



## Project Two: Customer Onboarding FRS

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**Commented [a1]:** Change unique to coalesce throughout doc

**Commented [a2R1]:** Done

**Commented [a3]:** Choice action should not be applicable for string fields throughout doc

**Commented [a4R3]:** Done

## PROJECT DESCRIPTION

We will import and create data/processes for six companies, all in their own child/customer domain of the main project domain, the provider domain. The customers will not be able to see the other customers' data, and vice versa. The same data will be used for each company, excluding location based on the type of company created (Frozen Split being a chain company has three locations). Each team member will onload their own assigned company into the correct domain.

## PROJECT RELEASE DATE

The project is scheduled to be released by EOD on August 11, 2021.

## ORDER OF IMPORT/CREATION

The parent domain will be created manually first, and then the six child/customer domains. The six companies will be manually created in their domains, and the import order for the other tables will be as follows:

Locations > Users > Groups > Group Roles > User Groups > User Roles > Departments > Cost Centers > Choice Actions > Configuration Items

Notifications, SLAs, and Schedules will be created manually, but they will be created after the departments have been created.

**Commented [a5]:** Need to add Choice Action Fields (Import)

**Commented [a6R5]:** Nicolas completed this



## IMPORT SETS

### NOTES BEFORE YOU BEGIN:

Before you begin, make sure that you have the following things set up in your instance:

1. A Parent Domain must be created for your Company Domains (in this case the Revature domain (newly created)). Initials of team member assigned on the right of the domain.
  1. Name: Revature P2
2. A Child Domain for each Company.
  - a) Name: Frozen Split Domain (AN)
  - b) Name: Bench Baseball Domain (PL)
  - c) Name: Awareness Zen Domain (NM)
  - d) Name: Estate Accelerate Domain (OG)
  - e) Name: Binary Platform Domain (AC)
  - f) Name: Electric Bird Domain (NB)
3. A record in the Company (core\_company) table, assigned to the new Domain.
  - a) Name: Frozen Split
  - b) Name: Bench Baseball
  - c) Name: Awareness Zen
  - d) Name: Estate Accelerate
  - e) Name: Binary Platform
  - f) Name: Electric Bird
4. Make sure you are working within the new Domain in ServiceNow before importing.

## LOCATIONS

[cmn\_location]

The first thing to import will be the company's given Locations. Locations will be referenced. Imports will begin with locations, as many other tables reference them. These will be imported.

### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	String	N/A	N/A	Yes	N/A

6 | Page

Commented [a17]: Location needs to be moved up(double check that everything is in correct order)

Commented [a18R7]: Done



<b>Company</b>	Reference	core_company	Name	Yes	Reject
<b>City</b>	String	N/A	N/A	Yes	N/A
<b>Street</b>	String	N/A	N/A	Yes	N/A
<b>State/Province</b>	String	N/A	N/A	Yes	N/A
<b>Country</b>	String	N/A	N/A	Yes	N/A
<b>Contact</b>	Reference	user	Name	No	Ignore
<b>Phone</b>	String	N/A	N/A	No	N/A
<b>Fax Phone</b>	String	N/A	N/A	No	N/A
<b>Zip/Postal Code</b>	String	N/A	N/A	No	N/A

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
<b>User ID</b>	String	N/A	N/A	Yes	N/A
<b>First Name</b>	String	N/A	N/A	No	N/A
<b>Last Name</b>	String	N/A	N/A	No	N/A
<b>Company</b>	Reference	core_company	Name	No	Reject
<b>Department</b>	Reference	cmn_department	Name	No	Ignore
<b>Location</b>	Reference	cmn_location	Name	No	Ignore
<b>Password</b>	String	N/A	N/A	No	N/A
<b>Email</b>	Email	N/A	N/A	Yes	N/A
<b>Mobile Phone</b>	Phone Number	N/A	N/A	No	N/A
<b>VIP</b>	True/False	N/A	N/A	No	N/A

## USERS

[sys\_user]

One of the most important and most referenced data. Will contain all the necessary user information. Will be imported.

FIELDS INCLUDED IN IMPORT:

## GROUPS

[sys\_group]

After users have been imported, we will make sure to create and assign the users to groups. Will be imported.

