

Creating an Impact, Urgency and Priority matrix

Ticket Structure - (.) تعليقات - James Godwin - 2024-01-09

It's often useful to set a Priority for tickets depending on the scale of the interruption they .(cause to your business (Impact) and the speed at which they need to be fixed (Urgency

This is a key component of ITIL incident management and one which you can set up in .Deskpro using a combination of three custom fields and a few triggers

Simple Worked Example

.In my example, I'm going to set the following options for Impact and Urgency

:Urgency

High - Critical service cannot be delivered

Medium - Non-critical service cannot be delivered

Low - Task that cannot be completed is non-time sensitive

:Impact

High - Affects the whole organization

Medium - Affects groups of users across the organization but not everyone

Low - Affects a single user

We're then going to use these values to set a priority per the matrix table below (1

:(obviously being the highest priority and 3 the lowest

Impact	Urgency		
	High (Critical service cannot be delivered)	Medium (non-critical service cannot be delivered)	Low (task that cannot be completed is non-time sensitive)
High (Affects the whole organization)	1	1	2
Medium (Affects groups of users)	1	2	3
Low (Affects a single user)	2	3	3

Deskpro Workflow

The workflow I want to create is one where when a user submits a ticket they set the .Urgency and the Impact

When submitted a Priority is then generated by the system and is then shown on the ticket

.in the agent interface

.To do this we'll need to create three custom fields and three triggers

Custom Fields

.If we go to **Admin > Ticket Structure > Ticket Fields** we can create our fields here

Note

There is a default Urgency field in the system but it isn't particularly flexible so for this workflow, I would advise you to create a custom field

Urgency and Impact

The Impact and Urgency fields are essentially going to be the same in this example but with different titles so I'll just run through the Urgency setup

.Hit the add button and choose the Select field type (1

.Specify your field title (2

.Specify your field options (3

Select the ticket layouts you want the field to show on (I'm going to add mine to all (4 departments on both the agent and user side but you may want these to only show to the user but that's up to you

Choose whether you want the field to be required when a user submits a ticket (I do so (5 .(I've selected 'Require the user to provide a value' under user validation

:The layout should look something like the below



The final optional step is to limit the user's ability to change the field once the ticket has (6 .been submitted

.Once it has gone into your helpdesk you may want agents to have control of this

To do this go to **Admin > Ticket Structure > Department > Department Title > Form > User Form**

Here click on the cog next to the Urgency field and deselect the 'Let the user edit the field .after the ticket is created' option



.Then repeat the same for the Impact field

Priority

.The setup for the Priority field is fairly similar, but we're going to limit it to the agent side

Hit the add button and choose the Select field type (1)

Specify your field title (2)

Specify your field options (3)

Select the ticket forms you want the field to show on. This is the main point of difference (4)
.from the other fields as we only want to add this to the agent side forms

Note

We don't need to specify any validation options here as the field value is going to be
.generated automatically anyway

We now have our fields set up and users are required to set Impact and Urgency when they
submit the ticket. Now we just need to set up our automation to populate the priority field
.as well

Triggers

At this point, we need to create new ticket triggers for each Priority value of 1 to 3 based on
.our matrix

We can do this in Admin > Business Rules > Triggers

Priority 1

If we refer back to our original Matrix at this point we can see that Priority 1 needs to be set
:in three scenarios

Impact = High and Urgency = High

Impact = High and Urgency = Medium

Impact = Medium and Urgency = High

:We can do this by following the steps below

Hit add and set a title (1)

Under the criteria section add the criteria of Impact = High and Urgency = High (2)

Then using the OR option add criteria for Impact = High and Urgency = Medium then do (3)
the same for Impact = Medium and Urgency = High

In the actions section add the action to set the Priority field to 1 (4)

:The trigger should look similar to the below



.We then simply need to create a trigger for each of the other values in our Priority field
I would advise you to click the arrow to the right of the + Add button and the copy existing
trigger option to copy the trigger you've just created and then you'll just have to change the
.values

Priority 2



Priority 3



Now the triggers are set up when the users submit a ticket with Impact and Urgency values
(which are required), a Priority value will then automatically be added

Note

.In this example, we are just using new ticket triggers to add a Priority to new tickets

If we wanted our agents and users to have the ability to change the Impact and Urgency
values and we wanted the priority value to be updated by these changes we would need to
.recreate the triggers above but as Ticket update triggers rather than new ticket triggers