Provide Resolution

At A Glance

Incident Management Process

Log an Incident → Categorize a Incident → Investigate and Diagnose → Resolve and Recover → Validate and Close

Provide Resolution

Purpose

The Incident Processor provides the resolution to the requestor in order to rectify the issue that has been identified. The recovery can be performed either by IT support staff or by providing the requestor with a set of instructions to follow.

The incident Processor should also update the Knowledge Database whenever possible to improve organizational learning experience and allow others to know how to deal with issues that have previously been resolved and documented.

Resolution Note Handling

If the Incident has any related Incident and/or Problem record, the record with the latest resolution always overwrites the Incident record's Resolution note field.

Previous resolution information in the Incident is saved and displayed in the Activity Stream of the Incident.

1. Test the Resolution (if necessary)

1a Test the resolution provided

1b Validate whether the resolution can recover the impacted services

Scenario 1: Testing is successful for Cloud product

Create Change record to implement the resolution (future release)

Scenario 2: Testing is successful for On-Premise product

Provide the resolution directly to requestor

Scenario 3: Testing is NOT successful

Repeat the investigation and diagnosis process until the testing is successful (Link to WIPS Investigate and diagnose)

> **Notes**
>
> Testing is done outside of Service Now product.
> When complete perform step 2 within Service Now.

2. Provide the Resolution and Inform Requestor

1a Document the resolution in the Incident

1b Update the resolution information of the Incident

1c Add and finalize additional information relevant for the resolution

1d Send the resolution to the requestor

3. Create code correction (if applicable)

1a Create code correction
See JIRA instructions
1b Check for code correction

4. Update Knowledge Database (if applicable)

Scenario 1: No related KBA found

See WIPS entry for Create a KBA

Scenario 2: Relevant KBA found but requires update

See WIPS entry for Update a KBA

> **Notes**
>
> The Knowledge Database can be updated at any stage of the Incident Management process.

2. Provide the Resolution and Inform Requestor

Incident Management

Finalize Record Information

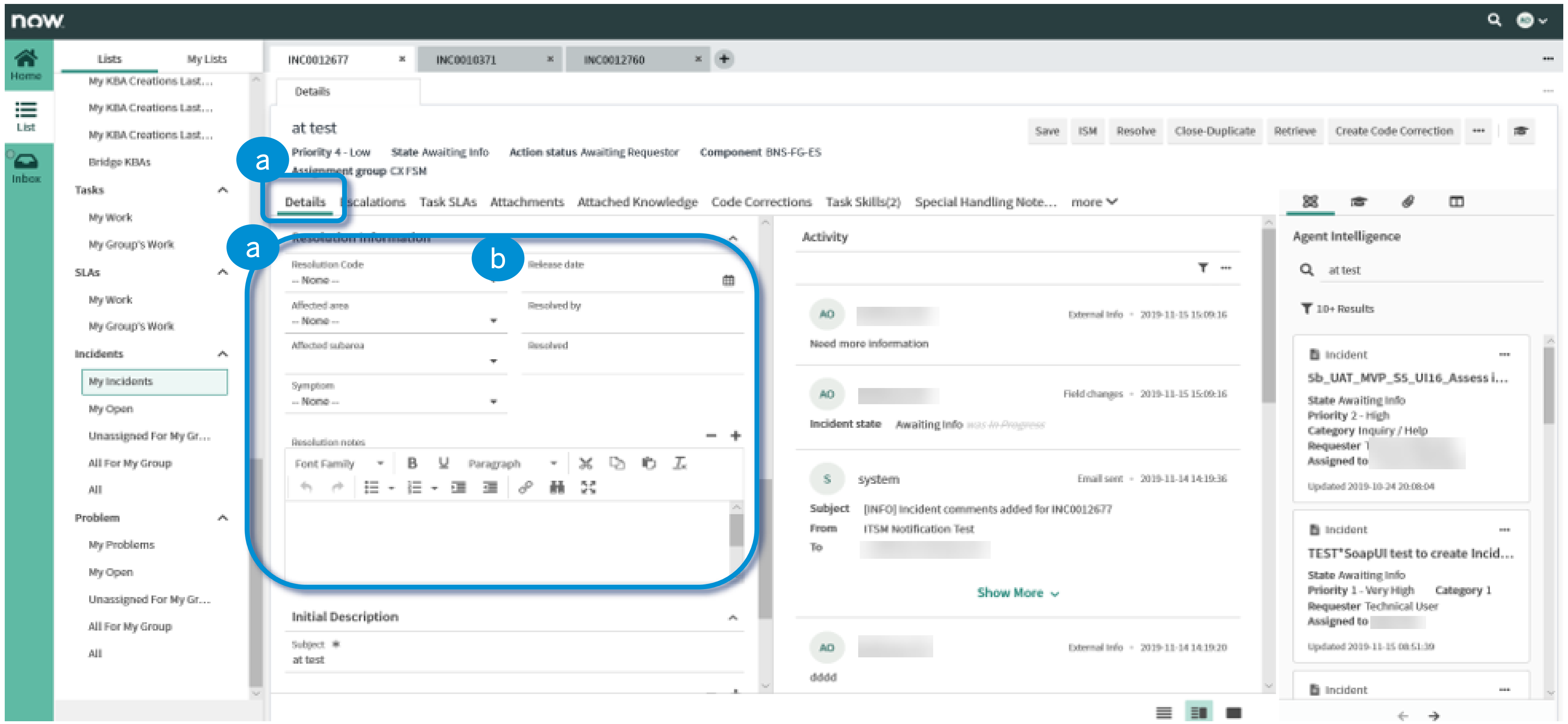
1a Document the resolution in the Incident

