

## ESS Resolver Guide

The Employee Self Service (ESS) module allows ESS Resolvers to accept, update and restore incidents using email.

***Subject lines and Reference Message numbers at the bottom of return email should not be changed.***

***Your LDAP e-mail ID MUST match the sending address of the e-mail response in order for the update to be successful.***

When an incident is referred to a Resolver group an initial e-mail will be sent to the group list (resolvers assigned to that resolver bucket). The e-mail allows you to Accept, Return or view the incident via an email response to the email. (See appendix A)

Select **Accept** to have the incident assigned to you. This action will place the incident in work in progress status and will assign the incident to you. Any information in the email will become part of the work log of the ticket. If two resolvers accept the incident only the first arriving email will be acted upon. The subsequent emails will become part of the work log but will not be the assignee. (See appendix B)

Select **Return** to have the incident returned to the Service Desk. Use the return e-mail to add any information to the work log of the ticket. (See appendix C)

An additional Email, shown below, will be sent back to the entire Resolver group stating the acknowledgement or return of the incident. (See appendix D)

Accepted tickets allow the option to Update or place in Service Restored. (See appendix E)

Select **Update** to add comments and troubleshooting results to the work log. (See appendix F)

Select **Service Restored** once the issue has been fixed. This action will place the incident in service restored status and comments added to the work log. Resolver groups will have to utilize a full license holder to add resolution and put the incident in a resolved status prior to close. (See appendix G)

An example of an incident with email updates as described above is illustrated in appendix H.

For questions regarding this new process for ESS Resolvers or to request an ESS account for a new Resolver please contact Customer Care Center management at [oft.sm.sd.managers@cio.ny.gov](mailto:oft.sm.sd.managers@cio.ny.gov) or 518-473-2759.

## Appendix

A)

Subject: Priority-3 - Moderate: INC0010911 has been assigned to group LI OFT CC...

Incident Description: ESS Resolver Test

Click here to view: [INC0010911](#)

Options:  
[Accept INC0010911](#)  
[Return INC0010911](#)

Caller Name: Matthew Natoli (mnatoli)  
Caller Phone: 518-474-6045  
Caller Email: [Matt.Natoli@cio.ny.gov](mailto:Matt.Natoli@cio.ny.gov)

Callback Number: 1-800-697-1323  
Opened: 2010-12-23 10:05:34 EST  
State: Referred  
Category: Software  
Subcategory: Other Software  
Product Type: Other  
Problem Type: Other

Location: 0A1 - NYS OFT/OTDA/OCFS  
Agency Affected:

Description:  
Incident description for ESS Resolver test.  
Troubleshooting Script:  
Contacts Agency:  
Workstation:  
IP:  
Application Name:  
Reported Issue:  
KB Referenced:

Ref:MSG0017766

C)

Subject: Priority-3 - Moderate: INC0010911 has been returned to the Service De...

Incident Description: ESS Resolver Test

Click here to view: [INC0010911](#)

Caller Name: Matthew Natoli (mnatoli)  
Caller Phone: 518-474-6045  
Caller Email: [Matt.Natoli@cio.ny.gov](mailto:Matt.Natoli@cio.ny.gov)

Callback Number: 1-800-697-1323  
Opened: 2010-12-23 10:05:34 EST  
State: Returned  
Category: Software  
Subcategory: Other Software  
Product Type: Other  
Problem Type: Other

Location: 0A1 - NYS OFT/OTDA/OCFS  
Agency Affected:

Description:  
Incident description for ESS Resolver test.  
Troubleshooting Script:  
Contacts Agency:  
Workstation:  
IP:  
Application Name:  
Reported Issue:  
KB Referenced:

Ref:MSG0017707

B)

Subject: INC0010920 has been commented

Short description: ESS Resolver Test  
NYS ITSM System: [LINK](#)

Additional comments (Customer visible):

**2010-12-28 15:28:44 EST - Brooke Armstrong (ABrook**  
reply from: [Brooke.Armstrong@cio.ny.gov](mailto:Brooke.Armstrong@cio.ny.gov)

Taken!

