

Incident / Problem / Defect  
Management

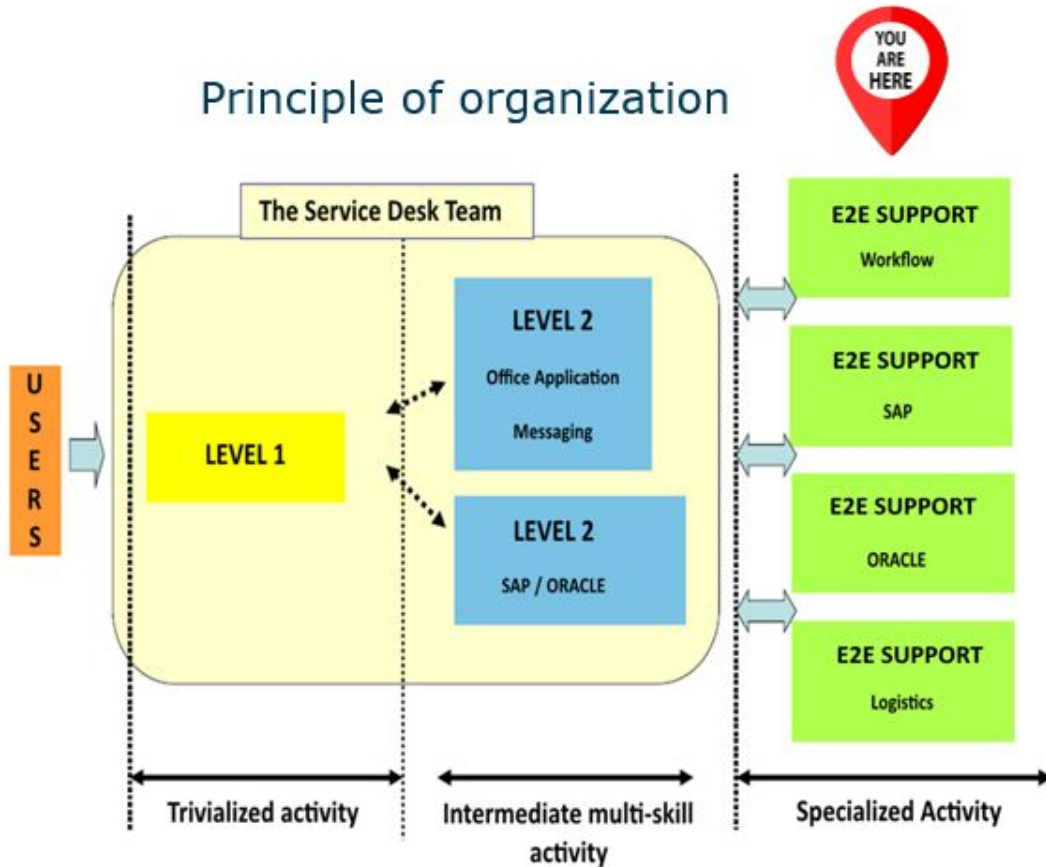
27/10/2021



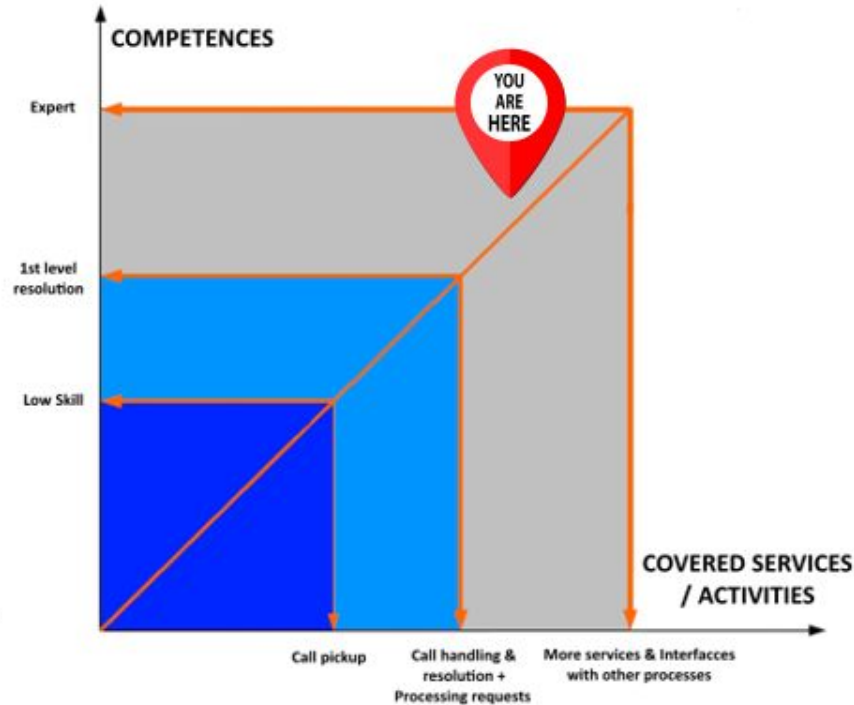
# 1 – Introduction

# The Service Center Different Levels of Support

## Principle of organization



## The Service Center Matrix



# 1 - ServiceNow

## *How to access*

How to access to ServiceNow :

