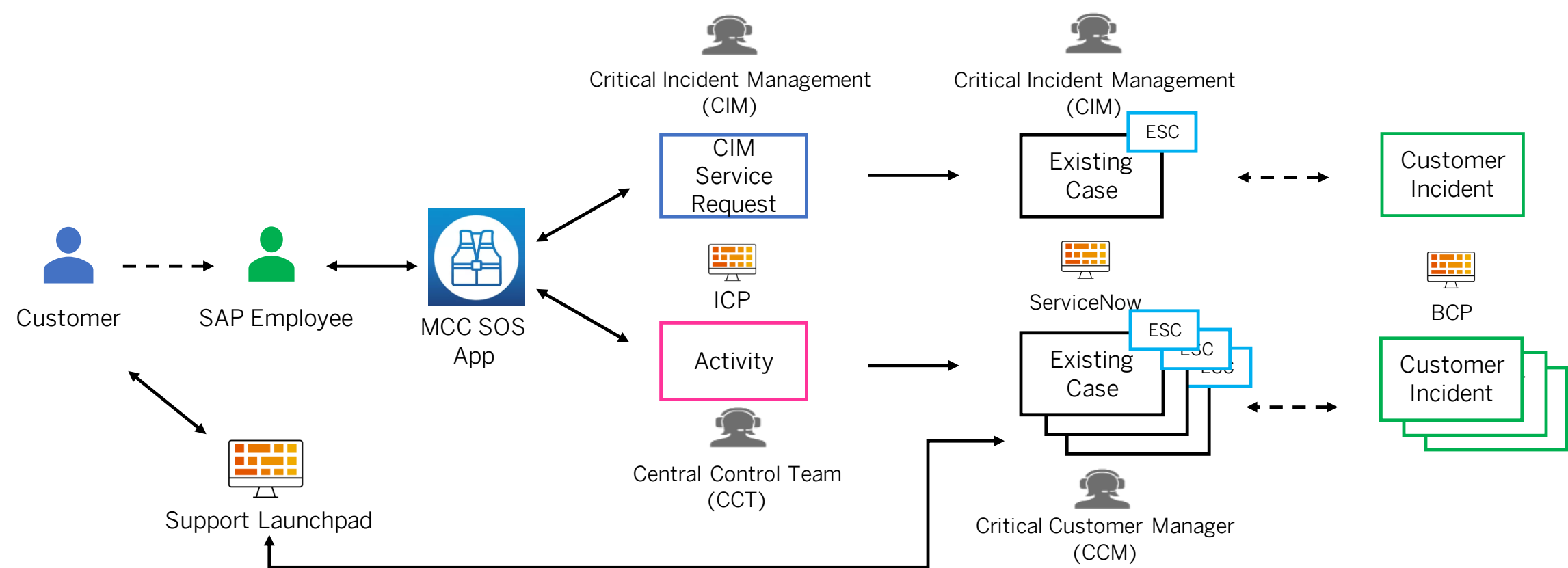


# MCC Escalation with ServiceNow

Big Picture



## Employee triggers critical situation for a single customer

SAP Employee: requests the escalation of existing customer Case(s) via MCC SOS App

CCT/CIM member in charge of escalation requests: evaluates the request and announces the start of CCM/CIM engagement, if applicable

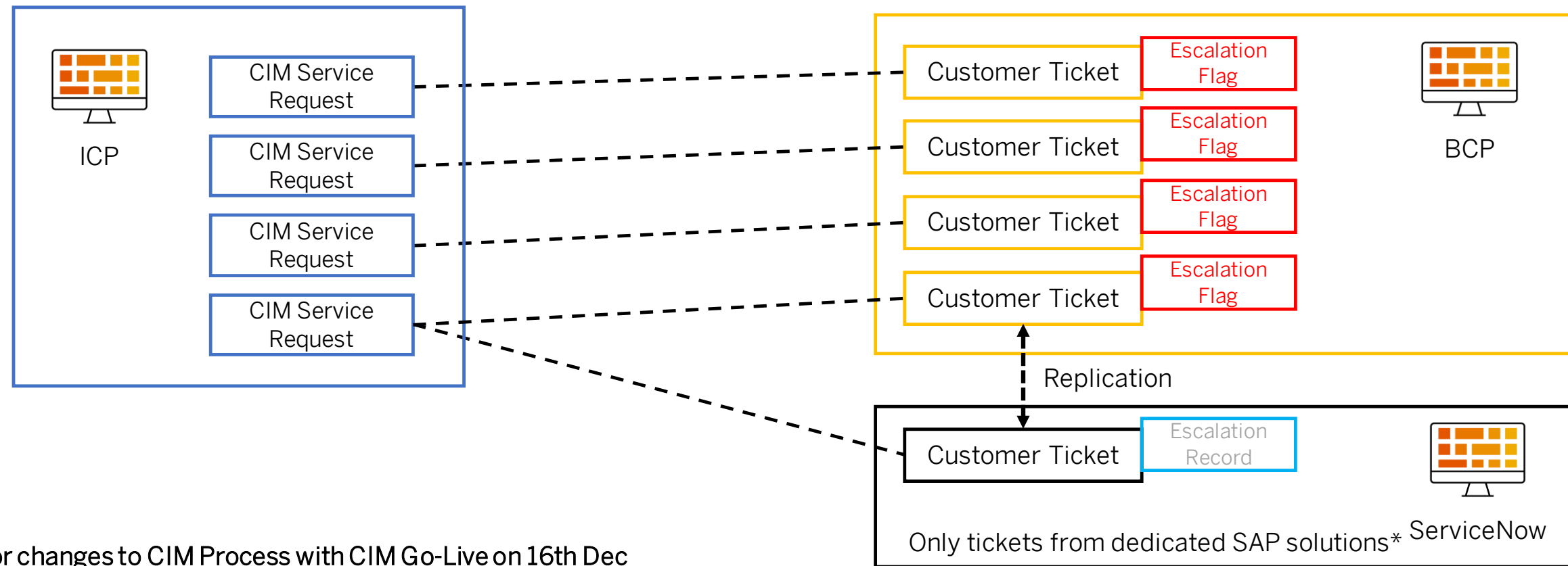
CCM/CIM: manually escalates all critical customer Cases from the original escalation scope accepted by CCT/CIM

CCM/CIM: orchestrates the needful de-escalation process and manually closes all active Escalations when exit criteria is met



# Critical Incident Management with ServiceNow – High Level Overview

## High Level Overview



### No major changes to CIM Process with CIM Go-Live on 16th Dec

- CIM Service Request is used as object for critical customer ticket escalation handling.
- Documentation and reporting is done based on CRM objects
- Existing of CIM Service Request for a customer ticket is visible in BCP and ServiceNow.
- Customer Tickets are flagged as „escalated“ in BCP and ServiceNow to indicate MCC involvement

### Changes for Critical Incident Management:

- Get used to a new support system (access, navigation, terminology etc)
- Find and look up ServiceNow tickets
- Escalate and de-escalate ServiceNow tickets
- When case/incident is forwarded between 2 systems, escalate the case/incident in the active system if it's not done yet.

