

## CAGIP Incident Management : On Hold Guide



### Life Cycle of an Incident

CA  
GROUP INFRASTRUCTURE  
PLATFORM



<b>Assigned</b>	Initial state of any new Incident, or when incident assigned to another group
<b>In Progress</b>	When an incident is assigned to a team or individual. It denotes that work has begun of the incident
<b>On Hold</b>	Incident investigation paused while investigating a related Inputs from Caller , Beneficiary, action is sought from vendor , partner , need Intervention or Change. This state is also used when following up resolution with customer, requiring further information , and unable to establish contact with them.
<b>In Progress</b>	On hold incidents are again put back in progress state. Reasons , information received , actions or decisions taken are noted in the work notes to manage the incident further.
<b>Resolved</b>	Service restored; awaiting customer confirmation or automatic closure
<b>Closed</b>	Final state of the Incident, following automatic closure

*Let's look at why the On Hold phase of an incident is very critical and of prime importance*



# Use of On Hold - Importance and Impact

An incident is either - being worked on, resolved, needing more information or understanding, escalated to vendor or experts assigned

[Request More Information](#)

On Hold means NO ONE is working on the incident at that point in time and many a times it stops the SLA clock.

Lets think of the customer's reaction if see they are told.. your ticket is on Hold - when they are experiencing a a break in service or needing urgent attention.

Generally there appears to be an overuse of the "On Hold". The status should be not be used unless there is a genuine and valid reason. When a tickets is put on hold its usually affects the customer satisfaction unless the action is pending from his side. Its an accepted fact that tickets put on hold generally have low CSAT score.

On hold should be used sparingly , responsibly and with clear and correct justification. Therefore, the responsibility is on your self / your own.

**ON HOLD**

calling all  
**Vendors**



It starts...  
in **YOU**,  
with **YOU** &  
from **YOU**

**TAKE RESPONSIBILITY**

## METIS - On Hold

### Incident On Hold Updates



If the incident is put On Hold then there should be **proper justification** (Beneficiary, Vendor/Partner, Change, Intervention). These reasons must be used correctly. **(For All Priority)**

* Contact type	Supervision	* Contact type	Supervision
State	On Hold	State	On Hold
* On hold reason	Assigned In Progress	* On hold reason	Caller / Beneficiary Input
Impact	On Hold	Impact	-- None --
Urgency	2 - High	Urgency	Caller / Beneficiary Input
Priority	P2 - High	Priority	Vendor / Partner
			Change
			Intervention

# METIS - On Hold Reasons



## Reason for Pending definitions and examples:

1. **Caller / Beneficiary Input**: Allows you to identify an expectation related to information from the reporter or the beneficiary. Also includes the unreachable customer. This reason is used when assignee is awaiting any information (with relation to more information of the incident or confirmation on application functionality) from the user that has raised the incident.
2. **Vendor / Partner**: When the third party supplier (Vendor) intervention is required. This reason is used when assignee is awaiting information from third party vendor (Like HP, Microsoft, EMC Dell, Avmar) for troubleshooting. It is necessary for the assignee to update the incident work-notes with vendor case id.
3. **Change**: The incident requires the implementation of a change to be corrected. This reason is used by the assignee when there is a requirement of a change to be implemented in order to resolve the incident. Assignee must relate the change record to the incident prior to updating the on-hold reason.
4. **Intervention**: Unavailability of the user at the time of contact. Corresponds to an appointment booking. In this case, possibility to enter a date and time of availability. This reason is used by the assignee when there is a requirement for the assignee to book an appointment as per user confirmation or if a date and time is provided by the user for their availability.

## On Hold - Do's and Don'ts

### Do's



- ✓ Do move ticket on hold if there is customer and vendor dependency
- ✓ Do update customer mail communication or Vendor update while changing state on-hold
- ✓ Do take follow-up on hold ticket with vendor/customers for update
- ✓ Regularly update the work notes when tickets are on hold for longer duration
- ✓ On Hold incidents which do not have a valid justification / reason put them back "In Progress"
- ✓ Ticket on hold should go through 'In Progress' state, before being Resolved/Closed



Kindly use the On Hold reasons with extreme caution, misuse of the reasoning can lead to escalation.



### Don'ts



- ✗ Do not move ticket on hold if there is internal dependency
- ✗ Do not keep ticket on hold for long period without any update
- ✗ Do not Mis-use these reasons to either stop or hold the SLA counter.
- ✗ Do not use if any parallel troubleshooting is ongoing.
- ✗ Do not put on hold in case N3+ solicitation tickets are raised with build teams
- ✗ Do not move on hold tickets directly to resolve/close state



**Our Incident Management team will be happy to address your queries, clarifications or need for assistance**

**More in the series will follow , Watch this Space ...**

For your Incident Management Training requirement à [ikramuddin.ansari@capgemini.com](mailto:ikramuddin.ansari@capgemini.com)

For more details on other topics and its contents kindly contact

### Team "Knowledge Credits / Perles de Connaissance"

- Bhaindarkar, Laukika - [laukika.bhaindarkar@capgemini.com](mailto:laukika.bhaindarkar@capgemini.com)
- S, Lavanya - [lavanya.sc@capgemini.com](mailto:lavanya.sc@capgemini.com)
- Tiwari, Shweta - [shweta.a.tiwari@capgemini.com](mailto:shweta.a.tiwari@capgemini.com)
- Shaikh, Naved - [naved.shaikh@capgemini.com](mailto:naved.shaikh@capgemini.com)

Powered by Group Internal Communications Message Builder

This message contains information that may be privileged or confidential and is the property of the Capgemini Group. Copyright © 2022 Capgemini. All rights reserved.