Commented [a19]: User Groups : Need to add User roles

Commented [NM10R9]: i added it



#### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
<b>Name</b>	String	No	N/A	Yes	N/A
<b>Manager</b>	Reference	sys_user	Name	Yes	Ignore
<b>Company</b>	Reference	core_company	Name	Yes	Reject
<b>Hourly Rate</b>	Currency	No	N/A	No	N/A
<b>Group Email</b>	Email	No	N/A	Yes	N/A
<b>Parent</b>	Reference	sys_group	Name	No	Reject
<b>Description</b>	String	No	N/A	No	N/A

## GROUP ROLES

[sys\_group\_has\_role]

After groups and users have been imported, we will make sure to give all the necessary roles to the groups. Will be imported.

#### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
<b>Group</b>	Reference	sys_user_group	Name	No	Reject
<b>Role</b>	Reference	sys_user_role	Name	No	Reject
<b>Inherits</b>	True/False	N/A	N/A	No	N/A

## USER GROUPS

[sys\_user\_grmember]

After groups and users have been imported, we will make sure to assign the users to groups. Will be imported.

#### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
<b>User</b>	Reference	sys_user	User ID	No	Reject
<b>Group</b>	Reference	sys_user_group	Name	No	Reject





## USER ROLES

[sys\_user\_has\_role]

The roles for the users.

FIELDS INCLUDED IN IMPORT:

Name	Type	Reference To	Field Referenced	Coalesce	Choice Action
User	Reference	sys_user	Name	Yes	Reject
Role	Reference	sys_user_role	Name	Yes	Reject

## DEPARTMENTS

[cmn\_departments]

The departments will be added to the company. These will be imported.

FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
Name	String	N/A	N/A	Yes	N/A
Company	Reference	core_company	Name	Yes	Reject
Description	String	N/A	N/A	No	N/A

Commented [a111]: Departments Company unique is true

Commented [a12R11]: Done

## COST CENTER

[cmn\_cost\_center]

We will import the Cost Center data which will contain the table information for each center.

FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice action
Name	String	N/A	N/A	No	N/A
Account Number	String	N/A	N/A	Yes	N/A
Code	String	N/A	N/A	No	N/A
Location	Reference	cmn_location	Name	No	Ignore

Commented [a113]: Cost Center: Name is required Add Company Field Mandatory and Coalesce

Commented [NM14R13]: Done



<b>Manager</b>	Reference	sys_user	Name	No	Reject
<b>Parent</b>	Reference	cmn_cost_center	Name	No	Reject
<b>Valid from</b>	Date & Time	N/A	N/A	No	N/A
<b>Valid to</b>	Date & Time	N/A	N/A	No	N/A
<b>Company</b>	Reference	core_company	Name	Yes	Reject

## CHOICE LIST OPTIONS

We will import our choice list options for category, sub\_category, and resolution\_codes.

### FIELDS INCLUDED IN IMPORT:

Name	Type	Reference Table name	Reference Field	Coalesce	Choice Action
<b>Table</b>	Choice list	Incident [incident]	name	no	Reject
<b>Element</b>	String	N/A	N/A	no	N/A
<b>Language</b>	String	N/A	N/A	no	N/A
<b>Label</b>	String	N/A	N/A	no	N/A
<b>Value</b>	String	N/A	N/A	yes	N/A
<b>Dependent Value</b>	String	N/A	N/A	no	N/A
<b>Inactive</b>	True/False	Choice[sys_choice]	inactive	no	reject

Commented [NB15]: Choice list formatted and added

## CHOICE LIST NOTES

-- Table name will always be Incident[incident].

-- Element will be 1 of three choices

- category
- subcategory
- close\_code

-- Language is always en

## CONFIGURATION ITEMS

[cmdb\_ci]

Commented [al16]: Create 25, 5 per class for CI



We will create five of each item (Server types, and database types) for each customer. We will import these items.

## CONFIGURATION ITEM NOTES

### SERVERS

All have the same fields, so will use the same field names and choice actions

Windows – [cmdb\_ci\_win\_server]

Linux – [cmdb\_ci\_linux\_server]

Unix – [cmdb\_ci\_unix\_server]

#### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice action
<b>Name</b>	String	No	N/A	No	N/A
<b>Asset Tag</b>	String	No	N/A	Yes	N/A
<b>Serial Number</b>	String	No	N/A	No	N/A
<b>Assigned To</b>	Reference	sys_user	sys_user	No	Reject
<b>Model ID</b>	Reference	cmn_cost_center	cmn_cost_center	No	Reject
<b>Operating System</b>	String	No	N/A	No	N/A
<b>CPU Type</b>	String	No	N/A	No	N/A
<b>CPU count</b>	Integer	No	N/A	No	N/A
<b>Company</b>	Reference	core_company	Name	Yes	Reject
<b>Disk Space (GB)</b>	Integer	No	N/A	No	N/A
<b>CPU Speed (MHz)</b>	Integer	No	N/A	No	N/A
<b>RAM (MB)</b>	Integer	No	N/A	No	N/A