From Incident Record, Click on Details tab and scroll down to Resolution information

Enter resolution information

1b Select and update relevant resolution information

- Resolution code
- Release date
- Affected area
- Affected subarea
- Symptom
- Resolution notes



Notes

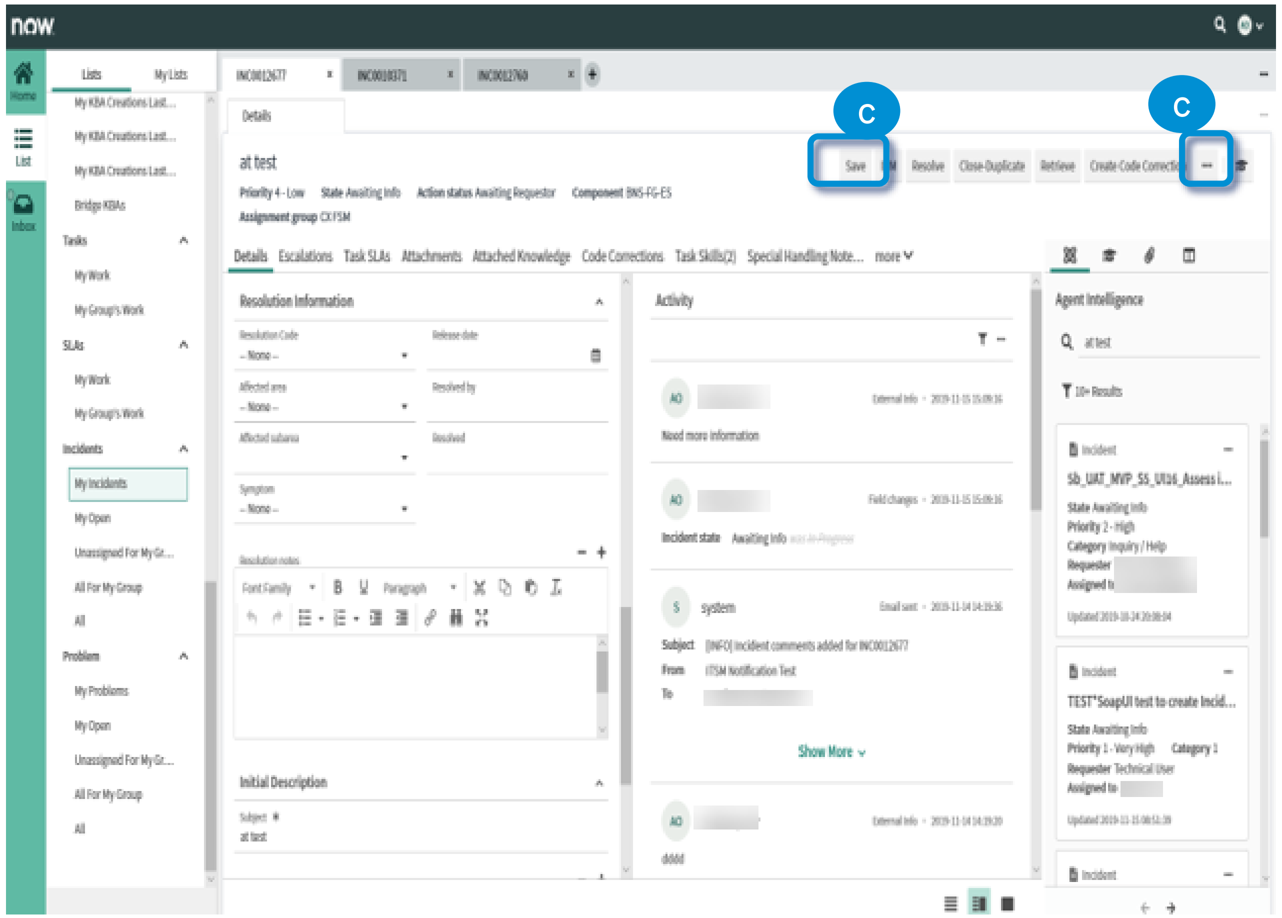
Select the Add resolution notes to the comments checkbox in order to copy the value in the Resolution notes directly to the Additional Comments field so that these notes are sent to the requestor