- Goto/ServiceNow => for the user version (accessible by PC Services)
- [ServiceNow Support Version](#)

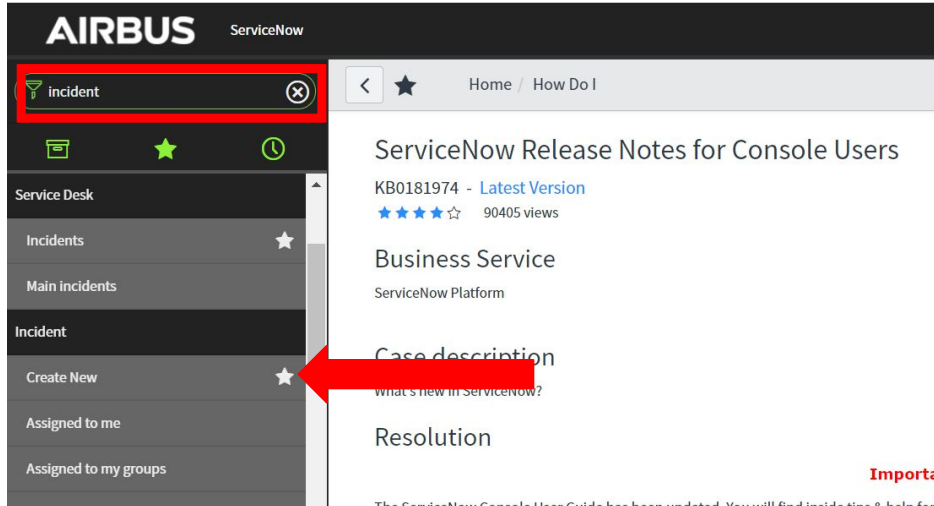
KB for Training material **Incident** Management ServiceNow : KB0089945

KB for Training material **Problem** Management ServiceNow : KB0096942

# 1 - ServiceNow

## *Incident*

How to create an incident on ServiceNow :



On the left toolbar :

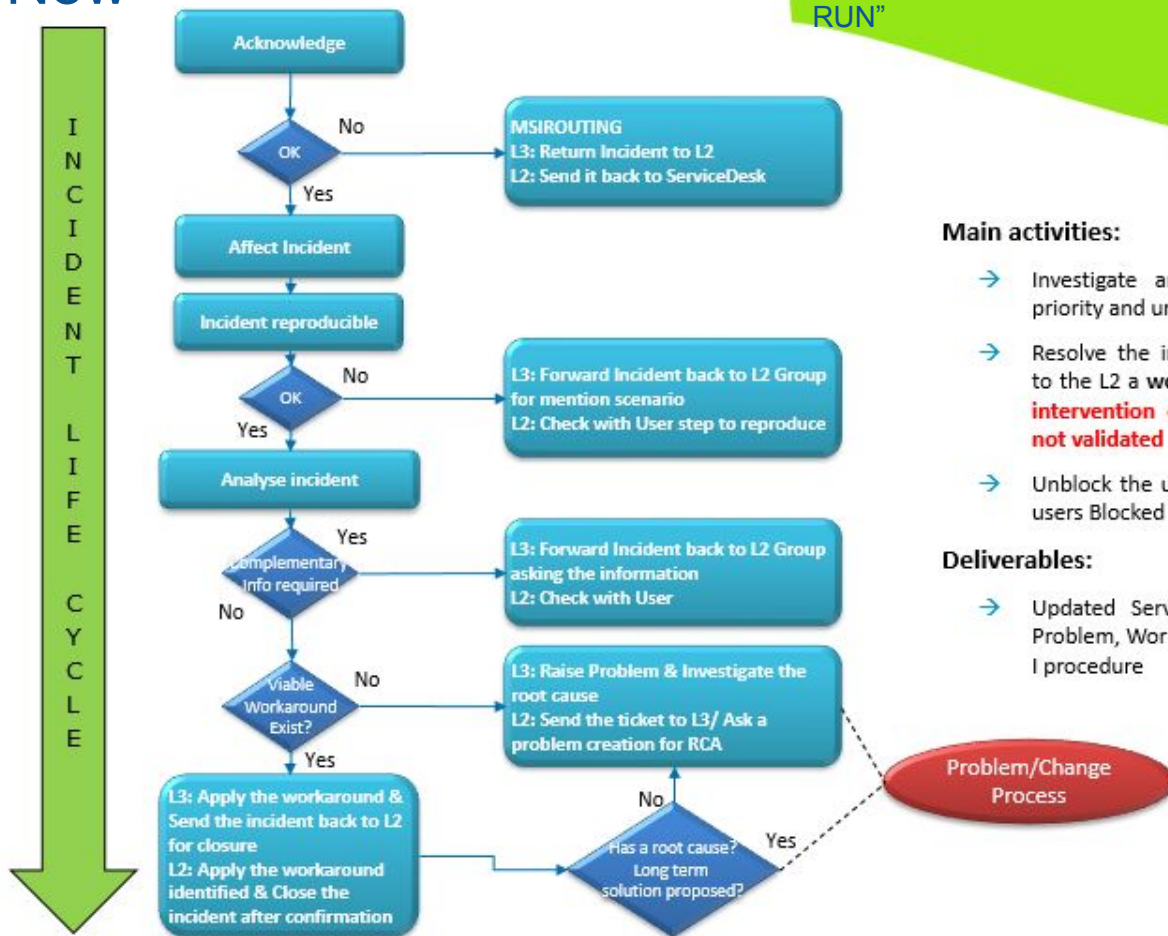
- Type "Incident"
- Click on "Create New"