### DATABASES

SQL/Oracle – [cmdb\_ci\_database]



#### FIELDS INCLUDED IN IMPORT:

Field Name	Field Type	Reference	Field Referenced	Coalesce	Choice Action
Name	String	No	N/A	Yes	Reject
Type	String	No	N/A	No	N/A
Support Group	Reference	sys_group	Name	Yes	Ignore
Version	String	No	N/A	No	N/A
Managed By	Reference	sys_user	sys_user	No	N/A
Company	Reference	core_company	name	No	Reject

## SLA (SERVICE LEVEL AGREEMENTS)

[task\_sla]

SLA is a record which defines a set amount of time that a service must be provided to the customer. SLAs can be found under the SLM (Service Level Management) application. These will be manually created. SLA definition [contract\_sla].

Commented [a117]: Add Cancel conditions throughout SLAs

Commented [a118R17]: I think Oscar completed this

#### FIELDS INCLUDED IN CREATION:

Name	Description
Target	The Response or Resolution to the task.
Table	The task table that the SLA is defined for
Workflow	The workflow that triggers events such as notifications based on the SLA definition.
Duration Type	Can be a relative or user specified duration.
Duration	Set number of hours or days that a service must be provided to the customer.
Schedule Source	The schedule that indicates the valid working hours/days



<b>Conditions</b>	The conditions that must be met to start, pause, stop, or reset the SLA.
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#### CONDITIONS OF THE SLA BASED ON PRIORITY:

<b>SLA name: Priority 1 Response</b> <b>Start Conditions:</b> <ol style="list-style-type: none"> <li>1. Active is True</li> <li>2. State is New</li> <li>3. Priority is 1</li> </ol> <b>Stop Conditions:</b> <ol style="list-style-type: none"> <li>1. Assigned to is not Empty</li> <li>2. State is not New</li> </ol> <b>Cancel Conditions:</b> <ol style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ol> <b>Retroactive Start:</b> <ol style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Actual Start</li> </ol> <b>Retroactive Pause:</b> <ol style="list-style-type: none"> <li>1. True</li> </ol>	<b>SLA name: Priority 1 Resolution</b> <b>Start Conditions:</b> <ol style="list-style-type: none"> <li>1. Active is True</li> <li>2. State is New</li> <li>3. Priority is 1</li> </ol> <b>Stop Conditions:</b> <ol style="list-style-type: none"> <li>1. State is Closed</li> </ol> <b>Pause Conditions:</b> <ol style="list-style-type: none"> <li>1. State is one of Resolved or On Hold</li> </ol> <b>Resume Conditions:</b> <ol style="list-style-type: none"> <li>1. When Pause conditions are not met</li> </ol> <b>Cancel Conditions:</b> <ol style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ol> <b>Retroactive Start:</b> <ol style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Actual Start</li> </ol> <b>Retroactive Pause:</b> <ol style="list-style-type: none"> <li>1. True</li> </ol>
<b>SLA name: Priority 2 Response</b> <b>Start Conditions:</b> <ol style="list-style-type: none"> <li>1. Active is True</li> </ol>	<b>SLA name: Priority 2 Resolution</b> <b>Start Conditions:</b> <ol style="list-style-type: none"> <li>1. Active is True</li> </ol>



<ul style="list-style-type: none"> <li>2. State is New</li> <li>3. Priority is 2</li> </ul> <p>Stop Conditions:</p> <ul style="list-style-type: none"> <li>1. Assigned to is not Empty</li> <li>2. State is not new</li> </ul> <p>Cancel Conditions:</p> <ul style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ul> <p>Retroactive Start:</p> <ul style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Created</li> </ul> <p>Retroactive Pause:</p> <ul style="list-style-type: none"> <li>1. True</li> </ul>	<ul style="list-style-type: none"> <li>2. State is New</li> <li>3. Priority is 2</li> </ul> <p>Stop Conditions:</p> <ul style="list-style-type: none"> <li>1. State is Closed</li> </ul> <p>Pause Conditions:</p> <ul style="list-style-type: none"> <li>1. State is one of Resolved or On Hold</li> </ul> <p>Resume Conditions:</p> <ul style="list-style-type: none"> <li>1. When Pause conditions are not met</li> </ul> <p>Cancel Conditions:</p> <ul style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ul> <p>Retroactive Start:</p> <ul style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Created</li> </ul> <p>Retroactive Pause:</p> <ul style="list-style-type: none"> <li>1. True</li> </ul>
<p><b>SLA name: Priority 3 Response</b></p> <p>Start Conditions:</p> <ul style="list-style-type: none"> <li>1. Active is True</li> <li>2. State is New</li> <li>3. Priority is 3</li> </ul> <p>Stop Conditions:</p> <ul style="list-style-type: none"> <li>1. Assigned to is not Empty</li> <li>2. State is not new</li> </ul>	<p><b>SLA name: Priority 3 Resolution</b></p> <p>Start Conditions:</p> <ul style="list-style-type: none"> <li>1. Active is True</li> <li>2. State New</li> <li>3. Priority is 3</li> </ul> <p>Stop Conditions:</p> <ul style="list-style-type: none"> <li>1. State is Closed</li> </ul> <p>Pause Conditions:</p>



