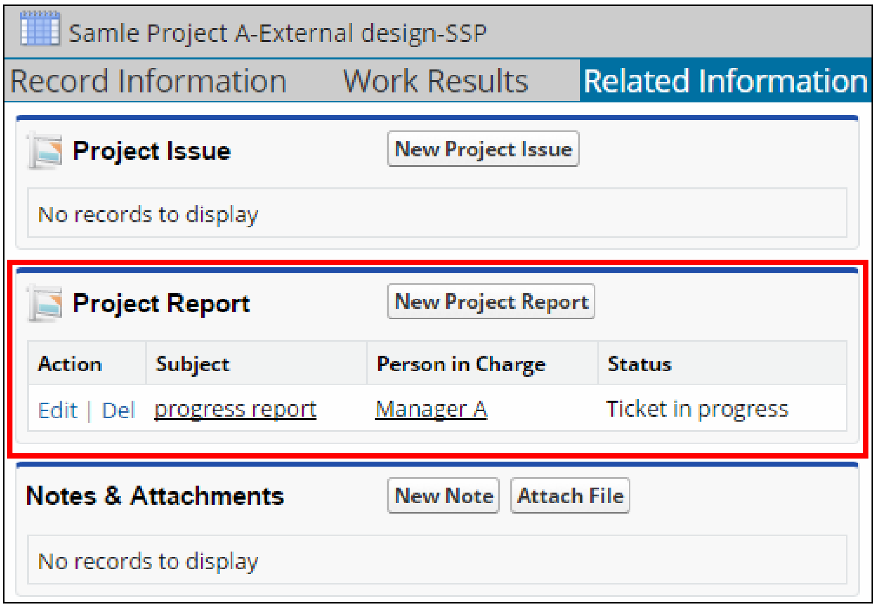


The following table describes each entry field.

| | |
|---|---|
| **Basic Information** | |
| Subject | Enter the subject. |
| Status | Select the status from the pull-down menu. Options include: Ticket in progress and Finish. |
| Person in Charge | Select the person in charge via a lookup process.<br>* Only project members can be set. |
| Ticket Date | Enter the ticket date.<br>* This field is automatically populated with the record creation date, which is the default value. |
| Report Date | Enter the report date.<br>* This field is automatically populated with the record creation date, which is the default value. |
| Report Content | Enter the report content. |
| **Related Information** | |
| Project | Select the related project via a lookup process.<br>* If a project was ticketed on the Project screen, this field will be automatically populated with that project. |
| WBS | Select the related WBS record via a lookup process.<br>* If a WBS record was ticketed on the Project screen, this field will be automatically populated with that WBS record. |
| **System Information** | |
| Owner | This parameter is automatically set with the user who is the person in charge (resource). |

After the information is saved, the project report is associated with the related information.

The progress can now be checked here.



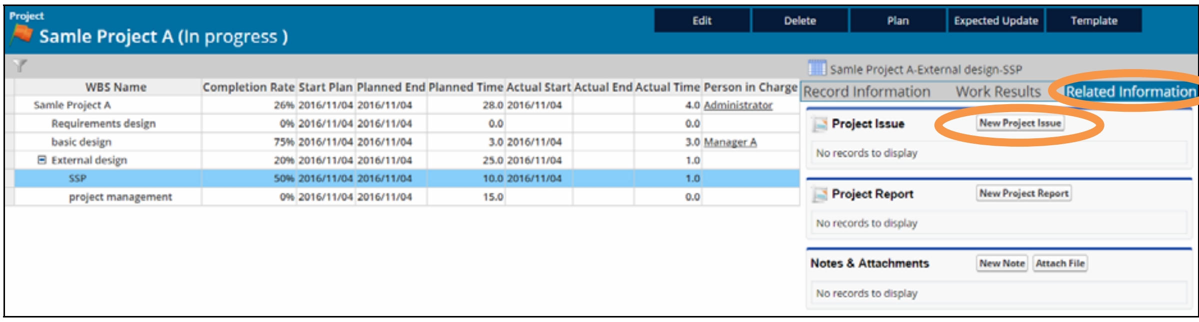
# 11.4.4 Project Issue Management

This section describes the procedure to manage project issues.

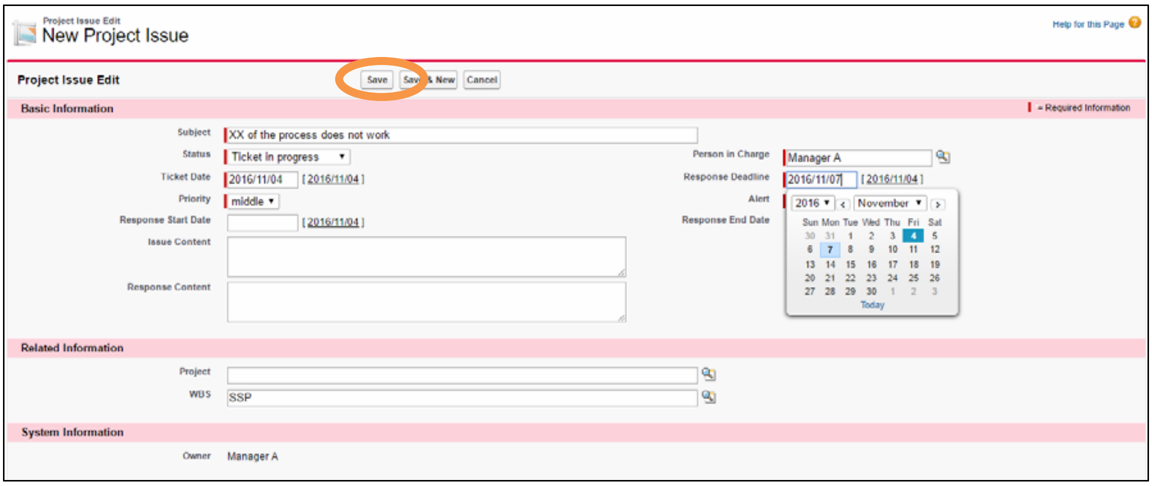
## ◆ Creating project and WBS issues

1. **From the project reference screen, select the project or WBS record for which you want to create project issue and then click [New Project Issue] on the [Related Information] tab.**

   The create new project issue ticket screen appears.




2. **Enter the required items and click the [Save] button.**

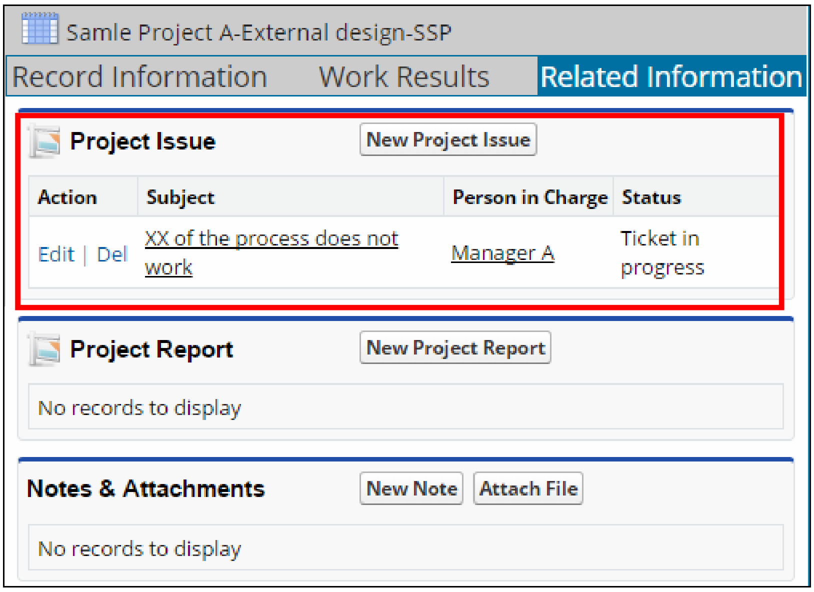



The following table describes each entry field.

| Basic Information Section | |
|---|---|
| Subject | Enter the subject. |
| Status | Select the status from the pull-down menu. Options include: Ticket in progress, Response Unneeded, Not Yet Started, Responding, and Finish. |
| Person in Charge | Select the person in charge of the issue via a lookup process.<br>* Only project members can be set. |
| Ticket Date | Enter the ticket date.<br>* This field is automatically populated with the record creation |

| Basic Information Section | |
|---|---|
| | date, which is the default value. |
| Response Deadline | Enter the response deadline for the issue. |
| Priority | Select the priority from the pull-down menu. Options include: high, middle, and low. |
| Alert | Use the pull-down menu to enable/disable the response deadline alert pop-up.<br>If enabled, the response deadline is scheduled into the calendar on the Home screen. The response deadline alert pop-up will appear at the appropriate timing.<br>* This function is enabled only when the status is set to Ticket in progress, Not Yet Started, or Responding.<br>Alerts will not appear when the status is response unneeded or finish. |
| Response Start Date | Enter the Response Start Date. |
| Response End Date | Enter the Response End Date. |
| Issue Content | Enter the issue content. |
| Response Content | Enter the response content. |
| **Related Information Section** | |
| Project | Select the related project via a lookup process.<br>* If a project was ticketed on the Project screen, this field will be automatically populated with that project. |
| WBS | Select the related WBS record via a lookup process.<br>* If a WBS record was ticketed on the Project screen, this field will be automatically populated with that WBS record. |
| **System Information Section** | |
| Owner | This parameter is automatically set with the user who is the person in charge (resource). |

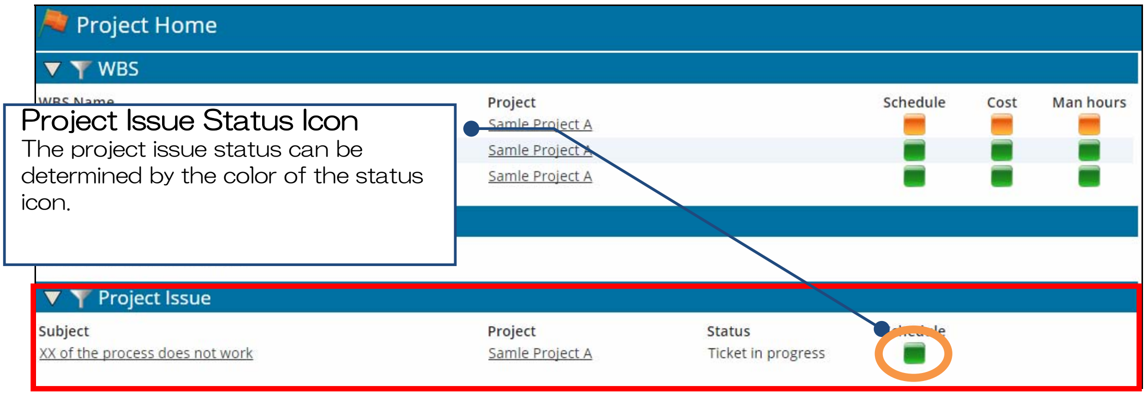
After the information is saved, the project issue is associated with the related WBS information. The project report can now be checked here.



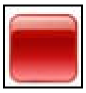
## ◆ Managing project issues

This section describes the procedure to manage project issues.

**1. From the Project Home screen, check the [Project Issue] section.**




The following table describes the differences in meaning of the man hours status icon colors regarding the project issue.

| Schedule Status Icon | Description |
|---|---|
|  | This icon color represents the normal state.<br>* Criteria: Other states (warning and abnormal) are not applicable. |
|  | This icon color represents the warning state.<br>* Criteria: Status is "Responding" and the Response End Date is later than the Response Deadline. |
|  | This icon color represents the abnormal state.<br>* Criteria: The status is "Finish" and the Response End Date is later than the Response Deadline. |

# 11.5 Project Templates

Project templates are used to define frequently used WBS records. This section describes the procedure to pre-define project templates.

## 11.5.1 Registering Project Templates

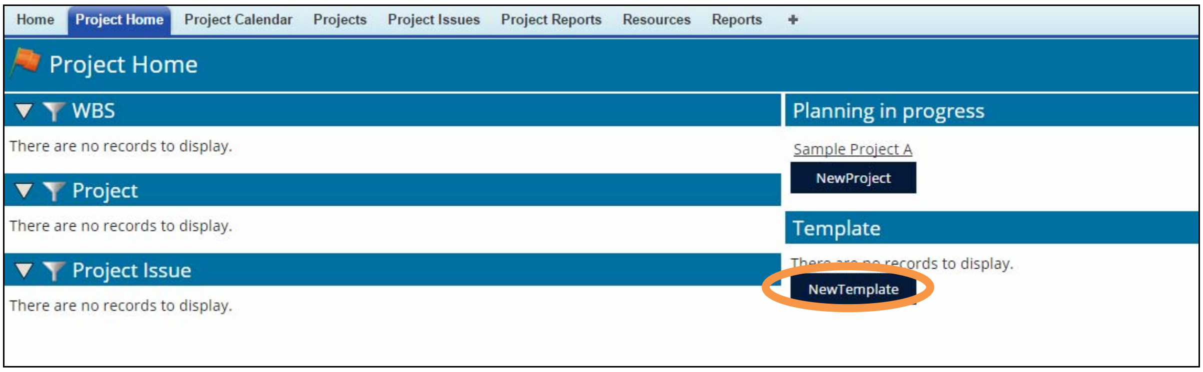
This section describes the procedure to maintain project templates.

Only users with suitable privileges can perform the operation described in this section.

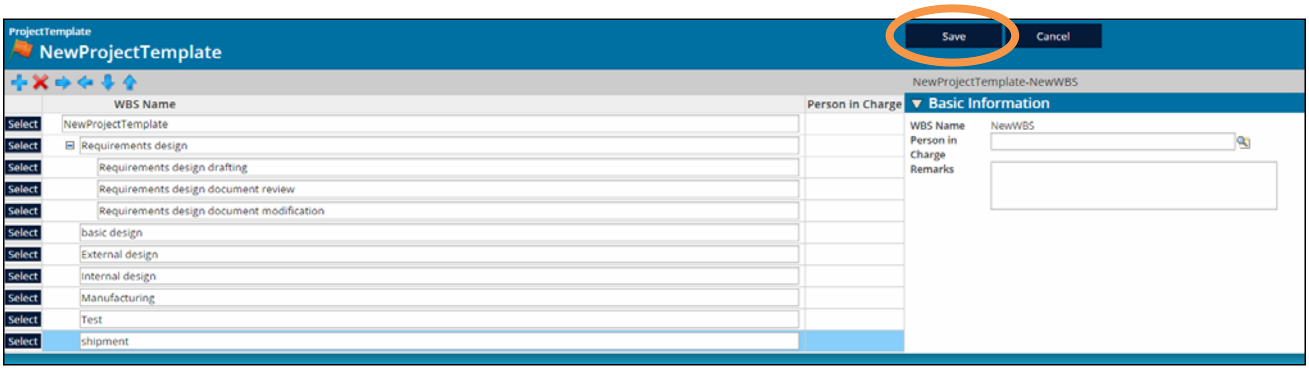
### ◆ Creating project templates

1. **As a user with the appropriate privileges, click the [NewTemplate] button from the Project Home screen.**

   The create new project template screen appears.

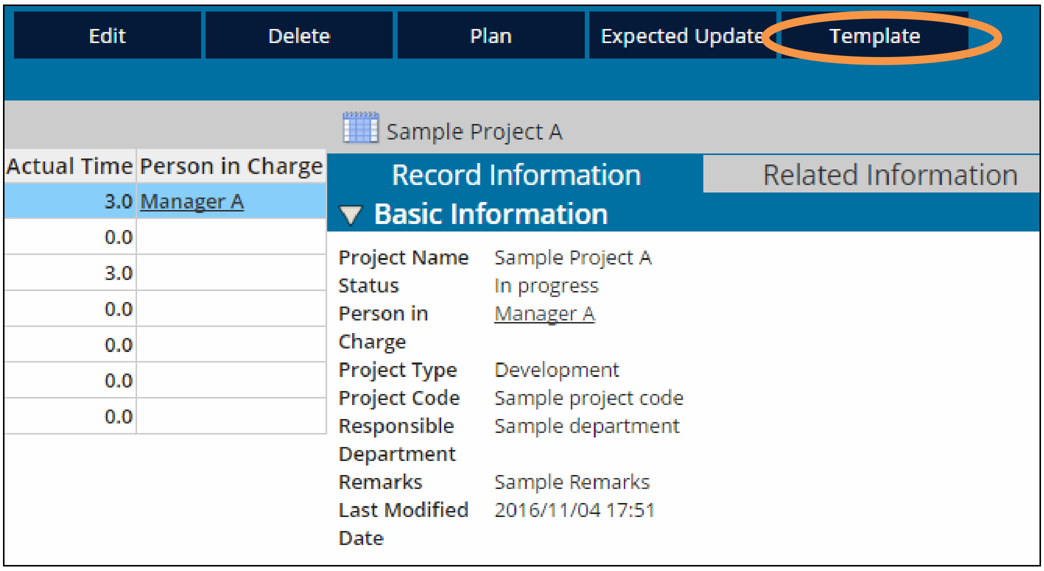



2. **Refer to "11.3.2 WBS Registration" to add a generic WBS record to be used when creating projects and then click the [Save] button.**



**Note**

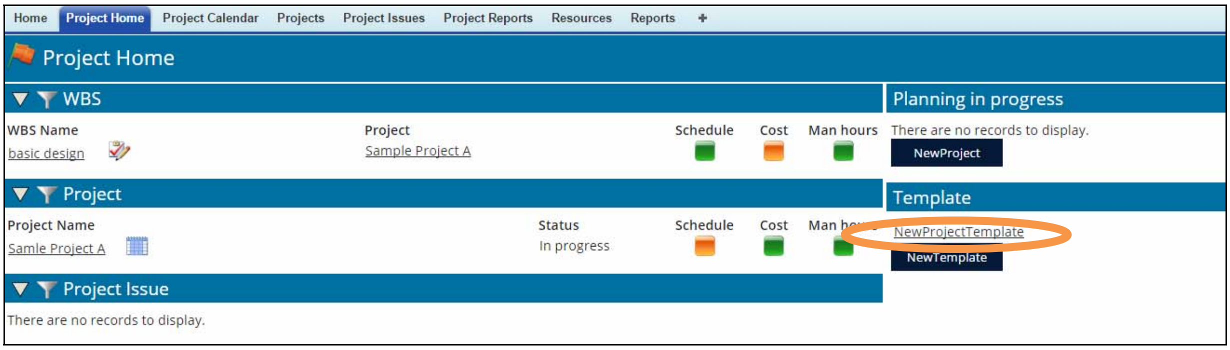
- Templates can also be created on the basis of the relevant project by clicking the [Template] at the top of the project reference screen.



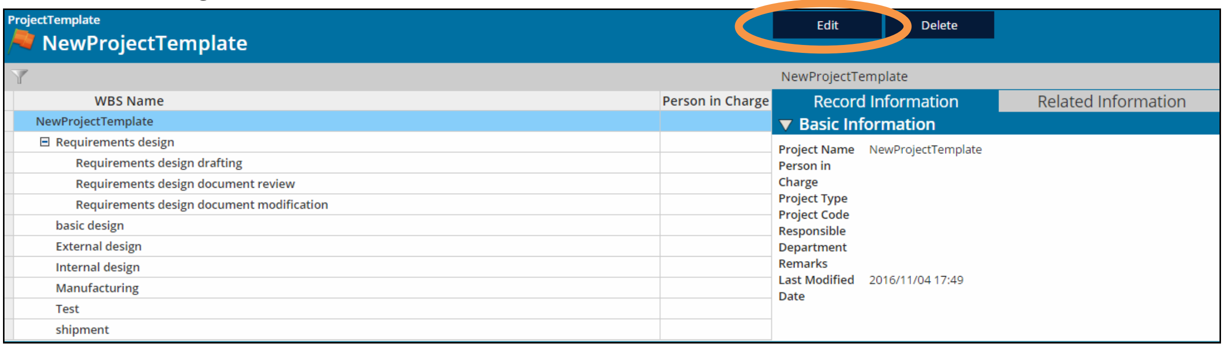
## ◆ Editing project templates

**1. As a user with the appropriate privileges, click the link for the desired template from the Project Home screen.**

The project template reference screen appears.



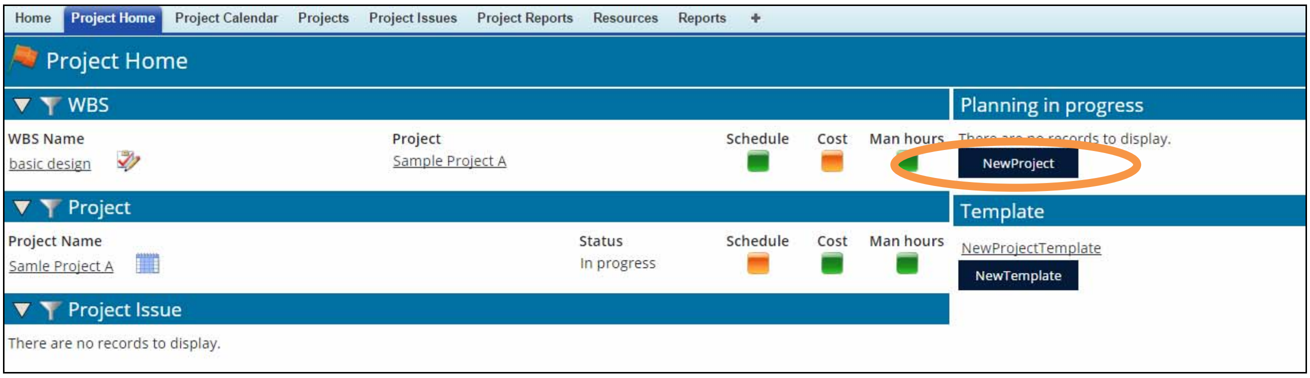

**2. Click the [Edit] button, edit the content, and then click the [Save] button to save the changes.**



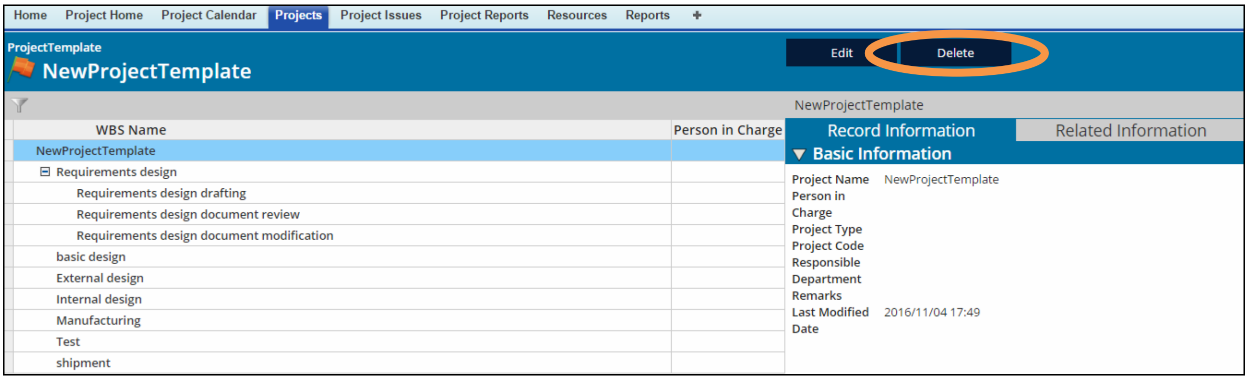
## ◆ Deleting project templates

**1. As a user with the appropriate privileges, click the link for the desired template from the Project Home screen.**

The project template reference screen appears.




**2. Click the [Delete] button to delete the project template.**




## Note

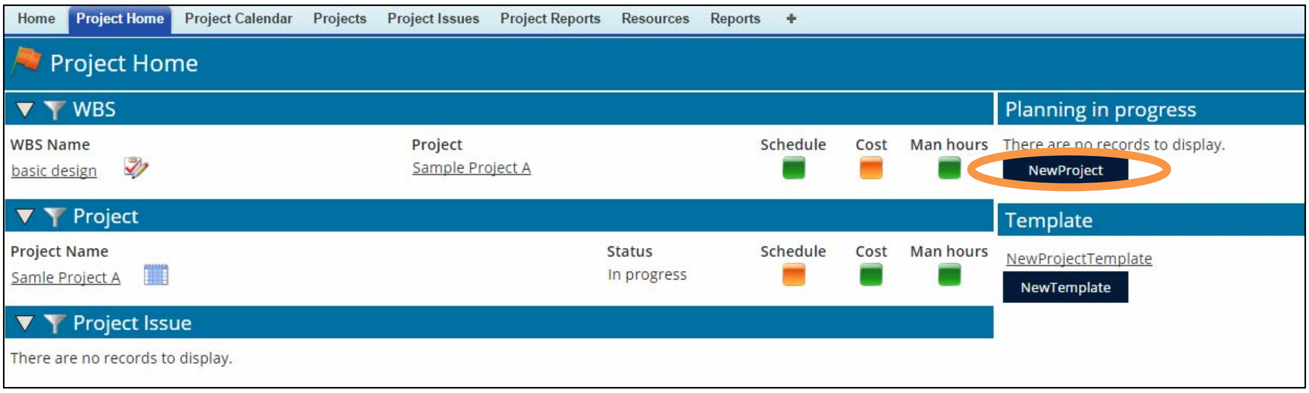
- Deleting a project template will not affect any projects which used the template.

## 11.5.2 Using Project Templates

This section describes the procedure to use project templates.

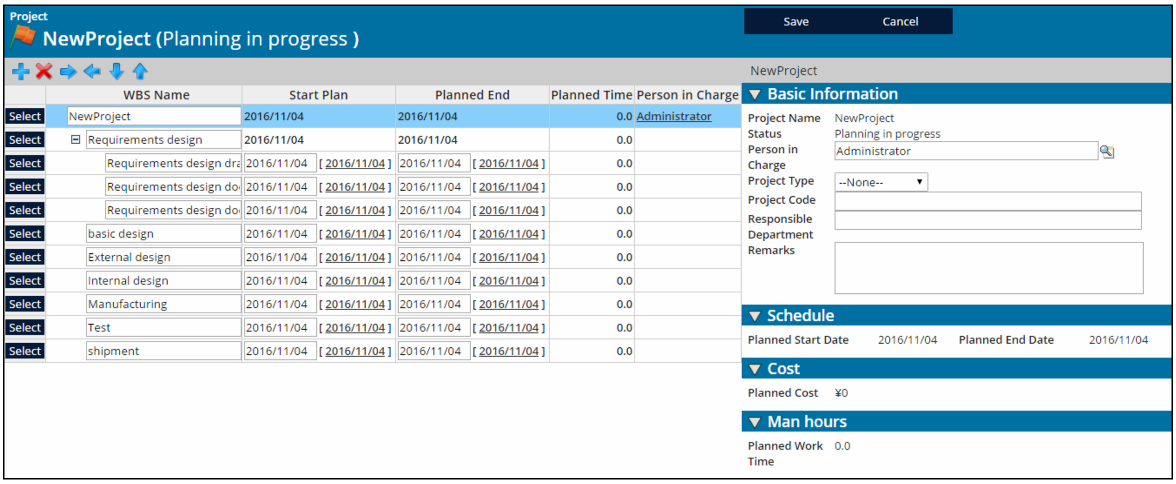
1. **From the Project Home screen, click the [NewProject] button.**

   The new project planning screen appears.




2. **Select the desired template and then click the [Select] button.**


The create new project screen appears loaded with the selected project template. Finish creating the project from this screen.



# 12. Process Statistics

## 12.1 Process Evaluation Index

Each process has the following objectives and evaluation indices.

| | |
|---|---|
| **Incident Management** | Promote the recovery of operational service conditions and minimize the impact on operations |

[Evaluation Index]

- Average time required until the incident is resolved or avoided
- Ratio processed within the SLA scope
- Average per incident cost
- Ratio of incidents completed by the service desk as the primary support

| | |
|---|---|
| **Problem Management** | Improve the initial problem resolution rate by improving IT service quality, reducing the volume of incidents, decreasing the number of unresolved problems, improve organizational learning, and accumulating solutions |

[Evaluation Index]

- Work Time required to resolve a root cause (man-hours) by each staff
- Time required to resolve the root cause of a problem

| | |
|---|---|
| **Change Management** | Formulation and dissemination of change procedures including emergency changes and patch application, change evaluation/priority setting/approval, planned changes, as well as tracking and reporting changes |

[Evaluation Index]

- Number of implemented changes that failed
- Number of RFCs that did not receive permission
- Number of RFCs that remain open
- Number of RFCs that were not closed within the scheduled period
- Number of changes caused by an incident
- Number of emergency changes
- Number of incidents caused by changes
- Customer satisfaction, User satisfaction

| | |
|---|---|
| **Release Management** | Formulation of policies and agreement to release, creation of release plans, agreement with relevant parties, response to failed releases, post-release deliverables/record creation, set up of release test environments, formulation of release procedures, analysis of failed/successful releases |

[Evaluation Indicators]

- Number of releases that were released according to schedule
- Ratio of releases with an accurate post-release CMDB
- Number of releases that were released without testing
- Number of incidents caused by releases
- Number of defects discovered at the pre-release testing stage
- Number of defects discovered after release
- Ratio of unauthorized software in use
- Number of software and hardware units in the live environment that are not stored in DSL or DHL
- Customer satisfaction, User satisfaction

| | |
|---|---|
| **FAQ Management** | Help users resolve problems by themselves, and reduce workload to address incidents. |

[Evaluation Indicators]

- Number of views after the FAQ is published
- Number of users that have accessed the FAQ after it was published

# 12.2 Using the Reports

The records registered with this product can be aggregated and displayed as a report.
Display the Reports from the [LMIS Dashboard] apps menu.