\* FSM since 23rd July; Gigya since 27th Oct; SFSF ONB since 16th Dec

# Critical Incident Management with ServiceNow

## Self Assignment



**System: Request Authorization Profile and Self-Assignment to CIM MOD Service Group.**

### 1. Request Authorization Profile

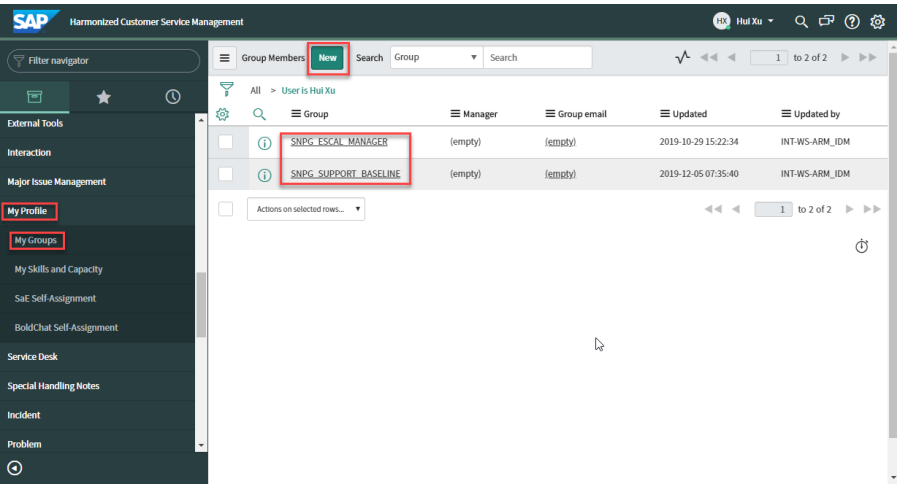
Every CIM Manager On Duty (MOD) need to request 2 authorization profiles in order to handle escalations in ServiceNow.

Permission Group	System	Short Description	Long Description
SNPG_SUPPORT_BASELINE	SVP_SVN	Support baseline	ServiceNow permission group for all customer-facing roles, providing access to Cases, Incidents, Problems. Create, read, update interaction record; Create, read, update case; Create, read, update incident; Create, read, update problem; Propose and read escalated case; Propose and read Major Case; Propose and read Major Incident; Update own skills; Create special handling notes for specific records; Read all special handling notes.
SNPG_ESCAL_MANAGER	SVP_SVN	Escalation Manager	ServiceNow permission group for all escalation roles, providing access to escalated cases, Major Cases and Major Incidents. Create, read, update major incident; Create, read, update major case; Report major incident; Report major case; Monitor case, major case and major incident; Create, read, update, delete special handling notes

#### Notes



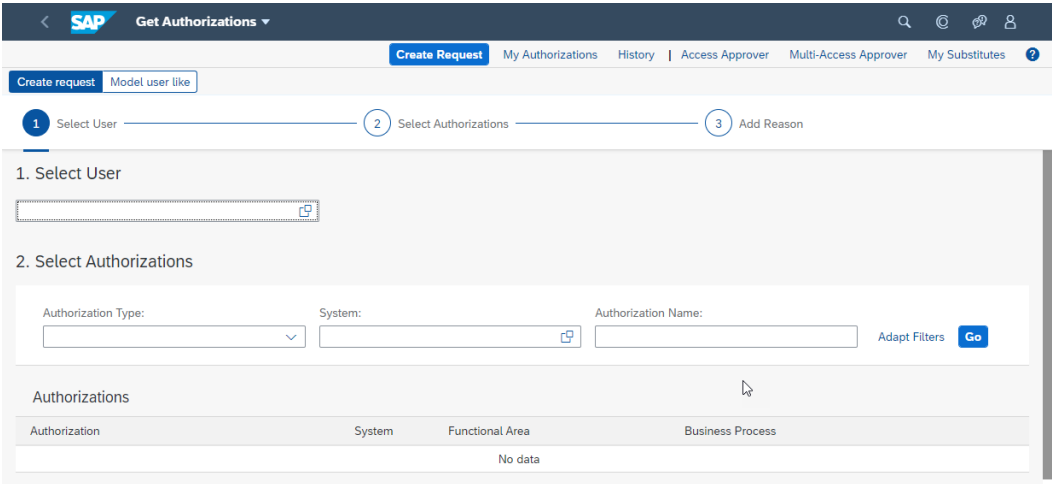
Self Assignment must be carried out before you can escalate/de-escalate a Case.



#### Step 1

Logon into ServiceNow UI16 interface in your browser.  
<https://itsm.services.sap>

Navigate to **My Profile – My Groups**, Confirm that the 2 permission groups listed in the table above are already assigned to your user account.



#### Step 2

If any of the 2 permission groups is missing, request it via [ARM](#). Alternatively via clicking on the direct URL to ARM below.

- [Request Escalation Manager Authorization for ServiceNow Production](#)
- [Request Support Baseline Authorization for ServiceNow Production](#)

# Critical Incident Management with ServiceNow

## Self Assignment



**System: Request Authorization Profile and Self-Assignment to CIM MOD Service Group.**

### 2. Self-Assignment to CIM MOD Service Group

Besides of the 2 authorization profiles, every CIM Manager On Duty (MOD) also need to self-assignment to CIM MOD Service Group in order to handle escalations in ServiceNow.

#### Notes



Self Assignment must be carried out before you can escalate/de-escalate a Case.

Step 1

Logon into ServiceNow UI16 interface in your browser.  
<https://itsm.services.sap>

Navigate to **My Profile – My Groups**, Confirm that Service Group **MCC CIM MOD** is already assigned to your user account.

Click on **New** button if the MCC CIM MOD service group is missing.

Step 2

Click on Search icon to display the group list. Navigate through **SAP – Cross Services – MCC Group – MCC CIM MOD**. Click on **MCC CIM MOD** line to confirm the selection.

Step 3

Click on **Submit** button. Confirm that Service Group **MCC CIM MOD** is successfully assigned to your user account.

# Critical Incident Management Process

At a Glance



## Critical Incident Management Process



### Purpose

SAP employee requests the escalation of existing customer Case via MCC SOS App.

### Option A: Trigger escalation of single customer case via case detail screen

#### Step 1: Search customer case

**Step 1-1a** Open MCC SOS app

**Step 1-2a** Search by customer incident number (most of the case) or by ServiceNow case ID

**Step 1-3a** Select the customer case to be escalated and display its details.

#### Step 2: Submit request to MCC

**Step 2-1a** Click on “Escalate”

**Step 2-2a** Fill in business impact, reason for escalation and request details.

**Step 2-3a** Submit request to MCC

### Option B: Trigger escalation via “Request Support for Critical Situation”

#### Step 1: Search customer case

**Step 1-1b** Open MCC SOS app

**Step 1-2b** Click on “Request Support for Critical Situation”

**Step 1-3b** Select Customer

**Step 1-4b** Select the customer case to be escalated from the incident list of the customer.

#### Step 2: Submit request to MCC

**Step 2-1b** Fill in business impact, reason for escalation and request details.

**Step 2-2b** Submit request to MCC

### Notes



Two deployment options of the MCC SOS app.