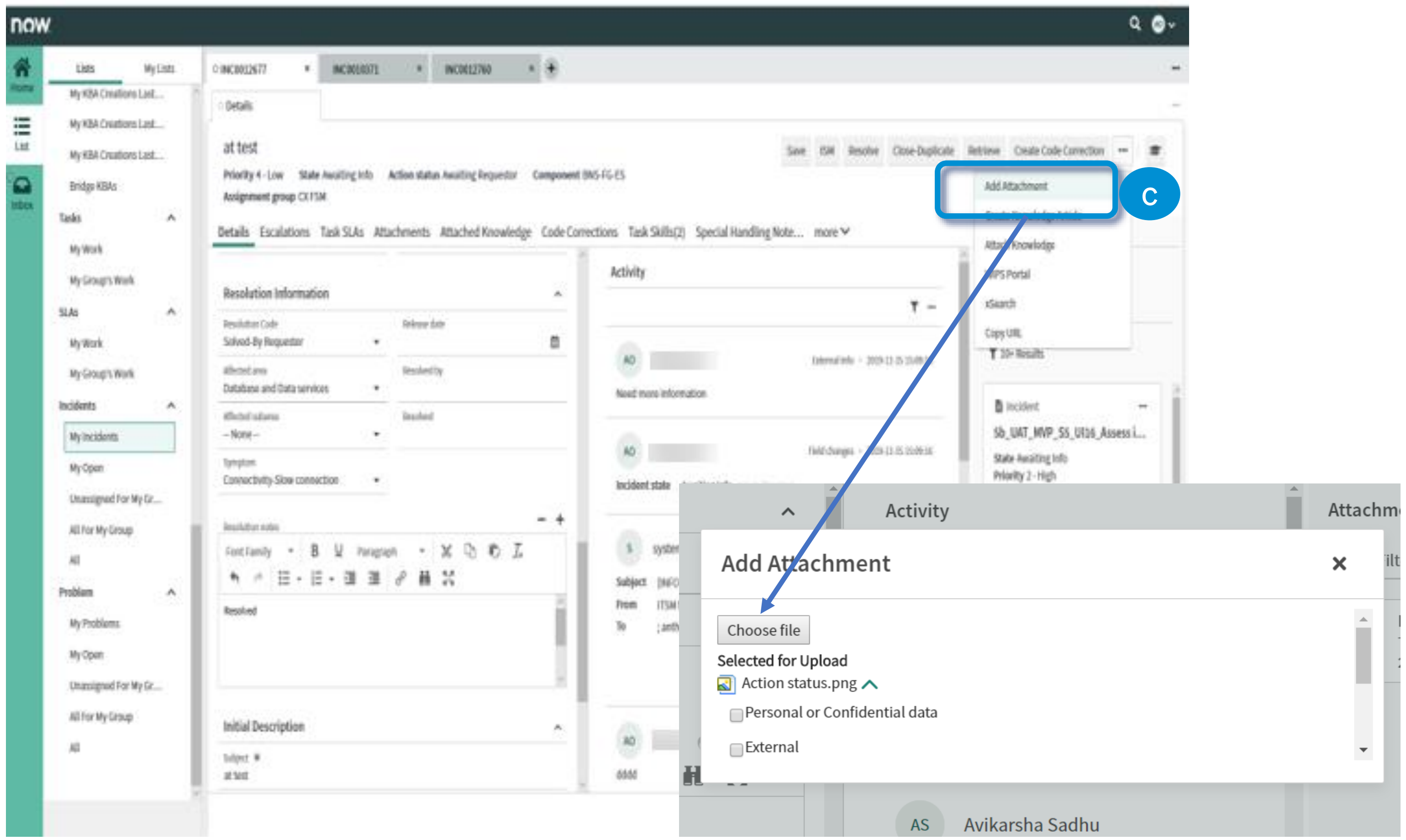
Finalize Record Information

1c Add and finalize additional information relevant for the resolution

Click on (...), select add attachments (if necessary)
- Choose File
- Categorize the file with Personal or Confidential data if necessary
- Check "External" if you want to share with the requestor

