

# **1. Introduction**

Currently the CA SDM tool only allow search capability of incidents, requests and problems when the type is known. Adding the ability to search for a ticket without knowing what the type is will make it easier for users to find information on the ticket.

## **1.1 Scope**

All analyst users of the system will be able to search for incidents, requests and problems from the GO button without a need to know the ticket type.

## **2. Design Considerations**

### **2.1 Assumptions and Dependencies**

1. Impacted User(s)

- All analysts

2. File(s) Created

- zrip.mod
- detail\_zrip.html
- list\_zrip.html

## 3. Detailed Design

### 3.1 Schema Changes

1. Create [\\NX\\_ROOT\site\mods\majic\zrip.mod](#) file and add the following code

```
OBJECT cr {
  FACTORY zrip {
    DOMSET template_list "template_name" "" DYNAMIC ;

    DOMSET zrip_list_web "open_date DESC, id DESC,
    mintime=min(attached_slas.time_to_violation), mintgt=min(target_times.target_time),
    status=status.sym, priority=priority.sym DESC, ref_num" "" STATIC ;

    DOMSET zrip_list_web_active_only "open_date DESC, id DESC,
    mintime=min(attached_slas.time_to_violation), mintgt=min(target_times.target_time),
    status=status.sym, priority=priority.sym DESC, ref_num" "" STATIC { WHERE "active=1"; };

    STANDARD_LISTS {
      SORT_BY "open_date DESC, id DESC, status=status.sym, priority=priority.sym DESC,
      ref_num";
      MLIST OFF ;
      RLIST OFF ;
    };

    REL_ATTR persistent_id ;
    COMMON_NAME ref_num ;
    FUNCTION_GROUP "call_mgr" ;
  };
};

MODIFY FACTORY zrip {
  DISPLAY_NAME "Incident/Problem/Request";
};
```

**NOTE:** The factory name will be what you want your table name to be. Example;- the name of my table is zrip and the list is zrip\_list. The table only exists in the Object Engine like tables 'in' and 'pr'.

2. Recycle services and the new table will appear in the Schema Designer.
3. Use a text editor to create a file and save the following text to the file:

```
TABLE usp_ui_selection_values
```

```
code value text
```

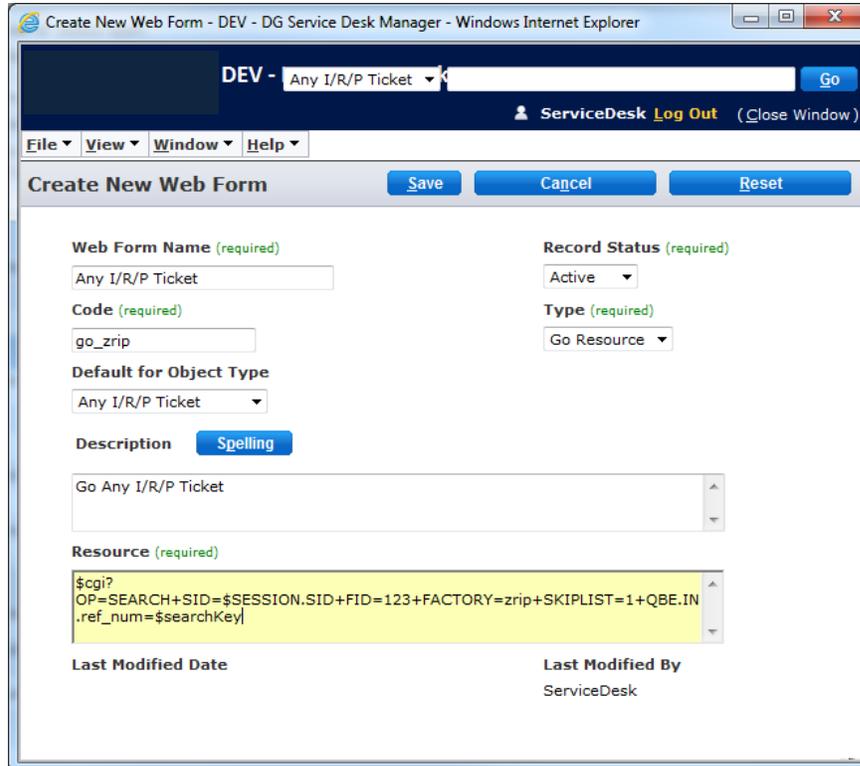
```
{"webformdfitforobjtype", "zrip", "Any I/R/P Ticket"}
```

**NOTE:** This creates a go button resource called 'Any I/R/P Ticket'. The resource name can be whatever you want to call the resource.

4. Open a command prompt and navigate to the directory where the file created in step 3 was saved and execute the following command: `pdm_load -f [file name] -i`
5. Using WSP create *detail\_zrip.html* and *list\_zrip.html* files.
6. Save and publish the forms.
7. Execute `pdm_webcache -H` to make the forms immediately available.