The following reports are provided in this product.

| | |
|---|---|
| **Incident Management Reports** | |
| Incident Statistics By Service Report | Monthly Incident Stats By Service Report |
| Incident Statistics By Status Report | Monthly Incident Stats By Status Report |
| Incident Statistics By Owner Report | Mthly Incidnt Stats By Respns Deadln Rep |
| Incident Statistics By Account Report | This Month Incident Stats By Service Rep |
| Respns Deadln Elpse Incident Stats Rep | This Mth Close Incdnt Stats By Ownr Rep |
| Incident Matrix By Service Cat Report | Mthly Prop Matrix By Occur Inc Stat Rep |
| Mthly Prop Matrx Occur Inc Fin Type Rep | Yearly Occur Incdnt Comp Mtrx By Srv Rep |
| Yearly Unfin Incdnt Comp Mtrx By Srv Rep | Resolved Incident Stats By Prob Mgmt Rep |
| **Problem Management Reports** | |
| Problem Statistics By Category Report | Monthly Problem Stats By Category Report |
| Problem Statistics By Service Report | Monthly Problem Stats By Service Report |
| Problem Statistics By Status Report | Monthly Problem Stats By Status Report |
| Problem Statistics By Owner Report | This Mth Closed Prob Stats By Serv Rep |
| Respns Deadln Elpse Problem Stats Rep | This Mth Closed Prob Stats By Ownr Rep |
| **Audit History Reports** | |
| Event Audit History Report | Task Audit History Report |
| Incident Audit History Report | Document Audit History Report |
| Service Audit History Report | Hardware Audit History Report |
| Software Audit History Report | Problem Audit History Report |
| Change Audit History Report | Release Audit History Report |
| FAQ Audit History Report | Site Operation Statistics Report |
| Information Audit History Report | Site Login History Report |
| **Event Management Reports** | |
| Event Statistics By Category Report | Monthly Event Stats By Category Report |
| Event Statistics By Service Report | Monthly Event Stats By Service Report |
| Event Statistics By Account Report | |

| Configuration Management Reports | |
|---|---|
| Related Hardware Stats By Service Report | Software Statistics By Type Report |
| Service Statistics By Status Report | Document Statistics By Type Report |
| Software Statistics By Status Report | Hardware Statistics By Type Report |
| Document Stats By Status Report | This Month Period End Service Stats Rep |
| Hardware Statistics By Status Report | This Month Period End Software Stats Rep |
| Period End Service Statistics Report | This Month Period End Hardware Stats Rep |
| Period End Software Statistics Report | Network Statistics By Hardware Report |
| Period End Hardware Statistics Report | Related HW Stats By Software Report |
| SW Contract Stats By Provider Report | HW Contract Stats By Provider Report |
| Installed HW/Lic Stats By SW Ver Report | Installed HW/Lic Stats By SW Report |
| Res Alloc Stats in Virt Env Report | |
| **Task Management Reports** | |
| Task Statistics By Status Report | Mthly Task Stats By Status Report |
| Task Statistics By Type Report | Monthly Task Stats By Type Report |
| Task Statistics By Owner Report | This Mth Fin Tsk Stats By Ownr Rep |
| Respns Deadln Elpse Task Stats Rep | |
| **Change Management Reports** | |
| Change Statistics By Status Report | Change Statistics By Owner Report |
| Monthly Change Stats By Status Report | Change Stats By Service to Change Report |
| This Month Failed Change Stats Rep | Mthly Change Stats By Serv to Chng Rep |
| This Mth Fin Change Stats By Ownr Rep | This Mth Fin Chng Stats By ChngServ Rep |
| This Month Succeeded Change Stats Rep | Chng Schd Pst End Dte/Tme Chng Stats Rep |
| This Month Scheduled Change Stats Rep | Unfin Change Request Statistics Report |
| **Release Management Reports** | |
| Release Statistics By Status Report | This Month Failed Release Stats Rep |
| Rel Stats By Service to Release Report | This Mth Fin Rel Stats By Ownr Rep |
| Mthly Rel Stats By Serv to Rel Report | This Month Succeeded Release Stats Rep |
| This Mth Fin Rel Stats By Srv to Rel Rep | This Month Scheduled Release Stats Rep |
| Monthly Release Stats By Status Report | Release Statistics By Owner Report |
| Monthly Rel Stats By Rel Results Report | Dply Schd Past End Dte/Tme Rel Stats Rep |
| **FAQ Management Reports** | |
| FAQ Statistics By Status Report | FAQ Usage Evaluation By Record Report |
| **Information Management Report** | |
| Information Statistics By Status Report | |

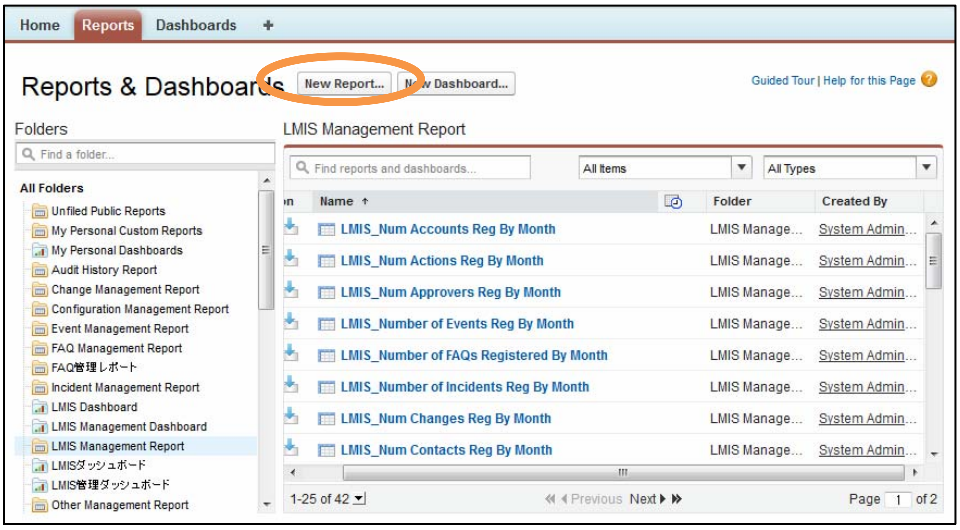
| Project Management Reports | |
|---|---|
| WBS Audit History Report | Finished Projects By Type |
| WBS Work Audit History Report | Finished Projects By Department |
| Project Issue Audit History Report | Expired Project Issues |
| Project Audit History Report | Projects in Planning By Type |
| Plan Statistics By Responsible Party | Projects in Planning By Department |
| Actual Statistics By Responsible Party | Projects in Progress By Type |
| Weekly Project Progress Report | Projects in Progress By Department |
| Project Roles Statistics | Projects in Progress with Issues |
| Project Reporting Audit History Report | Unclosed Project Issues |
| Resource Audit History Report | |
| **Other Management Reports** | |
| Due Date Statistics By Status Report | This Mth Prd End Ser Contract Stats Rep |
| Period End Service Contract Stats Report | This Mth Act Prd End Due Date Stats Rep |
| Actual Period End Due Date Stats Rep | This Mth Sched Prd End DueDate Stats Rep |
| Scheduled Period End Due Date Stats Rep | Provider Contract By Year Stats Report |

# 12.3 How to Create Reports

Various reports can be created by combining records. Create reports from the [LMIS Dashboard] apps menu.

This section explains the procedure to create a new report with the Salesforce Report Builder.

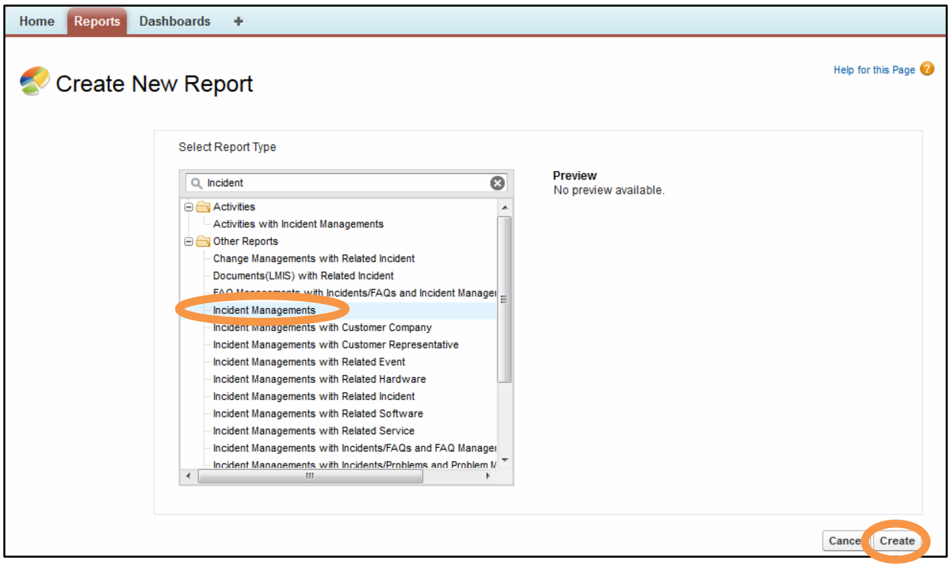
**1. Click the [New Report] button on the Reports & Dashboards screen.**



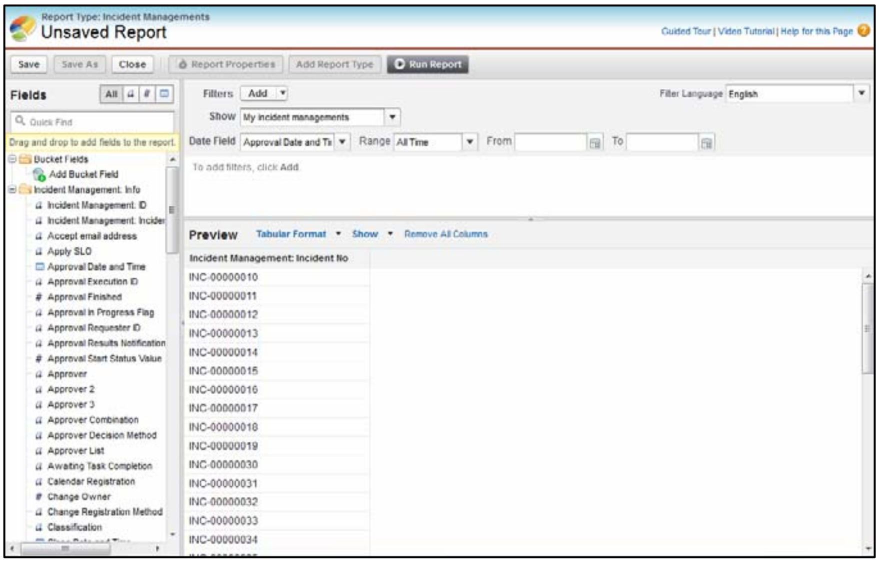

The Report creation screen is displayed.

**2. Select [Other Reports] under [Select Report Type].**

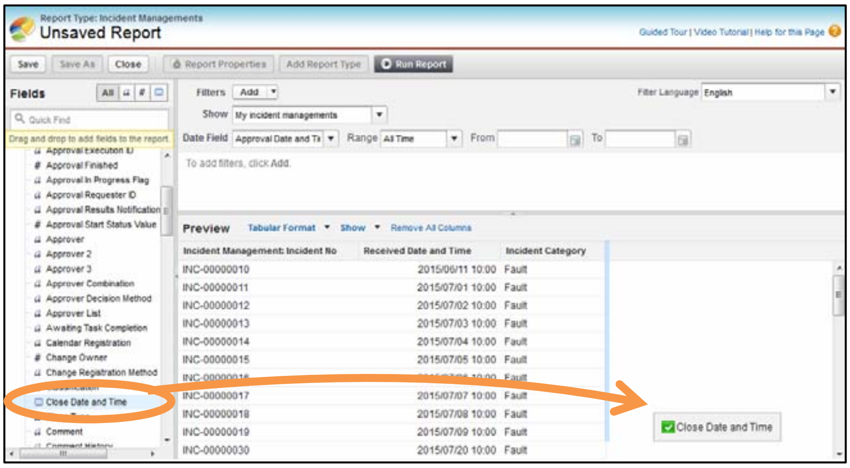
Select the target report type from the "Other Reports" folder. As an example, select "Incident Managements" and click [Create].



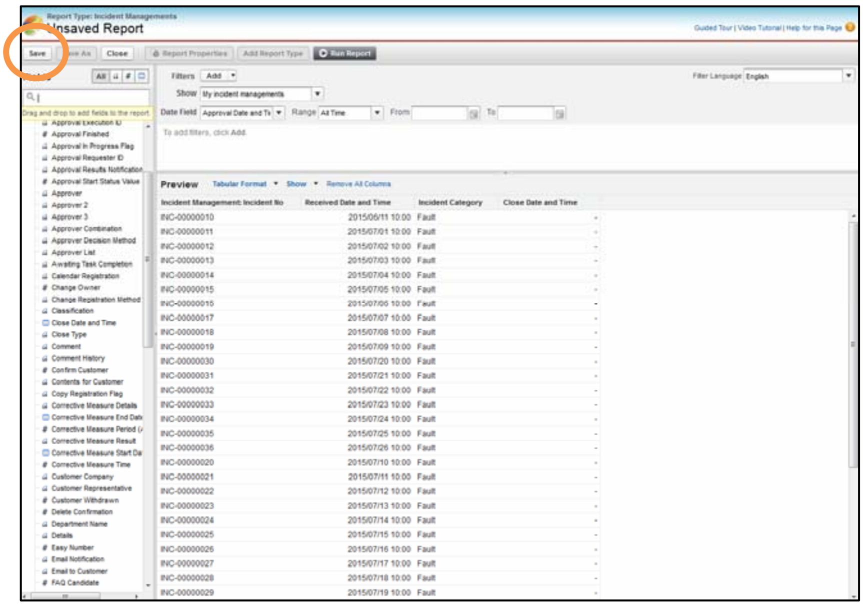
An unsaved Report creation screen is displayed.



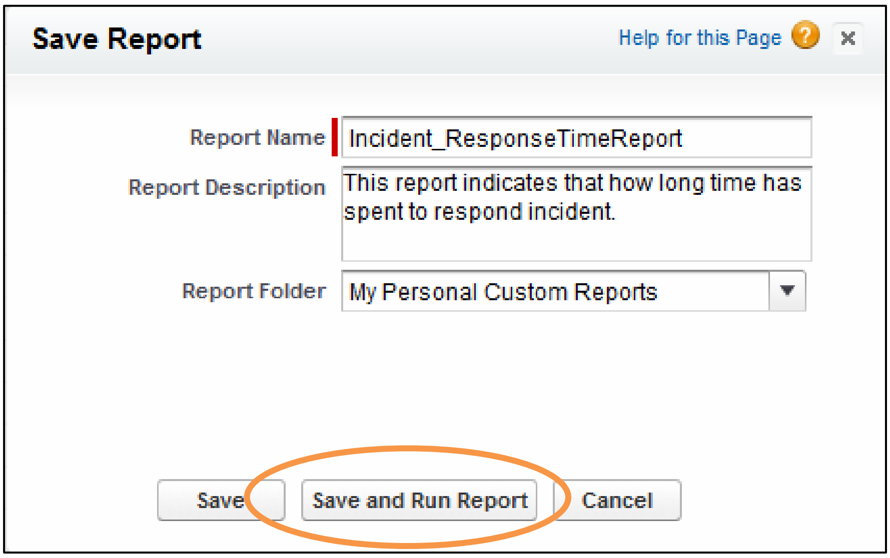

3. **Drag and drop the fields to include in the report from the [Fields] section on the left-side of the screen to the desired column.**




4. **Click the [Save] button.**



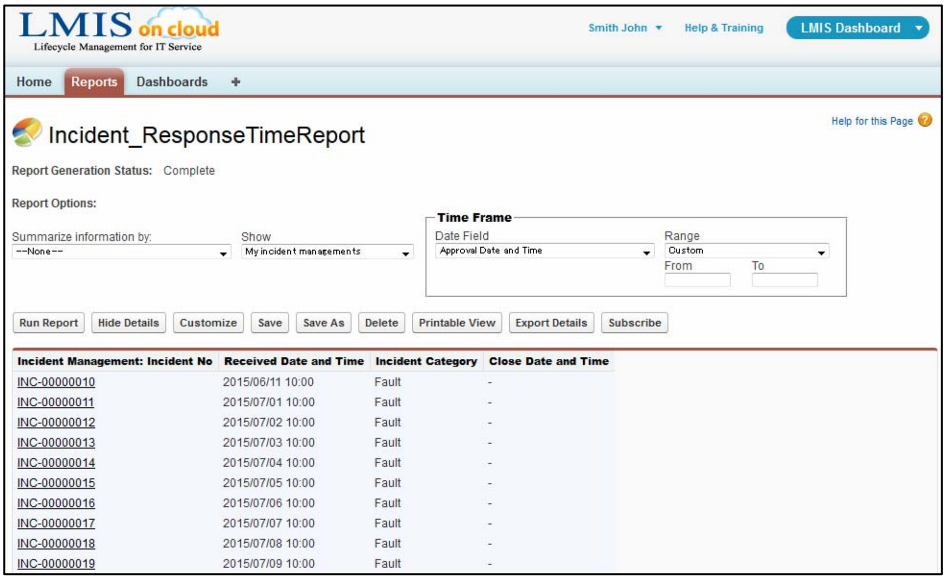
**5. When the report save dialog is displayed, set the report name and other items and click the [Save and Run Report] button.**




Click the [Save] button if you do not wish to display the record after it is saved.

Click [Cancel] to stop creating the report.

This completes the procedure to create a new report.

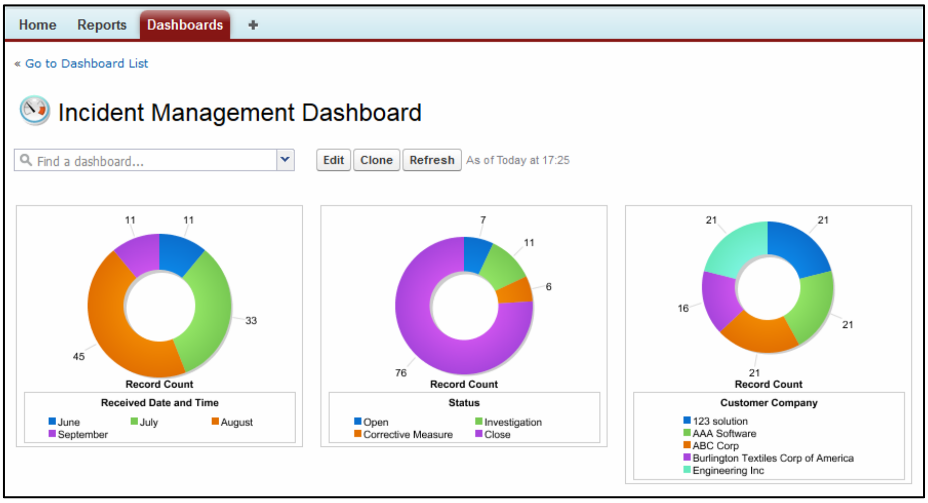



For more details about creating reports, refer to the *Salesforce User Guide* in "Help & Training".

# 12.4 Using the Dashboard

The Dashboard allows you to visually confirm the information with a graph based on the reports described above. Display the Dashboard from the Home screen or the [LMIS Dashboard] apps menu.

This section introduces the types of Dashboards provided in this product and the reports which are the source of information for the Dashboard.




The following types of Dashboards are provided.

**Incident Management Dashboard**
**Problem Management Dashboard**
**Configuration Management Dashboard**
**Change Management Dashboard**
**Release Management Dashboard**

## ◆ Incident Management Dashboard

| [Graph] | / [Report which is the information source] |
|---|---|
| Related Service Name | / Incident Statistics By Service Report |
| Status | / Incident Statistics By Status Report |
| Customer Company | / Incident Statistics By Account Report |

## ◆ Problem Management Dashboard

| [Graph] | / [Report which is the information source] |
|---|---|
| Related Service Name | / Problem Statistics By Service Report |
| Status | / Problem Statistics By Status Report |
| Problem Management: Owner Name | / Problem Statistics By Owner Report |

- **Configuration Management Dashboard**

| | |
|---|---|
| [Graph] | / [Report which is the information source] |
| Hardware Type | / Hardware Statistics By Type Report |
| Software Type | / Software Statistics By Type Report |
| Document Type | / Document Statistics By Type Report |

- **Change Management Dashboard**

| | |
|---|---|
| [Graph] | / [Report which is the information source] |
| Related Service Name | / Change Stats By Service to Change Report |
| Status | / Change Statistics By Status Report |
| Change Management: Owner Name | / Change Statistics By Owner Report |

- **Release Management Dashboard**

| | |
|---|---|
| [Graph] | / [Report which is the information source] |
| Related Service Name | / Rel Stats By Service to Release Report |
| Status | / Release Statistics By Status Report |
| Release Management: Owner Name | / Release Statistics By Owner Report |

# 12.5 Creating a Dashboard

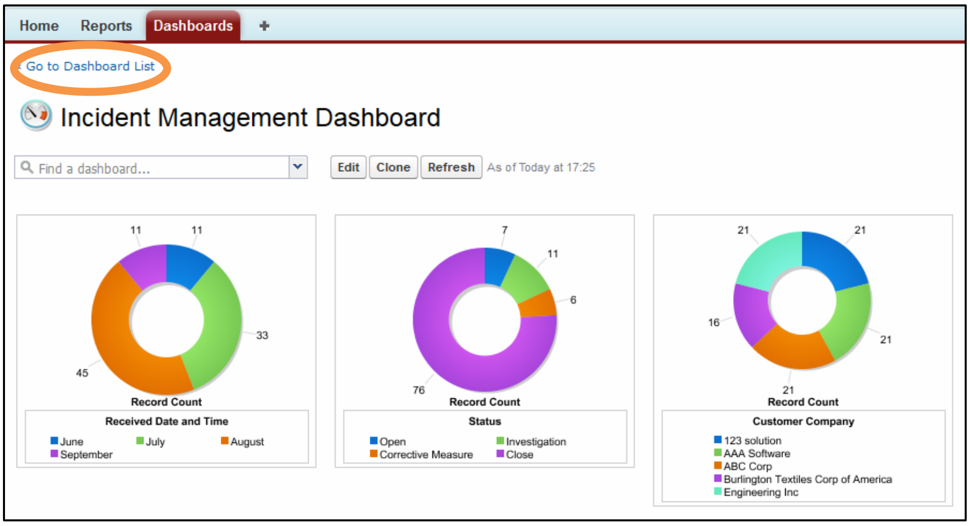
Create a dashboard by combining reports.

Create a Dashboard from the [LMIS Dashboard] apps menu.

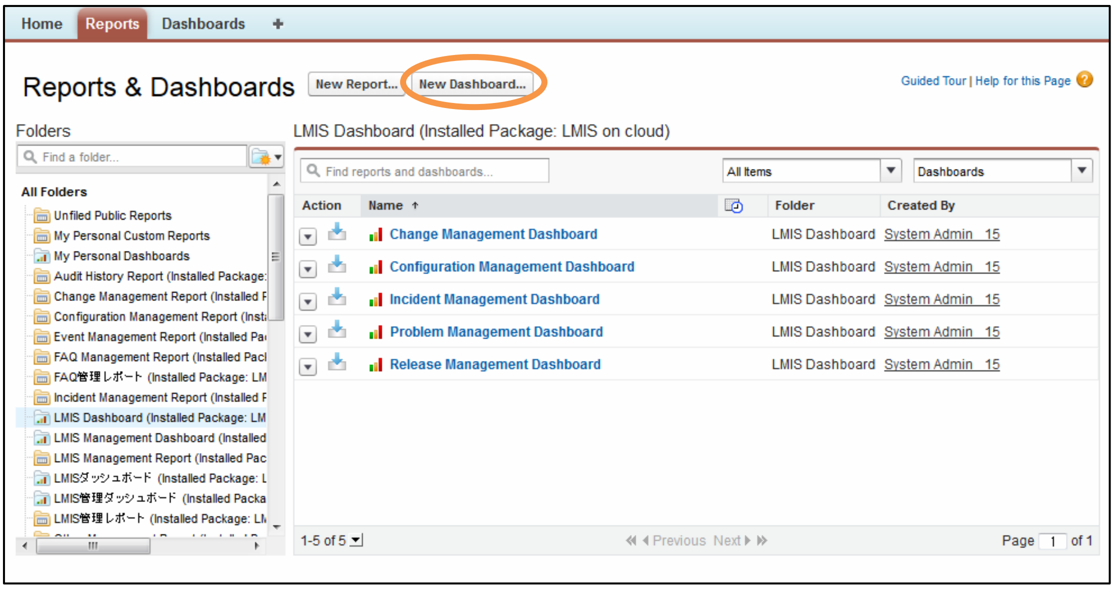
This section explains the procedure to create a new report with the Salesforce Dashboard Builder.

Create the report to use in the Dashboard in advance.

1. **Click the [Dashboards] tab to display the dashboard reference screen.**
2. **Click [Go to Dashboard List] tab to display the LMIS Dashboard screen.**

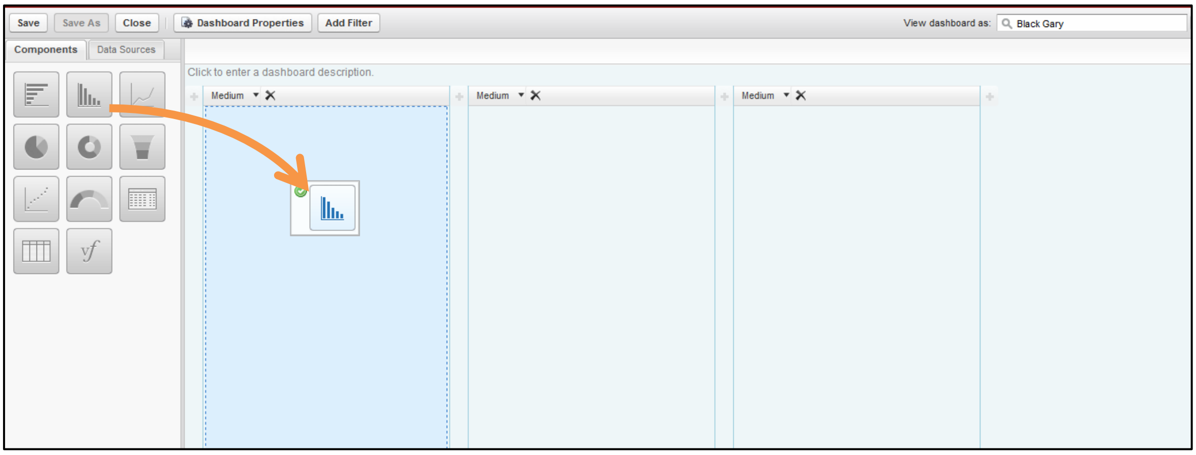



3. **Click the [New Dashboard] button.**

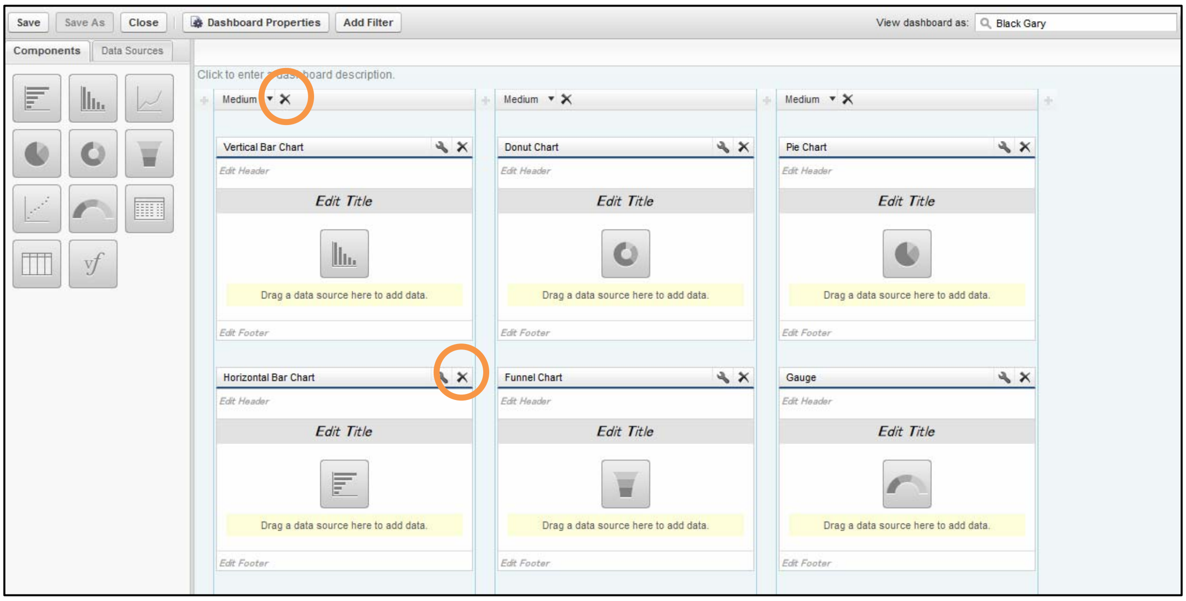



The Dashboard creation screen is displayed.