- [iOS](#)
- [Fiori Launchpad](#)

For more details of the MCC SOS App -

[MCC SOS App JAM Group](#)



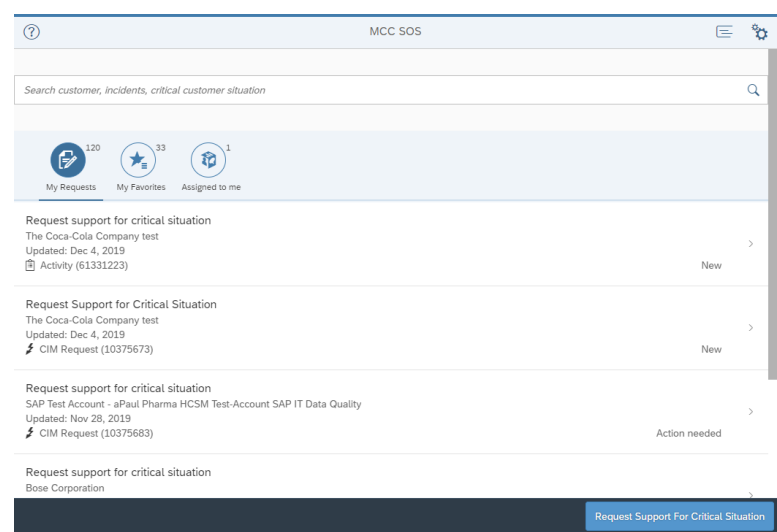
# Critical Incident Management Process

## Trigger

### Trigger

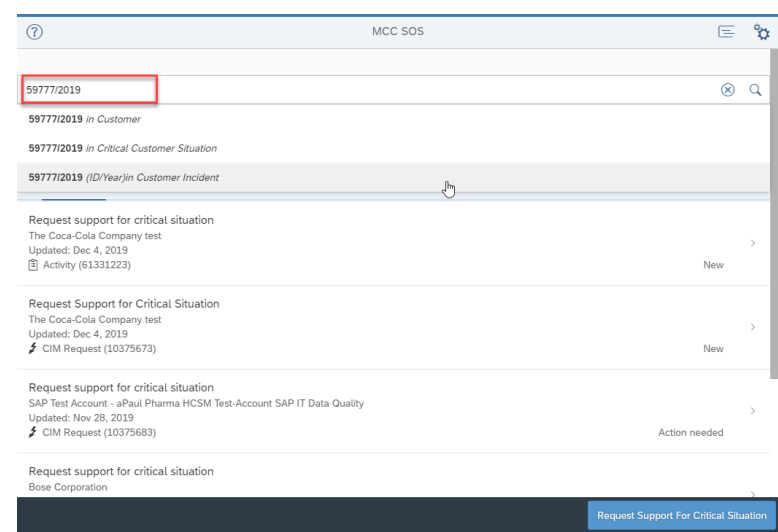
Option A: Trigger escalation of single customer case via case detail screen

#### Step 1: Search customer case



#### Step 1-1a

Open MCC SOS app.

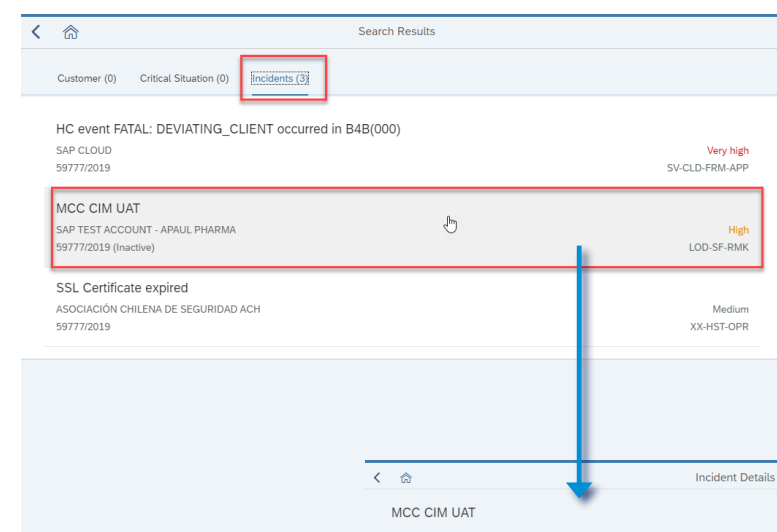


#### Step 1-2a

Search by customer incident number (most of the case) or by ServiceNow case ID.

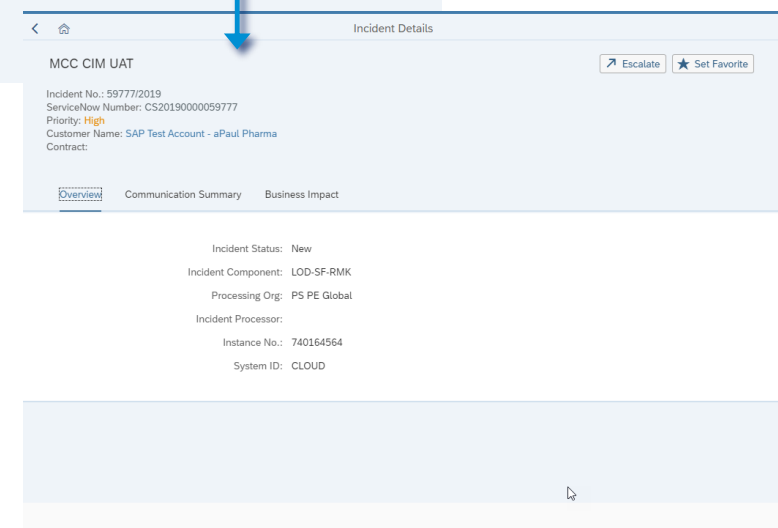
### Notes

When customer reports ticket via SAP Support Launchpad on a component in the scope of HCSM, a Case is created in ServiceNow. At the same time, an incident is also created in BCP. These 2 records are interconnected (ie: data is replicated following predefined rules). The BCP incident has its incident number. The ServiceNow case has its case ID as well as a SAP case number which is the same as the BCP incident number. In Support Launchpad, the ticket number is the SAP case number (ie: the BCP incident number).



#### Step 1-3a

Click on the incident or case from the result list to view the incident/case detail.



# Critical Incident Management Process

## Trigger

### Trigger

Option A: Trigger escalation of single customer case via case detail screen

### Step 2: Submit request to MCC

The screenshot shows the 'Incident Details' screen for an incident titled 'MCC CIM UAT'. The incident number is 59777/2019, and the priority is 'High'. The 'Escalate' button is highlighted with a red box. Below the incident details, there are tabs for 'Overview', 'Communication Summary', and 'Business Impact'. The 'Overview' tab is selected, showing incident status, component, processing org, processor, instance number, and system ID.

#### Step 2-1a

Click on “Escalate”

The screenshot shows the 'Request Support for Critical Customer Situation' form. The 'Customer No.' is 1208936 - SAP Test Account - aPaul Pharma. The 'Select Relevant Incidents' section shows '59777/2019 New MCC CIM UAT (CS2019000059777)'. The 'Business Impact' field is highlighted with a red box and contains the text: 'Inserted business impact from selected incidents: 59777/2019 From: 1032236-Hui Xu MCC CIM UAT 09.12.2019 04:20:36 This case is for MCC UAT.' The 'Request Reasons' section has four checkboxes: 'Assign processor to incident', 'Raise incident priority', 'Request support for critical situation', and 'Speed up incident'. The 'Request Title' field is highlighted with a red box and contains 'Request support for critical situation'. The 'Request Description' field is highlighted with a red box and is empty. The 'Submit' button is highlighted with a red box.