Click on the star to add this option in your favorites

# 1 - ServiceNow

## # Incident

Restore normal service operation as quickly as possible



Source :  
E2E\_PLM\_Support\_Airbus\_Process\_Overview\_  
v260321 on Sharepoint Capgemini "Airbus  
RUN"



### Main activities:

- Investigate and diagnose according to the priority and urgency
- Resolve the incident by answering, proposing to the L2 a **workaround** or **proposing a Fix: no intervention on production if the subject is not validated**
- Unblock the users. On incident = One /Several users Blocked

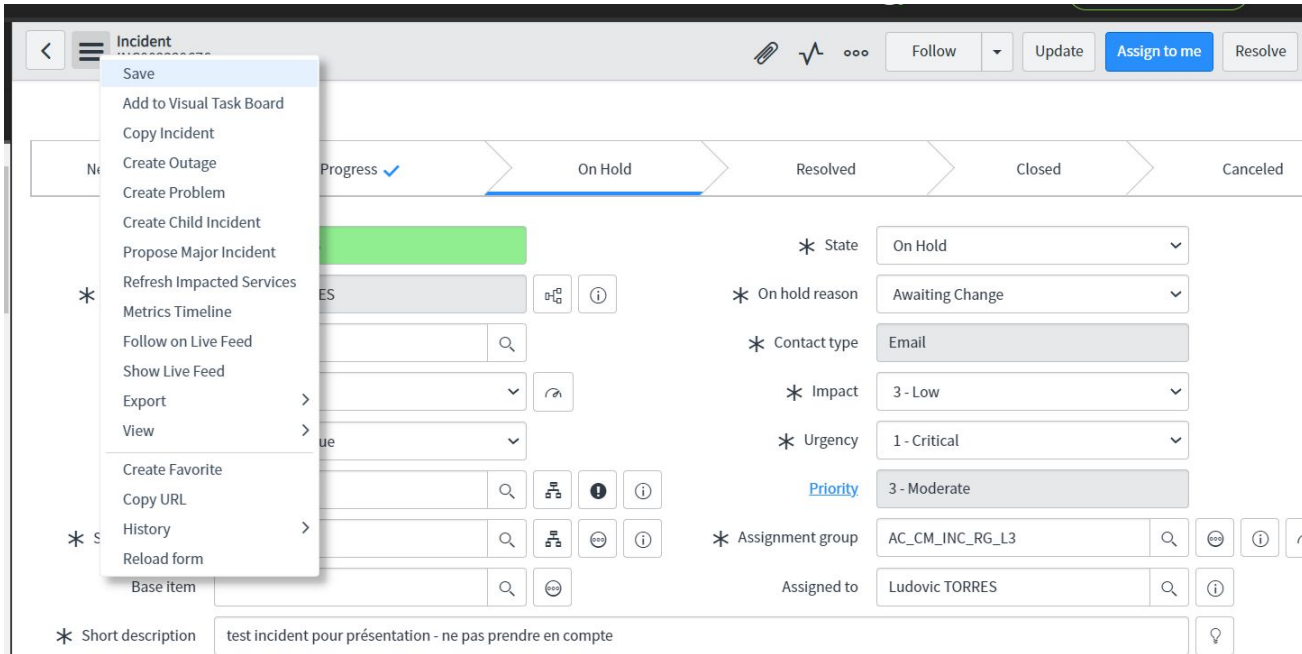
### Deliverables:

- Updated ServiceNow **incident** and create a Problem, Workaround, Data Admin CN, How Do I procedure

# 1 - ServiceNow

## Problem

How to create a Problem on ServiceNow :



The screenshot shows the ServiceNow Incident form interface. On the left, a dropdown menu is open, listing various actions. The 'Create Problem' option is highlighted. The main form area displays the incident details, including the state 'On Hold', on hold reason 'Awaiting Change', contact type 'Email', impact '3 - Low', urgency '1 - Critical', and priority '3 - Moderate'. The assignment group is 'AC\_CM\_INC\_RG\_L3' and the assigned user is 'Ludovic TORRES'. The short description is 'test incident pour présentation - ne pas prendre en compte'.