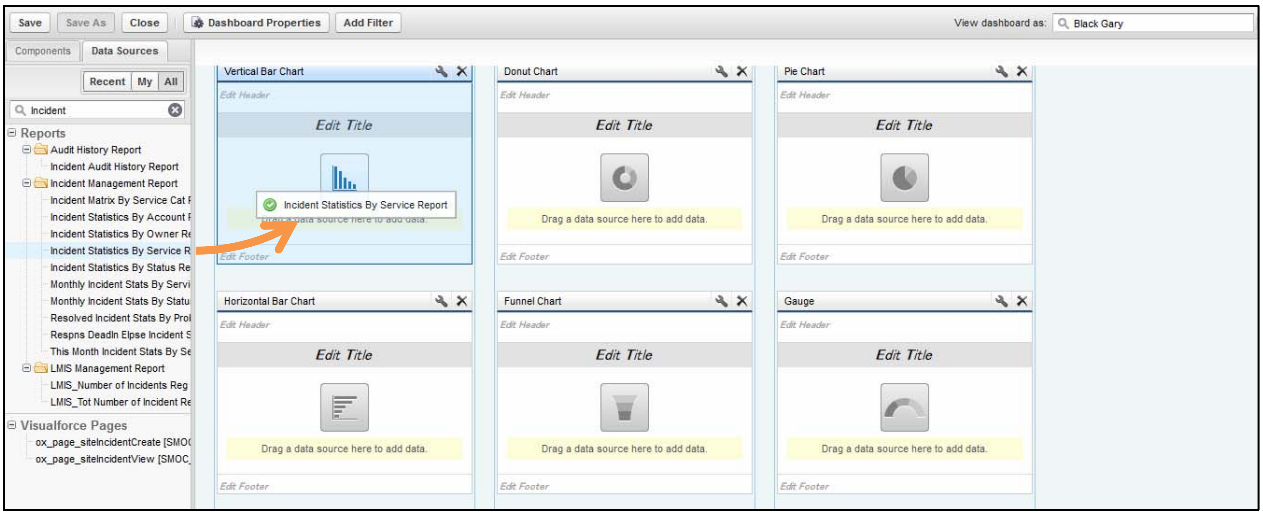
**4. Select the graph format from the [Components] tab and then drag and drop it on the dashboard.**



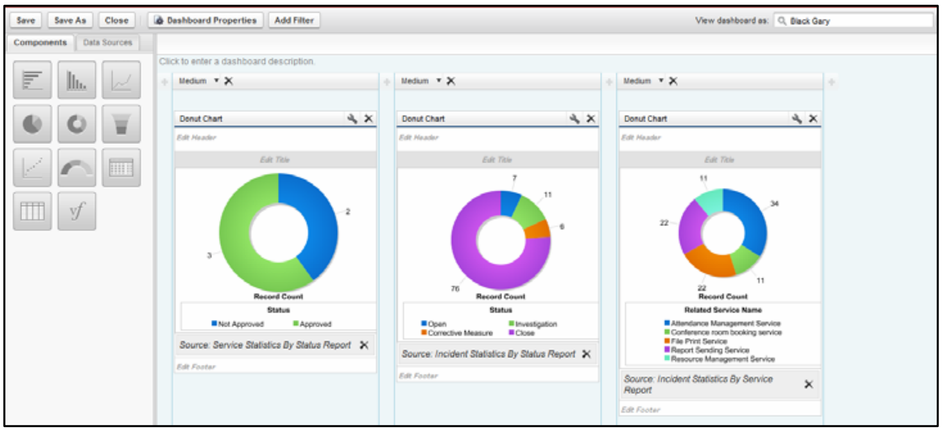

The Dashboards or Components can be deleted by clicking the [x] button.



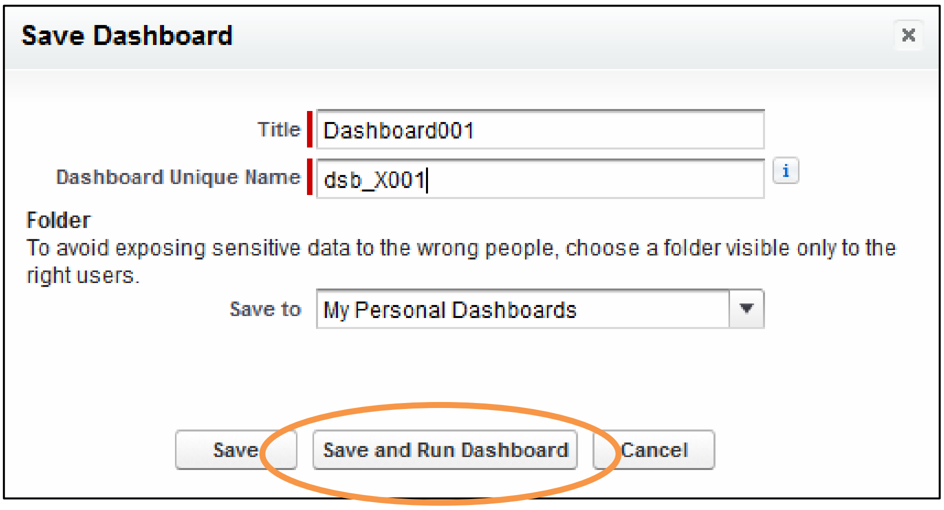
5. **Select a report from the [Data Sources] tab and then drag and drop it onto a component.**




The graph appears.



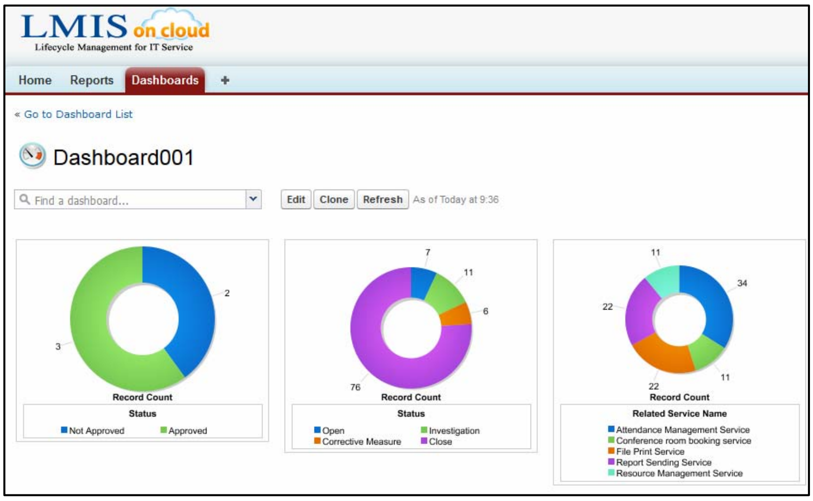

6. **Click the [Save] button.**
7. **When the save Dashboard dialog is displayed, set the Dashboard name and other items and click the [Save and Run Dashboard] button.**



Click the [Save] button if you do not wish to display the record after it is saved.

Click [Cancel] to stop creating the report.

This completes the procedure to create a new Dashboard.




For more details about creating reports, refer to the *Salesforce User Guide* in "Help & Training".

# Appendix. Utility Function

## Appendix.1 Notification Function

When each new record is created or the status is changed on the detail screen, a message noting the change and any comments is created and sent to the associated user.
The notification is displayed in the portal in the middle of the top page.

Notification records are primarily created in the following situations.

- Status update (incident, problem, change, release, configuration information)
- Approval process implementation (incident, problem, change, release, configuration information)
- Task, release closure

| Cases when notifications occur | | Notification recipient |
|---|---|---|
| Status update | Open, Close | Record Owner |
| | Update by approval* | Record Owner |
| | Other | Record Approver |
| Approval process implemented | Approval Request | Record Approver |
| | Request Cancellation | Record Approver |
| | Approval* | Record Owner |
| | Reject | Record Owner |
| Task closure* | | Record Owner, Process Owner related to the task |
| Release Management closure* | | Record Owner, Change Management Owner related to the Release Management |

* One notification record is created for each Notification Destination user.

### Appendix.1.1 Email Notification

An Email with a URL to the notification content and record can be sent at the same time that the notification record is created.
This section explains how to setup Email notifications.

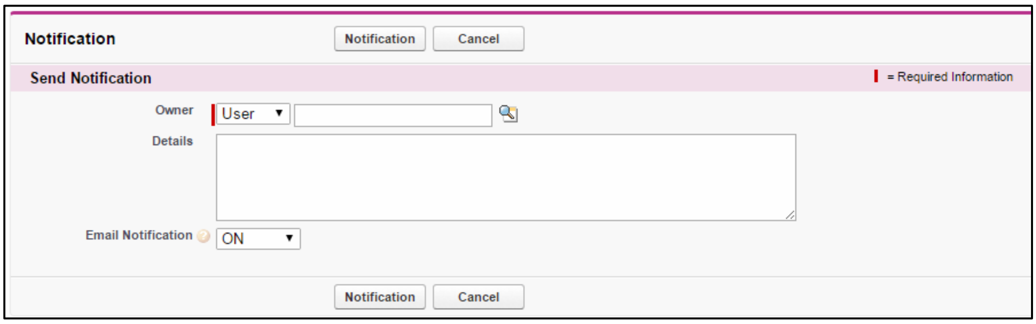
1. **Open the detail screen for each record.**
2. **Select either of the following from the mail notification dropdown list under [Control Information].**
   ON: Send an Email notification together with the portal notification.
   OFF: Only send the portal notification.
3. **Click the [Save] button.**
   This completes the Email notification setting.

# Appendix.1.2 Message Notification

In addition to automatic notifications for each process, any notification message can also be sent manually.

1. **Select the [LMIS Management] apps menu.**
2. **Click the [Notifies] tab to display the notification home screen.**
3. **Click the [New] button.**

The notification screen is displayed.




4. **Enter the user to send the notification to in [Owner]. Select either of the following from the dropdown list.**

User: the registered user

Queue: the user set to the queue

Click the [Owner Lookup] button to search for the Notification Destination user.

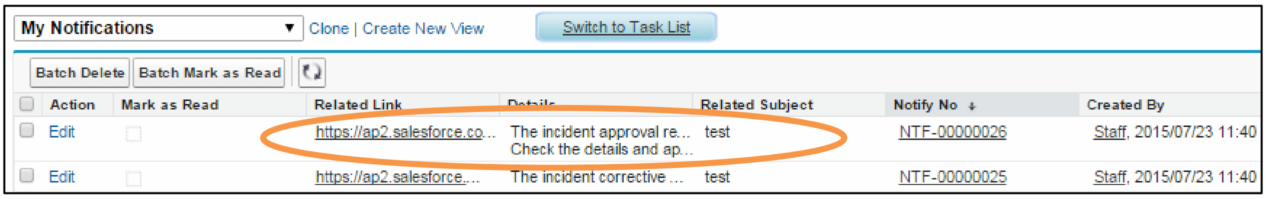
5. **Enter a message in [Details].**
6. **Select either of the following from the [Email Notification] dropdown list.**

ON: Send an Email notification together with the portal notification.

OFF: Only send the portal notification.

7. **Click the [Notification] button.**

A message is sent to the portal of the Notification Destination user.



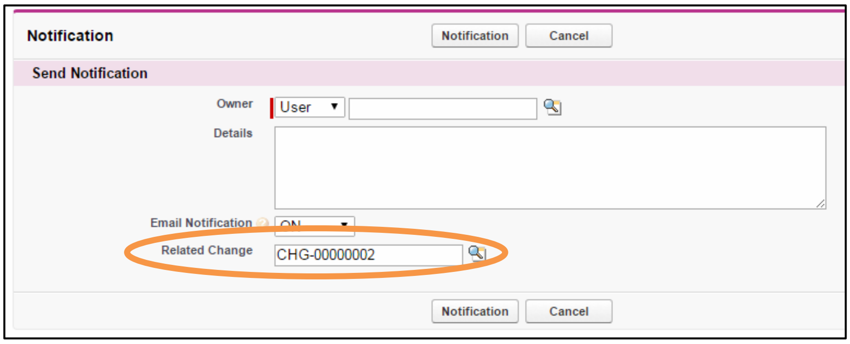
## Appendix.1.3 Message Notification with Associated Process Information

A message can be sent from the detail screen of each process.

This example explains the procedure to associate a notification with a change to send a custom message.

1. **Open the detail screen of the desired Change Management to associate the notification.**
2. **Click the [New Notify] button under [Related Notification] in the Related List.**

   The notification screen is displayed with the associated change management number.




3. **Enter the user to send the notification to in [Owner]. Select either of the following from the dropdown list.**

   User: the registered user

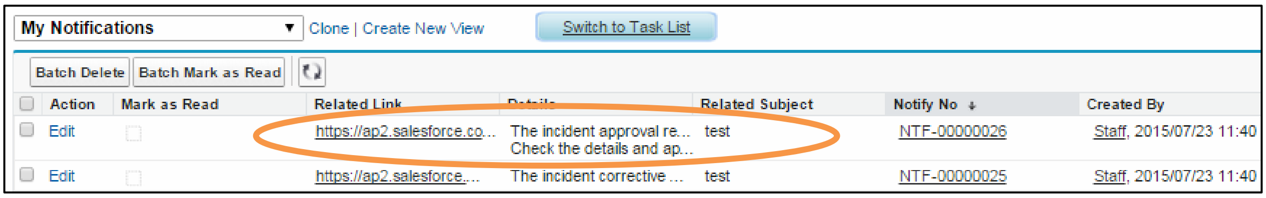
   Queue: the user set to the queue

   Click the [Owner Lookup] button to search for the Notification Destination user.
4. **Enter a message in [Details].**
5. **Select either of the following from the [Email Notification] dropdown list.**

   ON: Send an Email notification together with the portal notification.

   OFF: Only send the portal notification.
6. **Click the [Notification] button.**

   A message is sent to the portal of the Notification Destination user.

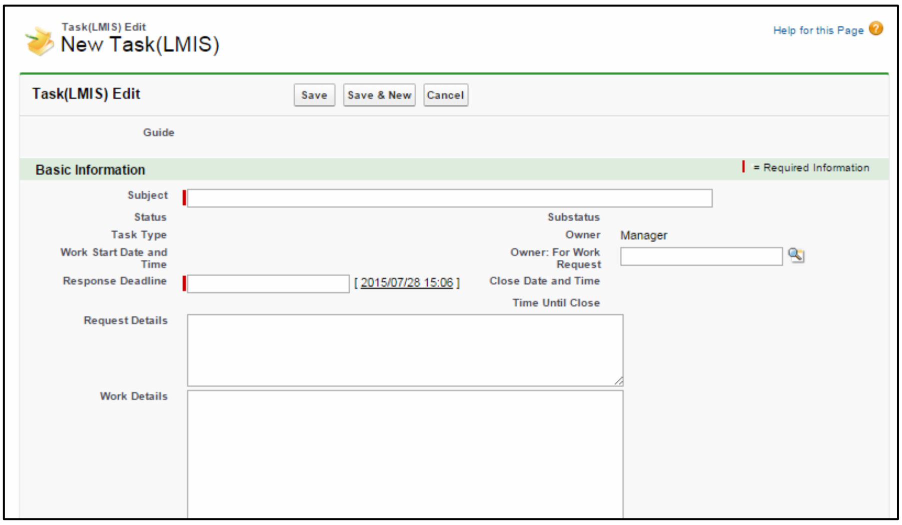


# Appendix.2 Task(LMIS) Function

A task is work related to Incident Management, Problem Management, Change Management, and Release Management.

Work (task) that is attached to a related record can be managed.

You can also set up sub tasks to create hierarchical tasks.




## Appendix.2.1 How to Use

This section explains how to register a task.

1. **Open the task edit screen.**

   To register tasks related to each process, click the [New Task(LMIS)] button in the Related List on the detail screen of each process.

2. **Enter the required items (those marked with | are required).**

3. **Select either of the following from the [Approver Decision Method] dropdown list under [Control Information] to change the task approval flow.**

   Q: Either the record "Owner" or the "Approver" can specify the Owner after the record is created.

   C: The user specified as the [Owner: For Work Request] is the "Owner".
   If nothing is specified for the [Owner: For Work Request], then the creator is the "Owner".
   The "Approver" is the manager of the task's "Owner".

* Approval or rejection comments can be set to automatic entry.
For more details, refer to the "LMIS on cloud コンフィグレーションガイド".

**Caution**

- If the value of "Approver Decision Method" is "C" and the manager of the "Owner" is not specified, then the "Approver" is set to the "Owner".

4. **Set [Awaiting Task Completion] under [Control Information] to ON to issue an Approval Request when all of the sub tasks close.**
5. **Click the [Save] button.**

The response deadline and start date and time for a task can also be registered in the calendar.

Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

# Appendix.3 Due Date Function

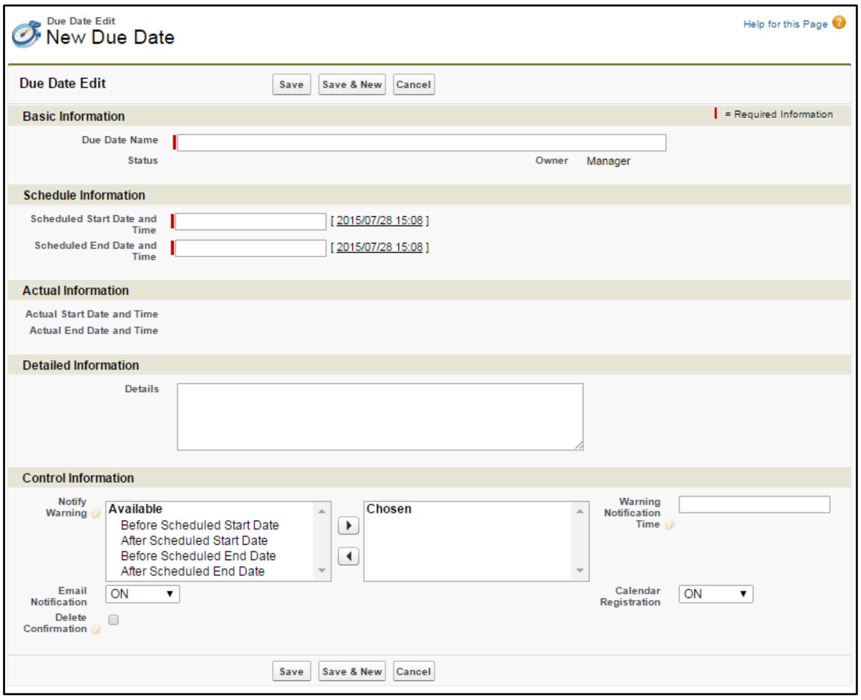
This section provides an overview of the Due Date function. The Due Date function manages schedules and actual dates. It is used in association with Services and Service Contracts.

## Appendix.3.1 How to Use

This section explains how to provide warning notices related to schedules and actual dates.

1. **Open the Create New screen.**

   Refer to the previous section "2.8 Creating, Editing and Deleting Records" for details on how to open the screen.




2. **Enter the required items (those marked with | are required).**
3. **Select the timing for providing warning notices in [Notify Warning] under [Control Information].**
4. **Set the notification time in units of hours in [Warning Notification Time].**

   Ex.)

   [Scheduled End Date and Time]: 2011/01/19 17:00

   [Notify Warning]: Before Scheduled End Date

   [Warning Notification Time]: 1

   -> Warning notification is provided 1 hour before the scheduled end date and time (2011/01/19 16:00).
5. **Click the [Save] button.**

6. **Finally, click the [Open] button on the Due Date detail screen to start the Due Date.**
   This finishes the warning notification setting.
7. **Click the [End] button to stop using the Due Date.**
   The end date and time is automatically entered into "Actual End Date and Time".

The scheduled start date and time and end date and time can also be registered and shared in the calendar.
Refer to "Appendix.9 Calendar Registration" for the Calendar Registration procedure and how to display the calendar.

# Appendix.4 Full-Text Search

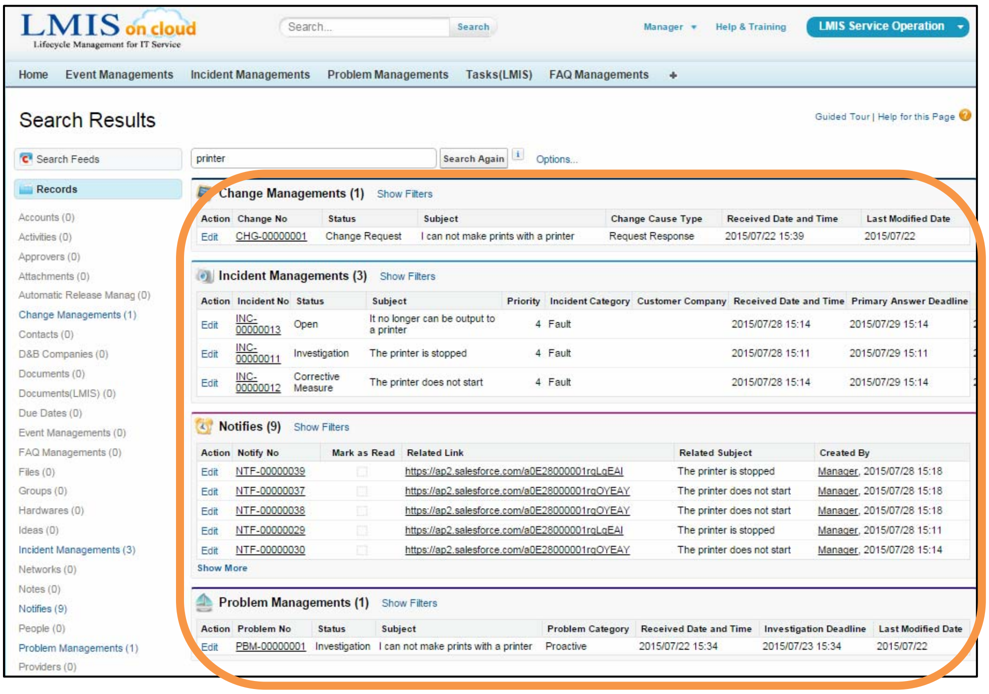
This section provides an overview of the Full-Text Search. Full-Text Search is a function that searches for a particular text string within all of the registered records.

## Appendix.4.1 How to Use (Header)

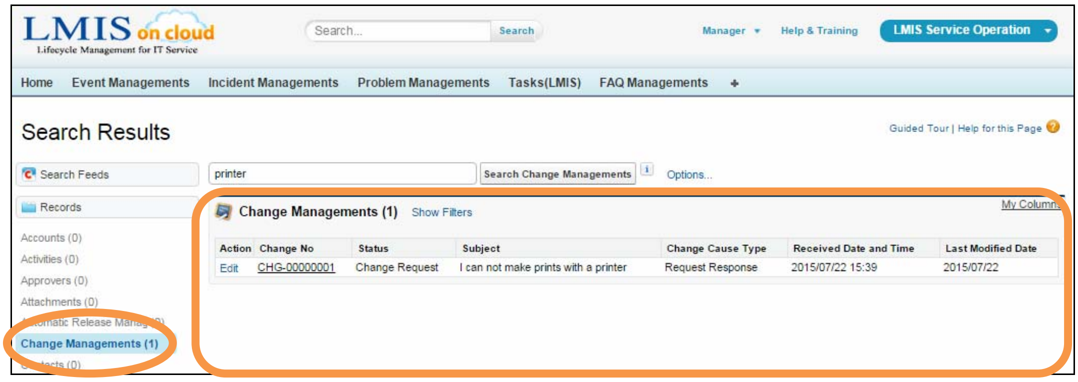
Use the search box located in the header as follows.

1. **Enter the keyword to search for in the search box located in the Header.**
   Use conditions such as the * (asterisk), ? (question mark), AND, OR, AND NOT, ( ) (parentheses), "" (quotation marks) to refine the search results.

2. **Click the [Search] button.**
   The search results are displayed.



3. **Select the record type displayed in the Sidebar to specify the object to search for.**



4. **Click [Options] to display the search options.**

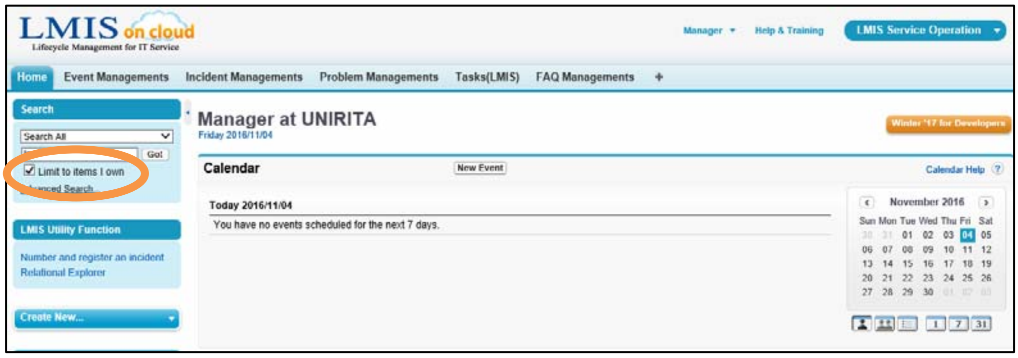
Check the [Limit to items I own] box to limit the results to only those records that you own.
Check the [Exact phrase] box to exclude similar phrases from the search.

# Appendix.4.2 How to Use (Sidebar)

Use the search box located in the Sidebar as follows.

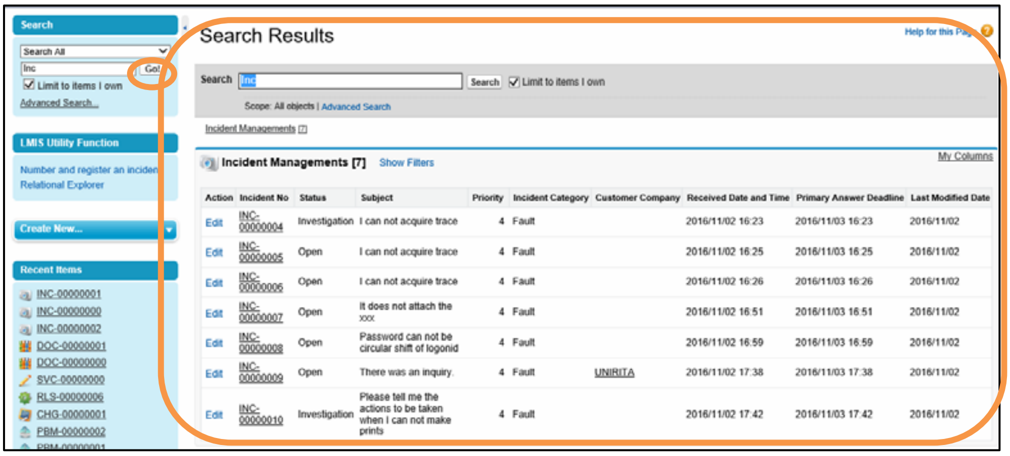
1. **Select the type of record from the dropdown list in the Sidebar search area.**
2. **Enter the keyword to search for.**

   Use conditions such as the * (asterisk), ? (question mark), AND, OR, AND NOT, ( ) (parentheses), "" (quotation marks) to refine the search results.
3. **Check the [Limit to items I own] box to limit the results to only those records that you own.**

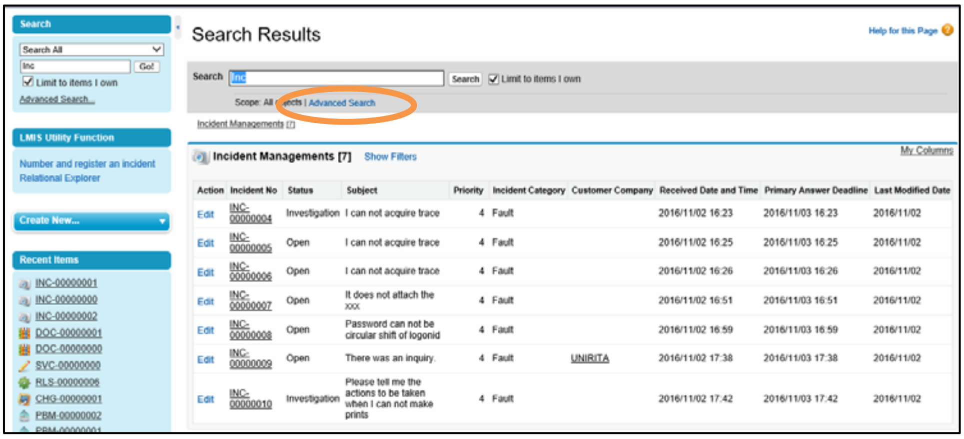



4. **Click the [Go!] button.**

   The search results are displayed.