## 3.2 UI Modifications

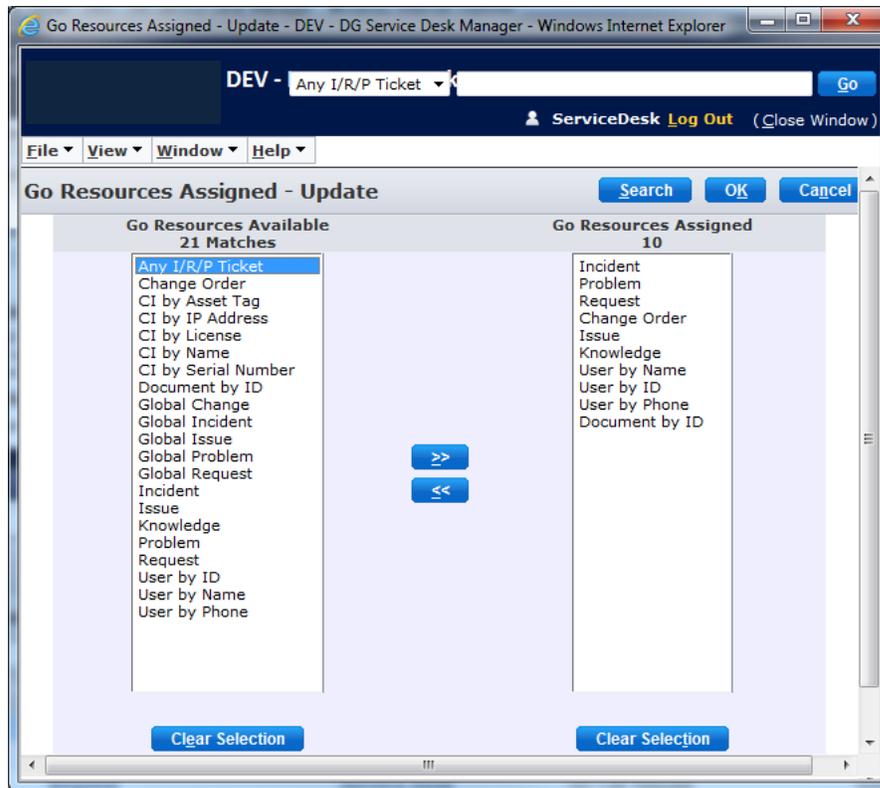
1. From the **Administration** tab navigate to **Security and Role Management** → **Role Management** → **Web Forms** node and create a new web form (see image below).



The screenshot shows a web browser window titled "Create New Web Form - DEV - DG Service Desk Manager - Windows Internet Explorer". The browser address bar shows "DEV - Any I/R/P Ticket" and a "Go" button. The page header includes "ServiceDesk Log Out (Close Window)". The main form is titled "Create New Web Form" and has "Save", "Cancel", and "Reset" buttons. The form fields are:

- Web Form Name (required)**: Text input with "Any I/R/P Ticket".
- Code (required)**: Text input with "go\_zrip".
- Default for Object Type**: Dropdown menu with "Any I/R/P Ticket".
- Description**: Text area with "Go Any I/R/P Ticket" and a "Spelling" button.
- Record Status (required)**: Dropdown menu with "Active".
- Type (required)**: Dropdown menu with "Go Resource".
- Resource (required)**: Text area with the URL: "\$cgi?OP=SEARCH+SID=\$SESSION.SID+FID=123+FACTORY=zrip+SKIPLIST=1+QBE.IN.ref\_num=\$searchKey".
- Last Modified Date**: Empty field.
- Last Modified By**: "ServiceDesk".

2. Navigate to **Role List** node.
3. Select *Administrator* role to open the Administrator Role Detail form.
4. Select **Resources** → **Go Resources** tab.
5. Click the **Update Go Resources** button to open the Web Form Search form.
6. Click the **Search** button to display a list of selectable go resource items.
7. Select *Any I/R/P Ticket* item and click the '>>' button, (see image below).



8. Click **OK** button to save the selection. The new menu item is listed in the Go Resource List.
9. Click the *Any I/R/P Ticket* radio button and then click the **Set Default** button if you want that option to be the default menu selection item displayed in the Go button dropdown on forms with the feature. See image below.

Administrator Role Detail - DEV - DG Service Desk Manager - Windows Internet Explorer

DEV - DG Service Desk Manager Any I/R/P Ticket

ServiceDesk [Log Out](#) ([Close Window](#))

File View Window Help

### Administrator Role Detail

Administrator: Admin Active

Default?  **Customization Form Group** Preferred Document

No  Analyst Incident

**Description**

This is a full Service Desk and Knowledge Management administrator that has access to all functionality in the product within a single role. This role is typically used when implementing Service Desk to ensure all users and roles are set up properly as well as for a Service Desk environment that has a single person performing all administration tasks.

**Last Modified By** **Last Modified Date**

ServiceDesk 01/04/2013 06:09 pm

1. Additional Information      2. Knowledge Management      3. Resources

1. Tabs      2. Report Web Forms      3. Go Resources

**Go Resource List**

<input type="radio"/>	Problem	Service Desk	GO Problem	Active
<input type="radio"/>	Request	Service Desk	GO Call Request	Active
<input type="radio"/>	Change Order	Service Desk	GO Change Order	Active
<input type="radio"/>	Issue	Service Desk	GO Issue	Active
<input type="radio"/>	Knowledge	Knowledge	GO Knowledge	Active
<input type="radio"/>	User by Name	Service Desk	GO User by Name	Active
<input type="radio"/>	User by ID	Service Desk	GO User by ID	Active
<input type="radio"/>	User by Phone	Service Desk	GO User by Phone	Active
<input type="radio"/>	Document by ID	Knowledge	Go Document by ID	Active
<input style="border: 2px solid red;" type="radio"/>	Any I/R/P Ticket	Service Desk	Go Any I/R/P Ticket	Active

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10. Repeat steps 3 through 9 to add the option on all desired roles.