Incident

Save

Add to Visual Task Board

Copy Incident

Create Outage

Create Problem

Create Child Incident

Propose Major Incident

Refresh Impacted Services

Metrics Timeline

Follow on Live Feed

Show Live Feed

Export

View

Create Favorite

Copy URL

History

Reload form

Base item

Progress ✓

On Hold

Resolved

Closed

Canceled

\* State On Hold

\* On hold reason Awaiting Change

\* Contact type Email

\* Impact 3 - Low

\* Urgency 1 - Critical

Priority 3 - Moderate

\* Assignment group AC\_CM\_INC\_RG\_L3

Assigned to Ludovic TORRES

\* Short description test incident pour présentation - ne pas prendre en compte

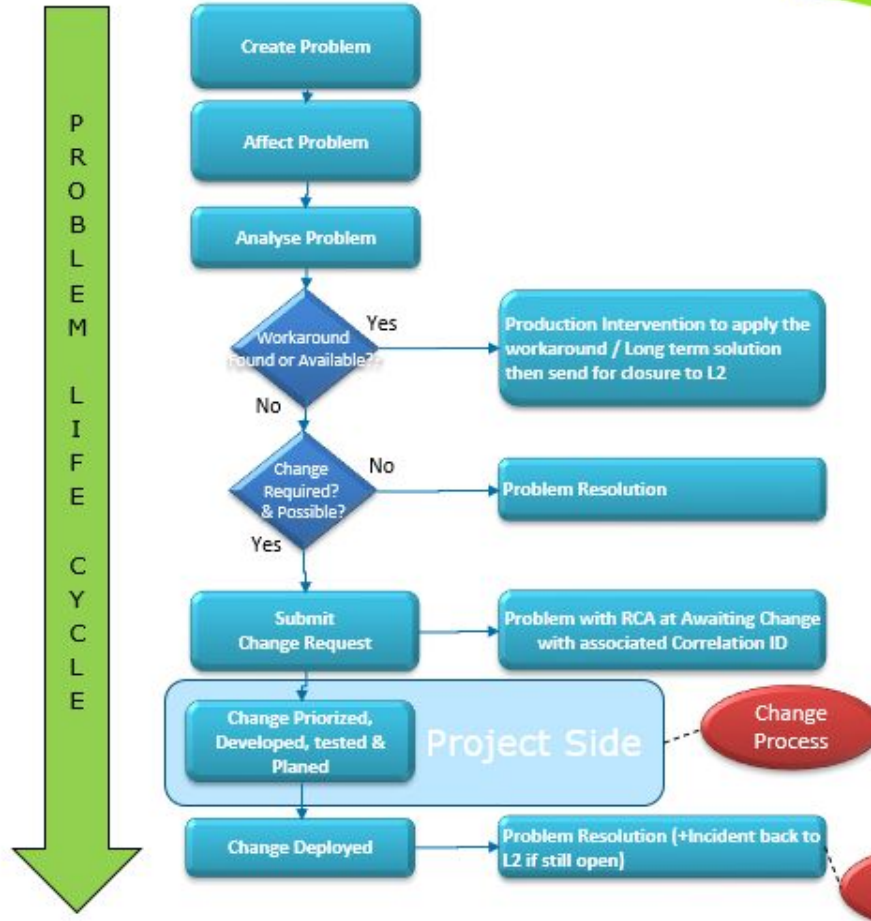
On the upper left :

- Click on the 3 horizontal lines
- Click on "Create Problem"

# 1 - ServiceNow

## # Problem

Understand causes, document Workarounds and request Changes to permanently resolve the Problems



Source :  
E2E\_PLM\_Support\_Airbus\_Process\_Overview\_  
v260321 on Sharepoint Capgemini "Airbus  
RUN"



### Main activities:

- Maintains information about Problems, as well as the appropriate Workarounds and Resolutions.
- Diagnoses causes of Incidents (Root Cause Analysis),
- Determines the Resolution,
- Ensures the Resolution is implemented.

### Deliverables:

- Updated Service Now problem, RCA file, Procedure creation, CN creation

ProActive Problems: means problems created by a AM or asked by L2 following an issue or a business need, They are problems no yet in production. (Before using this kind of problems, it has to be validated with the ITOPS of the perimeter.



## 2 - VersionOne

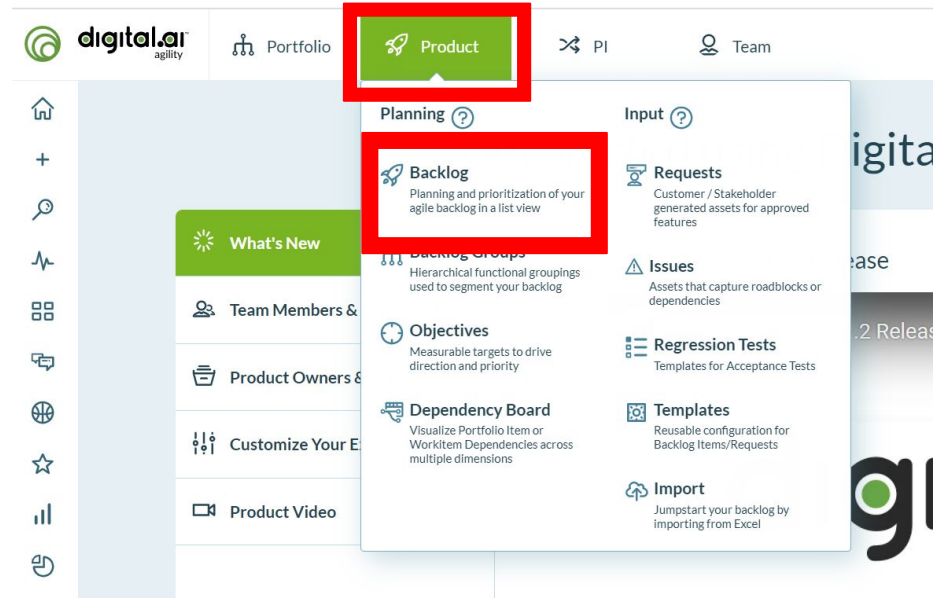
### How to access

How to access to VersionOne :

