

Assign an Incident

At A Glance

Incident Management Process



Purpose

A Incident is assigned to the appropriate Development and Operations team based on the skillsets and resource capability to make sure that the issue is taken care of as soon as possible.

Assign a Incident

Option A: Assign an Incident to yourself

- 1a Monitor the Incident list for unassigned Incident
- 1b Assign the selected Incident to yourself

Option B: Assign an Incident to another Support Engineer

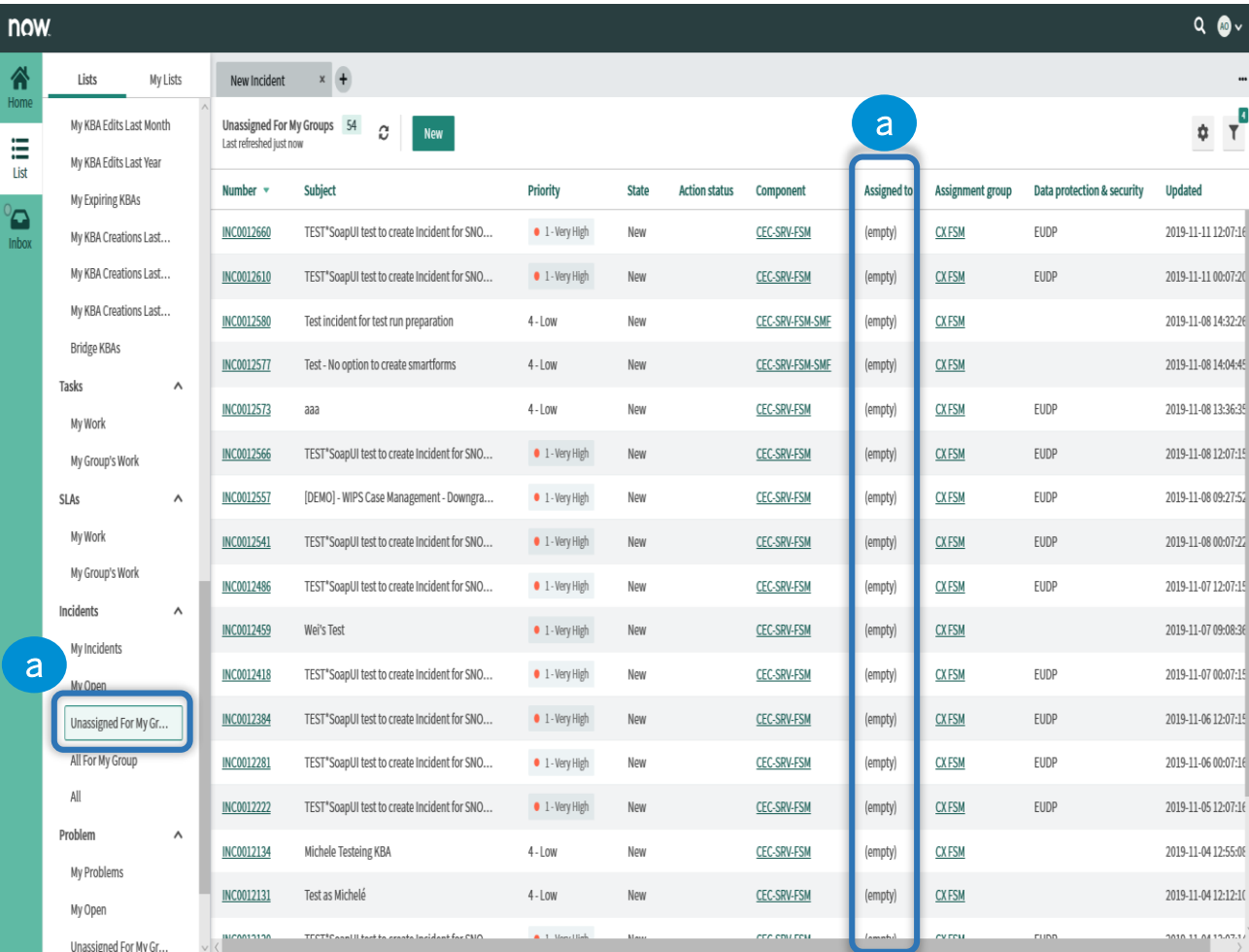
- 1a Monitor the Incident list for unassigned Incident
- 1b Manually assign the Incident to the appropriate processor

