ATS Process – Incident's Queue Manager

Task names: N/A

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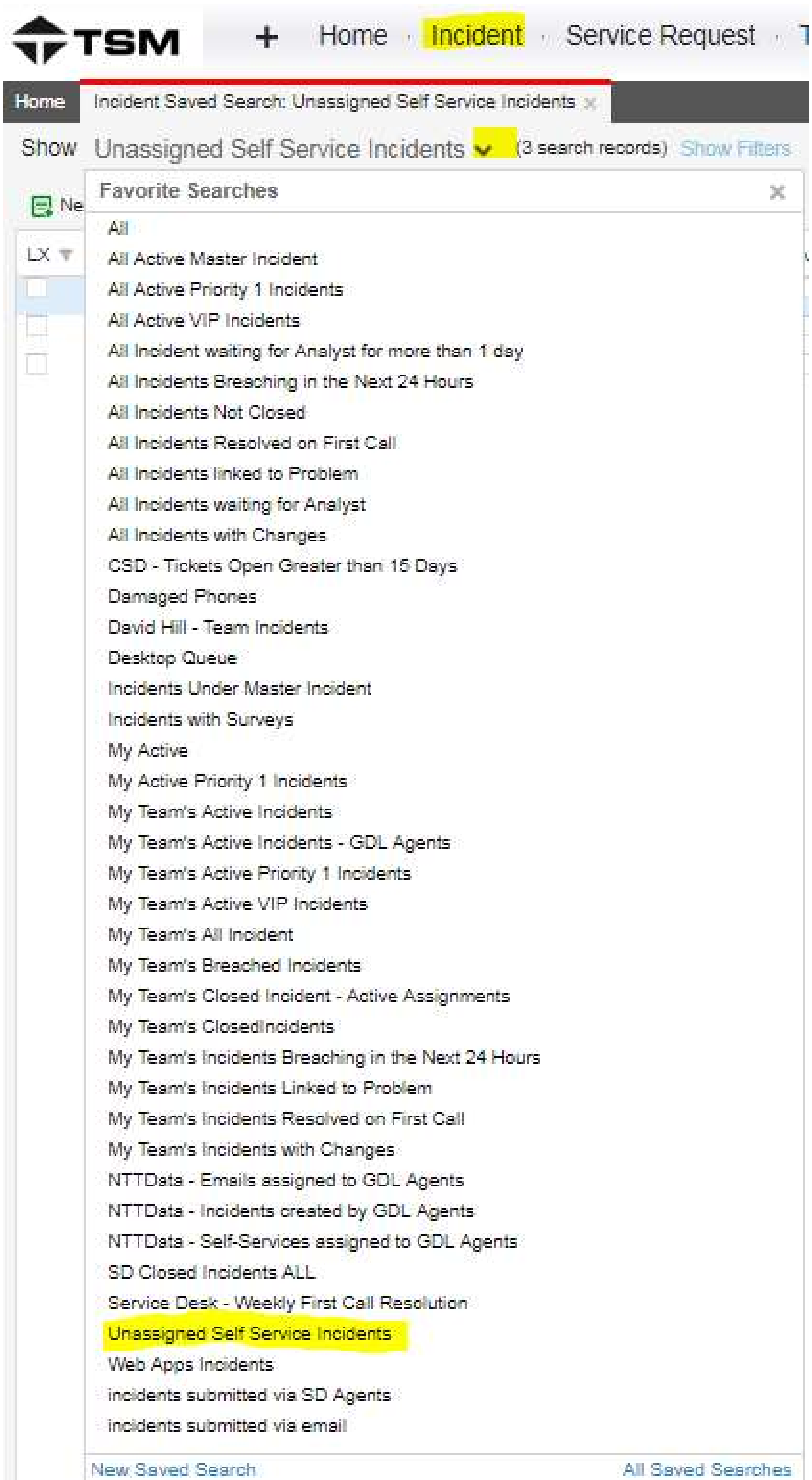
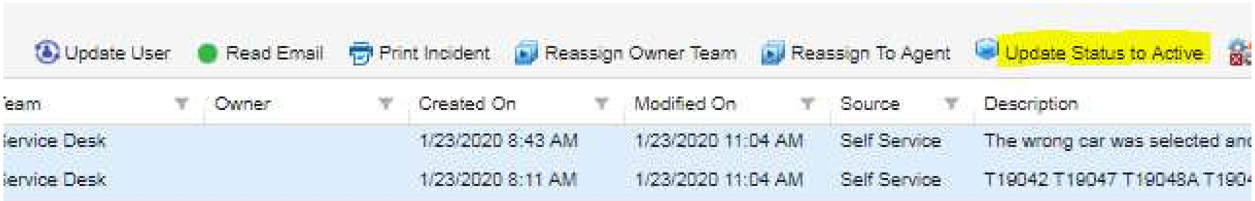
INCIDENT QUEUE MANAGEMENT