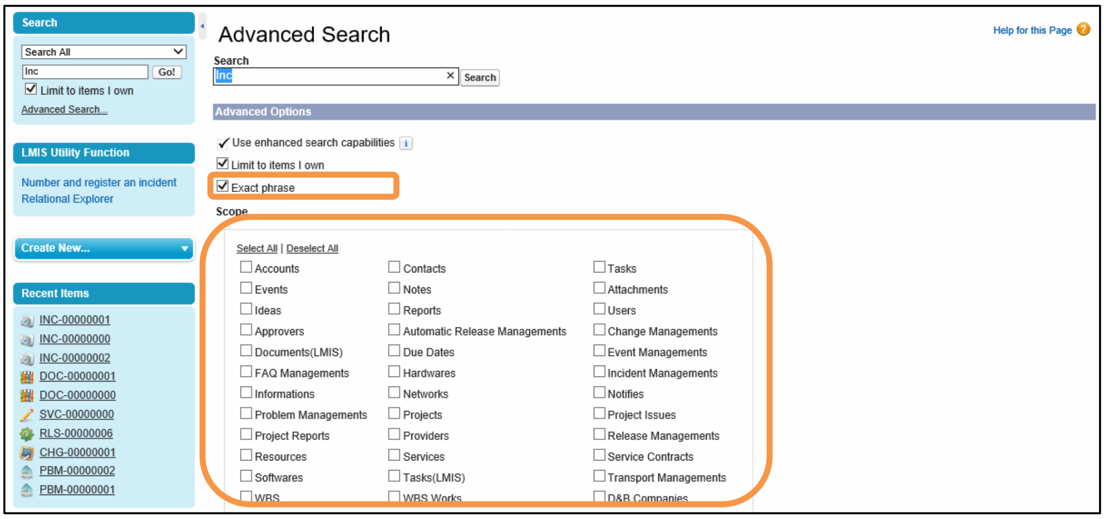


**5. Click [Advanced Search] to specify more detailed search conditions.**




The Advanced Search screen is displayed.

Check the [Exact phrase] box to exclude similar phrases from the search. Multiple record types can also be specified under [Scope].




Use the search options to select the range of objects to search for.

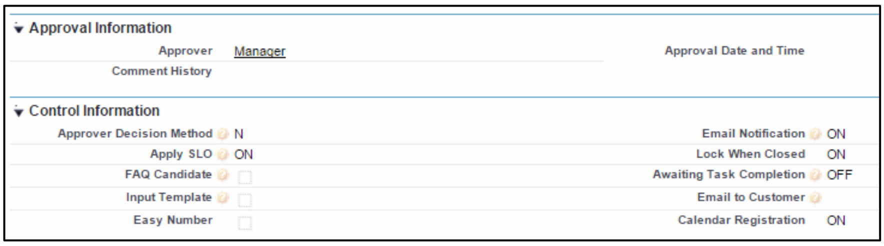
For more details, refer to the *Salesforce User Guide* in "Help & Training".

# Appendix.5 Change Approver

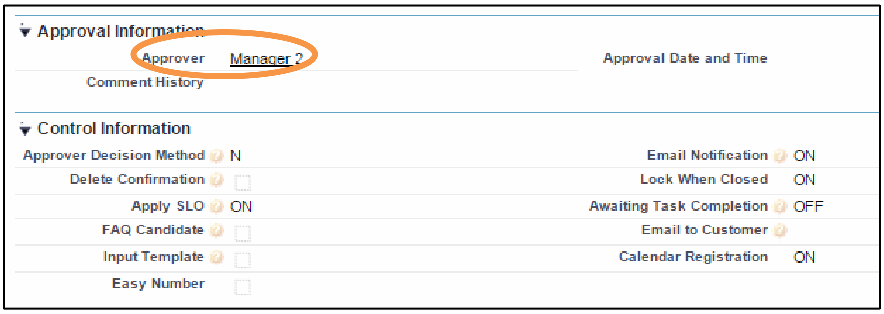
This section explains the process to change the Approver. Use the following procedure to change the Approver who approves or rejects requests.

## Appendix.5.1 How to Use

1. **Display the detail screen of a record to change the Approver.**




2. **Click the [Edit] button and change the [Approver] item.**

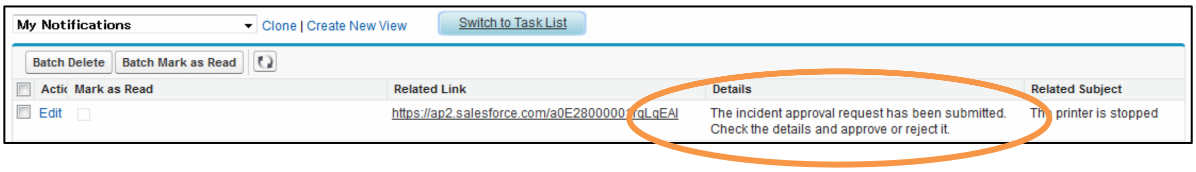



The entered content is updated in the detail screen.

3. **Click the [Save] button.**

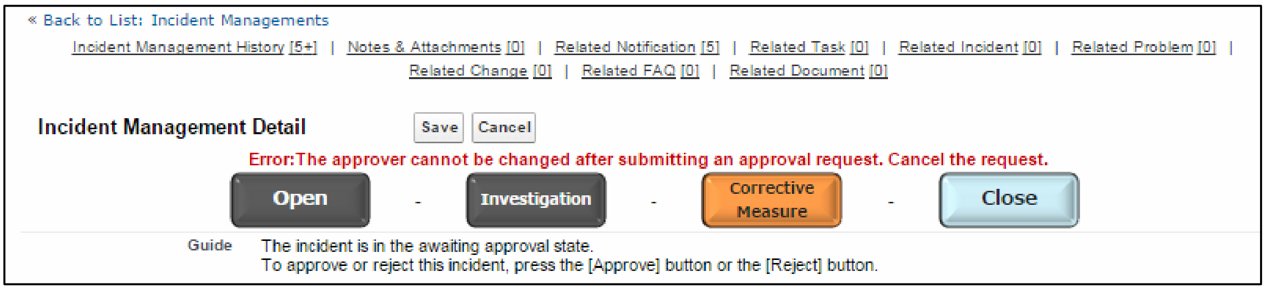
The Approver has been changed.

A message is sent to the portal of the user specified as the new Approver.



## Caution

- If there are multiple Approvers, edit each one in the same way.
- The Approver can also be changed in the same way by editing the [Change Request Approver] only during the change request status of the Change Management process.
- Edit privileges are required for the target Approver.
- If the Approver is changed during an Approval Request, the following error message is displayed and cannot be executed.




In this case, change the Approver after performing a Request Cancellation.

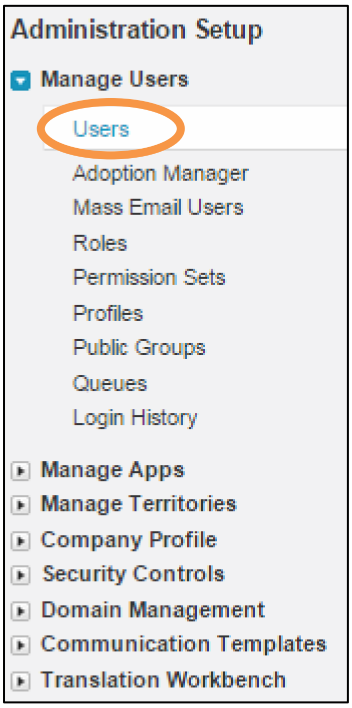
# Appendix.6 Delegated Approval

A Delegated Approver can be set for a user.

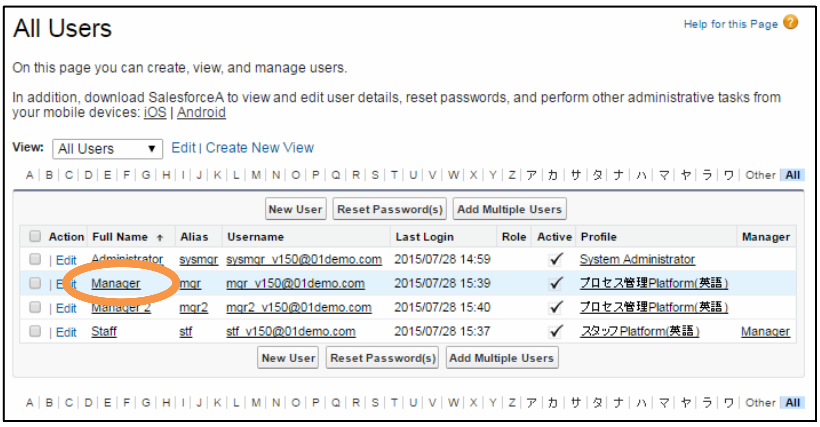
If a Delegated Approver is set, then notification is sent to both the Approver (user) and the Delegated Approver when an Approval Request is made, and the Delegated Approver can approve or reject the request in the same manner.

## Appendix.6.1 How to Use

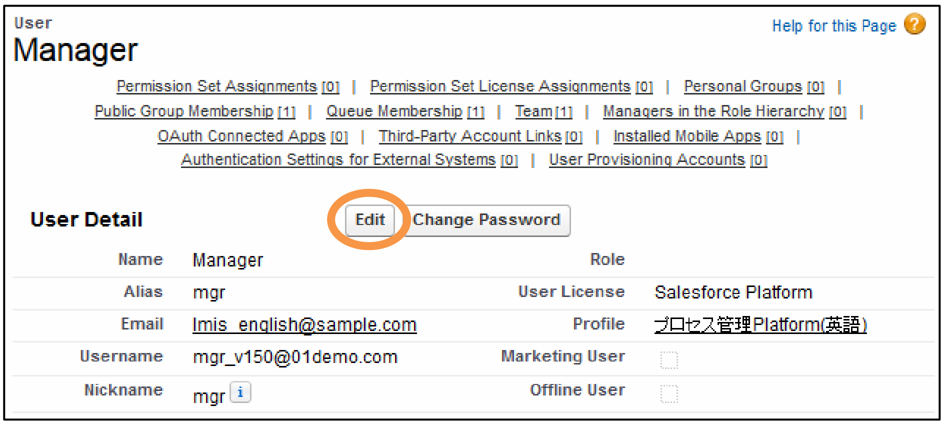
**1. Click [Administration Setup]-[Manage Users]-[Users] on the settings screen.**




**2. Click the user to set as the Delegated Approver.**

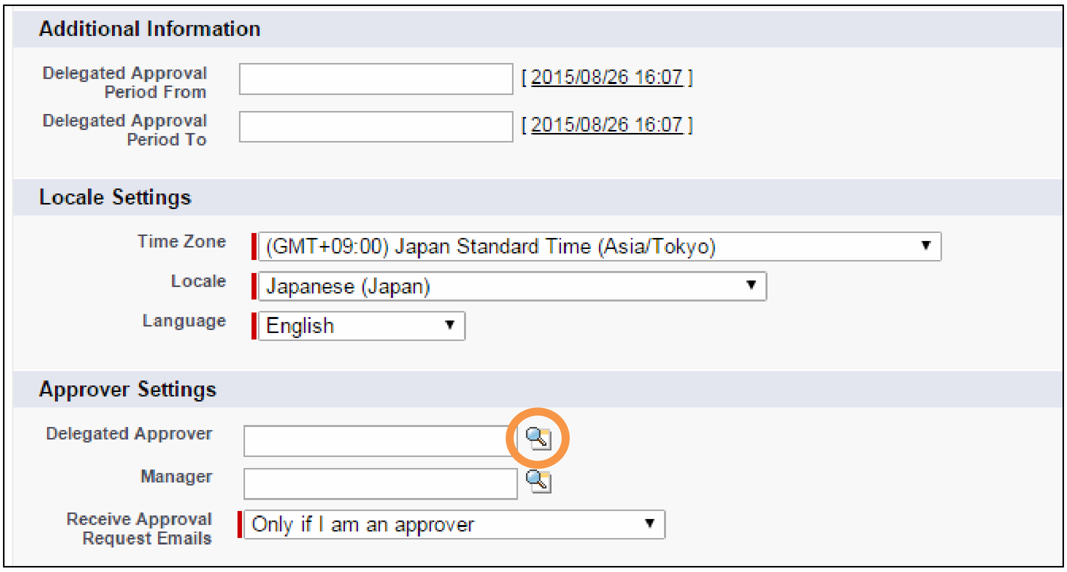


3. **Click the [Edit] button.**

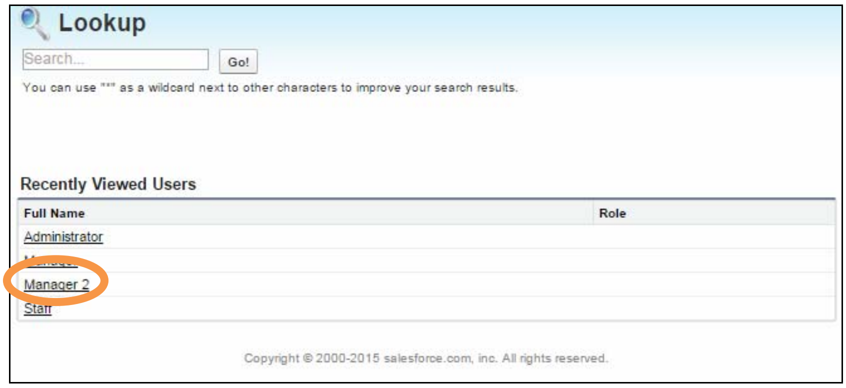



4. **The user edit screen is displayed.**

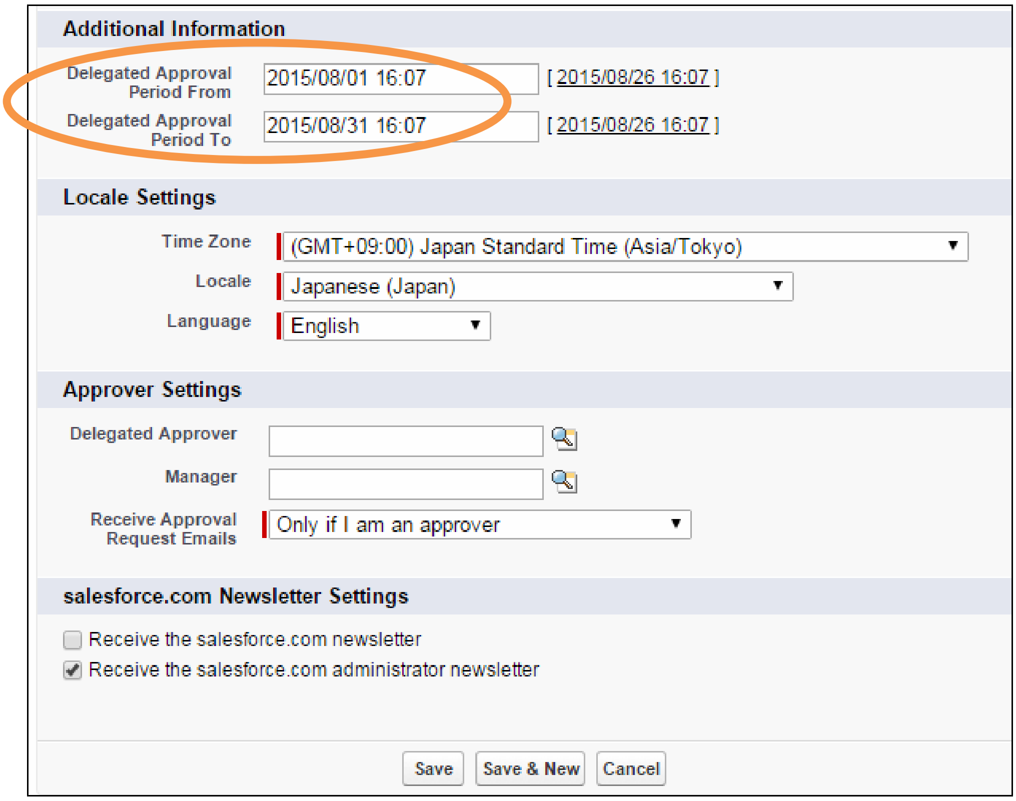

5. **Click the [Lookup] button in the [Delegated Approver] item to display the search screen.**



6. **Select the user to set as the Delegated Approver.**



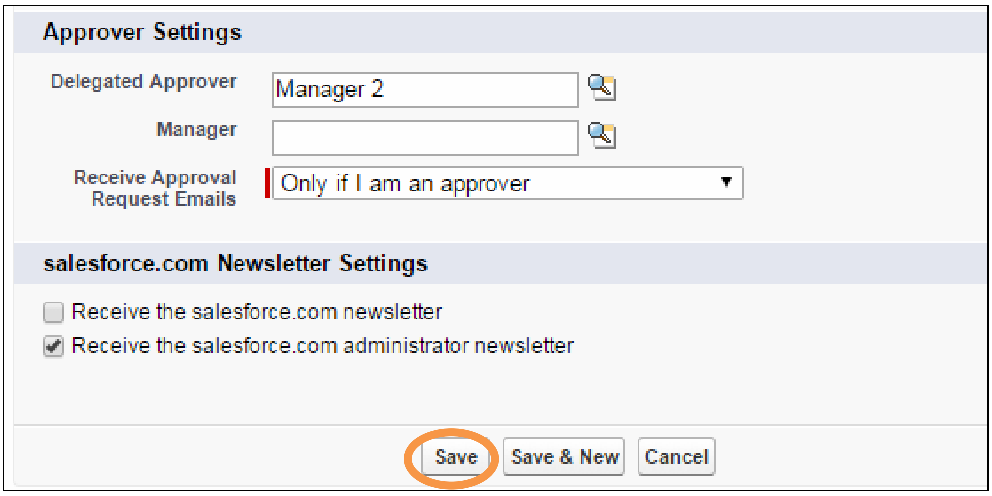

7. **To set the period of validity for the Delegated Approver, set [Delegated Approval Period From] and [Delegated Approval Period To].**



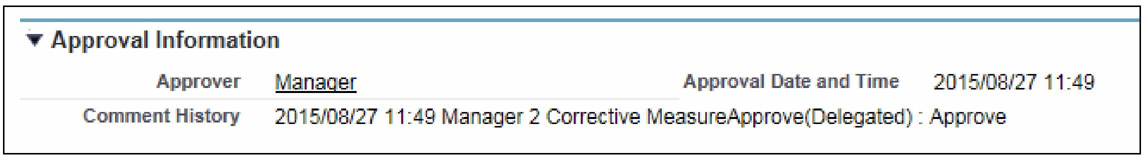
The settings and the period of validity for the Delegated Approver are as shown in the following table.

| Setting | | Delegated Approval Validity Period |
|---|---|---|
| Delegated Approval Period From | Delegated Approval Period To | |
| Specified | Specified | From the date specified in Delegated Approval Period From Up to the date specified in Delegated Approval Period To |
| Unspecified | Unspecified | Invalid. Delegated approval is not used even if a Delegated Approver is set. |
| Specified | Unspecified | From the date specified in Delegated Approval Period From (including that date) |
| Unspecified | Specified | Up to the date specified in Delegated Approval Period To (including that date) |

**8. Click the [Save] button.**




The following message is displayed in the [Approver Information] comment history when the Delegated Approver grants approval.




This completes the Delegated Approver setting.

# Appendix.7 Email Approval

The Email Approval function can approve/reject a request by replying to an Approval Request Email Notification. The content of the Email reply is saved as the activity history in the corresponding record.

This chapter explains how to use the Email Approval function.
For details on how to setup the Email Approval function, refer to the "LMIS on cloud コンフィグレーションガイド".

## Appendix.7.1 How to Use

1. **Display the reply screen for the Approval Request Email.**

## Caution

Do not change the Email subject. The approval process cannot be performed if it is changed.

2. **Describe the result in the Email body.**
   Enter one of the following strings (approval keywords) in the line of the Email body specified in the Email integrated setting file.
   - To approve: Approve, OK
   - To reject: Reject, NG, Dismiss

   If the value of the line specified in the Email integrated setting file matches an approval keyword, then it is recognized as an approval or rejection. Approval or rejection is not issued if the line does not match an approval keyword.
   In either case, the content of the Email reply is saved as the activity history.

3. **Enter the comment in the Email body.**
   Enter a comment regarding the approval or rejection in the Email body on the line specified in the Email integrated setting file. If the comment is omitted, then "No Comment" is registered.

**4. Send the Email.**

The content of the sent email is as follows.

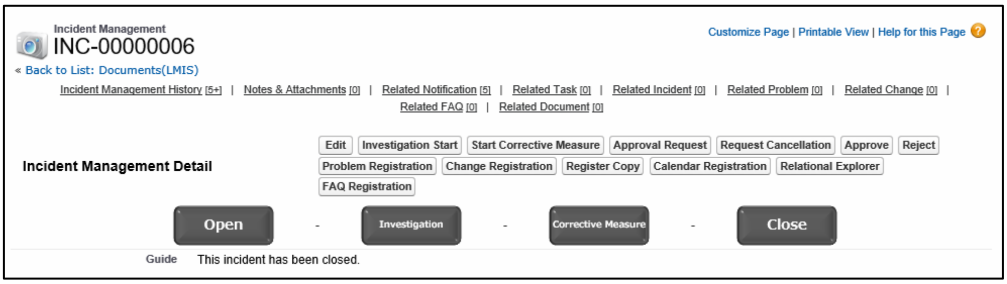
In this example, the first line is set as the approval keyword and the third line is the approval comment.

| | | |
|---|---|---|
| Destination: mailappinc@w-35st... | | |
| Subject: Re: LMIS Email Notification [INC-00000015]... | | |
| Body: | First line | Approve |
| | Second line | (blank) |
| | Third line | Approved. |
| | | ... |

The mail subject cannot be changed.

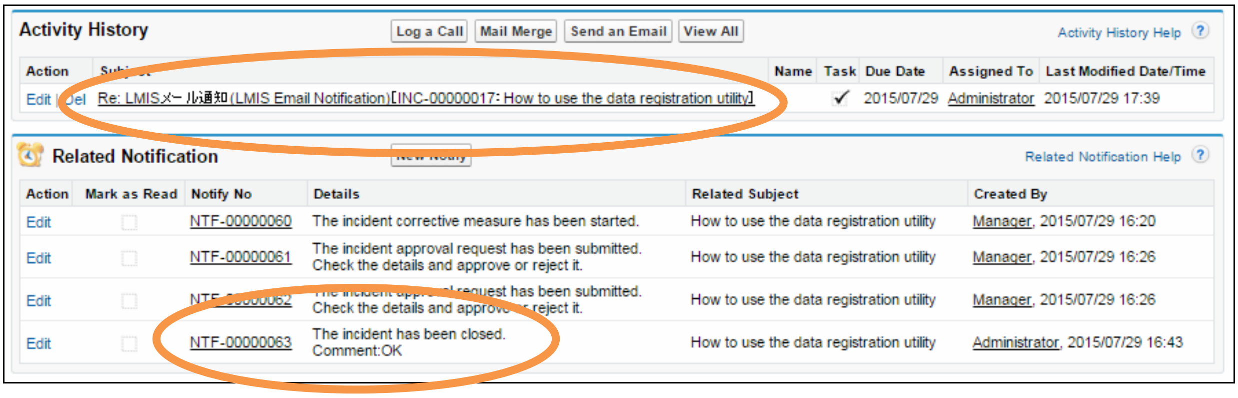
**5. Browse the target object and confirm the result.**

Using the previous procedure as an example, with the Incident Management information approved by Email, confirm that the status is "Close".



The Email approval result and comment are displayed in [Related Notification].

The content of the Email reply is also saved as the activity history in the corresponding record.




The Email approval work is complete.

# Caution

Email approval for a Contact can only be implemented when the Approver of the target record matches the Approval User.

# Appendix.8 Relational Explorer

This section provides an overview and explains how to use the Relational Explorer

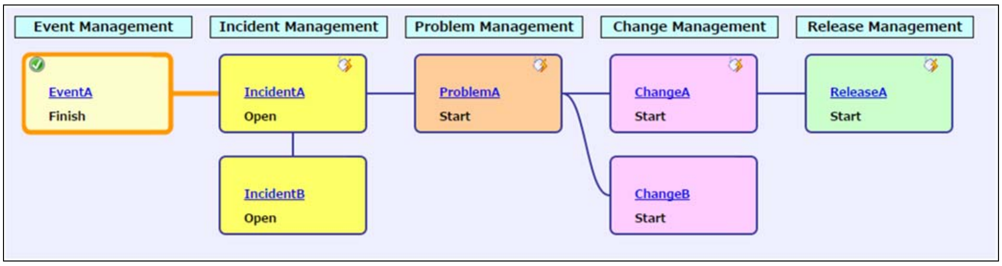
## Appendix.8.1 Basic Description

### ◆ Overview of the Relational Explorer

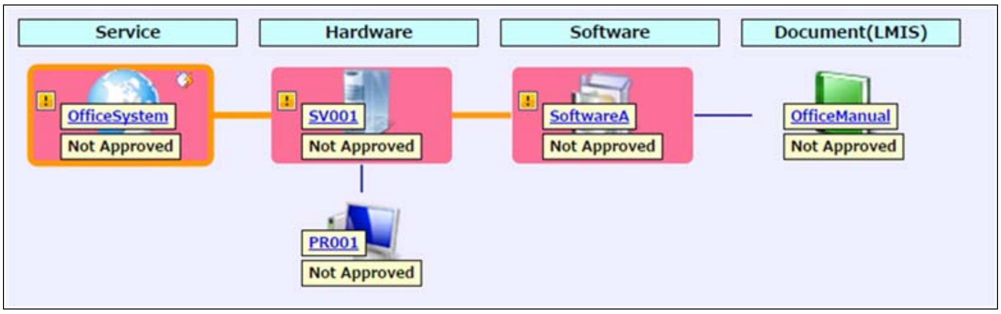
This section explains the Relational Explorer function overview and screen.

With the Relational Explorer you can visually display process information, which is information registered during various processes (such as events, incidents, problems, changes, and release processes), as well as configuration information. You can use four different display formats (Landscape Display, Portrait Display, Hierarchy Display, and Star-shaped Display). You can also see impact display results for incidents, services, hardware, software, and networks.

- Process information *Landscape display format

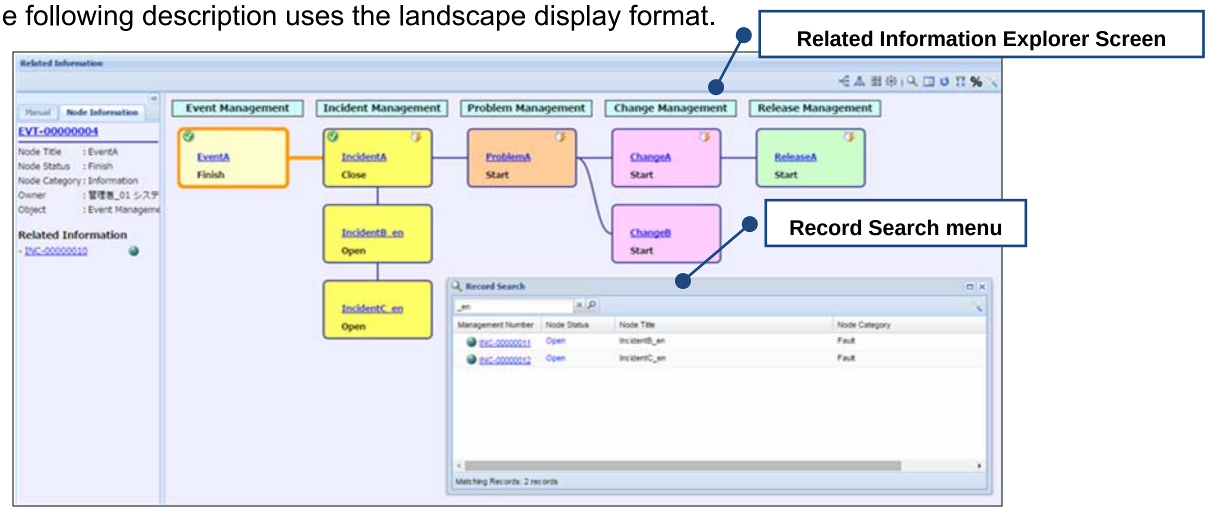



- Configuration information *Landscape display format



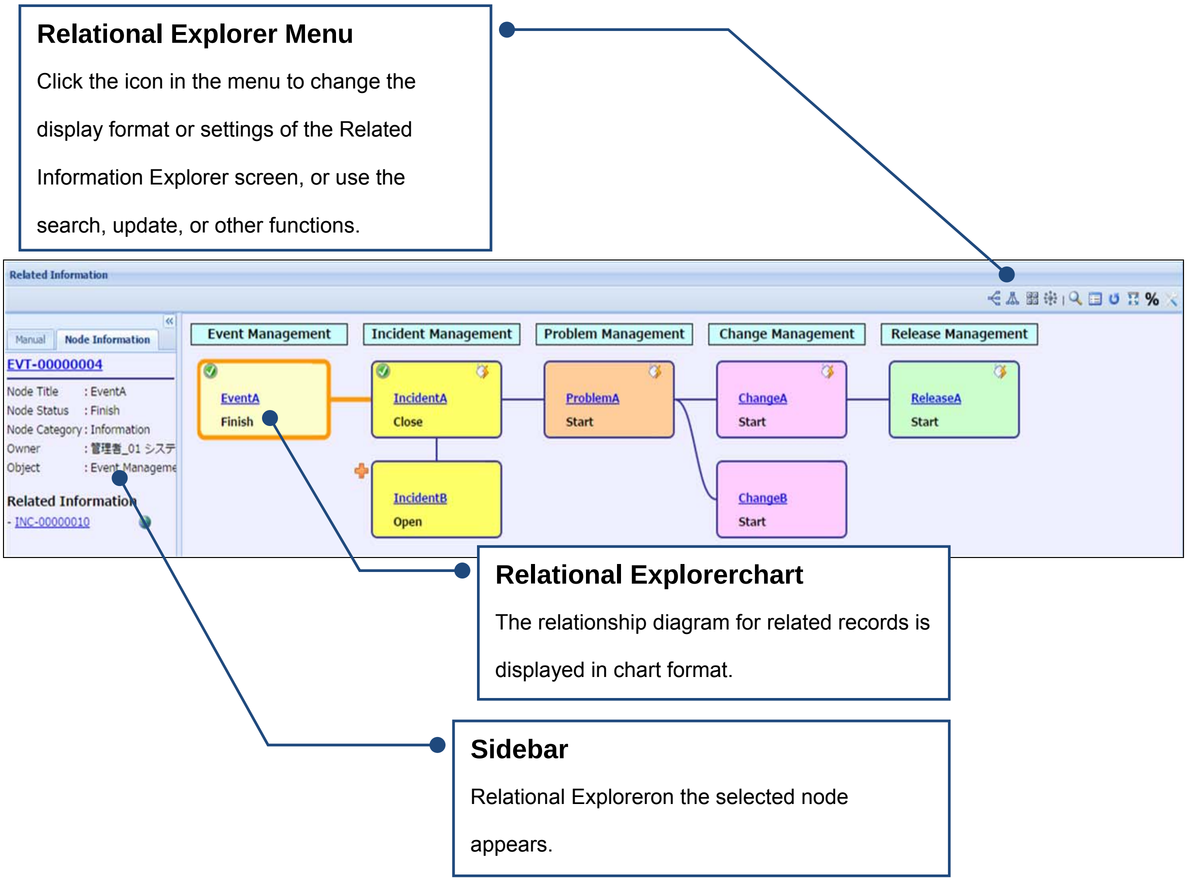
Two types of screens are used in the Relational Explorer to display records.