Assign an Incident

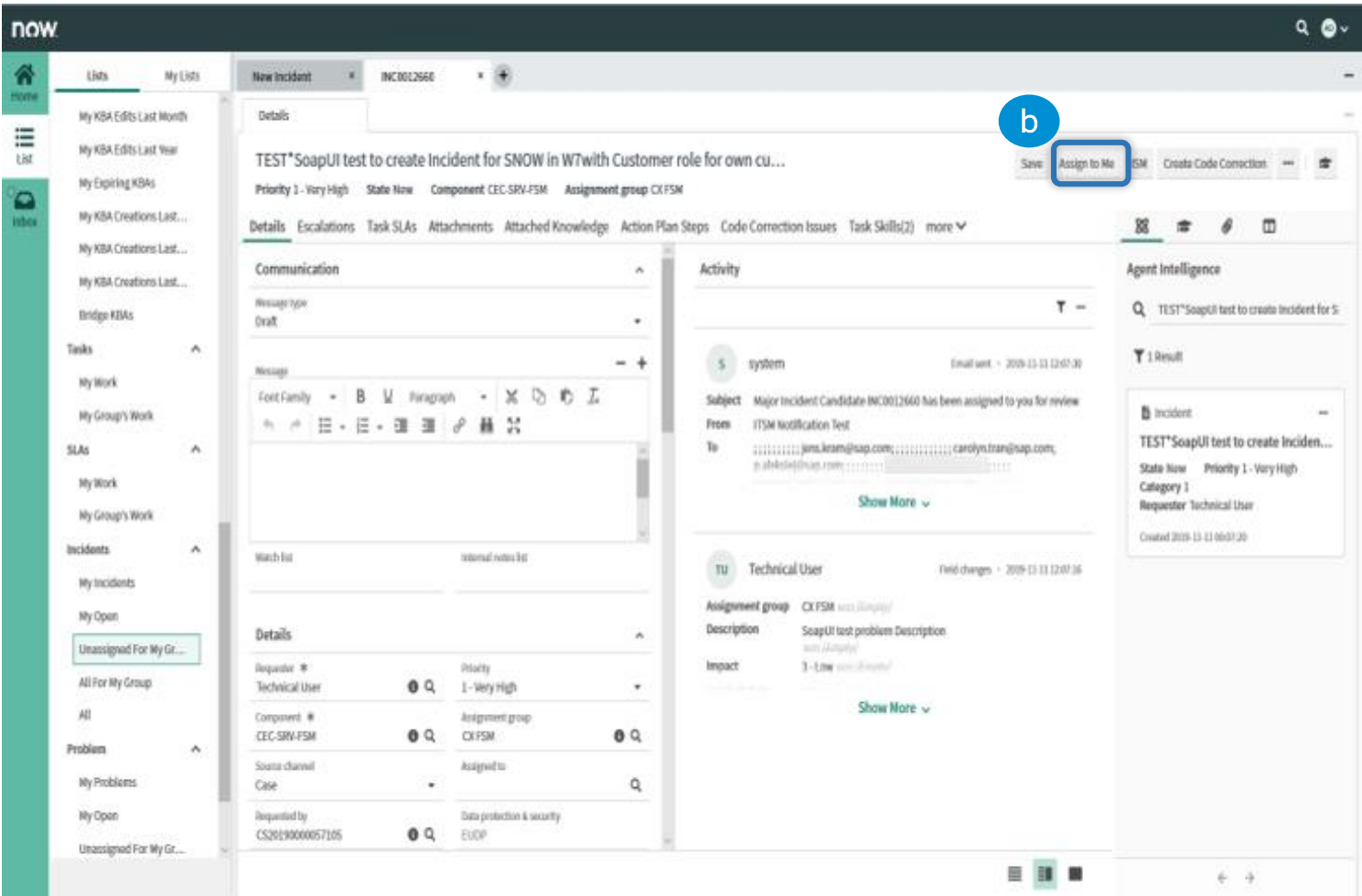
Incident Management

Option A: Assign an Incident to yourself

- 1a Monitor the Incident list for unassigned Incident
- Navigate to Incident – Unassigned for my group
- Notice Assigned to is (empty)