Open the Incident tab, if the tab does not automatically go to the "unassigned self service incidents" option, it will need to be opened from the scroll down menu:



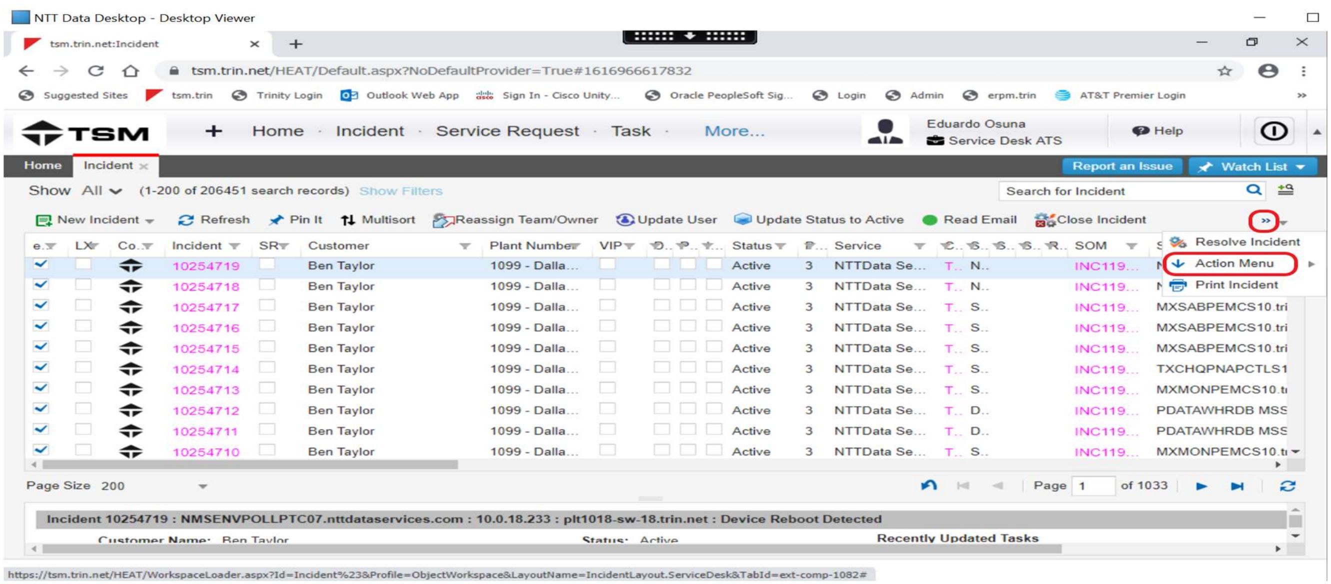
1. It is **<u>imperative</u>** that the incidents incoming are changed from "Logged" to "Active" status within **<u>4 hours</u>** at the most, that the incident came in otherwise we will be breaching the SLA stablished.