Ref:MSG0017764

Ref:MSG0017766

D)

Subject: Priority-3 - Moderate: INC0010911 has been assigned

Incident Description: ESS Resolver Test

Click here to view: [INC0010911](#)

Options:

[Update INC0010911](#)

[Service Restored INC0010911](#)

Caller Name: Matthew Natoli (mnatoli)

Caller Phone: 518-474-6045

Caller Email: [Matt.Natoli@cio.ny.gov](mailto:Matt.Natoli@cio.ny.gov)

Callback Number: 1-800-697-1323

Opened: 2010-12-23 10:05:34 EST

State: Work In Progress

Assigned to: Matthew Natoli (mnatoli)

Category: Software

Subcategory: Other Software

Product Type: Other

Problem Type: Other

Location: 0A1 - NYS OFT/OTDA/OCFS

Agency Affected:

Description:

Incident description for ESS Resolver test.

Troubleshooting Script:

Contacts Agency:

Workstation:

IP:

Application Name:

Reported Issue:

KB Referenced:

Ref:MSG0017700

E)

Subject: Priority-3 - Moderate: INC0010911 has been returned to the Service Desk

Incident Description: ESS Resolver Test

Click here to view: [INC0010911](#)

Caller Name: Matthew Natoli (mnatoli)

Caller Phone: 518-474-6045

Caller Email: [Matt.Natoli@cio.ny.gov](mailto:Matt.Natoli@cio.ny.gov)

Callback Number: 1-800-697-1323

Opened: 2010-12-23 10:05:34 EST

State: Returned

Category: Software

Subcategory: Other Software

Product Type: Other

Problem Type: Other

Location: 0A1 - NYS OFT/OTDA/OCFS

Agency Affected:

Description:

Incident description for ESS Resolver test.

Troubleshooting Script:

Contacts Agency:

Workstation:

IP:

Application Name:

Reported Issue:

KB Referenced:

F)

Received: Brooke.Armstrong@cio.ny.gov

From: Brooke.Armstrong@cio.ny.gov

To: nysitsm@service-now.com

Subject: Re:INC0010911 - updated

Updated ticket.

Ref:MSG0017700

G)

Subject: Priority-3 - Moderate: INC0010911 has been marked Service Restored

Incident Description: ESS Resolver Test

Click here to view: [INC0010911](#)

Caller Name: Matthew Natoli (mnatoli)  
Caller Phone: 518-474-6045  
Caller Email: [Matt.Natoli@cio.ny.gov](mailto:Matt.Natoli@cio.ny.gov)

Callback Number: 1-800-697-1323  
Opened: 2010-12-23 10:05:34 EST  
State: Service Restored  
Category: Software  
Subcategory: Other Software  
Product Type: Other  
Problem Type: Other

Location: 0A1 - NYS OFT/OTDA/OCFS  
Agency Affected:

Description:  
Incident description for ESS Resolver test.  
Troubleshooting Script:  
Contacts Agency:  
Workstation:  
IP:  
Application Name:  
Reported Issue:  
KB Referenced:

f.M

H)

2010-12-28 15:56:15 Re:INC0010911 - updated - Email Received

Received: Brooke.Armstrong@cio.ny.gov  
From: Brooke.Armstrong@cio.ny.gov  
To: nysitsm@service-now.com  
Subject: Re:INC0010911 - updated

Updated ticket.  
Ref:MSG0017700

2010-12-23 12:12:31 Priority-3 - Moderate: INC0010911 has been returned

Sent: oft.dl.sd.notify.sev1.oft.ccc@cio.ny.gov, oft.dl.sd.notify.SE

2010-12-23 12:11:31 Re:INC0010911 - returned - Email Received

Received: Matt.Natoli@cio.ny.gov

2010-12-23 12:07:30 Update: Priority-3 - Moderate: INC0010911 has chan

Sent: oft.dl.sd.notify.SEV1.incidentmanagementna@cio.ny.gov

2010-12-23 11:12:50 Priority-3 - Moderate: INC0010911 has been marked