The following description uses the landscape display format.




• Relational Explorer Screen

This screen displays the records related to a record in a chart format and visually expresses the relations between records.

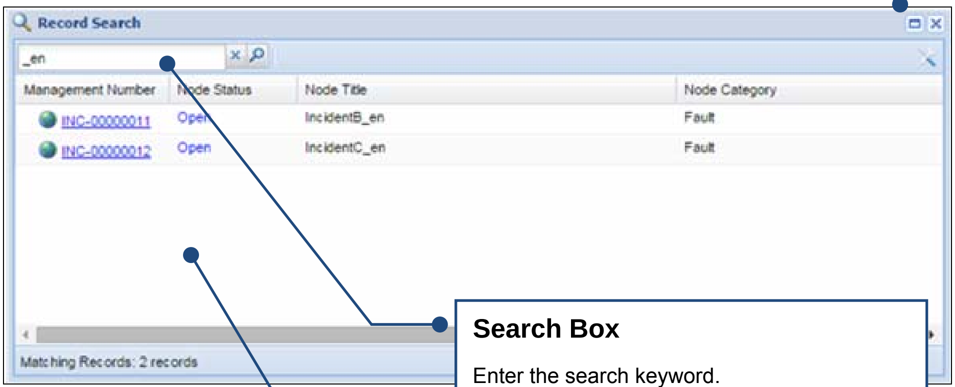


•"Record Search" screen

This is the Record Search screen. Assign search conditions to narrow the search.

**Record Search menu**

Click the icon on the right-side of the menu to enter the "Record Search" screen settings.




**Search Box**

Enter the search keyword.

**Search result**

Display the search result.

## ◆ Display format and content

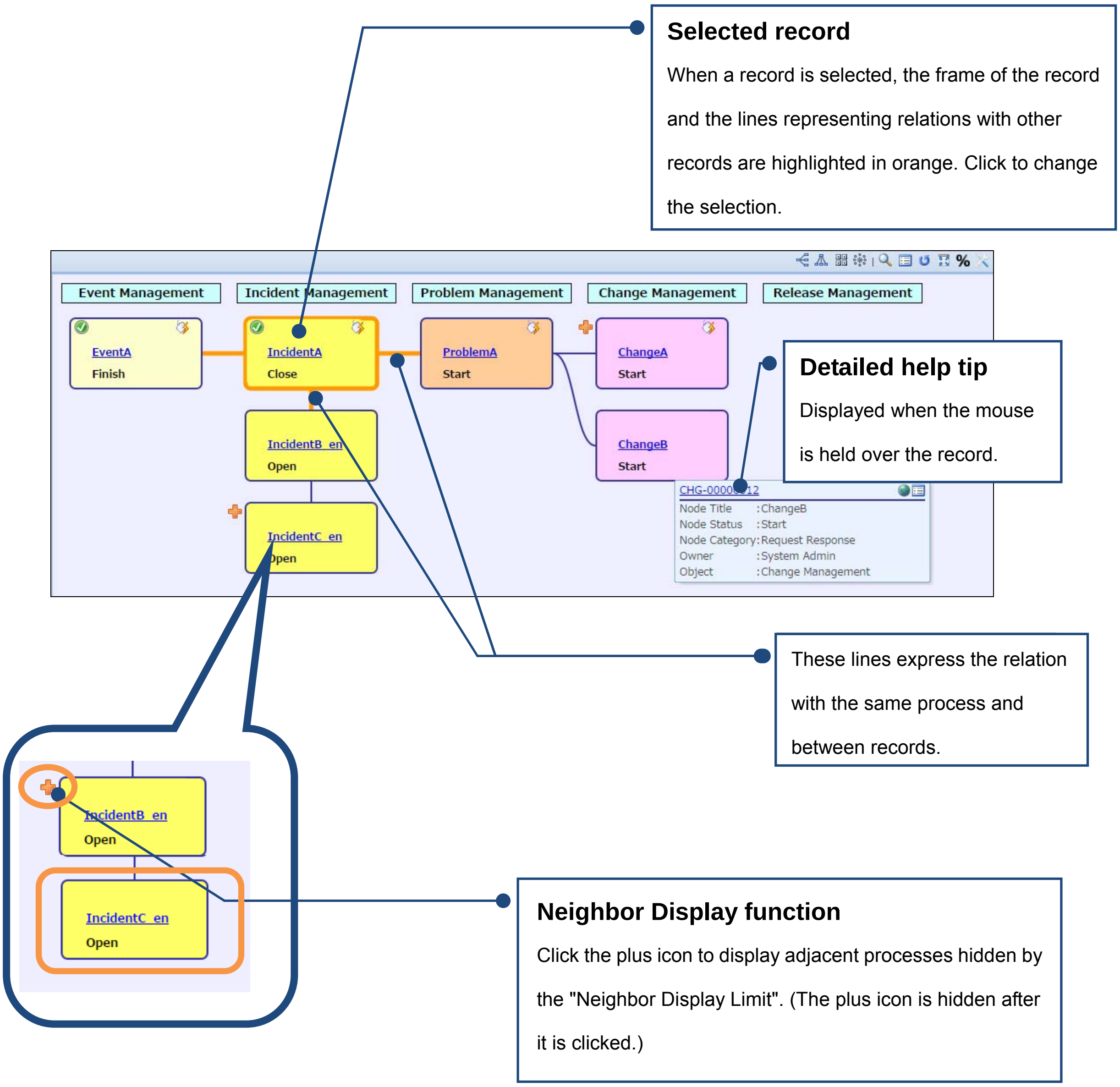
This section describes the four display formats of the Relational Explorer as well as its content.

Refer to "Appendix.8.2 How to Use" for more information on switching between screens.

*Every display format allows you to change the position of records by dragging and dropping.

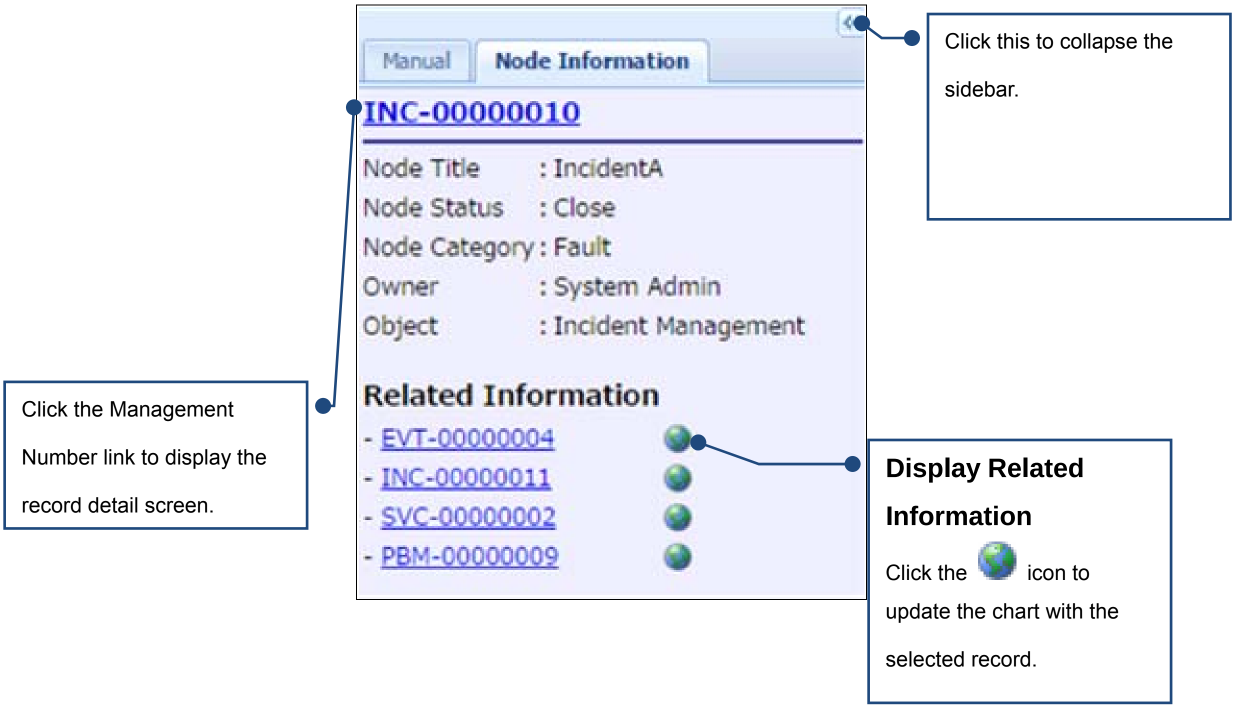
- Landscape Display Screen of Relational Explorer

Displays process and configuration information in a landscape view. Objects such as events and incidents appear in columns and their corresponding records appear in the rows.



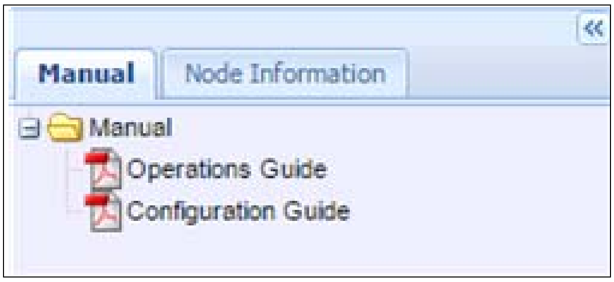
- Landscape Display Screen (Sidebar: Node Information tab)

Displays the related information of the selected node.




- Landscape Display Screen (Sidebar: Manuals tab)

Displays links to related manuals.



Click the text subject of a node to display the detail screen of the record. The record can be edited as follows in the same manner as a typical screen.

Click the detailed help tip  icon to update the chart for the selected record.

**Finish icon**

Displayed for records with a status of "Finish" or "Approved".

**Virtual Environment icon**

Displayed for hardware set as a virtual environment.


**Impact Icon**

This icon appears on a service, and incidents, hardware, software, and networks related to the service when the sum of the impact values of the service and related service contracts exceeds the specified threshold.

**Related icon**

Displayed when Configuration Information is associated with Process Information or vice versa. Click to display the Relational Explorer in the help tip.

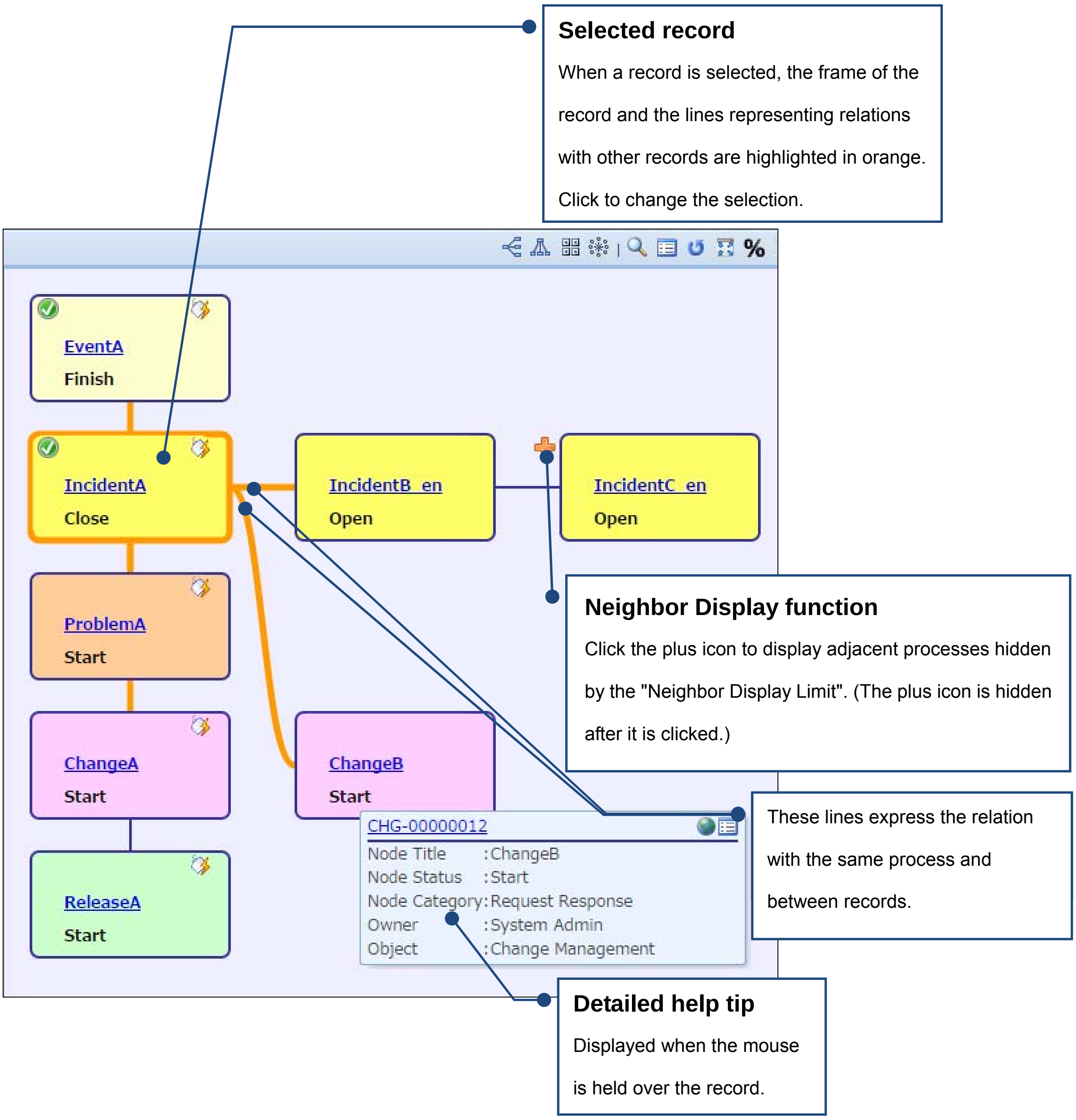
**Text labels on the node**

These display the subject and status. Click the subject to display the record detail screen.

・ Portrait Display Screen of Relational Explorer

Displays process and configuration information in a portrait view. Objects such as events and incidents appear in rows and their corresponding records appear in columns.

*The sidebar and screen icons appear in the same way as in the landscape display.



・ Hierarchy Display Screen

Displays process and configuration information in a hierarchy view. Objects such as events and incidents appear in columns and their corresponding records appear in the rows.

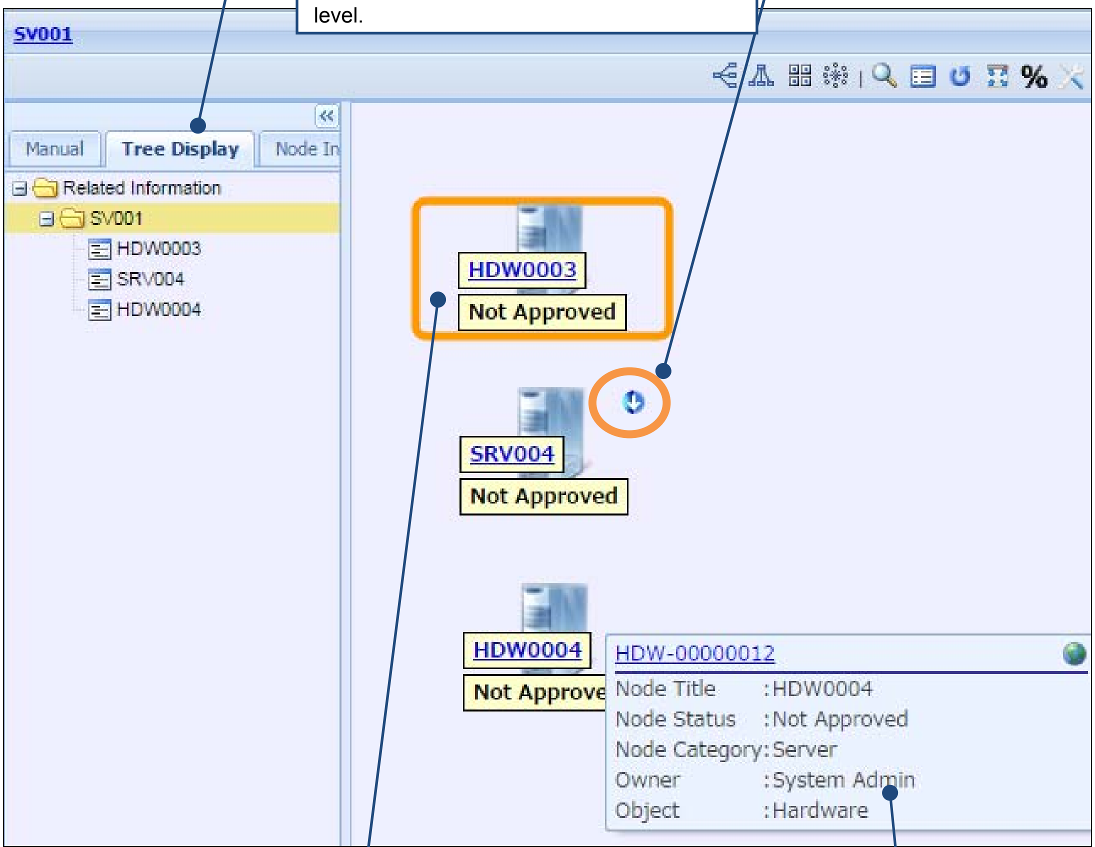
The following figure is a hierarchy display showing records related to a server rack (SV001). A list of physical servers mounted in the rack appears.

**Sidebar (Tree Display)**

Displays related records in a tree view. Click a record to display related records in a lower level.

**Lower Level Display icon**

Click the on to display related records in a lower level.



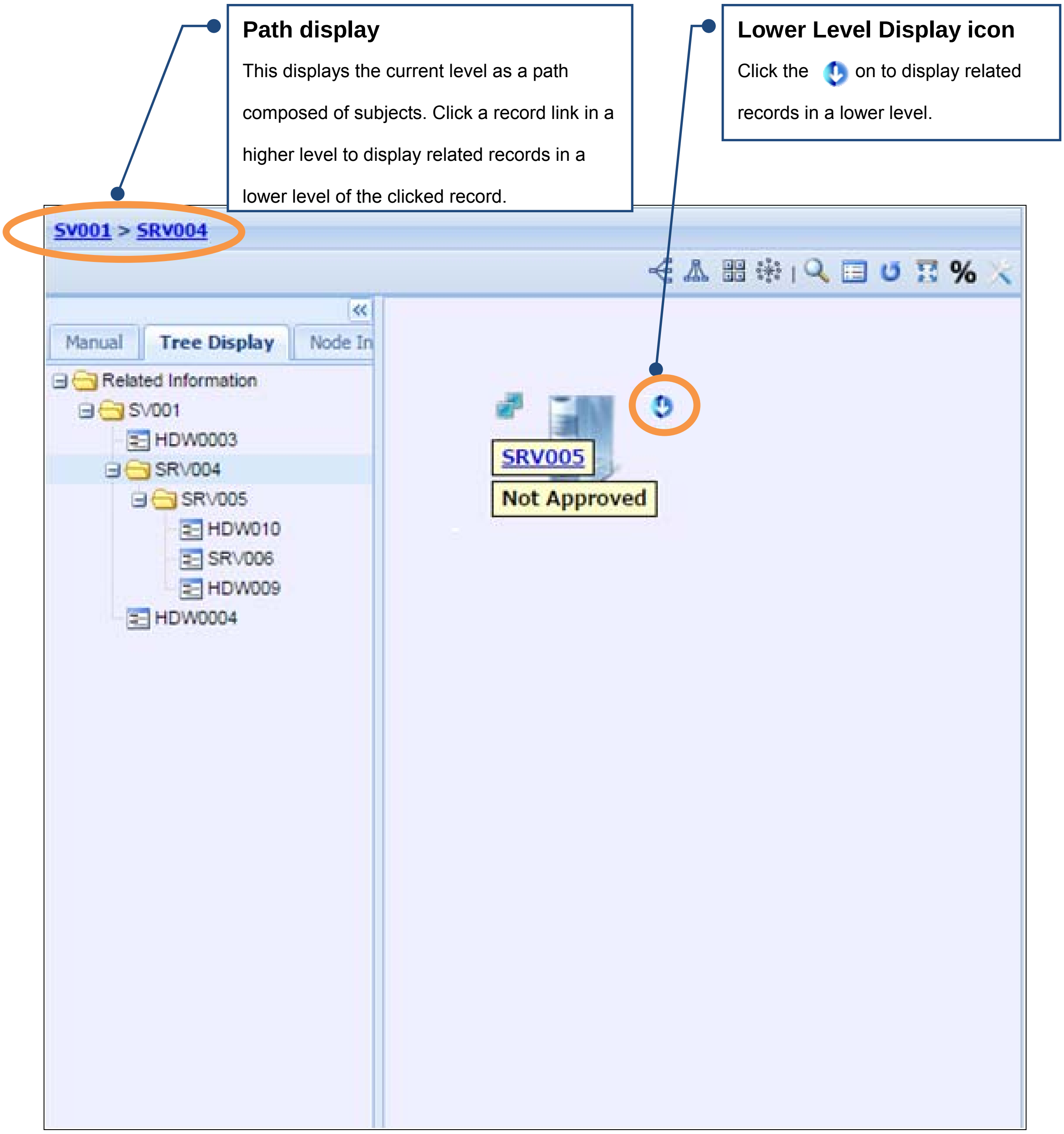

**Selected record**

When a record is selected, the frame of the record is highlighted in orange. Click to change the selection.

**Detailed help tip**

Displayed when the mouse is held over the record.

Click the [Lower Level Display] icon to display related records in a lower level. The following figure shows a screen that appears after you click the [Lower Level Display] icon for a physical server (SRV-004) mounted in the rack. A list of virtual servers configured in the physical server appears.




Similarly, click the [Lower Level Display] icon for a virtual server (SRV005) to display records in a lower level that are related to the virtual server.

*Clicking the [Lower Level Display] icon navigates you down by just one level.

*The hierarchy display does not have the Neighbor Display function.

*The hierarchy display does not display N:N related records.

- Star-shaped Display Screen

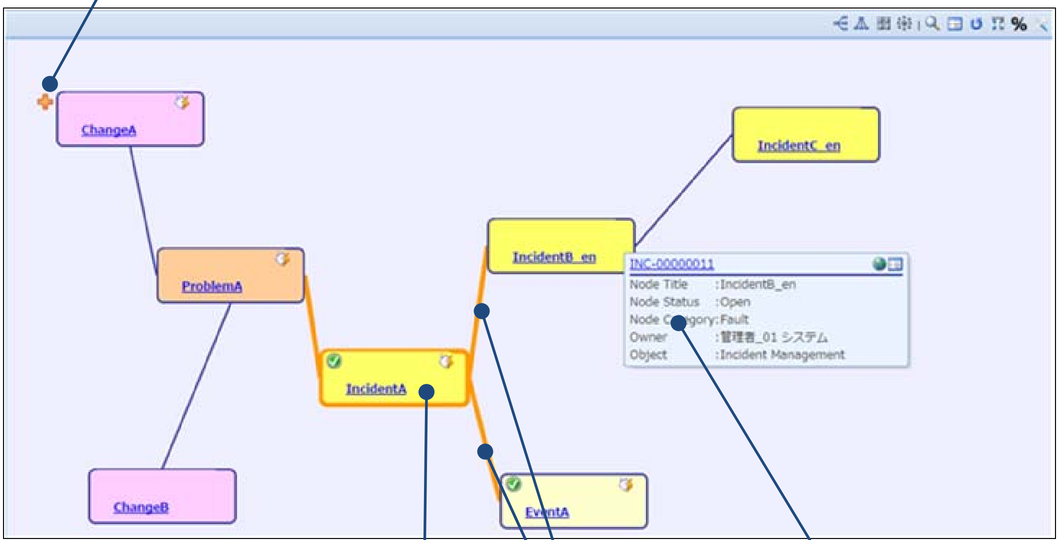
  Displays process and configuration information in a star view.

  *The sidebar and screen icons appear in the same way as in the landscape display.

  *By default only for the star-shaped display, the status does not appear as a text label on the node.

**Neighbor Display function**

Click the plus icon to display adjacent processes hidden by the "Neighbor Display Limit". (The plus icon is hidden after it is clicked.)




**Detailed help tip**

Displayed when the mouse is held over the record.

**Selected record**

When a record is selected, the frame of the record and the lines representing relations with other records are highlighted in orange. Click to change the selection.

These lines express the relation with the same process and between records.

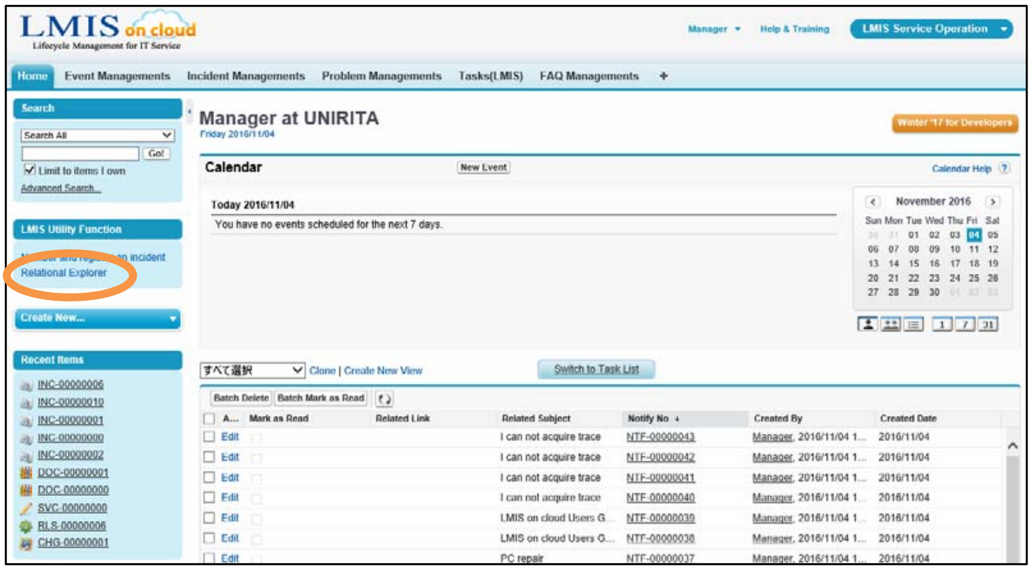
# Appendix.8.2 How to Use

This section explains the operations to launch, display, and search the Relational Explorer.

### ◆ Launching the Relational Explorer

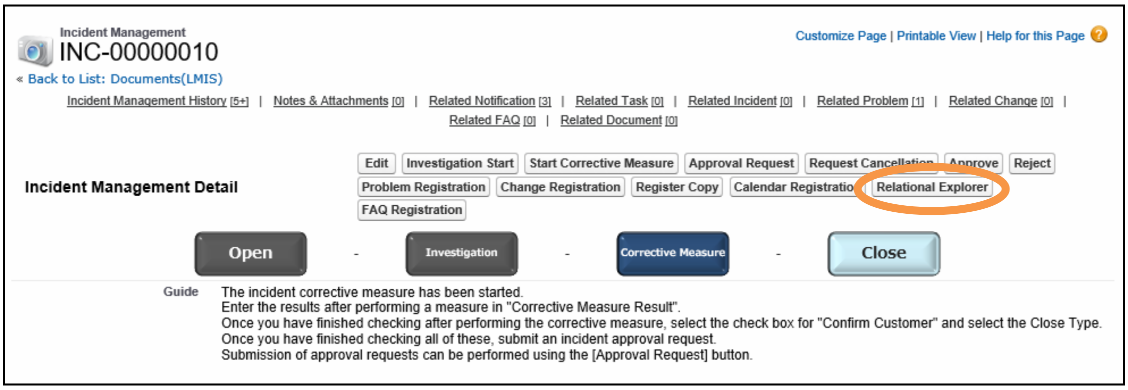
Launch the RRelational Explorer. There are two ways to launch the Related Information Explorer.