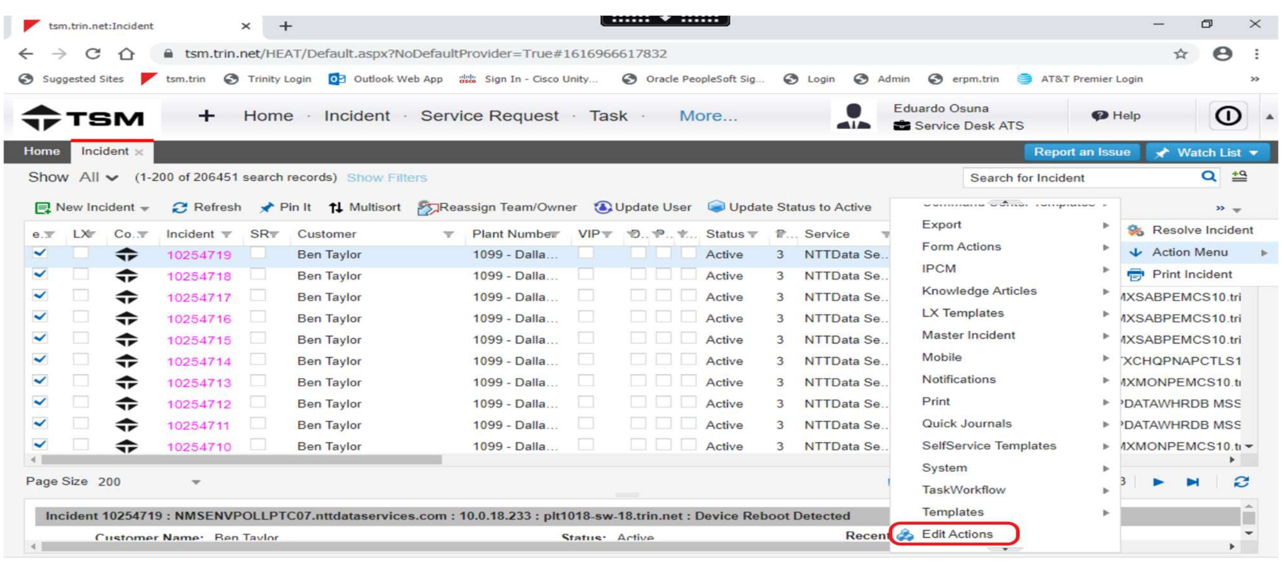
Highlight the incidents in “logged” status in the queue and click on the “Update Status to Active” button:



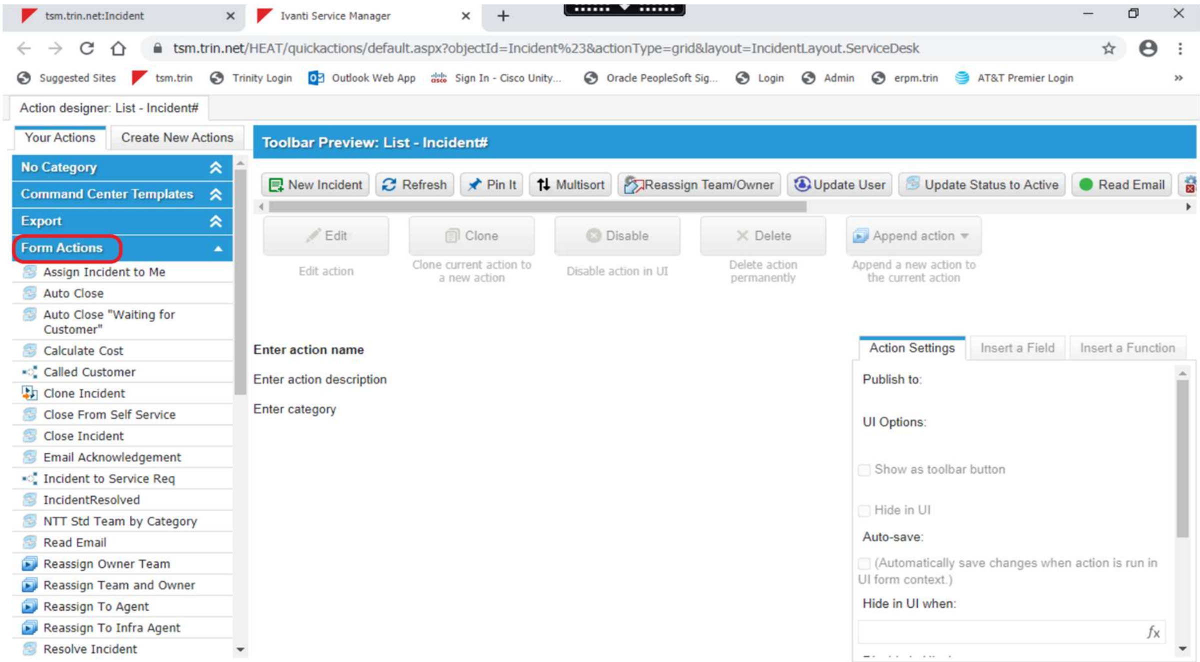
SET SERVICE AND CATEGORY AS ‘SERVICEDESK’