- [VersionOne](#)
- Goto/Versionone

On the top of the screen :

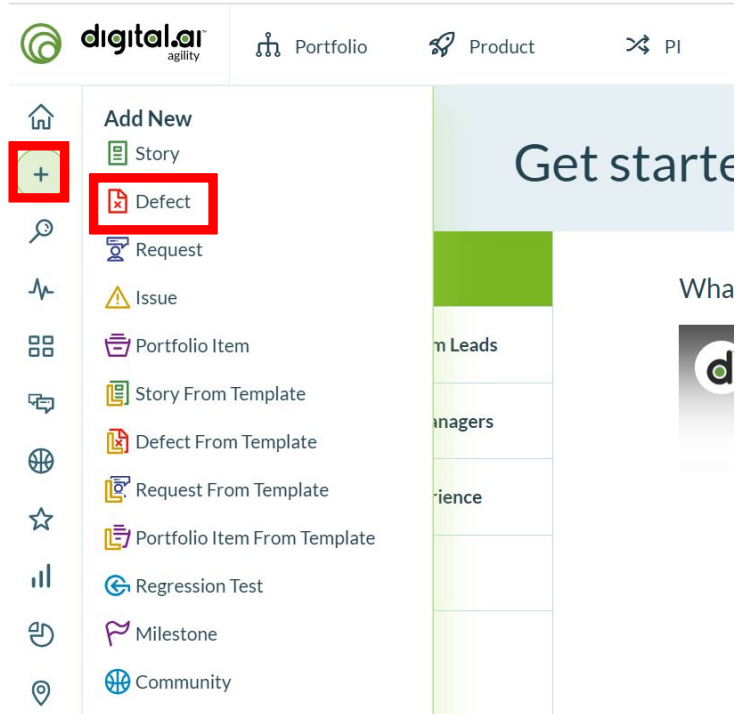
- Pass on "Product" then Click on "Backlog" to access to all versionOne objects open for your bundle





## 2 - VersionOne - Defect

How to create a defect on VersionOne :



On the left side :