#### Step 2-2a

Fill in business impact, request reason and request descriptions . Adjust request title if needed.

The screenshot shows the 'Request Support for Critical Customer Situation' form. The 'Request Reasons' section has four checkboxes: 'Assign processor to incident', 'Raise incident priority', 'Request support for critical situation', and 'Speed up incident'. The 'Request Title' field contains 'Request support for critical situation'. The 'Request Description' field is empty. The 'Submit' button is highlighted with a red box.

#### Step 2-3a

Submit request to MCC

The screenshot shows the 'Request Support for Critical Customer Situation' form with a success message dialog box. The dialog box contains the text: 'Success Created Successfully: 0010375722 We will review your request and respond to you within 4 hours.' The 'OK' button is highlighted with a red box. The 'Request Title' field contains 'Request support for critical situation'. The 'Request Description' field contains 'This is for MCC HCSM UAT'.

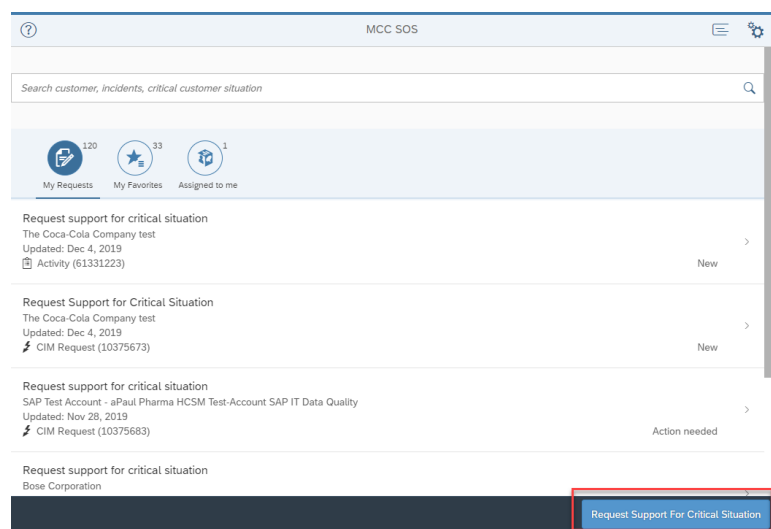
# Critical Incident Management Process

## Trigger

### Trigger

Option B: Trigger escalation via “Request Support for Critical Situation”

#### Step 1: Search customer case

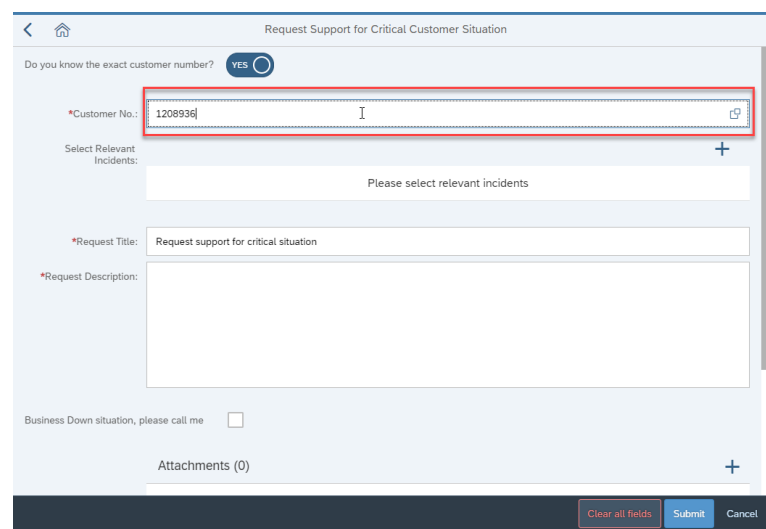


#### Step 1-1b

Open MCC SOS app

#### Step 1-2b

Click on “Request Support for Critical Situation”

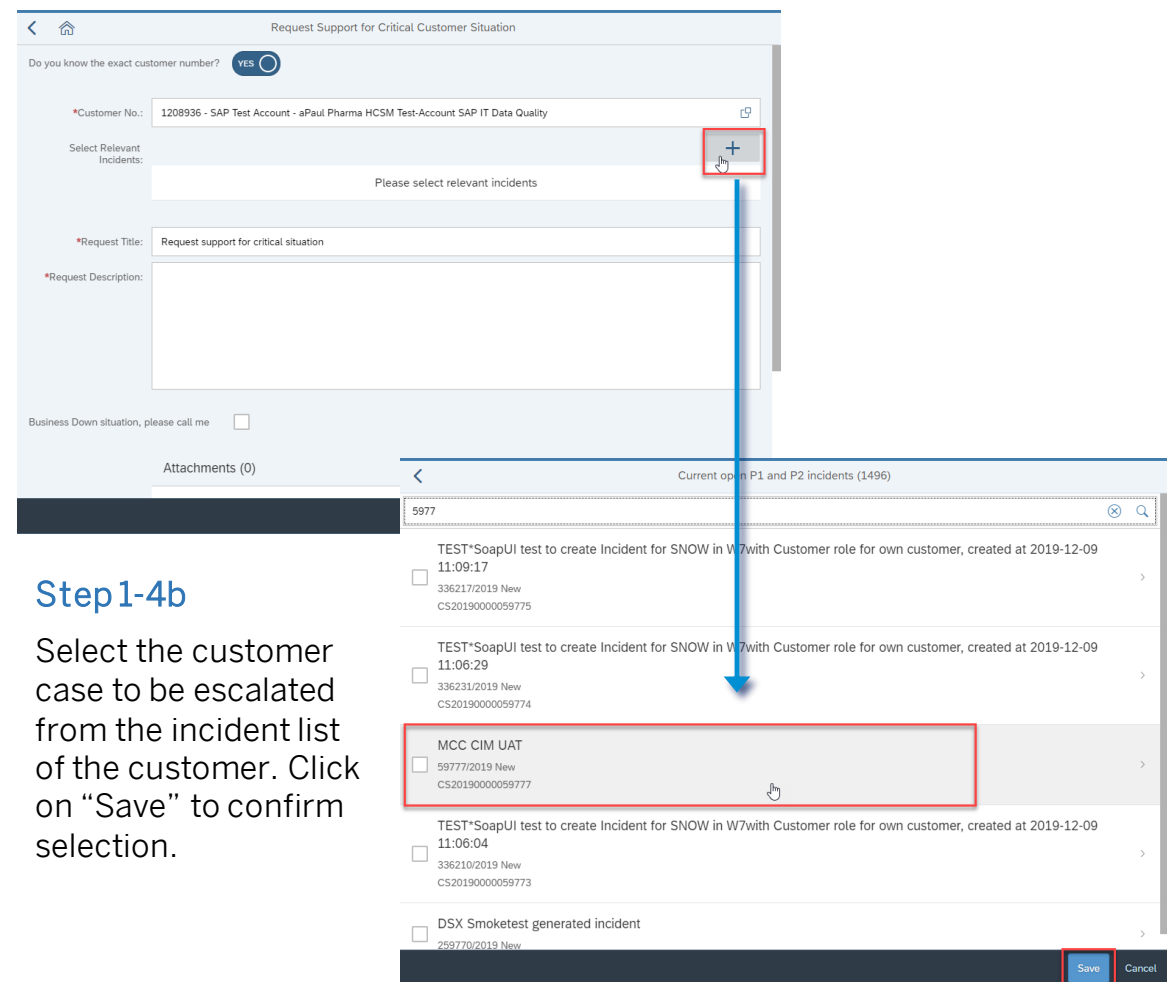


#### Step 1-3b

Select Customer.