Save changes





2. Provide the Resolution and Inform Requestor

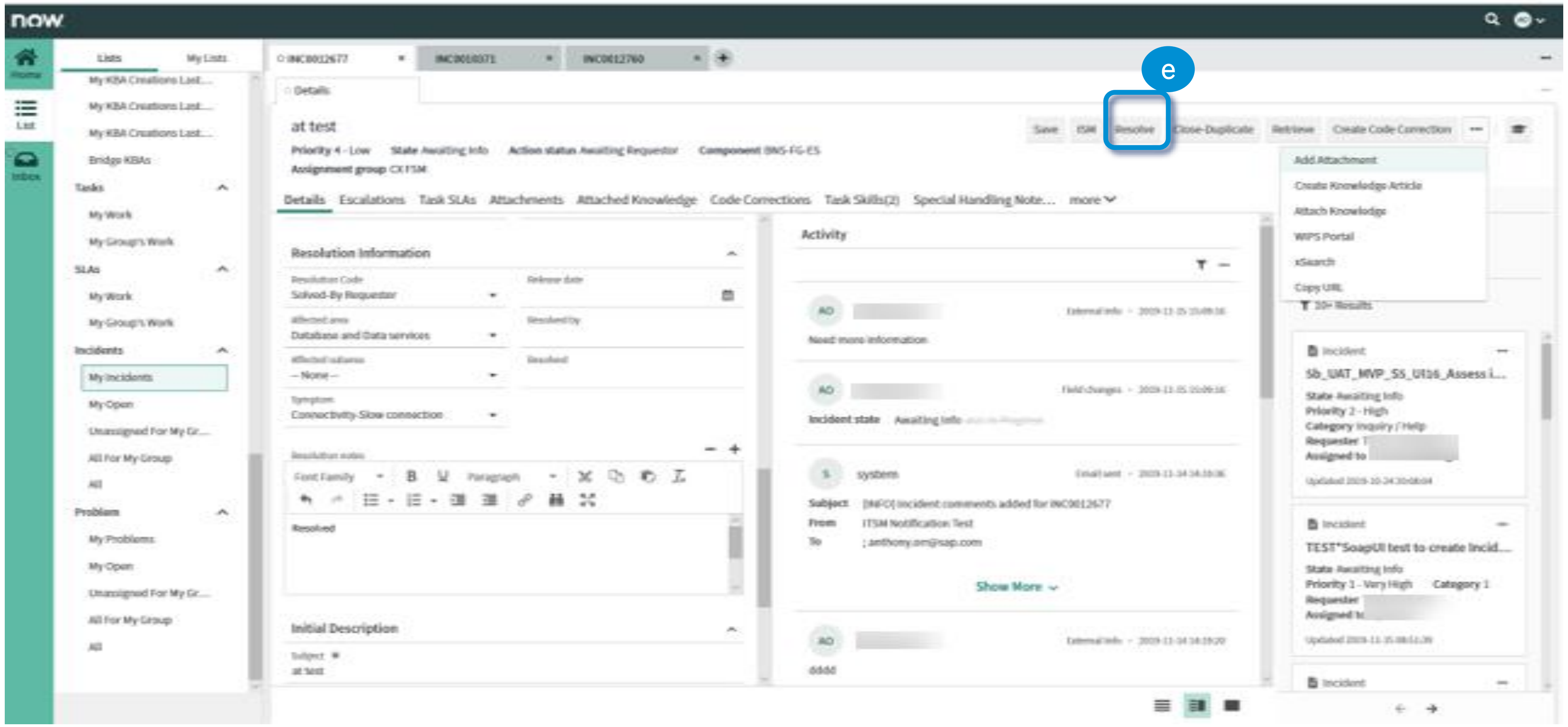
Incident Management

Finalize Record Information

1d Send the resolution to the requestor

From the Incident window click the resolve button

The Incident record state changes to Resolved
and an email is set to requestor for approval or rejection of resolution



Notes

After email is sent requestor can accept solution which will change case State to closed. If requestor does not accept solution Sate is change back to In Progress.