- Click on the "+"
- Click on "Defect" on the new panel

## 2 - VersionOne - Defect

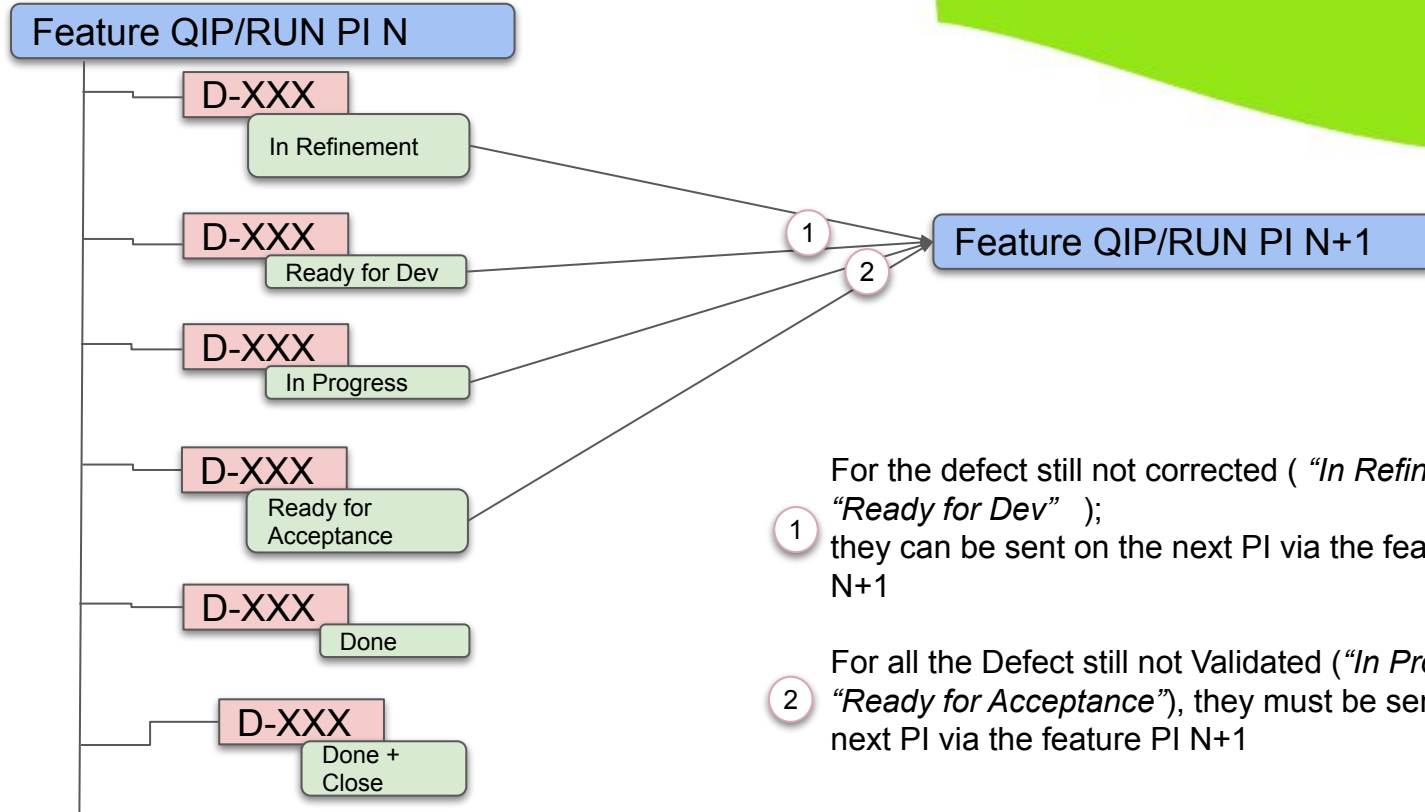


### Mandatory Fields:

- Title (for Defect RUN, should be like *[RUN/QIP/L3] <N°\_of\_Incident> - Type\_of\_Defect - Short\_Title*)
- Planning level (current PI or backlog)
- Iteration (current PI or empty if next PI)
- Team
- Portfolio Item (Defect RUN: feature QIP RUN / Defect Testing: related feature)
- Description
- Estimate
- Application Impacted
- Found during release (Mandatory for Defect Testing -> RUN)
- ServiceNow Incident (**for Defect RUN only**)
- Phase (RUN ou Testing)
- Owners (PO)
- Statut (at creation, must be set to **In Refinement**)
- **Priority**

**Note:** Found in Build & Resolution not mandatory

## 2 - VersionOne - Process



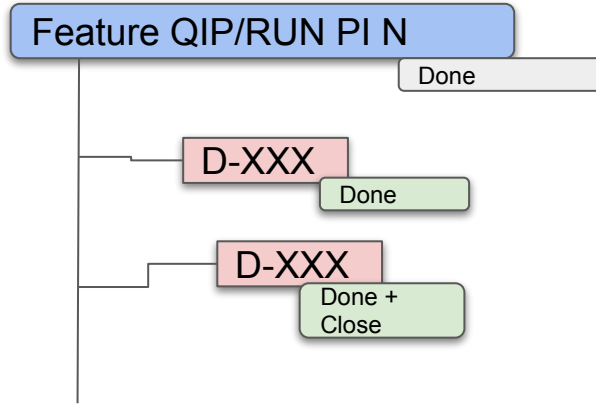
For the defect still not corrected ( *"In Refinement"* or *"Ready for Dev"* );

they can be sent on the next PI via the feature PI N+1

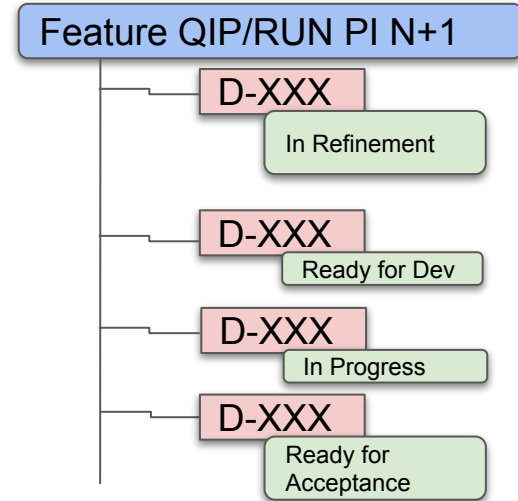
For all the Defect still not Validated ( *"In Progress"* or

*"Ready for Acceptance"* ), they must be sent on the next PI via the feature PI N+1