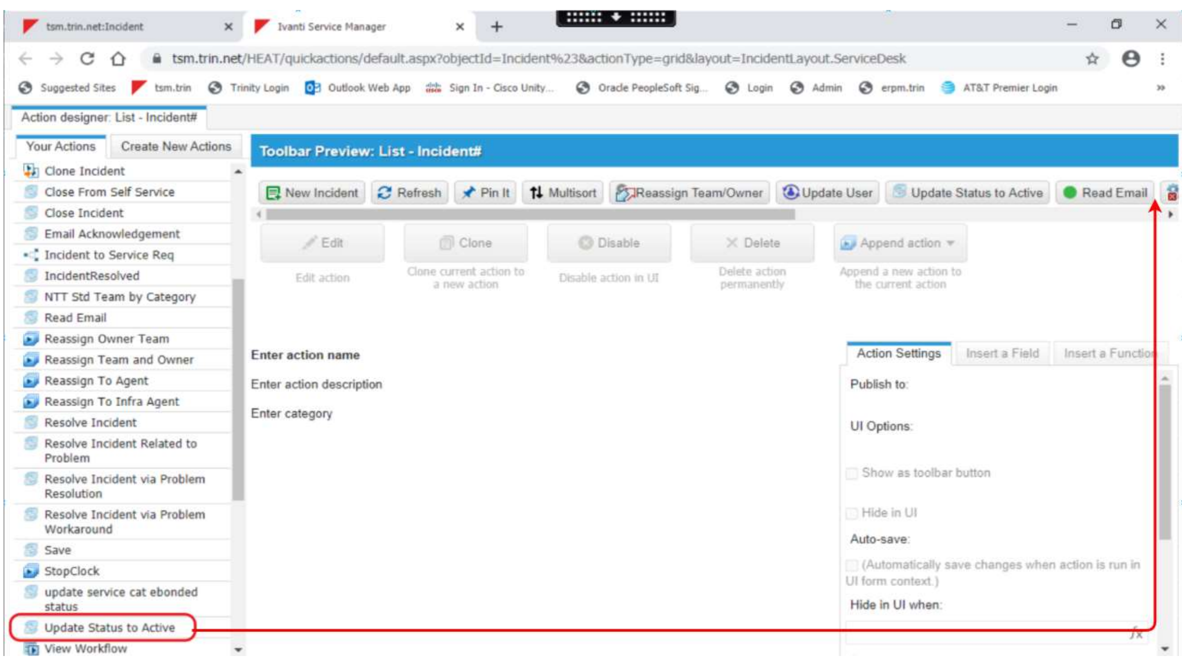
If you are not able to see the button, click on the “action menu” button and then select edit actions:





A new tab will open on your browser, in there you will go the left of the screen and open “form actions” menu. You will need to “drag and drop” in your menu that is in the top right portion of the screen:





2. Exception reports incidents

There will be exception reports incoming to this queue, they need to be reviewed so that if nothing is reported, the ticket will be assigned to the person in charge of the Incident Queue and closed with the pertinent notes. On the other hand, if there is an exception reported, it will be assigned directly to the person in charge of the report that week.

Show All (5 search records) Show Filters

New Incident Refresh Pin It Multisort Reassign Team/Owner Update User Read Email Print Incident Reassign

LX	Co..	Incident	SR	SOM	Customer	Plant Number	VIP	In..	Status	Prio.	Service	Category	R2	Summary	Team	Owner
		10184788			SQL AgentUser	1099			Resolved	4	Service Desk	Service Desk		AdExceptionReport1 was executed at 1/23/2020 8:00:08 AM	Service Desk	Enrique Aguado
		10184774			SQL AgentUser	1099			Resolved	4	Service Desk	Application		Non-standard locations in AD	Service Desk	Enrique Aguado
		10184773			SQL AgentUser	1099			Active	4	Service Desk	Application		Duplicate Emplid in ADUserList	Service Desk	Enrique Aguado
		10184770			SQL AgentUser	1099			Resolved	4	Service Desk	Application		Exceptions List from Oracle - 01232020	Service Desk	Anibal Gutierrez
		10184769			SQL AgentUser	1099			Resolved	4	Service Desk	Application		AD_vs_PS_Exceptions was executed at 1/23/2020 5:30:05 AM	Service Desk	Enrique Aguado

In the above example the <u>owner</u> is crossed with a red X because it was not assigned to the correct person and the <u>status</u> is crossed with a red X because that incident needs to be closed **ONLY** once the exits corresponding to the reported users in terminated status have been submitted and **not** before.

3. **<u>Every</u>** ticket needs to be opened and reviewed to determine the action taken. It is imperative to check the "activity history" tab in the ticket to determine if the ticket has been bounced back from another team. Generally more than 3 notes would mean that the ticket needs more attention as it may have been returned to our queue or additional notes have been included.

   In the example below, the three notes highlighted, are the automatic ones every ticket has when they are opened.