<p>Cancel Conditions:</p> <ol style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ol> <p>Retroactive Start:</p> <ol style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Created</li> </ol> <p>Retroactive Pause:</p> <ol style="list-style-type: none"> <li>1. True</li> </ol>	<ol style="list-style-type: none"> <li>1. State is one of Resolved or On Hold</li> </ol> <p>Resume Conditions:</p> <ol style="list-style-type: none"> <li>1. When Pause conditions are not met</li> </ol> <p>Cancel Conditions:</p> <ol style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ol> <p>Retroactive Start:</p> <ol style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Created</li> </ol> <p>Retroactive Pause:</p> <ol style="list-style-type: none"> <li>1. True</li> </ol>
<p><b>SLA name: Priority 4 Response</b></p> <p>Start Conditions:</p> <ol style="list-style-type: none"> <li>1. Active is True</li> <li>2. State is New</li> <li>3. Priority is 4</li> </ol> <p>Stop Conditions:</p> <ol style="list-style-type: none"> <li>1. Assigned to is not Empty</li> <li>2. State is not new</li> </ol> <p>Cancel Conditions:</p> <ol style="list-style-type: none"> <li>1. Start Conditions are not met</li> </ol> <p>Retroactive Start:</p> <ol style="list-style-type: none"> <li>1. True</li> <li>2. Set start to: Created</li> </ol>	<p><b>SLA name: Priority 4 Resolution</b></p> <p>Start Conditions:</p> <ol style="list-style-type: none"> <li>1. Active is True</li> <li>2. State is New</li> <li>3. Priority is 4</li> </ol> <p>Stop Conditions:</p> <ol style="list-style-type: none"> <li>1. State is Closed</li> </ol> <p>Pause Conditions:</p> <ol style="list-style-type: none"> <li>1. State is one of Resolved or On Hold</li> </ol> <p>Resume Conditions:</p> <ol style="list-style-type: none"> <li>1. When Pause conditions are not met</li> </ol> <p>Cancel Conditions:</p>



Retroactive Pause: 1. True	1. Start Conditions are not met  Retroactive Start: 1. True 2. Set start to: Created  Retroactive Pause: 1. True
<b>SLA name: Priority 5 Response</b> Start Conditions: 1. Active is True 2. State is New 3. Priority is 5  Stop Conditions: 1. Assigned to is not Empty 2. State is not new  Cancel Conditions: 1. Start Conditions are not met  Retroactive Start: 1. True 2. Set start to: Created  Retroactive Pause: 1. True	<b>SLA name: Priority 5 Resolution</b> Start Conditions: 1. Active is True 2. State is New 3. Priority is 5  Stop Conditions: 1. State is Closed  Pause Conditions: 1. State is one of Resolved or On Hold  Resume Conditions: 1. When Pause conditions are not met  Cancel Conditions: 1. Start Conditions are not met  Retroactive Start: 1. True 2. Set start to: Created  Retroactive Pause:





	1. True
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## SCHEDULES

[cmn\_schedule]

Schedules can be found under the System Scheduler application. These will be manually created. This is the company's schedule according to Priority level:

Priority level	Response Times	Resolution Times	Schedule
1	15 minutes	1 hours	24/7
2	1 hour	8 hours	10am - 7pm EST weekdays
3	4 hours	1 day	10am - 7pm EST weekdays
4	8 hours	2 days	10am - 7pm EST weekdays
5	16 hours	4 days	10am - 7pm EST weekdays

Commented [al19]: Schedules:

Elaborate on schedules, am-pm, timezones

Commented [al20R19]: Oscar completed

## HOLIDAY CALENDAR

[sys\_calendar]

The Company schedules must include the following holidays unless the Priority level is 1:

Month	Holiday dates	Holiday Names
January	1, 2	Holiday 1, Holiday 2
February	3, 4	Holiday 3, Holiday 4
March	5, 6	Holiday 5, Holiday 6
April	7, 8	Holiday 7, Holiday 8
May	9, 10	Holiday 9, Holiday 10



June	11, 12	Holiday 11, Holiday 12
July	13, 14	Holiday 13, Holiday 14
August	15, 16	Holiday 15, Holiday 16
September	17, 18	Holiday 17, Holiday 18
October	19, 20	Holiday 19, Holiday 20
November	21, 22	Holiday 21, Holiday 22
December	23, 24	Holiday 23, Holiday 24

## NOTIFICATIONS

[sys\_notification]

Notifications will allow the relevant people to be notified of events in the platform. These will be manually created.

### NOTIFICATION TEMPLATE FOR NOTIFYING OF IMPORTANT EVENTS:

The following guidelines are for notification purposes. These will automatically get sent to the addressee based on the condition unless the client specifies otherwise.

Condition of being Sent	Who it is being Sent To	Description
<b>Incident Open</b>	Caller, Assignment Group, Assigned to	A notification that an incident was opened
<b>Incident Priority Changed</b>	Assignment Group, Assigned To, Caller, Assigned to Manager	A notification of a change in Priority
<b>Incident Cancelled</b>	Caller, Assigned to, Assignment Group, Assigned to Manager	A notification of a cancelled incident
<b>Incident Resolved</b>	Assignment Group, Caller	A notification of a resolved incident
<b>Incident Closed</b>	Assignment Group, Caller	A notification of a closed incident
<b>Incident on Hold</b>	Assignment Group, Caller, Assigned To	A notification that an incident is on hold
<b>Problem New</b>	Reported By, Assignment Group, Assigned to	A notification of a new problem
<b>Problem Resolved</b>	Reported By, Assignment Group	A notification of a resolved problem
<b>Problem Known Error</b>	Reported By, Assignment Group, Assigned to	A notification that the error is a known one

**Commented [a121]:** Notifications:

Change closed, and any other states needs to be added

Approved Notification needs to be added

**Commented [NB22R21]:** closed state and item approved added.



<b>Change/ Emergency Change Requested (New)</b>	Assignment group, Requested By, Assigned to	A notification that a change has been requested
<b>Change/Emergency Scheduled</b>	Assignment group, Assigned to	A notification that a change is scheduled to happen.
<b>Change/Emergency Change Closed</b>	Caller, Assignment Group	A notification that a change has been closed.
<b>Change/Emergency Change Rejection</b>	Assignment Group, Assigned to, Requested By	A notification that a change has been denied
<b>A task is set off for Approval</b>	Approver	A notification for approval of said task/item
<b>Item Approved</b>	Caller	A notification that an item was approved.
<b>SLA 50%</b>	Assignment Group Manager, Assigned to	A notification that 50 percent of incident time has elapsed
<b>SLA 75%</b>	Assignment Group Manager, Assigned to	A notification that 75 percent of incident time has elapsed.
<b>SLA 100%</b>	Assignment Group Manager, Assigned To	A notification that there has been a breach of SLA agreement