- **Click the [LMIS Utility Function]-[ Relational Explorer] in the Sidebar.**




The "Record Search" screen is displayed together with the launch of the Relational Explorer. The following example searches for a record and displays a chart.

- **Click the [Relational Explorer] button on the record detail screen.**




A chart centered on this record is displayed when the Relational Explorer launches.

## ◆ Display Relational Explorer

- Process Information display

1. **Open the Process Information detail screen.**
2. **Click the [Relational Explorer] button.**

The Relational Explorer launches and a chart centering on the selected record is displayed.

- Configuration Information display

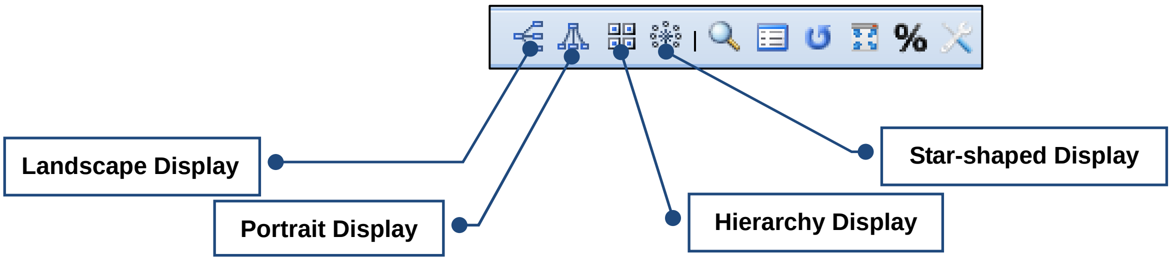
3. **Open the Configuration Information detail screen.**
4. **Click the [Relational Explorer] button.**

The Relational Explorer launches and a chart centering on the selected record is displayed.

## ◆ Changing the Display Format

You can change the display format of Relational Explorer

1. **Launch the Relational Explorer**
2. **From the [Relational Explorer] menu at the top of the screen, click one of the following display format icons. Then, the display format changes to the format you selected.**



## ◆ Searching for Relational Explorer

**1. Click the Relational Explorer menu's 🔍 record search icon.**

The "Record Search" screen is displayed.

**2. Enter the keyword to search for (the keyword must be 2 or more characters).**

Use conditions such as the * (asterisk), ? (question mark), AND, OR, AND NOT, ( ) (parentheses), "" (quotation marks) to refine the search results.

You can also specify the Management Number (record ID) and other items to search for.

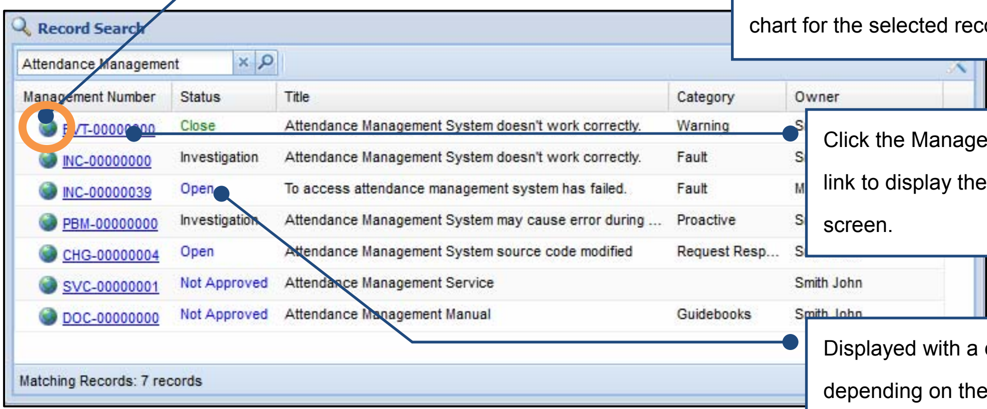
Use a wildcard to search for multiple record IDs.

**3. Click the Search button.**

The search results are displayed.

**Display Relational Explorer**

Click the icon to update the chart for the selected record.




Click the Management Number link to display the record detail screen.

Displayed with a different color depending on the status.

- Process Information
  Open, Close, Other
- Configuration Information
  Not Approved, Approved, Other

<How to use the screen>

- Click the [x] button to close the screen.
- Click the header field name to sort the records by ascending or descending order.
- Drag and drop the header field names to change the order of each field column.
- When the record search screen is displayed again, it will show the previously searched keyword.

## Caution

- The occurrence of the following error likely indicates that the number of relations displayed for each object exceeds the limit.

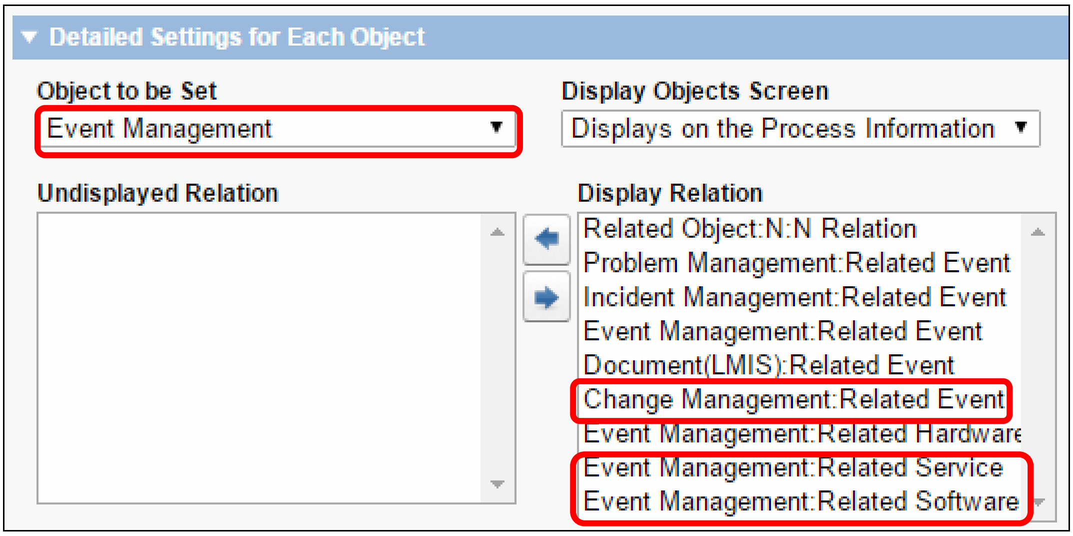
> **SOQL statements cannot query more than 35 different parent types.**
> **Error is in expression '{!doSearchRelation}' in page smoc:ox_page_relexplore: (SMOC)**
>
> An unexpected error has occurred. Your solution provider has been notified. (SMOC)

This error occurs when the following condition is true:

An object is configured to display 35 or more child relations of the object. (Child relationships represent relationships in which the "xxxx" portion of "xxxx: Related OO" matches the configured object.)

Ex.) When you configure an Event Management object, the child relations include the following:

- ✧ Event Management: Related Event
- ✧ Event Management: Related Service
- ✧ Event Management: Related Software
- ✧ Event Management: Related Hardware




If an error shown above occurs, from the [Relational Explorer] screen settings, change the settings to display fewer relations, and then retry.

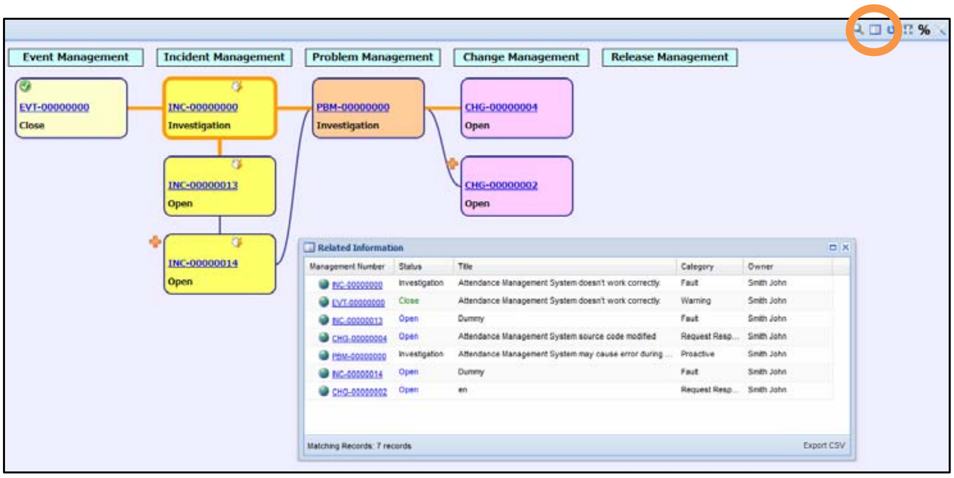
Refer to "Appendix.8.3 Changing the Screen Settings" for more information on the Relational Explorer screen settings.

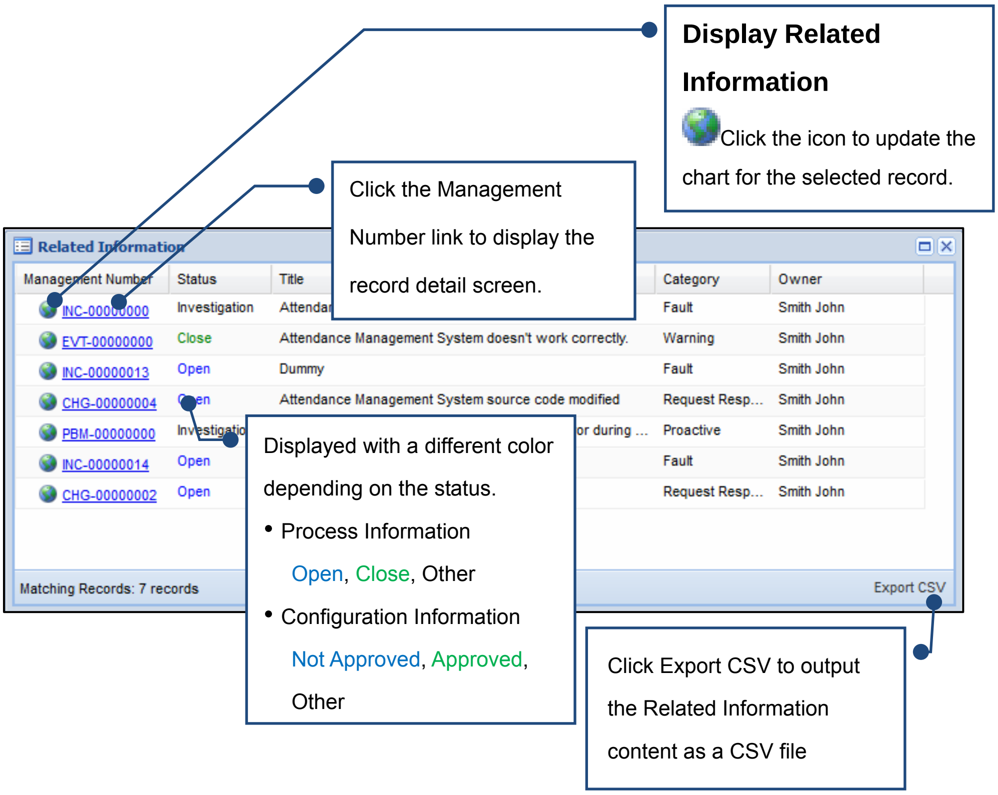
## ◆ Display the list of Related Information

Display the records shown in the chart as a list.

**1. Click the Display Related Information List icon in the Related Information Explorer menu.**

The "Related Information" screen is displayed.




<How to use the screen>

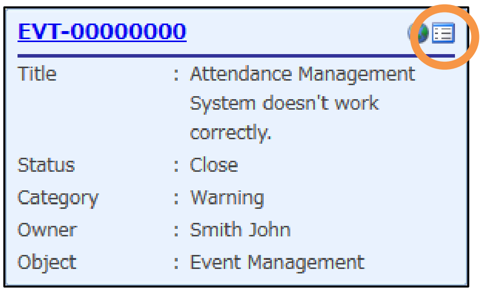
- Click the [x] button to close the screen.
- Click the header field name to sort the records by ascending or descending order.
- Drag and drop the header field names to change the order of each field column.

## ◆ Display a list of the child record information related to the Process Information

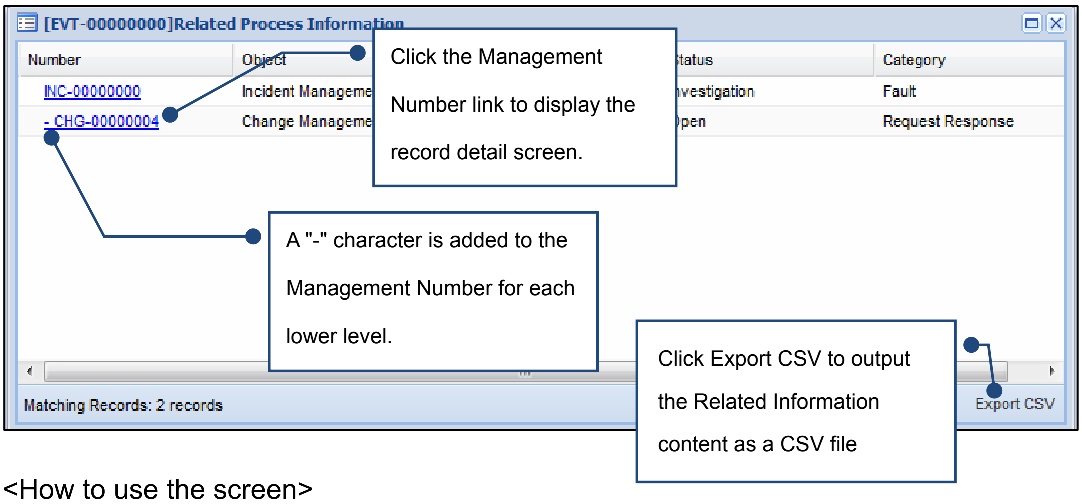
Display the child and grandchild records relating to the desired Process Information in a hierarchical list format.

1. **Hold the mouse cursor over the Process Information node in the Relational Explorer screen to display the detailed help tip.**

2. **From the detailed help tip, click the display icon for the related lower level Process Information.**




The "Related Process Information" screen is displayed.




<How to use the screen>

- Click the [x] button to close the screen.
- Click the header field name to sort the records by ascending or descending order.
- Drag and drop the header field names to change the order of each field column.

The objects displayed in the child record information list are as shown in the table below.

| Parent object | Child record object for display |
|---|---|
| Event Management | Event Management<br>Incident Management<br>Problem Management<br>Change Management<br>Task(LMIS) |
| Incident Management | Incident Management<br>Change Management<br>Task(LMIS) |
| Problem Management | Problem Management<br>Task(LMIS) |
| Change Management | Change Management<br>Task(LMIS) |
| Release Management | Release Management<br>Task(LMIS) |
| Task(LMIS) | Task(LMIS) |

# Caution

- When using Google Chrome or Safari as your browser, the width of borders next to the Related Process Information screen appears somewhat reduced.
- The occurrence of errors when the Related Process Information screen appears likely indicates an error in the LMIS_ExploreSetting configuration file. Edit the configuration file, and then display the Related Process Information screen again.
  Refer to the "コンフィグレーションガイド" for more information on configuration files.
  (Making a change to a configuration file can affect the entire organization. Only system administrators should edit configuration files. Additionally, configuration files should be backed up before they are changed.)

## ◆ Checking the impact display results

- Brief description of the impact display

  The impact display helps improve service levels by enabling the Relational Explorer to be used to check the influence of service faults, or to identify the need of preventive maintenance for configuration information.

- Impact display overview

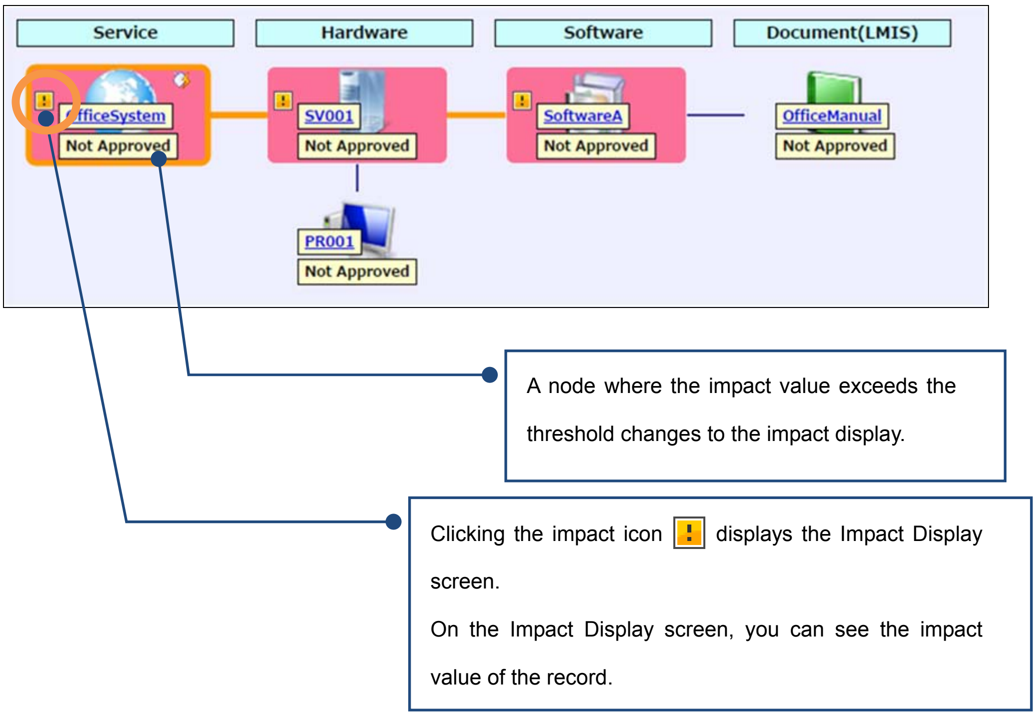
  Impact values are automatically calculated from the [Number of Users] and [Service Unit Price] values of the service and the service contracts related to the service.

  For the service, and the incident, hardware, software, and network records related to the service, the system calculates impact values, compares them with their preconfigured thresholds, and then visually shows whether the calculated values exceed the thresholds.

  If the threshold is exceeded, the node changes to the impact display, which means that the impact icon is added and the background color changes to red, as the influence (impact) from the service suspension is high.

  *Thresholds can be configured as desired with configuration files.

  Refer to the "LMIS on cloud コンフィグレーションガイド" for more information on configuration files.



- Impact display usage

[Checking the influence of an incident]

When an incident occurs, you might want to know the influence of service suspension due to the incident. In such a case, you can use the Relational Explorer to visually check the influence against the preconfigured impact value.

Persons in charge can determine and prioritize the best course of action by knowing the influence on the Relational Explorer.

[Identifying the need of preventive maintenance]

Configuration information for services that can cause severe impact in case of a failure must be protected with redundancy more preferentially than others.

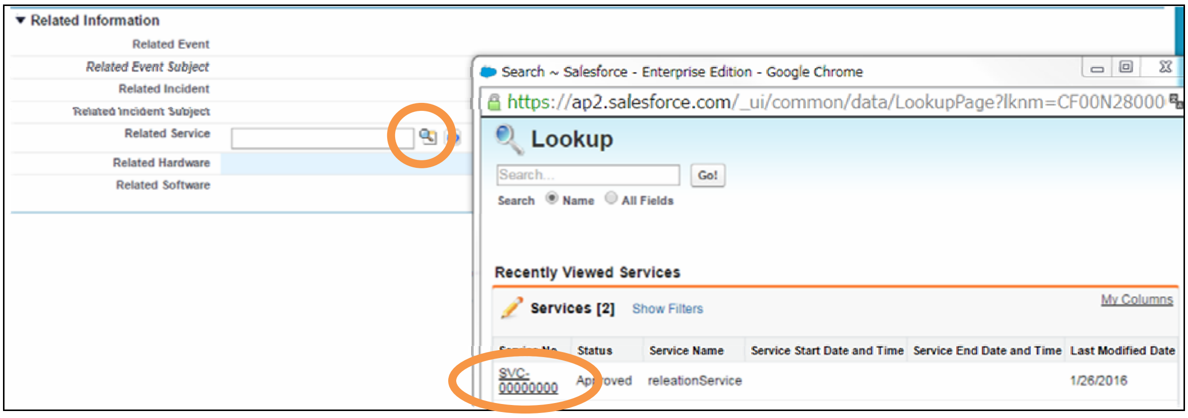
Using this function helps improve service (proactive support) levels by enabling you to proactively identify which sets of configuration information need preventive maintenance.

For example, the following describes how to use this function when you want to check the influence of an incident.

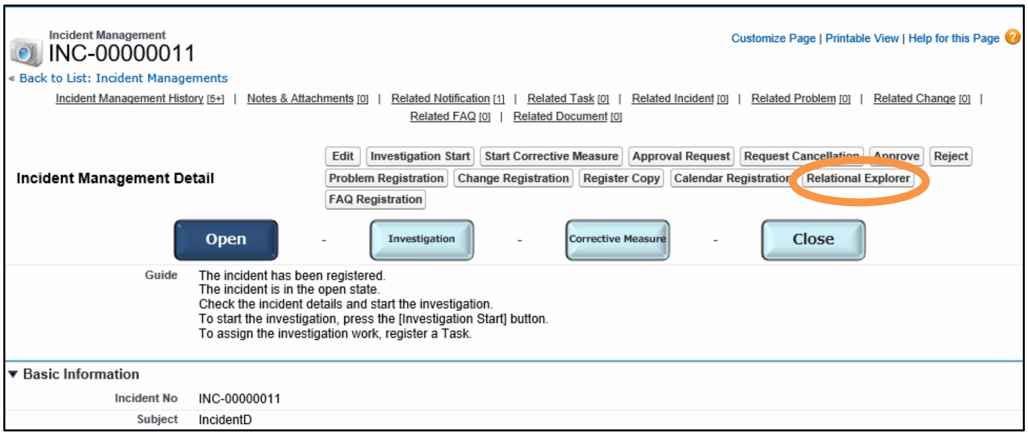
(1) Register an incident that occurred.

Use [Related Service] to associate a related service with the incident.

*Refer to "2.8 Creating, Editing and Deleting Records" for more information on how to register new incidents.

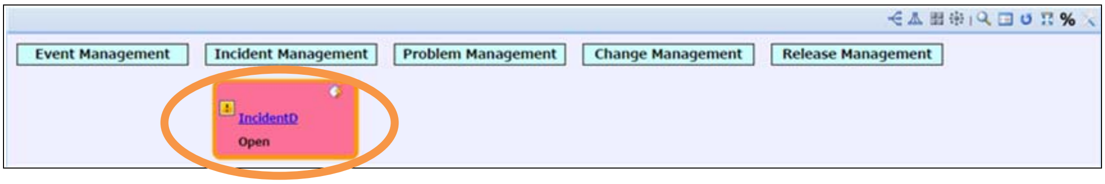


(2) Open the detail screen of the incident you registered and click the [Relational Explorer] button.



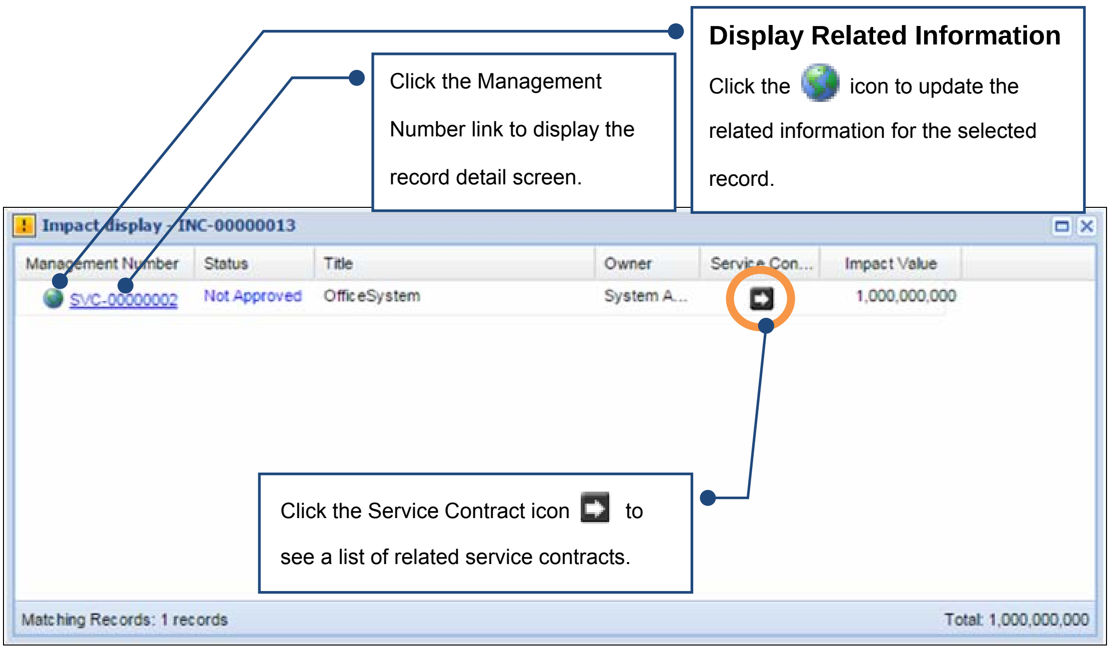

The Relational Explorer appears.

As the impact display is enabled, you can know that the incident has a high level of influence.




Click the Impact icon to display the Impact Display screen.

You can see the information of the related service.



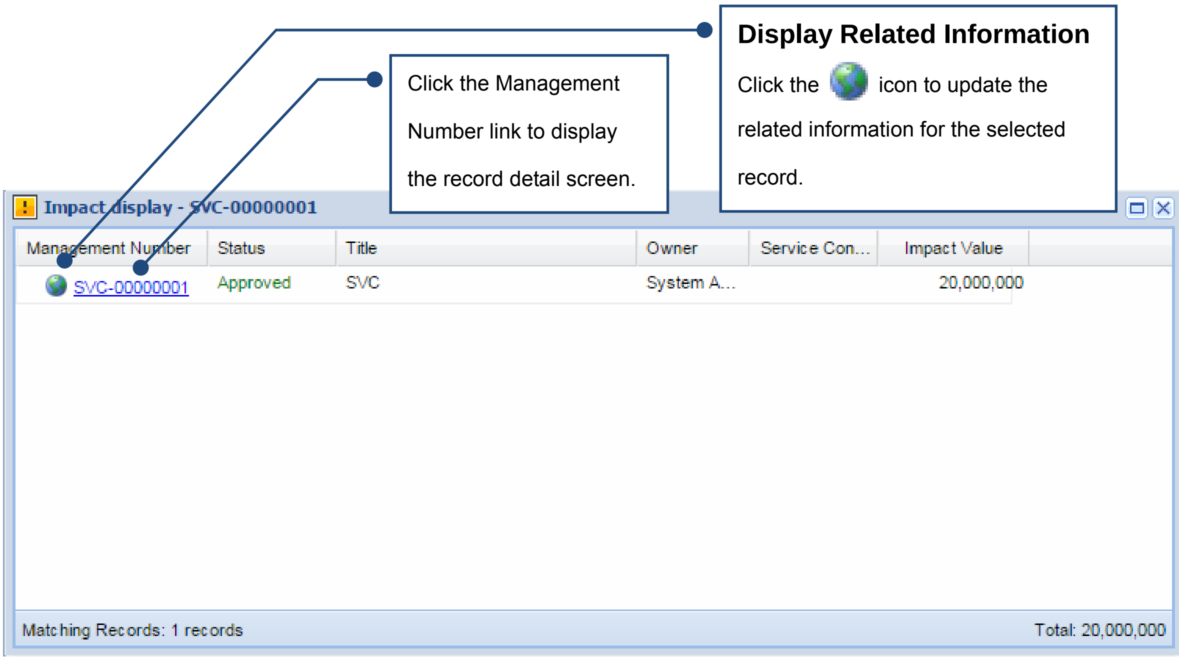
<How to use the screen>

- Click the [x] button to close the screen.
- Click the header field name to sort the records by ascending or descending order.
  Drag and drop the header field names to change the order of each field column.

**Caution**

- When using Google Chrome or Safari as your browser, the width of borders next to the [Impact Value] on the Impact Display screen appears somewhat reduced.
- The occurrence of errors when the Impact icon is clicked likely indicates an error in the LMIS_ExploreSetting configuration file. Edit the configuration file, and then display the impact analysis again.
  Refer to the " LMIS on cloud コンフィグレーションガイド" for more information on configuration files.
  (Making a change to a configuration file can affect the entire organization. Only system administrators should edit configuration files. Additionally, configuration files should be backed up before they are changed.)

Click the Service Contract icon to display a screen showing a list of related service contracts.
The [Related Account] fields in the list represent accounts that can be affected.
This helps you know the scope of impact caused by the failure.




<How to use the screen>

- Click the [x] button to close the screen.
- Click the header field name to sort the records by ascending or descending order.

Drag and drop the header field names to change the order of each field column.