Option 1: Input customer ERP number directly

Option 2: Search using customer name or ERP number or BP number.



#### Step 1-4b

Select the customer case to be escalated from the incident list of the customer. Click on “Save” to confirm selection.



# Critical Incident Management Process

## Trigger

### Trigger

Option B: Trigger escalation via “Request Support for Critical Situation”

### Step 2: Submit request to MCC

Request Support for Critical Customer Situation

Do you know the exact customer number? YES

\*Customer No.: 1208936 - SAP Test Account - aPaul Pharma

Select Relevant Incidents:

59777/2019 New  
MCC CIM UAT (CS2019000059777)

\*Business Impact: Inserted business impact from selected incidents:  
59777/2019  
From: I032236-Hui Xu  
MCC CIM UAT  
09.12.2019 04:20:36  
This case is for MCC UAT.

Request Reasons:

☐ Assign processor to incident  
☐ Raise incident priority  
☐ Request support for critical situation  
☐ Speed up incident

\*Request Title: Request support for critical situation

\*Request Description:

Clear all fields Submit Cancel

#### Step 2-1b

Fill in business impact, request reason and request descriptions . Adjust request title if needed.

Request Support for Critical Customer Situation

This case is for MCC UAT.

Request Reasons:

☐ Assign processor to incident  
☐ Raise incident priority  
☐ Request support for critical situation  
☐ Speed up incident

\*Request Title: Request support for critical situation

\*Request Description:

Business Down situation, please call me ☐

Clear all fields Submit Cancel

#### Step 2-2b

Submit request to MCC

Request Support for Critical Customer Situation

MCC CIM UAT (CS2019000059777)

\*Business Impact: Inserted business impact from selected incidents:  
59777/2019  
From: I032236-Hui Xu  
MCC CIM UAT  
09.12.2019 04:20:36  
This case is for MCC UAT.

Request Reasons:

☐ Assign processor to incident  
☐ Raise incident priority  
☐ Request support for critical situation  
☒ Speed up incident

\*Request Title: Request support for critical situation

\*Request Description: This is for MCC HCSM UAT

Success  
Created Successfully: 0010375722  
We will review your request and respond to you within 4 hours.

Clear all fields Submit Cancel

# Critical Incident Management Process

## Trigger

### Trigger

How to check if a customer case has already a CIM Service Request created?

After a CIM request is created by an SAP employee via the MCC SOS app –

- The **CIM Service Request ID** is stored in the “**Related Records**” section of the customer case.
- The “**MCC SOS Service Request**” option appears in the “**UI Actions**” menu list. Clicking this option opens the respective CIM Service Request in the MCC SOS app.
- The **related BCP incident** (the replication of the ServiceNow case) also has the same **CIM Service Request ID** stored in “**Related Incidents**” assignment block.

The screenshot shows the SAP ServiceNow interface for a customer case. The case ID is CS20190000056358. The case is titled "MCC CIM UAT" and has a priority of 2 - High. The customer contact is Alexandra Paul. The case is assigned to Hui Xu. The "Related Records" section shows a CIM Service Request ID of 0010375722. The "UI Actions" menu is open, showing the "MCC SOS Service Request" option.

The screenshot shows the SAP Customer Support System interface for a chat incident. The incident ID is 59777 / 2019 / MCC CIM UAT / SAP Delivered Support (EUDP). The incident is titled "Cloud Incident. Please click here to follow the Cloud Process." and has a status of "Sent to S...". The "Related Incidents" table shows a list of incidents, including the CIM Service Request ID 0010375722.

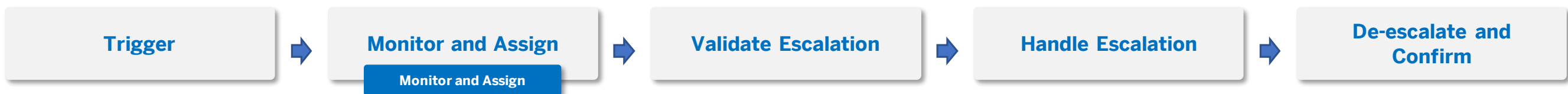
### Notes

One CIM Service Request is linked to both the ServiceNow case and the respective BCP incident.

# Critical Incident Management Process

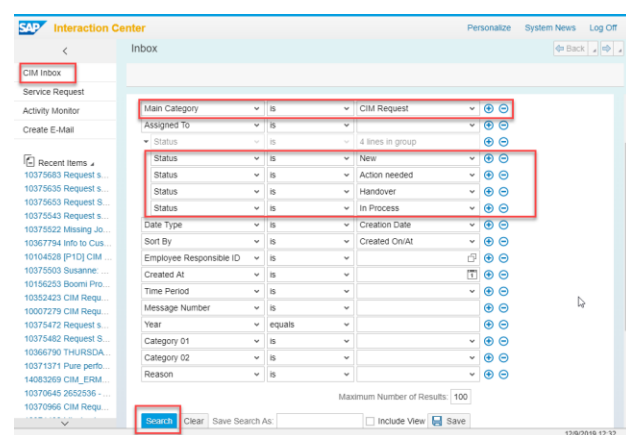
At a Glance

## Critical Incident Management Process



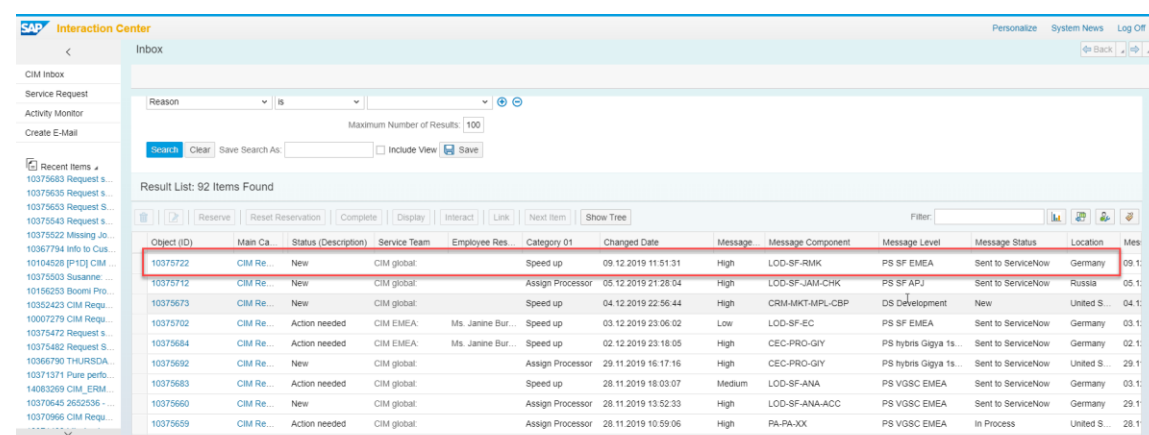
### Purpose

The MCC CIM Manager on Duty (MoD) is responsible for monitoring and processing the critical customer ticket escalations.