#### TEMPLATES:

<p><b>Name: Incident Open/Created</b>  <b>Condition: When incident is created</b></p> <p><b>Sub: Incident &lt;number&gt; has been created</b></p> <p><b>Body should include:</b></p> <ul style="list-style-type: none"> <li>• Incident Number</li> <li>• Priority</li> <li>• Short Description</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>	<p><b>Name: Incident Change</b>  <b>Condition: When Priority Changes</b></p> <p><b>Sub: Incident &lt;number&gt; has changed to &lt;priority&gt;</b></p> <p><b>Body should include:</b></p> <ul style="list-style-type: none"> <li>• Incident Number</li> <li>• Priority</li> <li>• Short Description</li> <li>• Assignment Group</li> <li>• Assigned to</li> <li>• State</li> </ul>
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	• <b>Comments</b>
<b>Name: Incident Cancelled</b> <b>Condition: When incident is cancelled</b>  <b>Sub: Incident &lt;number&gt; has been cancelled</b>  <b>Body should include:</b> <ul style="list-style-type: none"> <li>• Incident Number</li> <li>• Priority</li> <li>• Short Description</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>	Name: Incident Resolved/Closed Condition: When incident is Resolved/Closed  Sub: Incident <number> has been Resolved/Closed  Body should include: <ul style="list-style-type: none"> <li>• Incident Number</li> <li>• Priority</li> <li>• Short Description</li> <li>• Assignment Group</li> <li>• Assigned to</li> <li>• Resolution Code</li> <li>• Resolution Notes</li> </ul>
<b>Name: Incident On Hold</b> <b>Condition: When incident state is paused</b>  <b>Sub: Incident &lt;number&gt; is on hold</b>  <b>Body Should include:</b> <ul style="list-style-type: none"> <li>• Incident &lt;number&gt;</li> <li>• Short Description</li> <li>• Statement of incident being on hold</li> </ul>	
<b>Name: Problem New</b> <b>Condition: When Problem is new</b>  <b>Sub: Problem &lt;number&gt; has been instantiated</b>  <b>Body should include:</b> <ul style="list-style-type: none"> <li>• Problem Number</li> <li>• Problem Statement</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>	Name: Problem Resolved Condition: When Problem is new  Sub: Problem <number> has been instantiated  Body should include: <ul style="list-style-type: none"> <li>• Problem Number</li> <li>• Problem Statement</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>

	<ul style="list-style-type: none"> <li>• Risk Notes</li> <li>• Cause Notes</li> <li>• Work arounds (if any)</li> </ul>
<b>Name Problem Known Error</b> <b>Condition: Problem is duplicate</b>  <b>Sub: Problem is a known error</b>  <b>Body should include:</b> <ul style="list-style-type: none"> <li>• Problem number</li> <li>• Problem Statement</li> <li>• Fact that it is a known error with/without Workaround</li> </ul>	Name: Change Requested Condition: Change State is new  Sub: Change <number> has been requested  Body should include <ul style="list-style-type: none"> <li>• Service</li> <li>• Service offerings</li> <li>• Short Description</li> <li>• State</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>
<b>Name: Change Scheduled</b> <b>Condition: Change State is scheduled</b>  <b>Sub: Change &lt;number&gt; has been scheduled</b>  <b>Body should include</b> <ul style="list-style-type: none"> <li>• Service</li> <li>• Service offerings</li> <li>• Short Description</li> <li>• State</li> <li>• Assignment Group</li> <li>• Assigned to</li> </ul>	Name Change Rejected Condition: Change state is rejected  Sub: Change <number> has been rejected  Body Should include: <ul style="list-style-type: none"> <li>• Service</li> <li>• Service offerings</li> <li>• Short Description</li> <li>• State</li> </ul>
<b>Name: Change Closed</b> <b>Condition: Change State is closed</b>  <b>Sub: Change &lt;number&gt; has been closed</b>  <b>Body should include</b> <ul style="list-style-type: none"> <li>• Change&lt;number&gt;</li> <li>• Close code</li> </ul>	Name: Change approved Condition: Change State is assessed  Sub: Change <number> has been approved  Body should include



<ul style="list-style-type: none"> <li>• <b>Close notes</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Change &lt;number&gt;</b></li> <li>• <b>Planned start date</b></li> </ul>
<b>Name: Approval Notification</b> <b>Event Fires: Any approval notification</b>  <b>Sub: Event/Task &lt;given&gt; needs approval</b>  <b>Body Should include</b> <ul style="list-style-type: none"> <li>• Approver</li> <li>• What needs to be approved</li> <li>• approve/disapprove?</li> </ul>	<b>Name: SLA 50%</b> <b>Events Fired: SLA.warning</b>  <b>Sub: Task &lt;number&gt; 50% of time used</b>  <b>Body Should Include:</b> <ul style="list-style-type: none"> <li>• Task number</li> <li>• Short Description</li> <li>• Priority</li> <li>• State</li> </ul>
<b>Name: SLA 75%</b> <b>Events Fired: SLA.warning</b>  <b>Sub: Task &lt;number&gt; 75% of time used</b>  <b>Body Should Include:</b> <ul style="list-style-type: none"> <li>• Task number</li> <li>• Short Description</li> <li>• Priority</li> <li>• State</li> </ul>	<b>Name: SLA 100%</b> <b>Events Fired: SLA.warning.breach</b>  <b>Sub: Task &lt;number&gt; Contract Breached</b>  <b>Body Should Include:</b> <ul style="list-style-type: none"> <li>• Task number</li> <li>• Short Description</li> <li>• Priority</li> <li>• State</li> </ul>