- Impact value

A service record or service contract record has the [Number of Users], [Service Unit Price], and [Billing Amount] fields in the [Impact Information] section.

When you fill in [Number of Users] and [Service Unit Price], [Billing Amount] is automatically populated with the product of the two values.

This value is used as [Impact Value] in the impact display.

*Example of a definition screen for the following scenario

Number of Users (100) x Service Unit Price (1,000) = Billing Amount (100,000), which is the impact value


If a service has related service contracts, the impact value of the service is the total of the impact values of the related service contracts. If a service has no related service contract, the impact value of the service is the billing amount set for the service.

The hardware, software, network, and incident records related to the service have the same impact value as that of the service.

<Example 1>

In this example, the threshold is 100,000 and the service has related service contracts. The total of the billing amounts of the service contracts is used as the impact value of the service. The service and its related records change to the impact display.

| Object | Billing Amount | Impact Value |
|---|---|---|
| Service | 50,000 | 80,000 (Related service contract A) + 40,000 (Related service contract B) = 120,000 *Impact display |
| Related service contract A | 80,000 | 80,000 |
| Related service contract B | 40,000 | 40,000 |
| Related Hardware | - | 120,000 *Impact display |
| Related software | - | 120,000 *Impact display |
| Related incident | - | 120,000 *Impact display |

<Example 2>

In this example, the threshold is 100,000 and the service has related service contracts. The total of the billing amounts of the service contracts is used as the impact value of the service. The service and its related records do not change to the impact display.

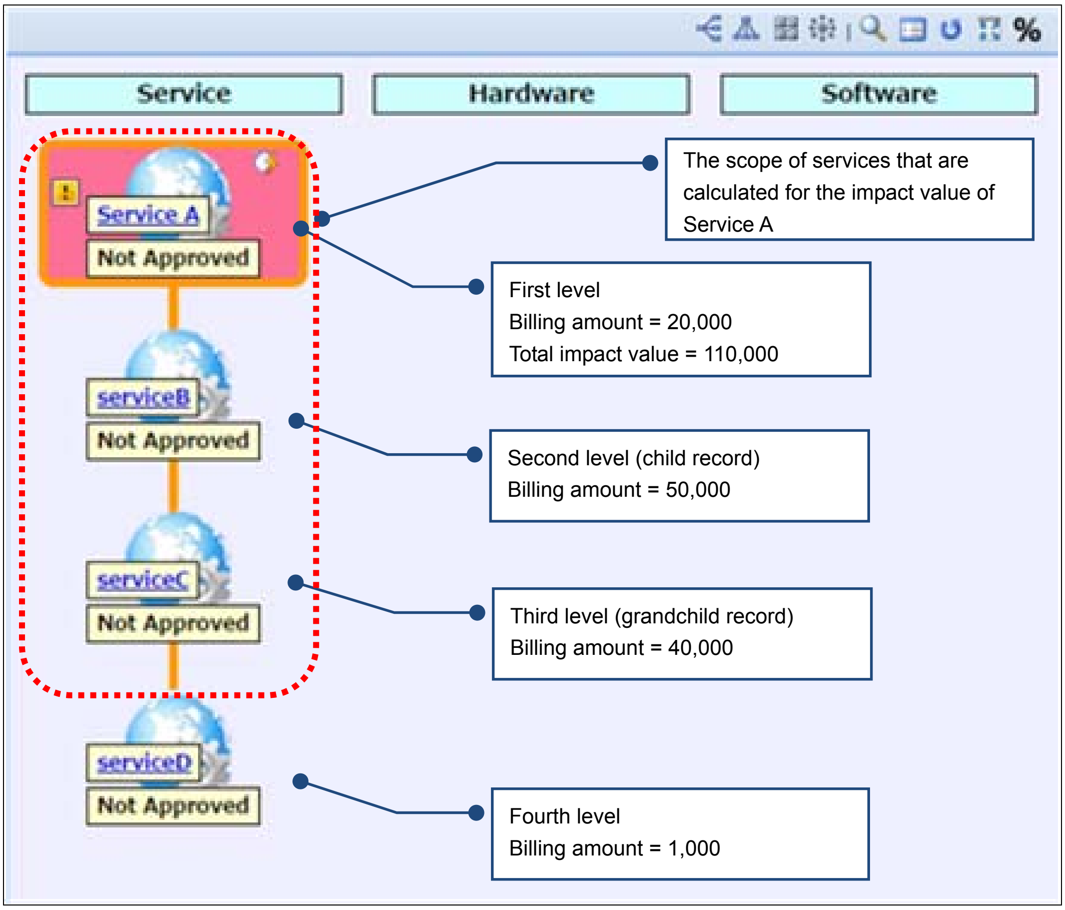
| Object | Billing Amount | Impact Value |
|---|---|---|
| Service | 120,000 | 50,000 (Related service contract A) +<br>30,000 (Related service contract B) =<br>80,000 *No impact display |
| Related service contract A | 50,000 | 50,000 |
| Related service contract B | 30,000 | 30,000 |
| Related Hardware | - | 80,000 *No impact display |
| Related software | - | 80,000 *No impact display |
| Related incident | - | 80,000 *No impact display |

**Caution**

To enable the impact display, the system calculates an impact value from services within three levels (that is, digging down to up to the grandchild record).

When a service has related services, the total of the billing amounts of the services within three levels is compared with the threshold. The service changes to the impact display when the total billing amount exceeds the threshold.

The following figure illustrates the impact display result when "Service A" (parent record) has related services in four levels.




The following figure illustrates the impact report of "Service A".

Impact display - SVC-00000002

| Management Number | Status | Title | Owner | Service Con... | Impact Value |
|---|---|---|---|---|---|
| SVC-00000002 | Not Approved | Service A | System A... | | 20,000 |
| SVC-00000003 | Not Approved | serviceB | 管理者_0... | | 50,000 |
| SVC-00000004 | Not Approved | serviceC | 管理者_0... | | 40,000 |

Matching Records: 3 records

Total: 110,000

## Appendix.8.3 Changing the Screen Settings

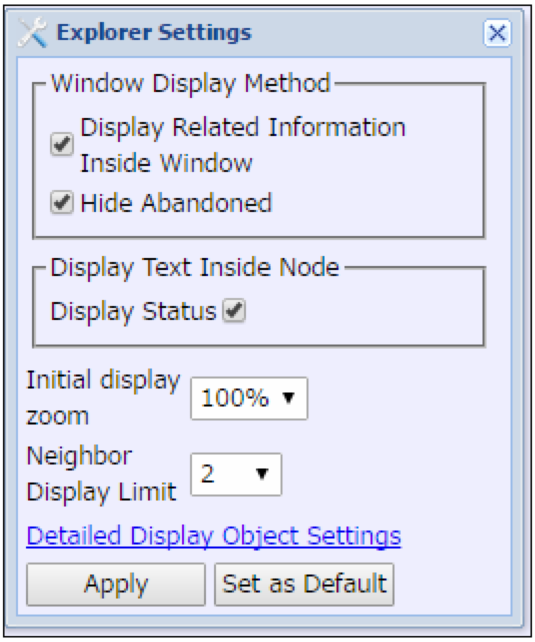
The settings for the "Relational Explorer" screen and the "Record Search" screen can be changed. This section explains the setting items and procedure.

**Caution**

Cookies must be turned on to save the settings.

### ◆ "Relational Explorer" screen settings

**1. Click the explorer settings icon  in the Relational Explorer menu to open the settings screen.**




The following setting items may be changed.

- Window Display Method
  Select whether to open a new window or to open a child window inside the current window when the "Relational Explorer" screen is displayed. You can also select whether to display abandoned Configuration Information.
- Display Text Inside Node
  You can set whether to display the status on the node.
- Initial display zoom
  Specify the display zoom level when the chart is initially displayed.
- Neighbor Display Limit
  The scope of the records displayed in the Related Information Explorer screen can be restricted by the degree of the neighbors. The value can be set from 1 to 5 or ALL, with 1 displaying only those records that are directly connected.

- Detailed Display Object Settings

  The Relational Explorer Display Settings screen is used to configure which objects to display and advanced settings for each object.

  For example, the following describes how to add the network object to the configuration management process. Each number in the following figure shows the corresponding step in the description.

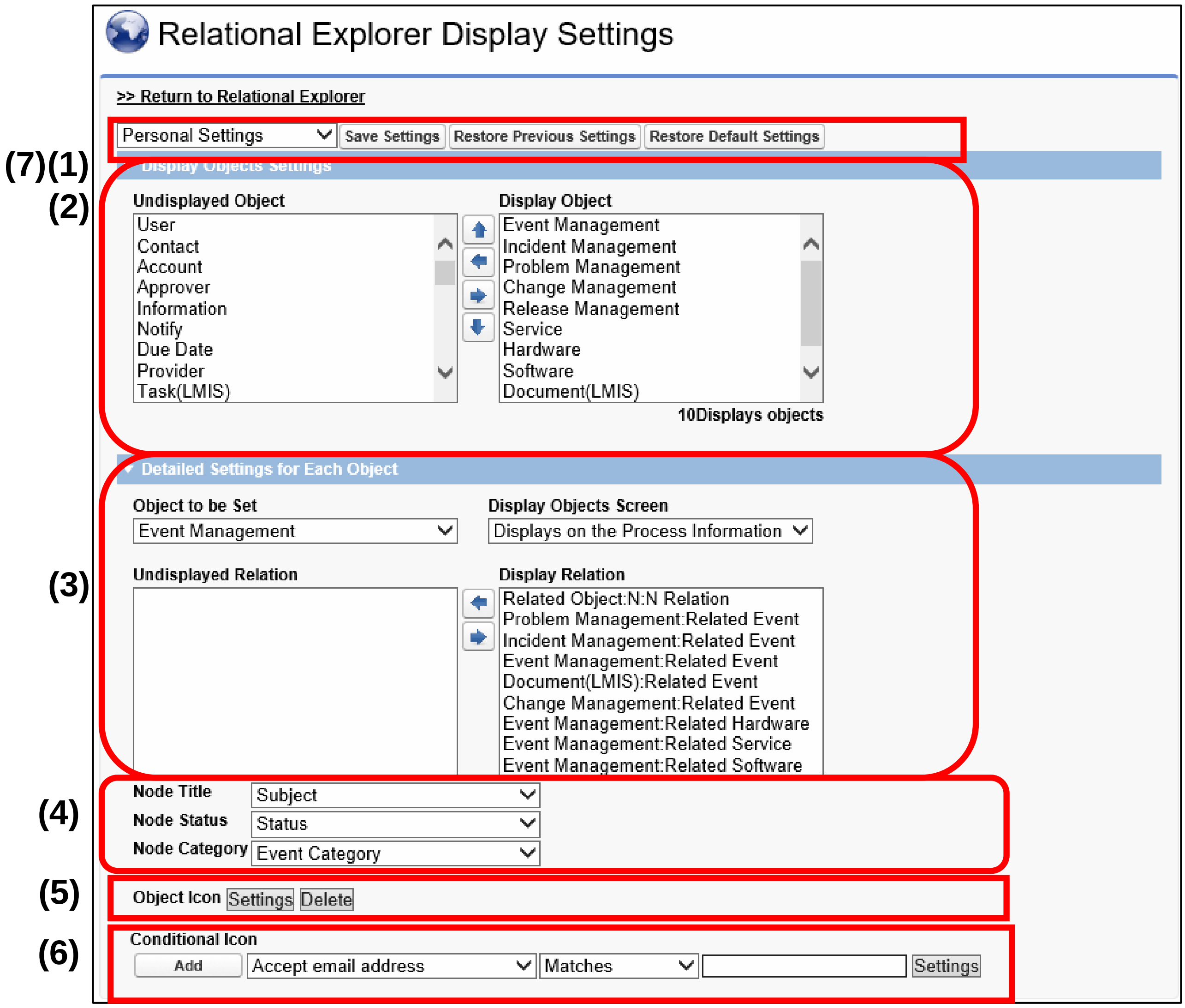
  *For this example, step 2 does not need to be performed.

2. **Click either of the following after changing the setting details.**

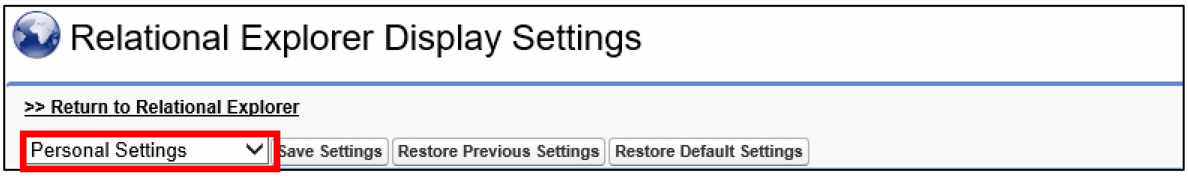
   [Apply] button: Enable the setting only when in use. The setting will revert to the default value upon the next login.

   [Set as Default] button: Use the same setting from the next login as well. Settings are saved for each user.

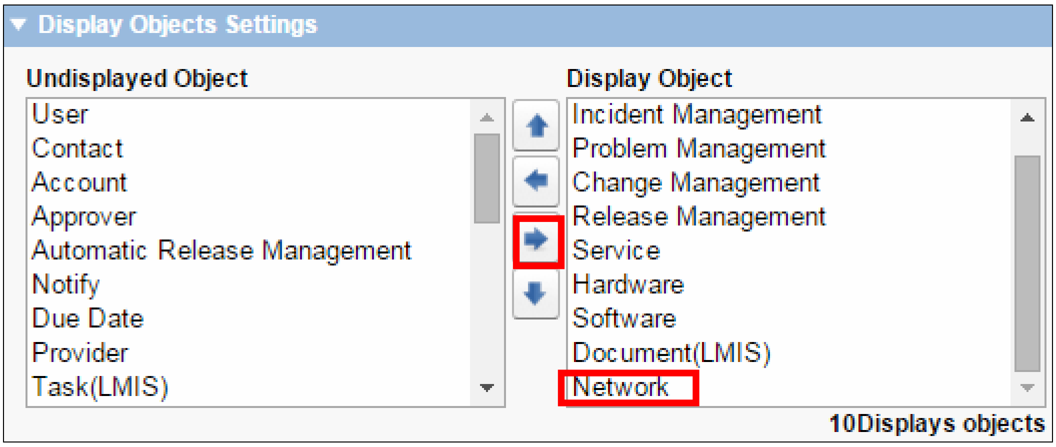
## ◆ Configuring Settings on the Relational Explorer Display Settings Screen



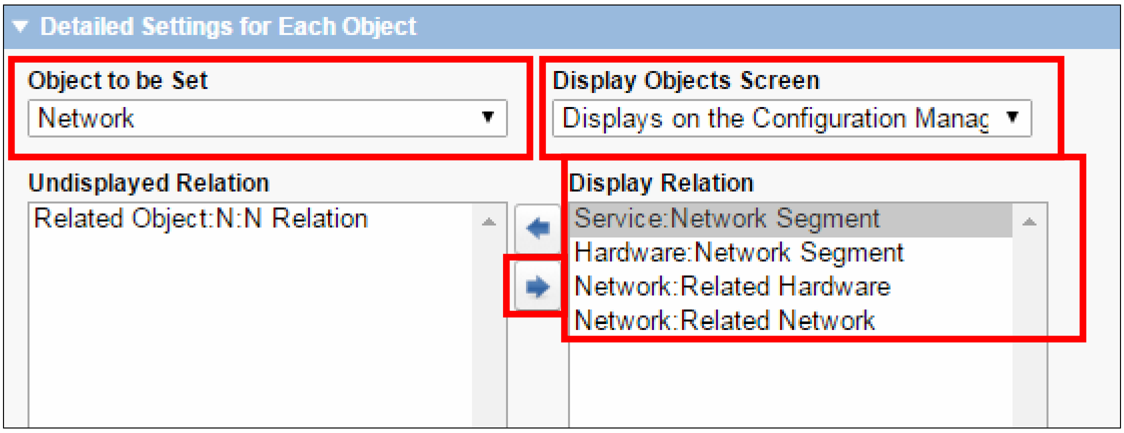
(1) Select the type of the settings that you want to configure.
The available options are [Organizational Settings] and [Personal Settings].
*The [Type of Settings] pull-down list appears only for administrators. This procedure is intended only for administrators.
*[Personal Settings] have priority over [Organizational Settings].
*Click [Return to the Relational Explorer] to return to the Relational Explorer screen.




(2) Configure which objects to display and which ones to hide.
Select the objects you want to display in the [Undisplayed Object] list and click the right arrow button to add them to the [Display Object] list. In this example, the network object is added to the list.
*The objects in the [Display Object] list appear on the Relational Explorer in the order in which they appear in the list from top to bottom.



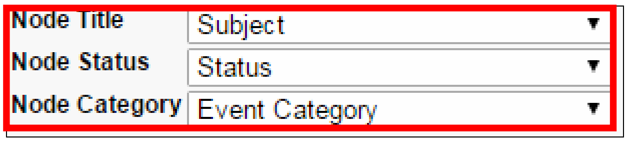

(3) Configure which related objects to display for each object.
From the [Object to be Set] pull-down list, select the object for which you want to configure related objects to display. From the [Display Objects Screen] pull-down list, select either [Displays on the Process Information screen] or [Displays on the Configuration Management Information screen].
Next, configure which relations to display by using the [Undisplayed Relation] and [Display Relation] lists.
This example configures all relations related to the network object to be displayed on the Configuration Management Information screen.




(4) For the object selected in step (3),

use the pull-down lists to configure which fields to display on the node text labels, search results, and Detailed Help Tip screen.

*This step does not need to be performed if no changes are desired.




(5) For the object selected in step (3),

change icons used for the displayed objects.

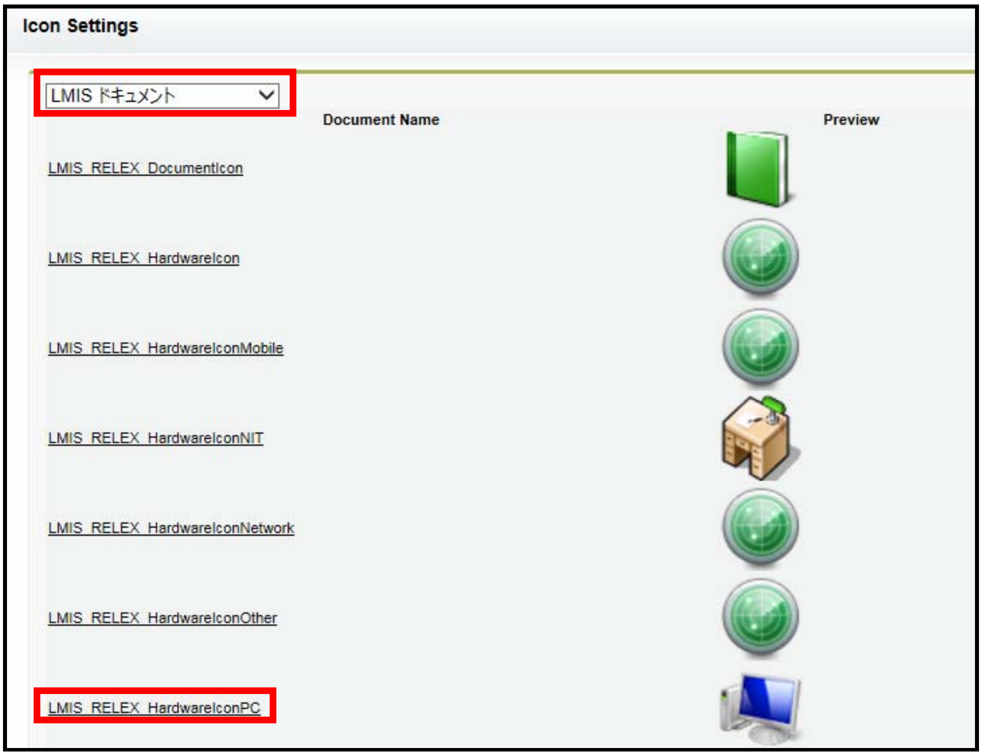
*This step does not need to be performed if you do not want to change object icons.

In Object Icon, click the [Settings] button.

*To delete configured icons, click the [Delete] button.


The Icon Settings screen appears.

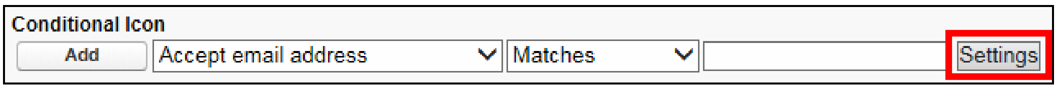
From the pull-down list, select a document folder where icons are located. From the preview list of the icons, click the [Document Name] of the icon that you want.




(6) For the object selected in step (3), configure conditions to determine which icon to display.

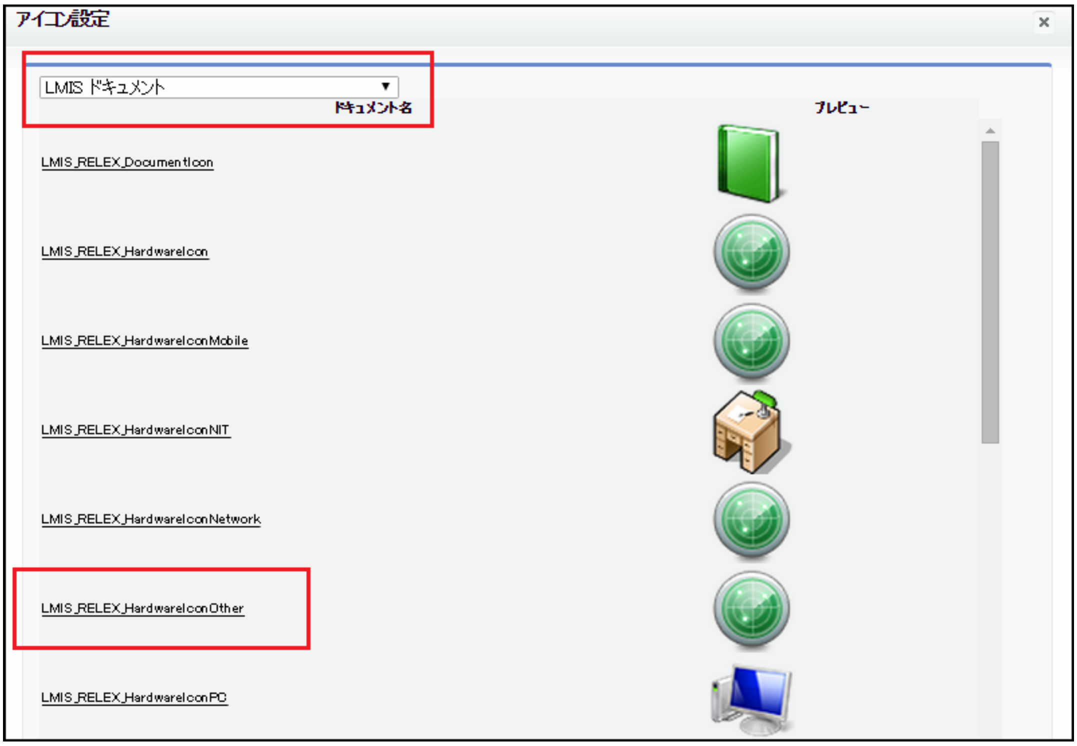
*This step does not need to be performed if you do not want to configure different object icons to be displayed depending on conditions.

In [Conditional Icon], enter a condition, and click the [Settings] button.




The Icon Settings screen appears.

From the pull-down list, select a document folder where icons are located. From the preview list of the icons, click the [Document Name] of the icon that you want.




*To add more conditions, click the [Add] button.

(7) Click the [Save Settings] button to save the settings.

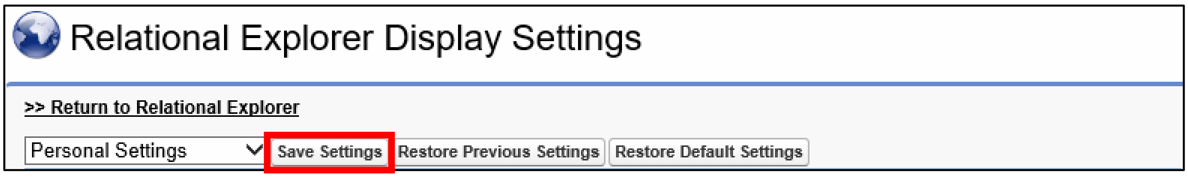
*Click the [Restore Previous Settings] button to restore the previously saved settings. If no settings have been previously saved, this restores the default settings.

*When you set [Type of Settings] to [Organizational Settings], clicking the [Restore Default Settings] button restores the LMIS default settings.

When you set saving destination to [Personal Settings], clicking the [Restore Default Settings] button restores the organizational default settings.

To apply restored settings, click the [Restore Default Settings] and then click the [Save Settings] button.

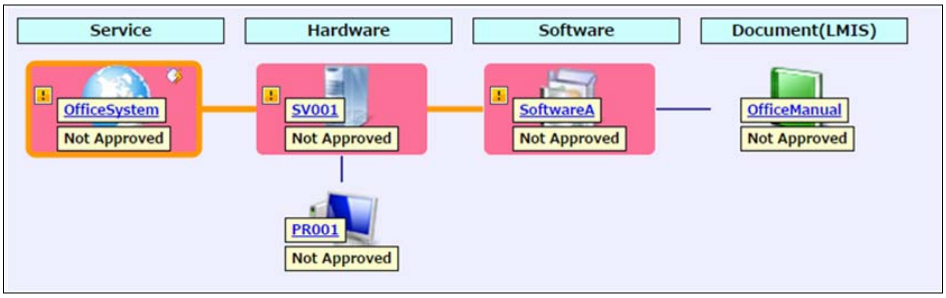
*The [Type of Settings] pull-down list appears only for administrators.



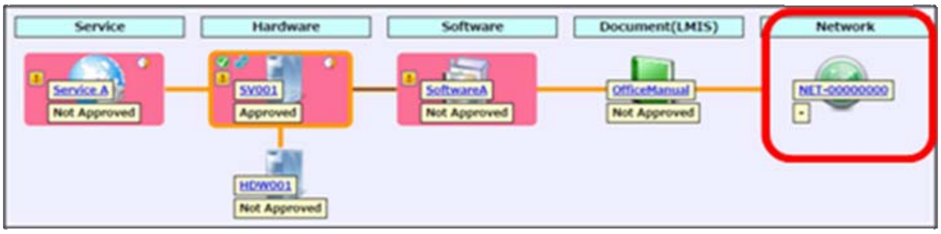

The network node is added.

The following figures illustrate how the displayed information changes before and after the changes.

Before changes




After changes




This completes the procedure to change Related Information Explorer display settings.

## ◆ "Record Search" screen settings

1. **Click the Search Target Object Settings icon in the Record Search menu to open the settings screen.**

   The following setting items may be changed.

   - Search Target Object Settings

     You can select the search target object to only search for a particular object (you cannot remove all objects from the search).

2. **Click either of the following after changing the setting details.**

   [Apply] button: Enable the setting only when in use. The setting will revert to the default value upon the next login.

   [Set as Default] button: Use the same setting for each user from the next login as well.

## ◆ Other

The following settings can be made using the icons in the Relational Explorer menu.

 Display magnification settings

Manually set the display magnification.

 Display full page

Enlarge or reduce the chart display to match the width and height of the window.

 Update with latest information

Retrieve the record information again to update the chart display contents.

# Appendix.9 Calendar Registration

Response deadlines and other tasks can also be registered in the calendar.
This allows you to use it as a reminder for response deadlines or to easily manage schedules that take response deadlines and end dates into account.

To make a calendar registration, click the [Calendar Registration] button or use the settings file prepared in advance to register an item automatically in the calendar.

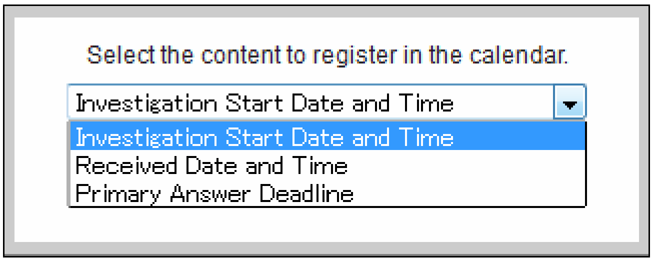
For details on how to perform automatic calendar registration, refer to the *"LMIS on cloud コンフィグレーションガイド".*

The following example registers an item in the calendar by clicking on the [Calendar Registration] button.

## Appendix.9.1 Calendar Registration Button

(1) Open the record's detail screen or the Create New screen to register a record in the Calendar.

(2) Click the [Calendar Registration] button.
The following dialog (graphic below) is displayed.
Select the content to register in the Calendar and click the [OK] button.



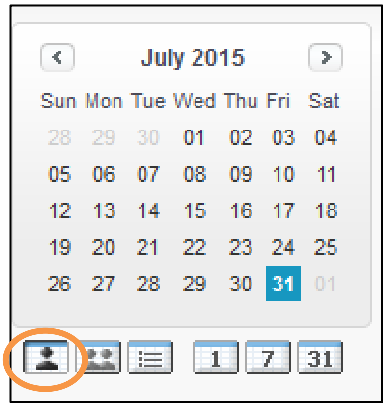
# Appendix.9.2 User Calendar Display

Items that are registered using the Calendar Registration button are registered to your Calendar. The following explains how to display the User Calendar.