## 2 - VersionOne - Process



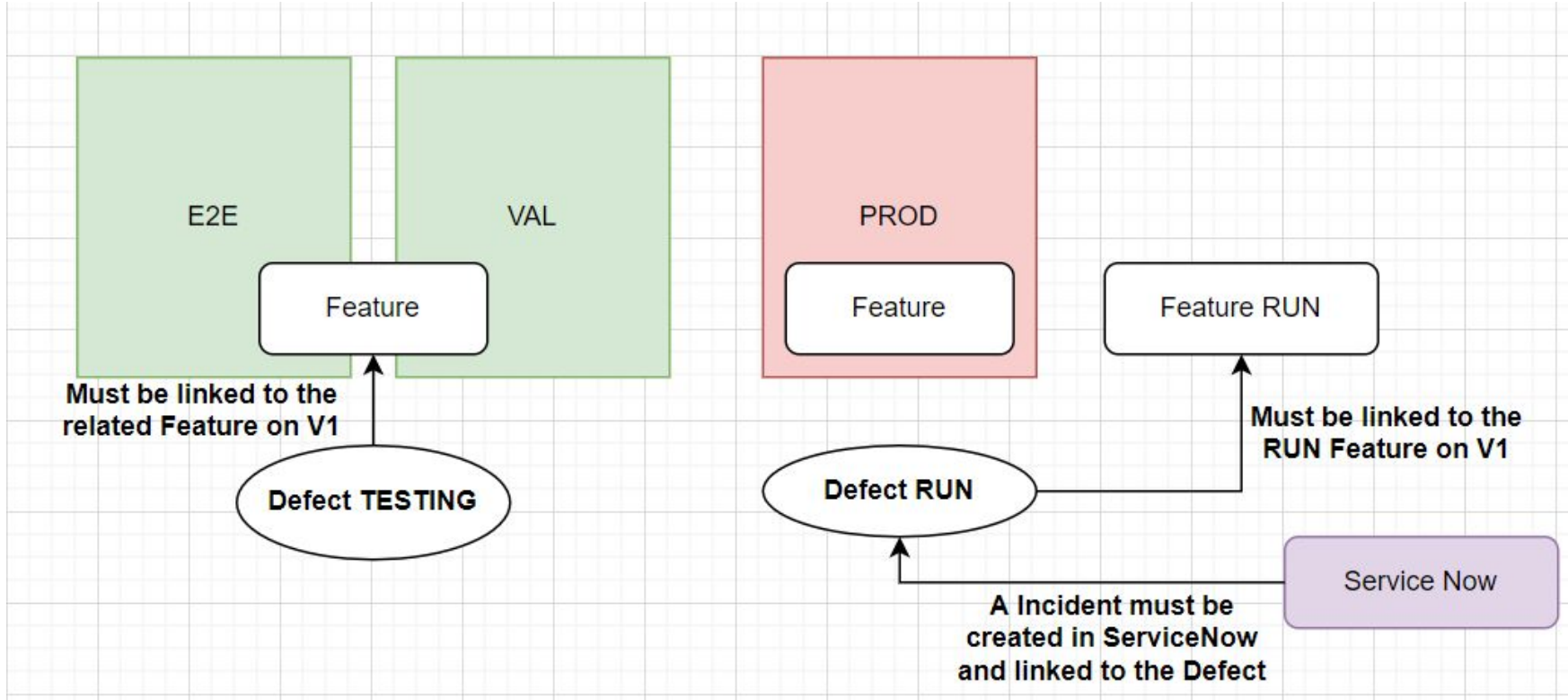
At the end of a PI N, the feature must contain only defect Done or Done + Close



# Defects Management - Reminder



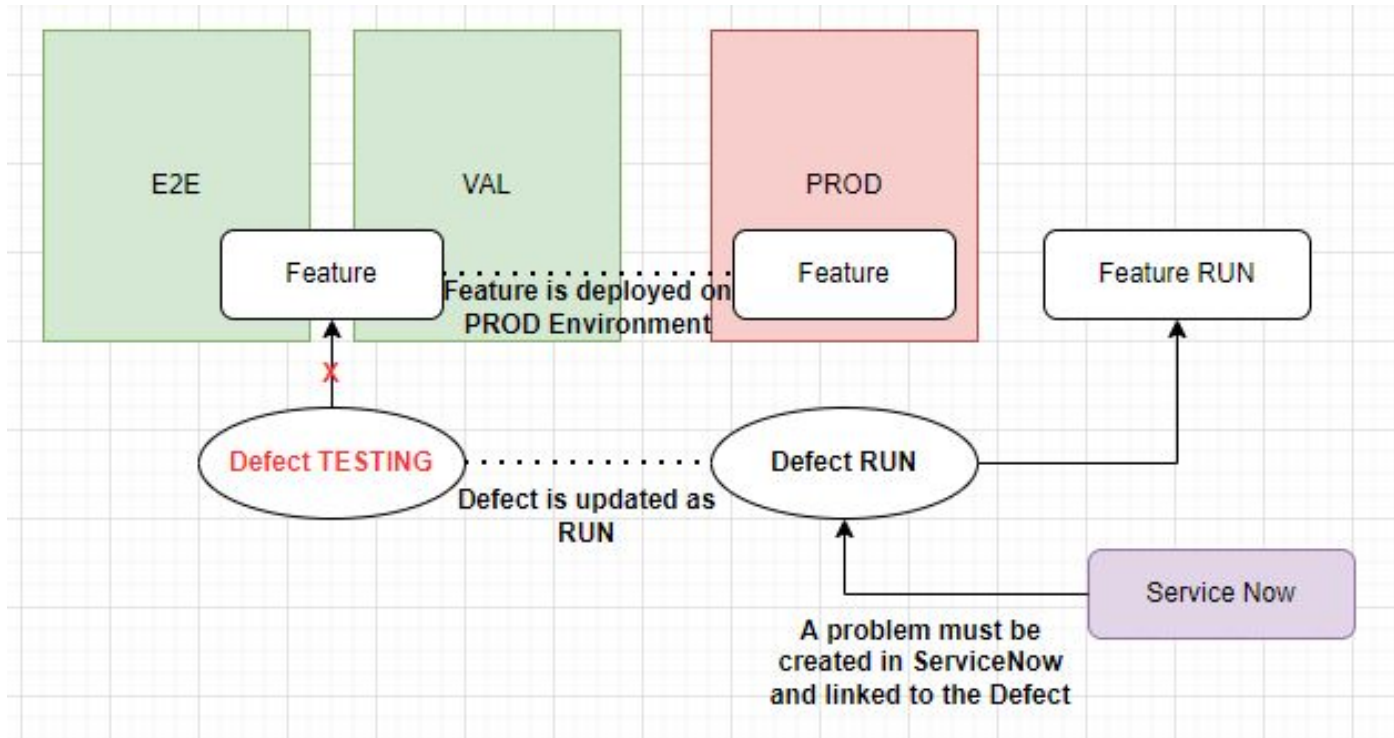
Type of Defect : Small Evol (SE), Bug Fixing (BF), Data Admin (DA), Adaptive Maintenance (AM)