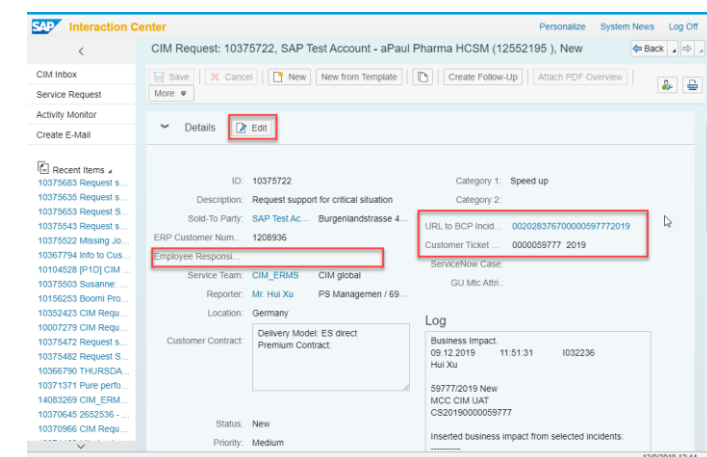
### Step1

Access the [CIM Inbox](#) in ICP. Search CIM Service Requests with predefined variant.



### Step2

In the result list, monitor and pick up CIM Service Requests following predefined processes.



### Step3

Open the CIM Service Request from the result list. Set "**Employee Responsible**" to assign the Service Request (self-assignment or assign to other MOD).

# Critical Incident Management Process

At a Glance



## Critical Incident Management Process



### Purpose

The MCC CIM Manager on Duty (MoD) is responsible for processing of the critical customer Case escalation. Decision will be made to proceed with approval or rejection of service request as critical case. If the service request is approved by the CIM MoD and the case require an Escalation Flag to be set, the MoD creates the Escalation record for the specific Case in ServiceNow.

### Validate Escalation

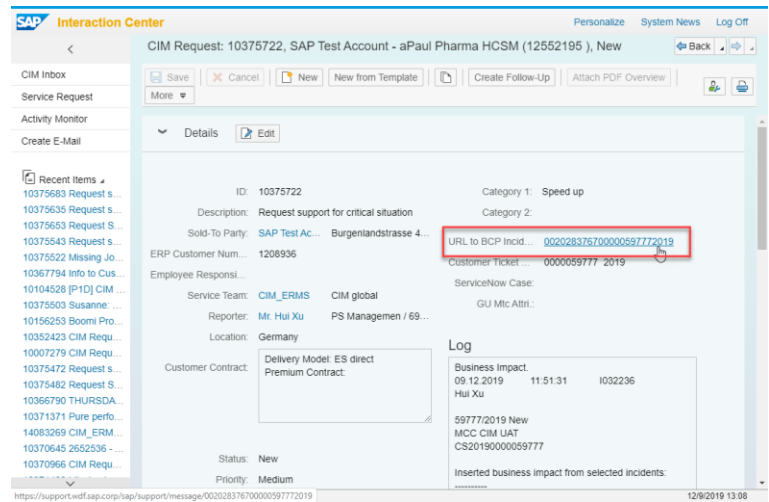
- Step 1** Check the request carefully (follow current CIM process)
- Step 2** Check the customer ticket (ServiceNow case or BCP Incident depends on which system is active).
- Step 3** Judge the request and document the decision in CIM Service Request. Update the requester the decision and action plan. (follow current CIM process)
- Step 4** If the situation is critical and an escalation flag needs to be set, create Escalation Record for the specific case in ServiceNow.

# Critical Incident Management Process

## Validate Escalation

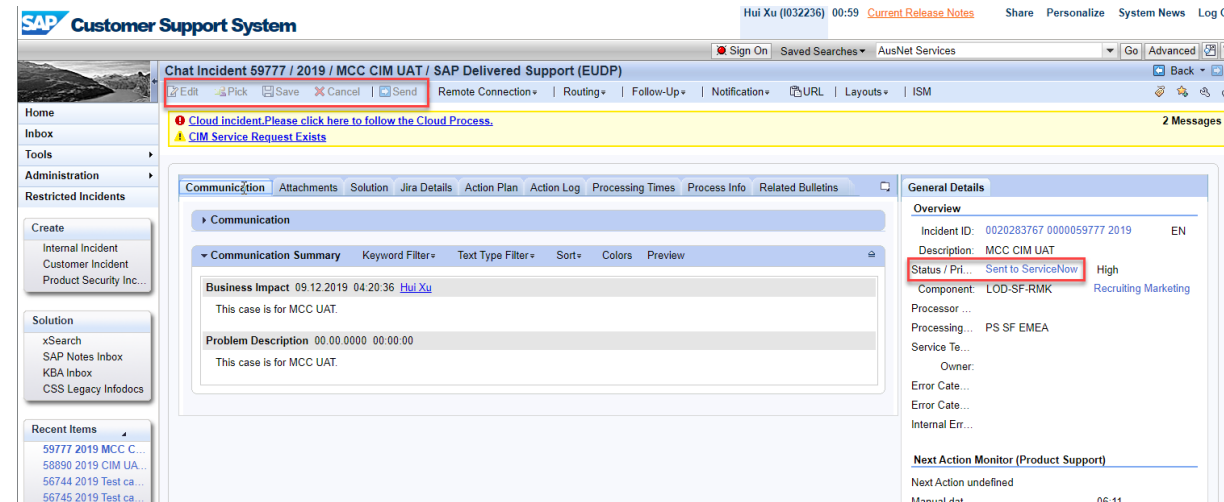
### Validate Escalation

**Step 2: Check the customer ticket (ServiceNow case or BCP Incident depends on which system is active).**



#### Step 2-1

Open the BCP incident from the URL in the CIM Service Request.



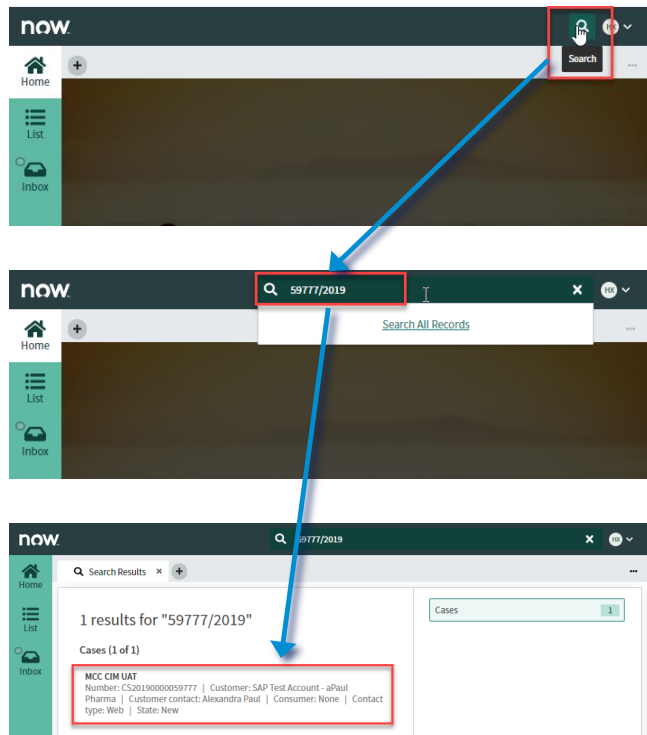
#### Step 2-2

For P1 incident, check the Q&D judgment in Critical Customer Situation tab and verify if the incident is already in Business Down Management (BDM).