Details | Resolution Details | CI (0) | Task (0) | External Task (0) | Activity History (5) | Attachment (0) | Service Requests (0) | Knowledg

New Go to

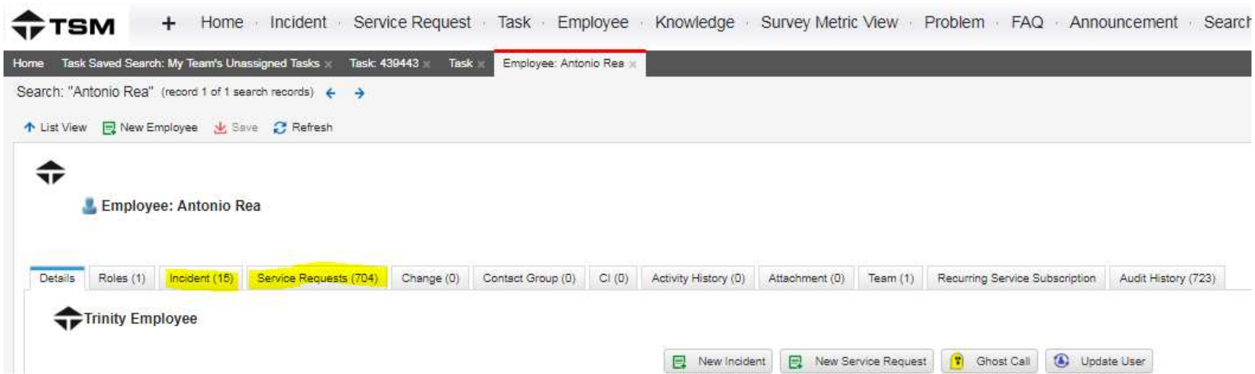
Type	Modified By	Category	Subject	Created On
Email	AGUADOE	Outgoing Email	Incident# 10184769 is resolved.	1/23/2020 9:28 AM
Email	GUTIERA2	Outgoing Email	Incident# 10184769 is assigned to you as an Owner	1/23/2020 6:32 AM
Email	PEREZE1	Outgoing Email	Incident# 10184769 is now active	1/23/2020 5:44 AM
Email	InternalServices	Outgoing Email	Incident# 10184769 has been logged for you	1/23/2020 5:30 AM
Email	InternalServices	Incoming Email	AD_vs_PS_Exceptions was executed at 1/23/2020 5:30:05 AM	1/23/2020 5:30 AM

4. Tickets that need a service request opened need to be noted by us and handed over to a SD peer.
5. Tickets resolvable by our SD peers need to be assigned to them.

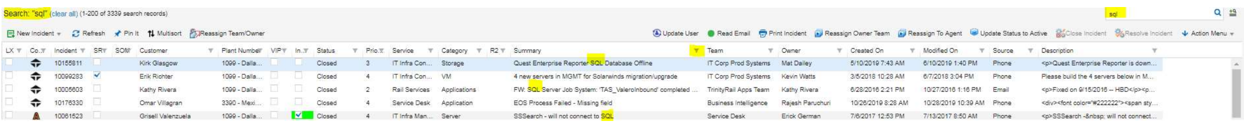
TIP: Use TSM to search in the knowledge base or in TSM "historic records" for similar cases to base on if the information available to you does not suffice and you become unsure on how to proceed.

You can do this by searching the user´s historic records:

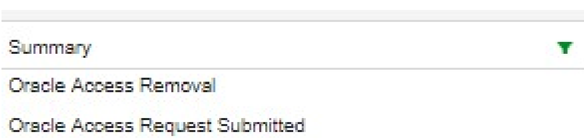
Open the "employee" tab and then click on the "service requests" tab to search for similar cases, you may want to check under the "incidents" tab too for a lead.



Search in general tickets related to the case. You can expand the search by filtering the summary column with key words related to your search.



6. All “Oracle Access Request Submitted” and “Oracle Access Removal” need to be assigned to you as you are the manager of the queue.



These incidents need to be worked in a timely manner as we have 3 days to have them completed or the SLA will breach. Refer to the Oracle Access document for further details.

7. Spanish tickets are routed to the Mexico Infrastructure team (**review** the case as it may have a solution on our end)
8. **Do not** assign in bulk to your own queue, we need to minimize touches and unnecessary assignments to the tickets reflect in the reports.

   NOTE: New procedures are to be implemented regarding messaging tickets, for the moment they need to be reviewed by us and if procedure is unknown or restricted to our team, it needs to be consulted with Ryan Kinnear.