- 1b Assign the selected Incident to yourself
- Click on Assign to Me button



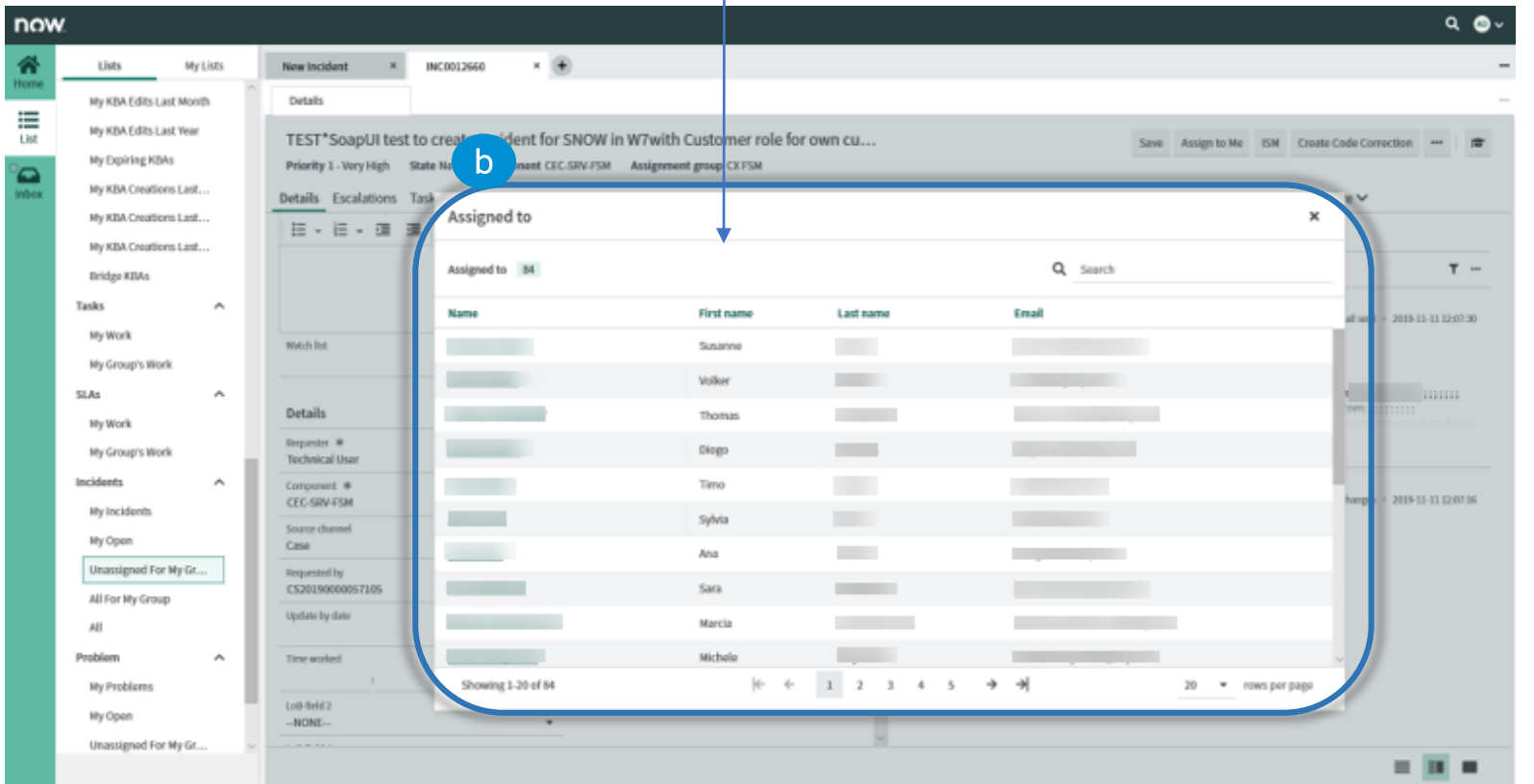
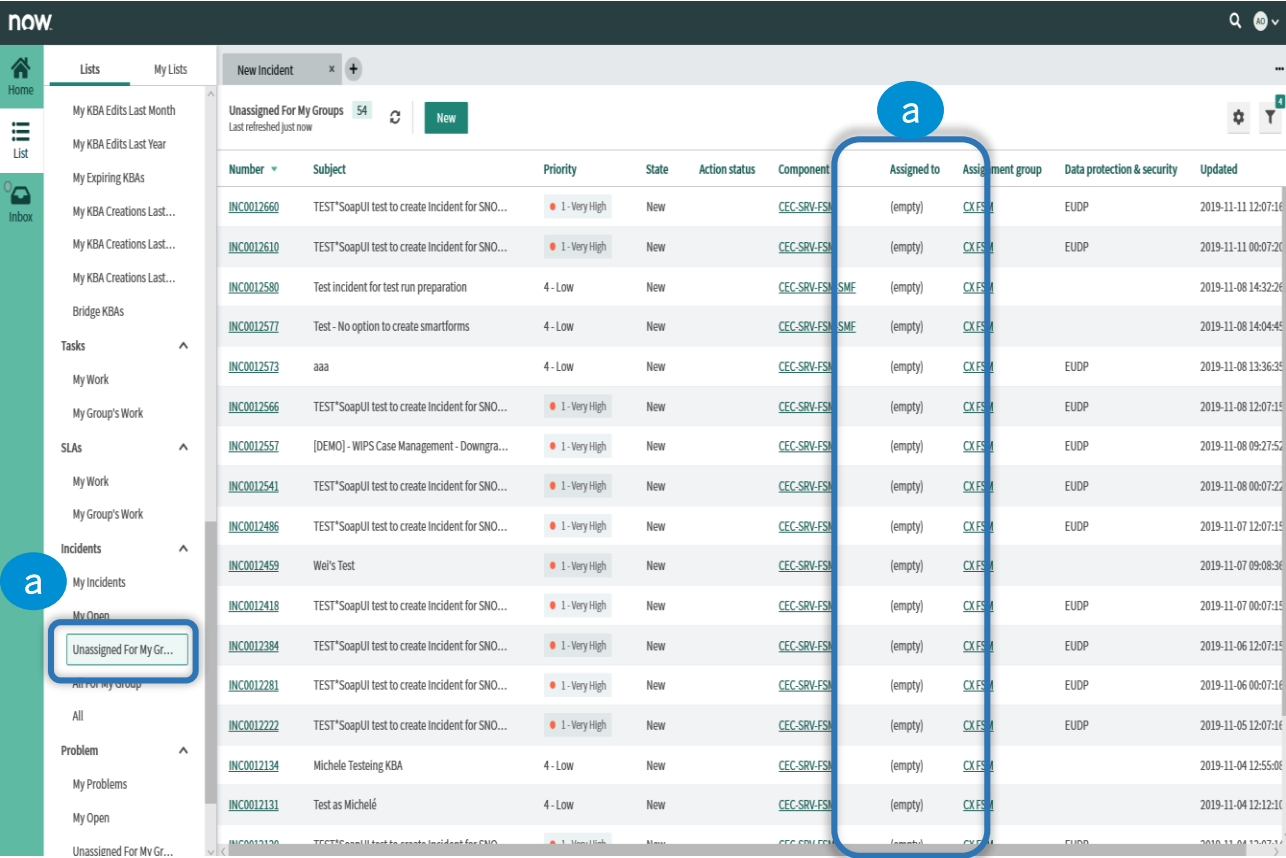
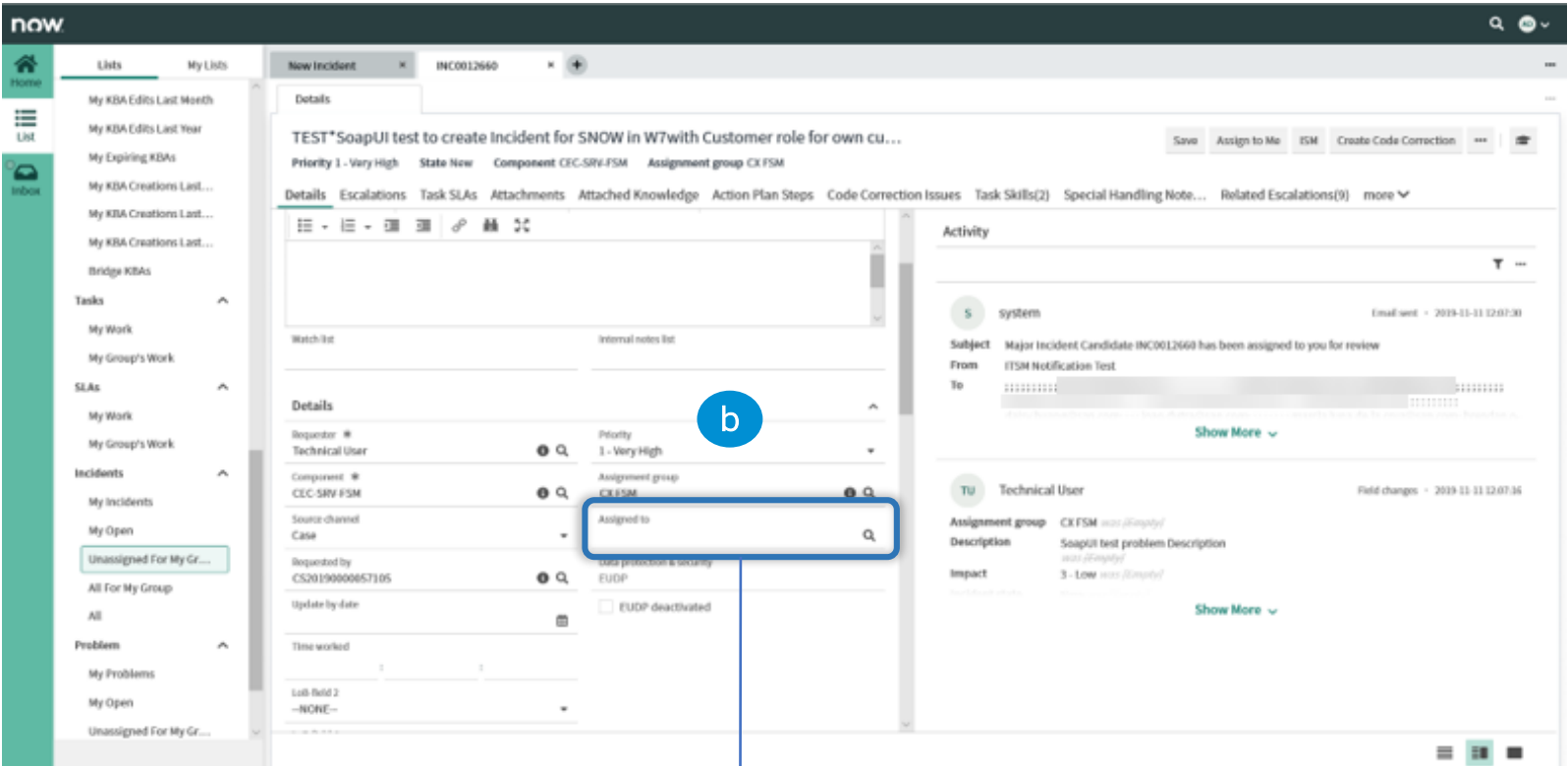
Assign an Incident

Incident Management

Option B: Assign a Incident to another Support Engineer

1a Monitor the Incident list for unassigned Incident
Navigate to Incident – Unassigned for my group
Notice Assigned to is (empty)

1b Manually assign the Incident to the appropriate processor
Select person to assign incident to



Log an Incident

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

Blanca Serrano, [Madrid](#)
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Anthony Orr	November 10, 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released