If the incident is sent to ServiceNow (ie: ServiceNow is the active system), you will see 2 indicators.

1. The BCP incident is **inactive** and is not able to be edited.
2. The status of the incident is **"Sent to ServiceNow"**

Click on the **hyperlink of "Sent to ServiceNow"** to open the respective customer case in ServiceNow.



Alternatively, it is also possible to open the Service Now case using BCP incident number via the **Global Search** function in ServiceNow. Click on the **Case** from the result list.

Click on the URL below to open the **ServiceNow Agent Workspace** in your browser.

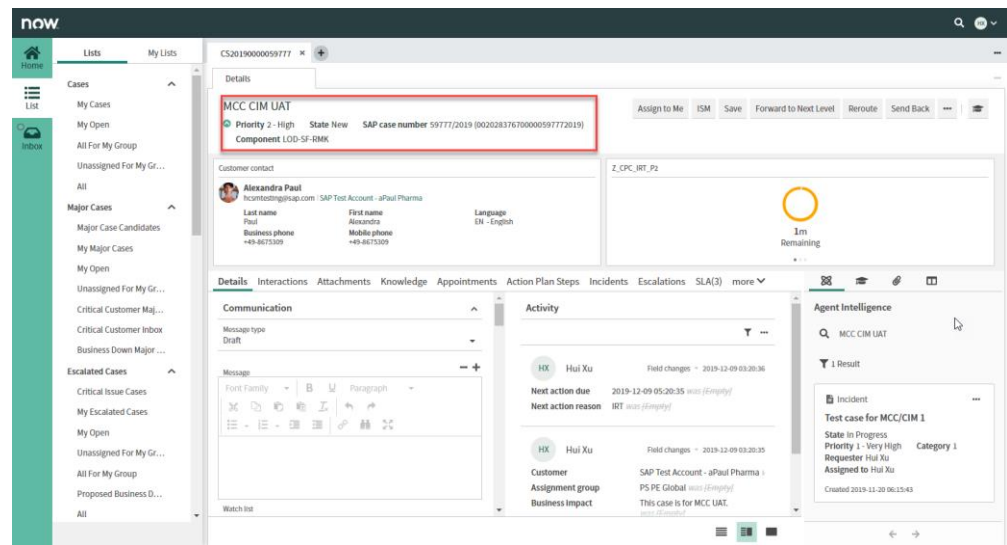
<https://itsm.services.sap/workspace>

# Critical Incident Management Process

## Validate Escalation

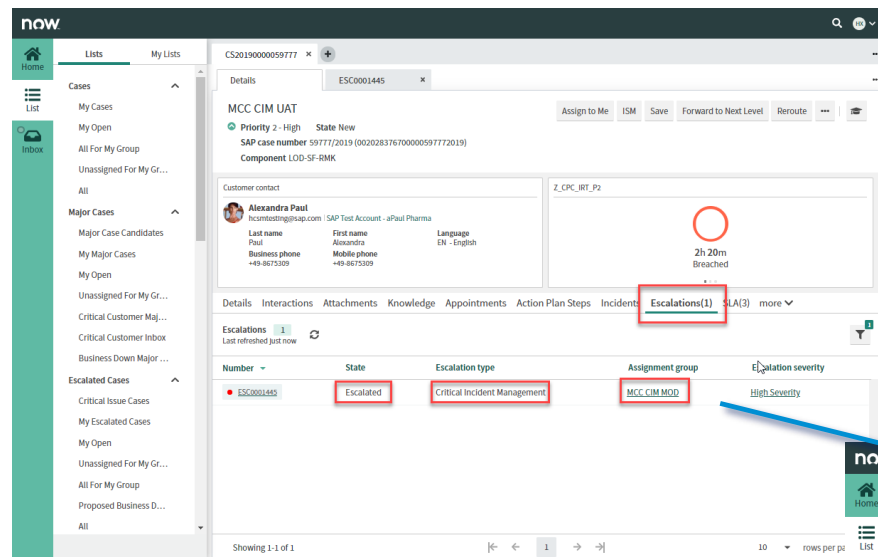
### Validate Escalation

**Step 2: Check the customer ticket (ServiceNow case or BCP Incident depends on which system is active).**



### Step 2-3

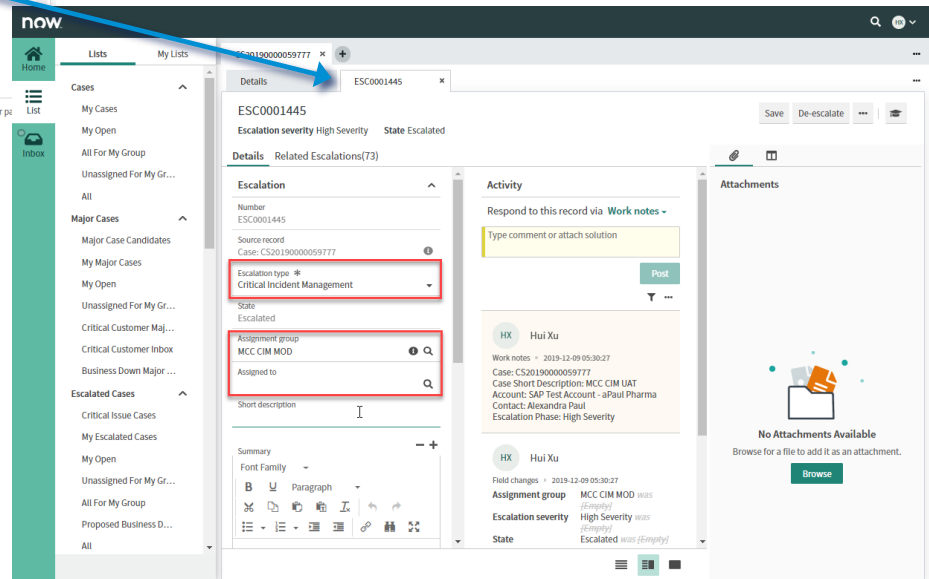
Check the customer case in ServiceNow.



### Step 2-4

Check in “Escalations” assignment block of the ServiceNow case if the ServiceNow case has already escalation record created.

If there is/are already escalation record(s) for the ServiceNow case, check if anyone of them has state “Escalated”. If yes, it means that the case is already being managed by MCC. Check the “Assignment Group” and “Escalation Type” to identify which team is in charge of the escalation of this case. Get in touch with the responsible team/person to align on next steps.



### Notes

One ServiceNow case can have multiple escalation records, but only one can be in state “Escalated”. After a critical situation is de-escalated, the escalation record of the ServiceNow can be closed. If the situation becomes critical and needs to be escalated again, a new escalation record should be created (not to reopen an existing escalation record).

