240916 - TWX Priorities

Monday, 16 September 2024   14:19

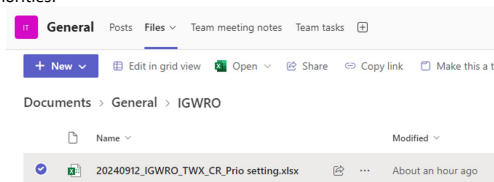## Present
- [x] - Nele Dely
- [x] - Ionut Balta
- [x] - Stijn Caroen

Actions
- Ionut reviews further change requests we did not manage to cover during the session to update on priority
- Stijn checks with digital team to review & provide target due dates for the set of approved change requests
- Stijn reminds Digital team
  - Incidents = less typing, more calling - same message delivered by Nele
  - When input is asked from business users, put request on state Info (further info requested) or UAT (testing by user needed)
- Nele reminds TWX business team
  - Log everything via BIT4YOU with clear details (the more details with samples the better)
  - Important to verify the request type & priority in line with reality
  - No approval without effort estimate linked to it as way forward
- Stijn checks with Nicholas > can all TWX key users be defined as Technician? Is this foreseen?
- Stijn checks with Kalpesh on following topics
  - Incident: "Send incorrect quantities from TWX to SAP" - was on Anton before
  - Incident: "WindChill HT parameters"
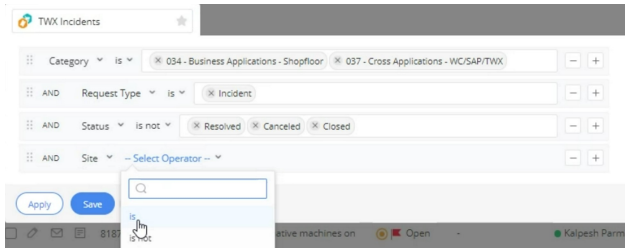 - Change request: "Label QC contain HU" - no estimate on it

Notes
- Background
  - Escalation path: end users escalate to Ionut locally & Ionut to Nele
  - Practical: Nele granted access to the team "IGW TWX Implementation" to Kalpesh, Divy & myself
  - Tool: all business requests are being logged in BIT4YOU, extract made by Nele to review on priorities:

  - Types of requests
    - Incidents = immediate action by IT (according to defined priority in the incident)
    - Service requests = there is a known procedure to handle the request with also immediate action by IT
    - Change Requests = new functionality for TWX, flows via a standardized approval flow
  - CN-impact
    - With the incident we had at IGW CN, our ThingWorx team has been mostly occupied with 'firefighting' this situation together with business which consumed quite some time & effort so far
    - Due to this, we did not have many capacity left to work on change requests in parallel - which should obviously be improving again now CN is more under control
    - We are still chasing after root cause analysis from base infrastructure point of view, in parallel from the start we organized actions to get guarantee this cannot happen for BE & RO and not any more in CN neither off course...
  - RO-general feedback
    - Hypercare period feels to be closed too fast, still some topics that must be tackled, does not feel to be in stable situation yet
    - Root cause analysis - is off course a topic we focus on in the Digital team to not only solve incidents but to verify if we can avoid from occurring again
      - Sometimes it requires extra analysis next to solving an incident which might lead to situations having the same issue reported several times
- Incidents
  - Filters:
  -

  - List of ongoing incidents:

- Specifics:
  - Alternative machines on SAP - topic with Kalpesh
    - Feedback via Francis = resolved
    - Operation planned on 1 machine (standard routing) > goes to TWX > in TWX select alternative machine > result in CDS view showed the standard selected machine
    - CDS view has been updated by Sandeep Shelke to show resource consumed in actual confirmation = solved
  - Serial nr cannot be selected for deviation - topic with Kalpesh
    - Waits from input from Andi
    - Attention point = update status of ticket when input from business user is needed (info / UAT)
  - Incorrect quantities sent to SAP
    - Was set to Anton, verify with Kalpesh if he can take over before Anton his return
  - HT parameters not visible in TWX:

- Change Requests
  - Filters:

  - Change request list - 49 open requests for full IGW of which 22 linked to RO:

- Specifics:
  - Bulk load on first operation - remains highest prio, important to be present for CN (MCS phase-out by end of the year)
  - Add batch ID
    - □ Should be shifted in status when business user input is needed - not done here
    - □ Question if TWX key users should all be defined as technician (as done in WindChill)
    - □ This particular request > can be put to resolved, it's done (but not providing a true gain)
  - Label QC contain HU
    - □ Double check with Kalpesh, no estimate on it
    - □ Comes from SAP stream where it got approved without estimate