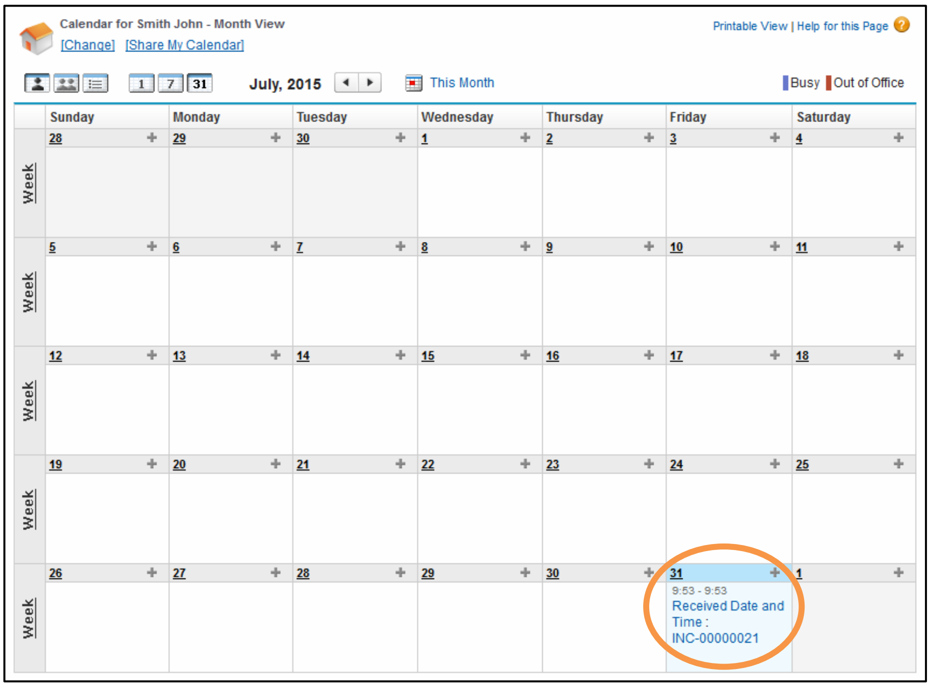
(For more details about how to use the automatic calendar registration function, refer to "Appendix.9.3 Public Calendar Display".)

(1) Confirm the registered action.

Click the [Single User View] button on the [Home] tab.




(2) Your Calendar is displayed.




* An alert is displayed on the registered date.

For more details, refer to the *Salesforce User Guide*.

* About Calendar sharing

To share a Calendar with another user, select the user to share with in the multi-user Calendar . (For more details, refer to the *Salesforce User Guide*.)

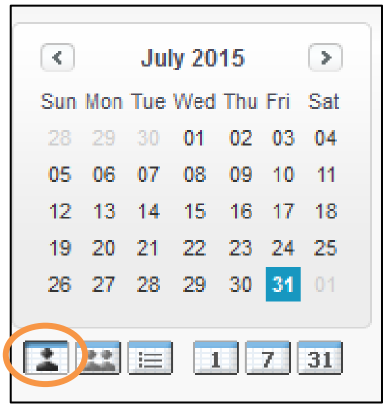
## Appendix.9.3 Public Calendar Display

Information registered with the automatic calendar registration function can be confirmed in the Public Calendar.

The following explains how to display the Public Calendar.

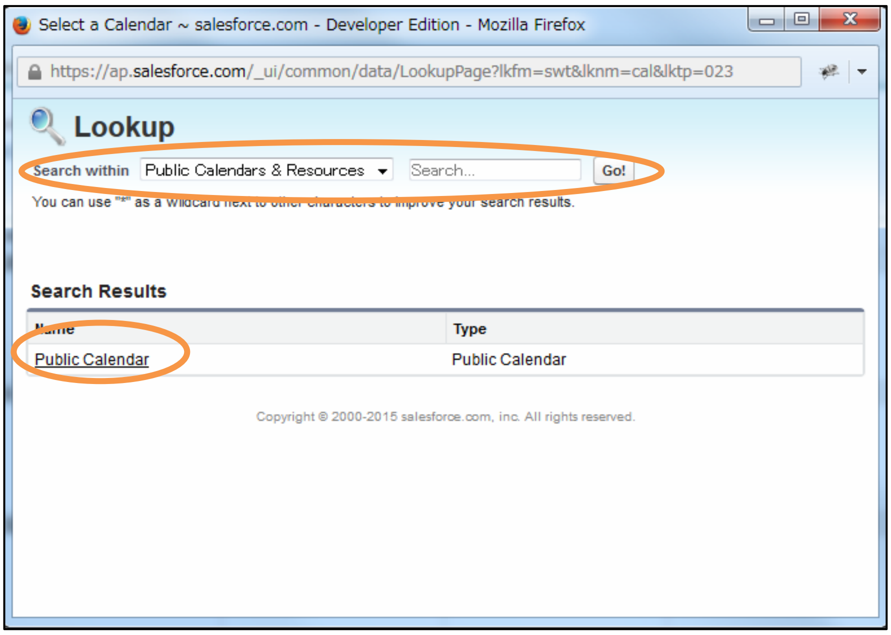
(For more details about how to use the Calendar registration button, refer to "Appendix.9.2 User Calendar Display".)

(1) Click the [Single User View] button on the [Home] tab.

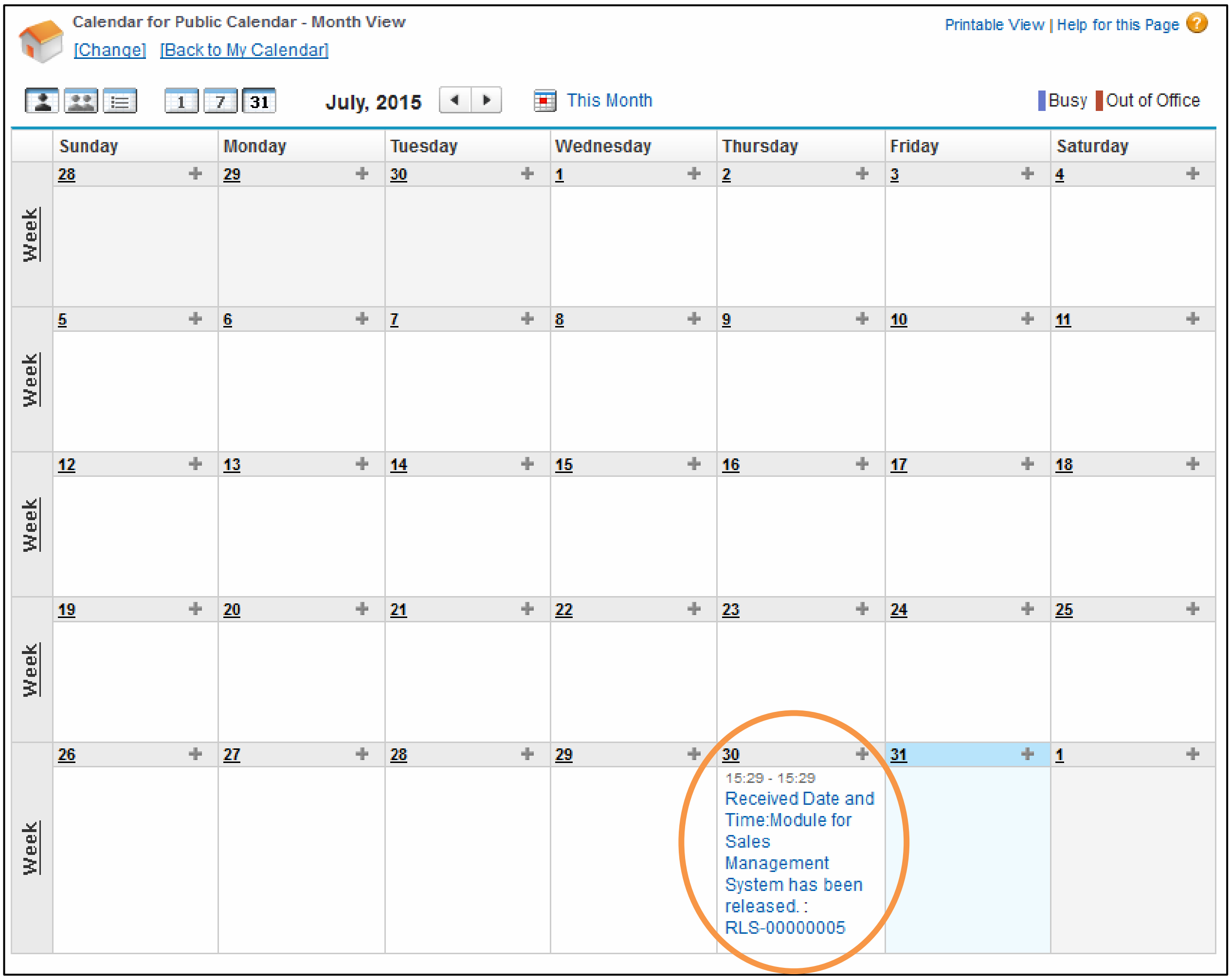



(2) Click the [Change] button.


(3) Select [Public Calendars & Resources] as the Search within, search for and click the public calendar to display.



(4) The Public Calendar is displayed.



# Appendix.10 Send an Email Using the Activity History

From the activity history that appears in the following process records, you can create an email message composed from the process record update and send it to LMIS users, contacts, and fixed email addresses.

- Event Management
- Incident Management
- Problem Management
- Change Management
- Release Management
- FAQ Management
- Task(LMIS)

Depending on configured settings, this function can be used from two send screens with the following features:

- Standard send screen of activity history
  - You must specify one contact as a recipient.
  - Existing documents can be attached.
  - The send preview function can be used.
  - Supports HTML email and email templates.
  - Attached files are not stored in the activity history.

- Extended send screen of activity history
  - You can specify multiple contacts as recipients.
  - Attached files are stored in the activity history.

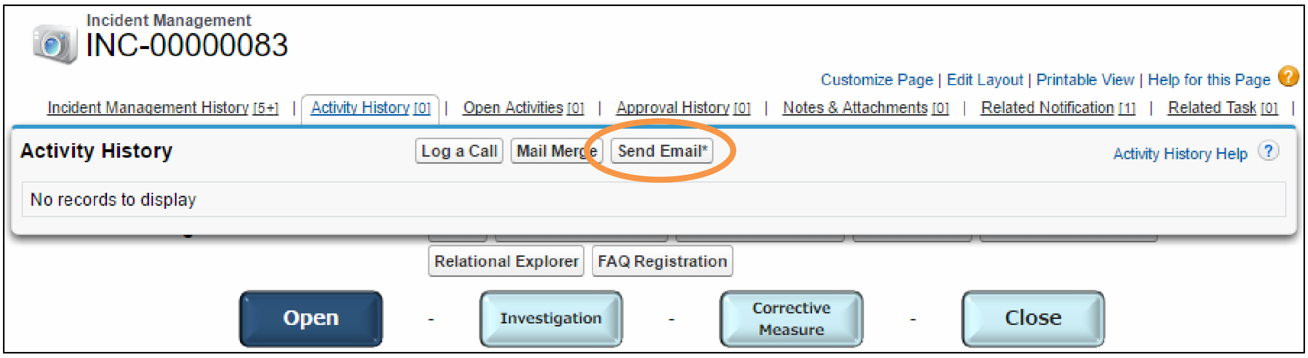
For both screens, you can use a configuration file to specify the default values for the recipient, CC, BCC, and subject fields as well as the message content. By doing so, the fields and message are automatically populated with the default values.

Refer to the " LMIS on cloud 連携ツールガイド" for more information on using screens and configuring default values.

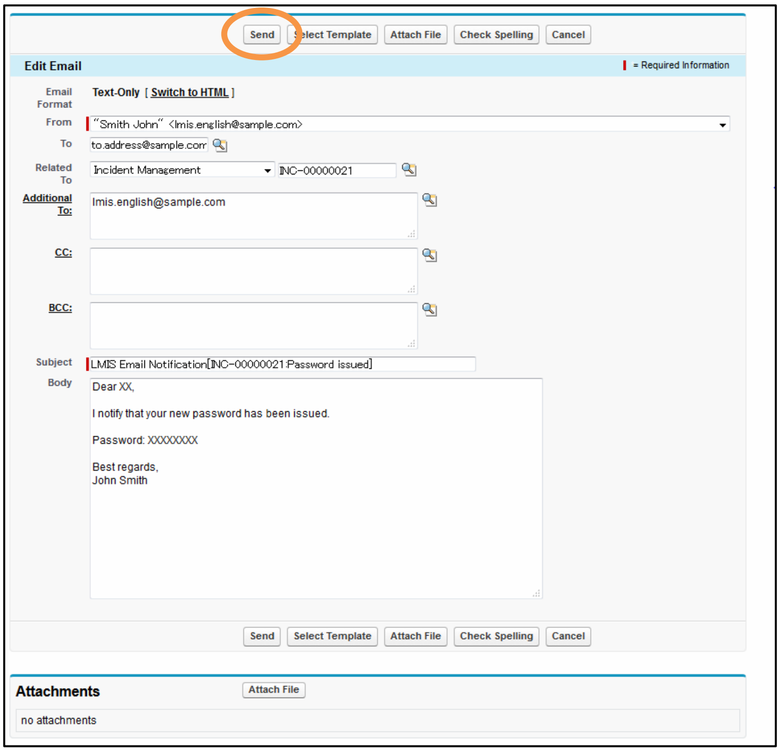
# Appendix.10.1 How to Use (Standard Send Screen)

This section describes how to send email from the standard send screen of activity history.

(1) Open the detail screen of a record to send an Email and click the [Send Email*] button in the Activity History.



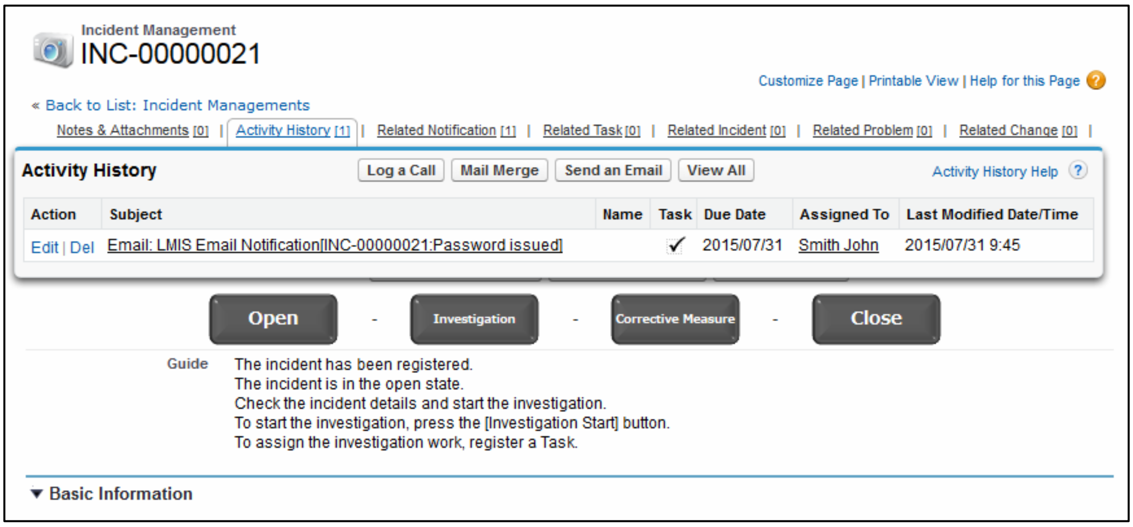

(2) Enter the required information in the displayed send Email screen and click the Send button.



The following table lists fields that you specify:

| Entry field | Description |
|---|---|
| Email format | Select the email format (text or HTML). |
| Sender | Select the sender.<br>This can be selected when the organization addresses have been registered. |
| Recipient | Select a contact. |
| Relation | Set a record with which the activity history is registered.<br>The default values can be used without changes. |
| Additional recipients | Specify TO recipients by typing the addresses or by selecting from the LMIS users. |
| CC | Specify CC recipients by typing the addresses or by selecting from the LMIS users. |
| BCC | Specify BCC recipients by typing the addresses or by selecting from the LMIS users. |
| Subject | Enter the subject of the email.<br>This can be set by using a template. |
| Body | Enter the body of the email.<br>This can be set by using a template. |
| Attachment files | Select attachment files.<br>Sent attachment files are not stored in LMIS. |

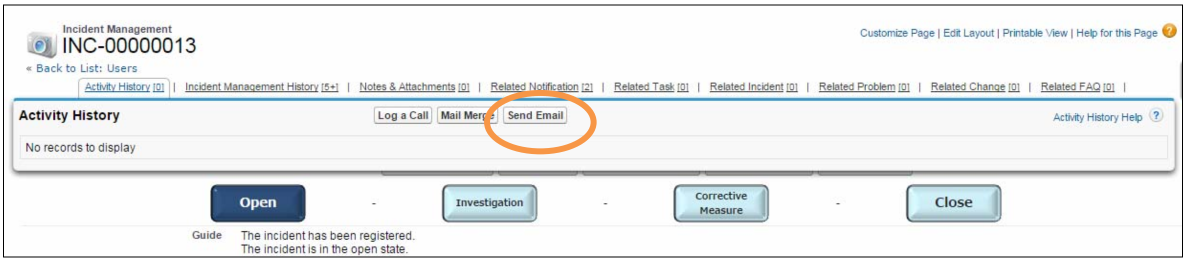
(3) The content of the sent Email is added to the record's Activity History.



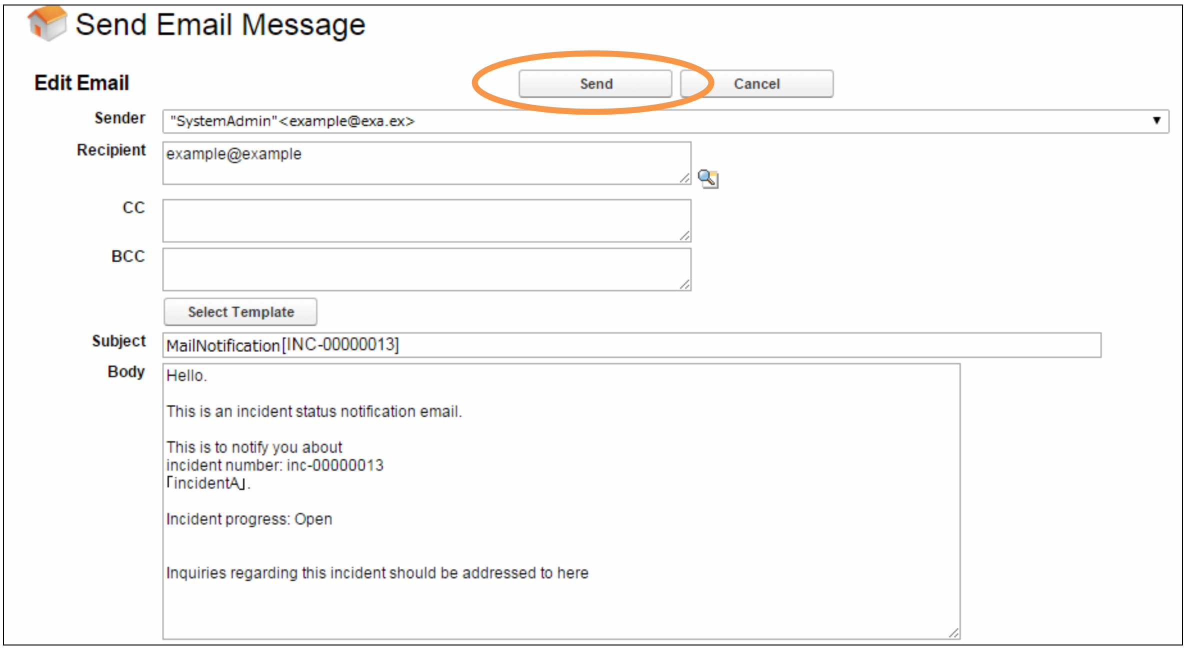
## Appendix.10.2 How to Use (Extended Send Screen)

This section describes how to send emails from the extended send screen of activity history.

(1) Open the detail screen of a record to send an Email and click the [Send Email] button in the Activity History.




(2) Enter the required information in the displayed send Email screen and click the Send button.



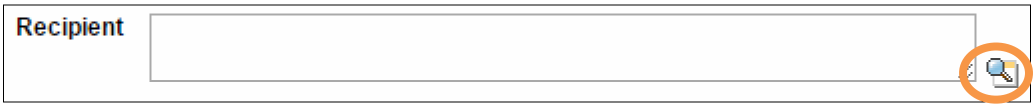

The following table lists fields that you specify:

| Entry field | Description |
|---|---|
| Sender | Select the sender.<br>This can be selected when the organization addresses have been registered. |
| Recipient | Specify TO recipients by typing the addresses or by selecting from the LMIS users and contacts. |
| CC | Specify CC recipients by typing the addresses or by selecting from the LMIS users and contacts. * |

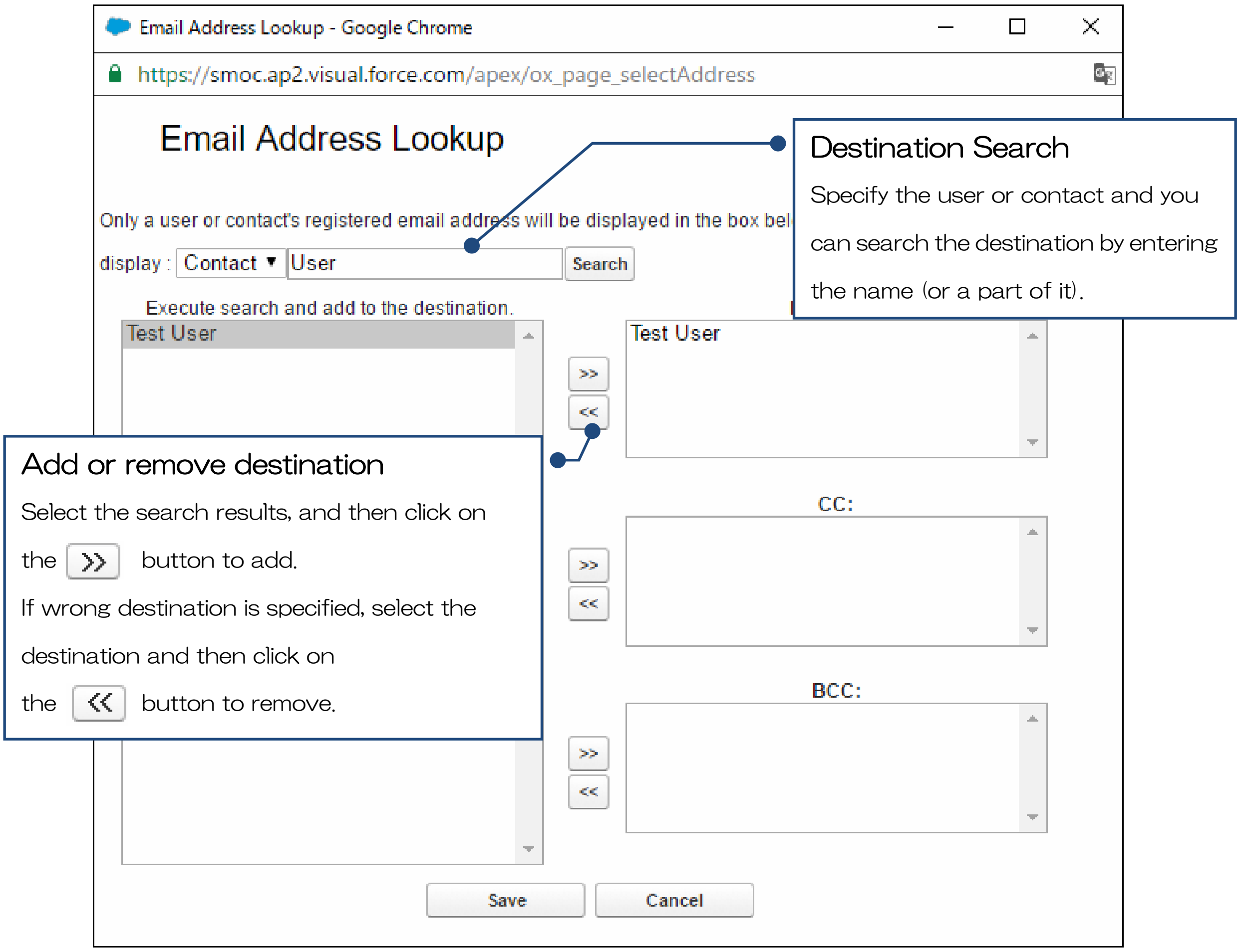
| Entry field | Description |
|---|---|
| BCC | Specify BCC recipients by typing the addresses or by selecting from the LMIS users and contacts. * |
| Subject | Enter the subject of the email.<br>This can be set automatically by using a template. |
| Body | Enter the body of the email.<br>This can be set automatically by using a template. |
| Attachment files | Select attachment files. |

*To select Recipient, CC and BCC, a delegated email address lookup can be used.

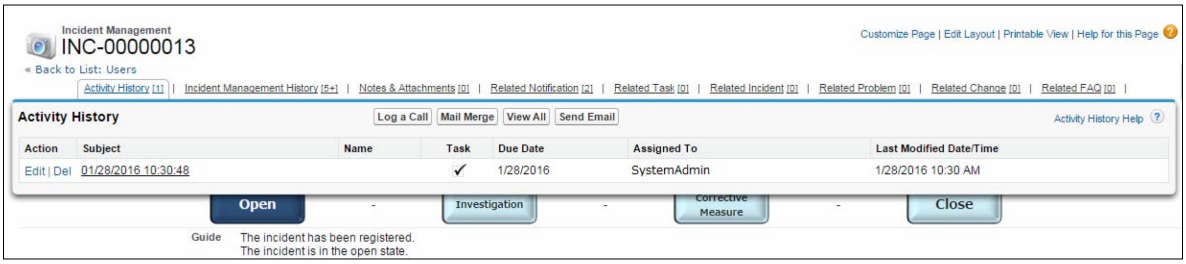
➢ Click on the icon on the right side of [Recipient].




➢ The email address lookup screen is displayed.
Make a selection as explained below and click [Save] button.



(3) The content of the sent Email is added to the record's Activity History.



# Appendix.11 Managing Attachment Files

Attachment files can be used in information and incidents in the Self Service Portal. This section explains how to set the file attachments to Published and Not Published.

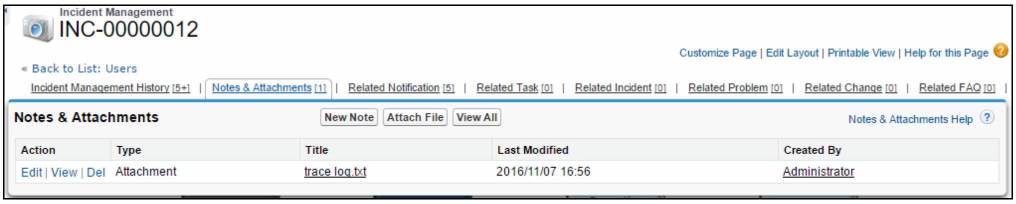
The following objects can use the Published, Not Published function for file attachments.

- FAQ Management
- Incident Management
- Activities (To Do)
- Information

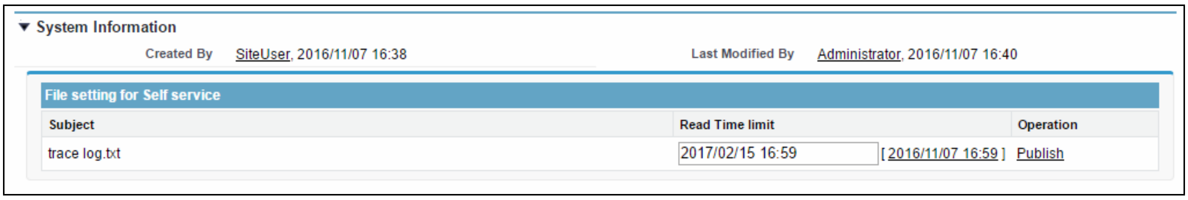
## Appendix.11.1 Publishing and Unpublishing Attachment Files

This section describes the procedure used by incident creators to attach files to incidents and share them with other Self Service Portal users.

1. **Attach files to an incident.**

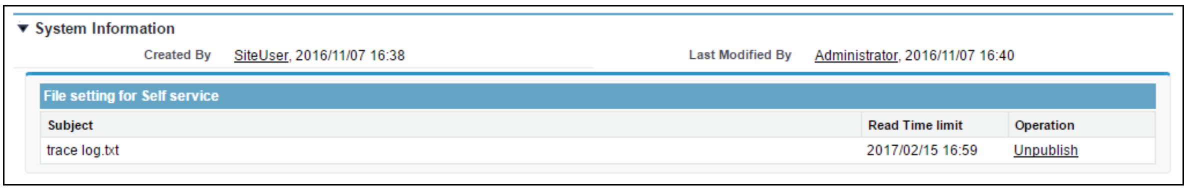



2. **A list of attachment files appears in the [File setting for Self service] section when the lower part of the screen is displayed.**




3. **Specify the Read Time limit and click [Publish].**

The file is published and can be viewed on the Self Service Portal for the duration of the file access period.




Click [Unpublish] if the file is accidentally published.

# LMIS on cloud V2.3.1

## Operations Guide

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