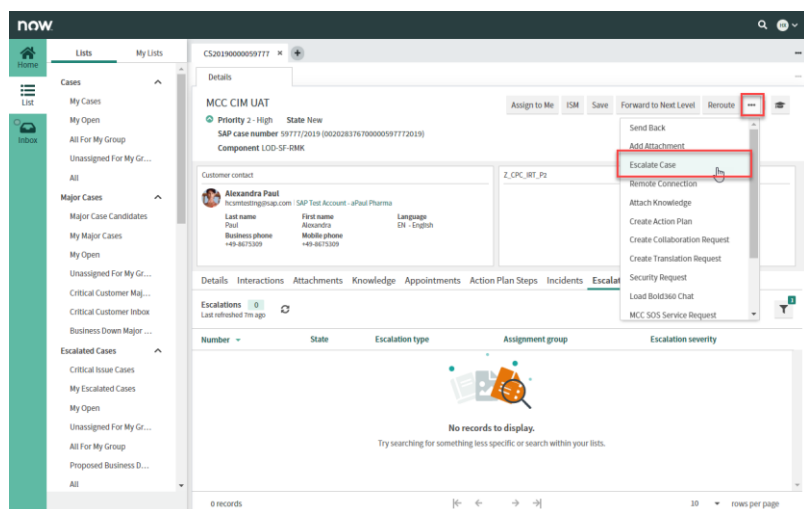


# Critical Incident Management Process

## Validate Escalation

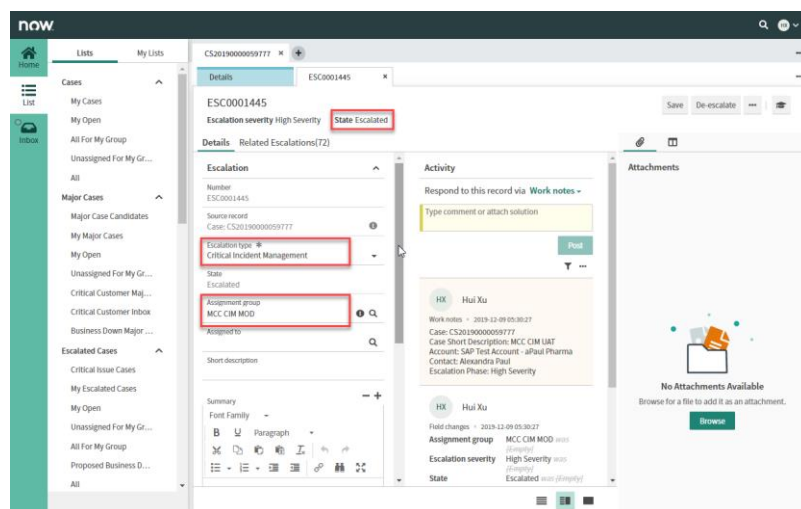
### Validate Escalation

**Step 4: If the situation is critical and an escalation flag needs to be set, create Escalation Record for the specific case in ServiceNow.**



#### Step 4-1

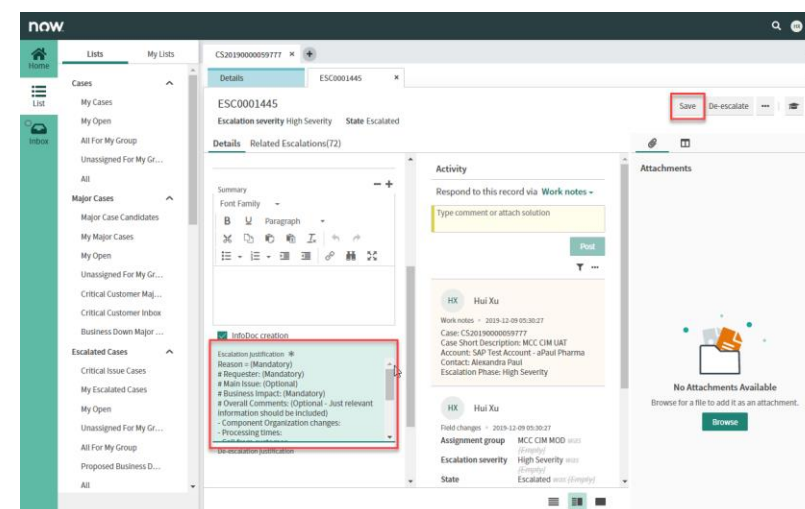
Click on 'Escalate Case' from the "UI Action" menu list.



#### Step 4-2

Confirm that following fields are set (automatically) as follows.

- Escalation Type = Critical Incident Management
- Assignment group = MCC CIM MOD

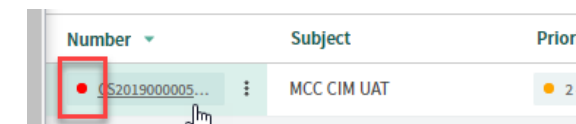


#### Step 4-3

Copy the judgement summary that is documented in the CIM Service Request in previous Step 3, paste it to mandatory field "Escalation Justification", click on "Save" button to save the escalation record.

Confirm that the escalation is created successfully from ServiceNow case -> "Escalation" tab.

In Case list, the cases with active escalation record has a red dot.

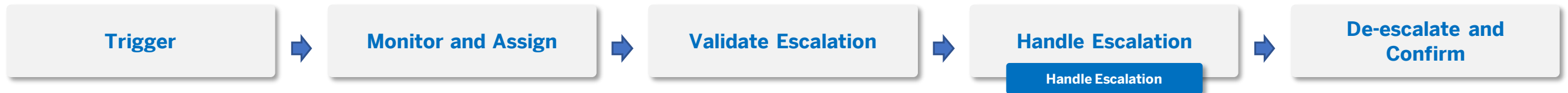


# Critical Incident Management Process

At a Glance



## Critical Incident Management Process



### Purpose

The MCC CIM Manager on Duty (MoD) coordinates efforts, summarizes ongoing situation, and define a list of actions so that necessary next steps and impact can be evaluated for proper handling. Active communicate and update to the requester and all involved parties.

### Handle Escalation

Follow current CIM Process.

#### During escalation handling -

- It may happen that an escalated ServiceNow case is forwarded to a component which is still being handled in BCP. In such a case, the case becomes inactive and the BCP incident becomes the active object for issue resolution. The escalation flag of the BCP incident needs to be set (if not set yet) to reflect the escalation status of the critical situation.
- It may also happen that an escalated BCP incident is forwarded to a component which is already migrated to ServiceNow. In such a case, the BCP incident becomes inactive and the ServiceNow case becomes the active object for issue resolution. An escalation record needs to be created on the ServiceNow case (if not yet created) to reflect the escalation status of the critical situation.



# Critical Incident Management Process

At a Glance

## Critical Incident Management Process



### Purpose

The MCC CIM Manager on Duty (MoD) communicates steps taken and resolution to the Case processor and involved parties until the criticality has been solved and situation is de-escalated.

### De-escalate and Confirm

**Step 1** Once the criticality is resolved, close the CIM Service Request following the current CIM process.

**Step 2** Open the case in ServiceNow, fill in justification (copy and paste the document in CIM Service Request for request closure in step 1) for de-escalating the situation in the field “De-escalation Justification”. Click on the **De-escalate** button from the UI Actions menu list, moving Escalation record to state **closed**.

The first screenshot shows the 'De-escalate Case' action in the UI Actions menu. The second screenshot shows the 'De-escalate Case' dialog box with the 'De-escalation Justification' field highlighted. The third screenshot shows the 'Escalations' table with the 'State' field set to 'Closed'.

Number	State	Escalation type	Assignment group	Escalation severity
ESC001445	Closed	Critical Incident Management	MCC CIM MOD	High Severity

# Change Log

**What is a change log?**  
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

**Hui Xu, Shanghai**  
Process owner

## Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Hui Xu	December 16, 2019	▪ Initial document	Released