# Defects Management - Reminder



**Note:** Once the Feature is deployed in PROD, if any Defect Testing is remaining, this defect must be switched to a Defect RUN, a problem must be created on ServiceNow and linked to the defect



### 3 - Incidents closure

#### *What to do before sending to L2*

**L3 teams do not close incident. They send it to L2 team which will check with user if everything is fine on his side and then change the status to resolved.**

What to do before sending incident to L2 side ?

- 1) **Close the defect on versionOne** : after developing and testing, the defect should be on Done status until it is deployed. Then the defect have to be closed
- 2) **Close the problem on serviceNow** : use the bouton "accept risk" or through the workflow to bring the PRB on status closed
- 3) **Sent the incident to L2** : by changing the assignment group from AC\_CM-CPAO\_INC\_RG\_L3 to AC\_CM-CPAO\_INC\_RG\_L2. Status should be "In progress" to be well taken in account by them. Add a note to inform which release or patch is related to the defect that corrected the issue



# Annexe : resolver Group 1/2

**Groupe Accessibility** : AC\_ACCESS-MANAGEMENT\_INC\_RG\_PLM\_L2 ou AC\_ACCESS-MANAGEMENT\_INC\_RG\_PLM\_L3  
(Manage access right ICC CADB , MCT, ACC,SYSCONF,offerit)

**SAP CAIR** : AC\_CONFIGURATION-MANAGEMENT\_INC\_RG\_EXPERTS\_L3 (L3 technique) |

**ABC-tools ( Control-M jobs/ )** : [abc-id-plm-l2@atos.net](mailto:abc-id-plm-l2@atos.net) (L2) ; [abc-appli@atos.net](mailto:abc-appli@atos.net) ;

**ABC** : AC\_HOSTING\_INC\_RG\_ABC-DISPATCH

**Backup jobs ( YP )** : AC\_HOSTING\_INC\_RG\_ABC-APPLI-PLM\_L2 ; DL : [dlfr.ahs-backup-airbus.ext@atos.net](mailto:dlfr.ahs-backup-airbus.ext@atos.net)

**Oracle RG L3** : AC\_HOSTING\_INC\_RG\_ABC-DATABASE-ORACLE-RES\_L3

**RG Mainframe Application** : AC\_SERVICEDesk\_INC\_RG\_GLOBAL-SUPPORT\_L1

**APC Jaguar RG** : [AC Strategic-Planning INC RG L2](#)

**Taksy-Gesy group** : AC\_PDM-LEGACY-DE-UK\_INC\_RG\_L2 // AC\_PDM-LEGACY-FR\_INC\_RG //  
AC\_PDM-LEGACY-A-E\_INC\_RG\_L2

**FTA-NG** : AC\_FLIGHT-TESTS\_INC\_RG\_FTA-SUPPORT\_L2

**COC DB** : AC\_APP-CENTRIC-INT-OPERATION-SERVICES\_INC\_RG\_DIP-COC-CAP / c'est pour les pb ACMM.

# Annexe : resolver Group 2/2

**DACAS SB** : AC\_SELL-AND-SUPPORT\_INC\_RG\_INFOTEL\_L2

**CORE ALL** : AC\_BAM\_INC\_RG\_L2

**COM SERPICCO** : AC\_SALES\_INC\_RG\_CGI\_L3

**SMART** : [david.diez@airbus.com](mailto:david.diez@airbus.com)/juan.martinez.external@airbus.com/ **smart.support@es.airbus.com** /

**3DJUUMP DMU (DMU as Portal BelugaXL)** : AC\_DIGITAL-MOCK-UP-DESIGN-INTEGRATION\_INC\_RG\_BO\_L2

**Atos in team (Properties)** : AC\_HOSTING\_INC\_RG\_ABC-APPLI-RES\_L2

**TD Aircraft Allocated** : AC\_TECHDATA\_INC\_RG\_SSG-CONF\_L3

**AIrnavX** : AC\_IS-BUS-CUST-SUPP\_INC\_RG\_AIRNAVX\_L2

**CMDB (ISCoM)** : AC\_TECHDATA\_INC\_RG\_SSG-CONF\_L3

**SUPREM** : AC\_A/L-SERVICES\_INC\_RG\_SSG\_L3

**GESY** : AC\_PDM-LEGACY-DE-UK\_INC\_RG\_L2

**ISAIM** : AC\_SELL-AND-SUPPORT\_INC\_RG\_INFOTEL\_L2