If there is a case involved, the resolution notes are replicated into the Resolution notes of the case. Incident status changes to Resolved, Case status changes to In progress so the requester can also see that the Incident has been resolved

3. Create code correction (If applicable)

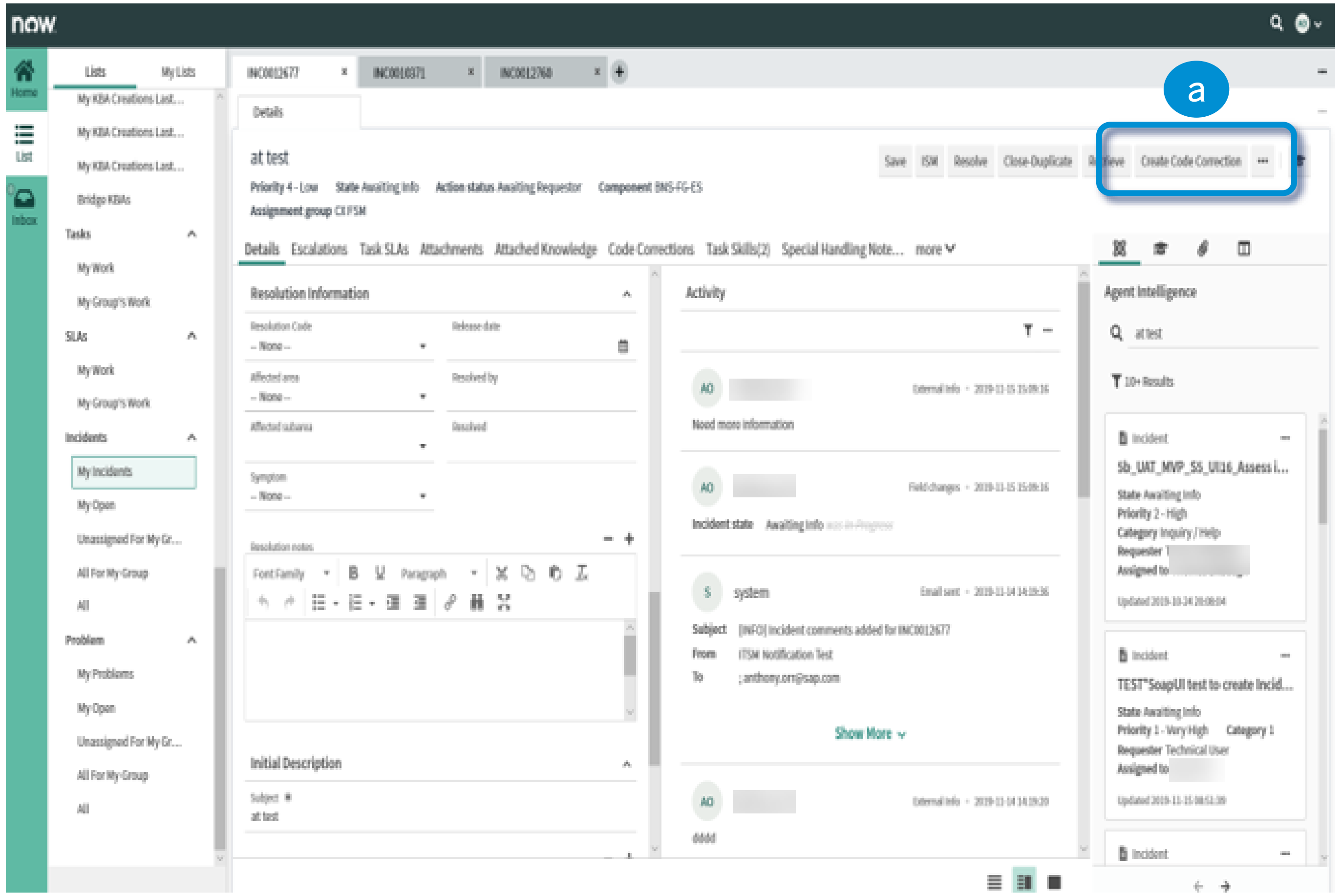
Incident Management

Create code correction

1a Create code correction

From the Incident window click the create code correction

A new window will launch taking you to JIRA for code correction creation



Notes

There is a two-way integration between ServiceNow, JIRA and similar tools (with the exception of Target Process). Updates made will be pushed to the corresponding record on JIRA, and vice versa

3. Create code correction (If applicable)

Incident Management

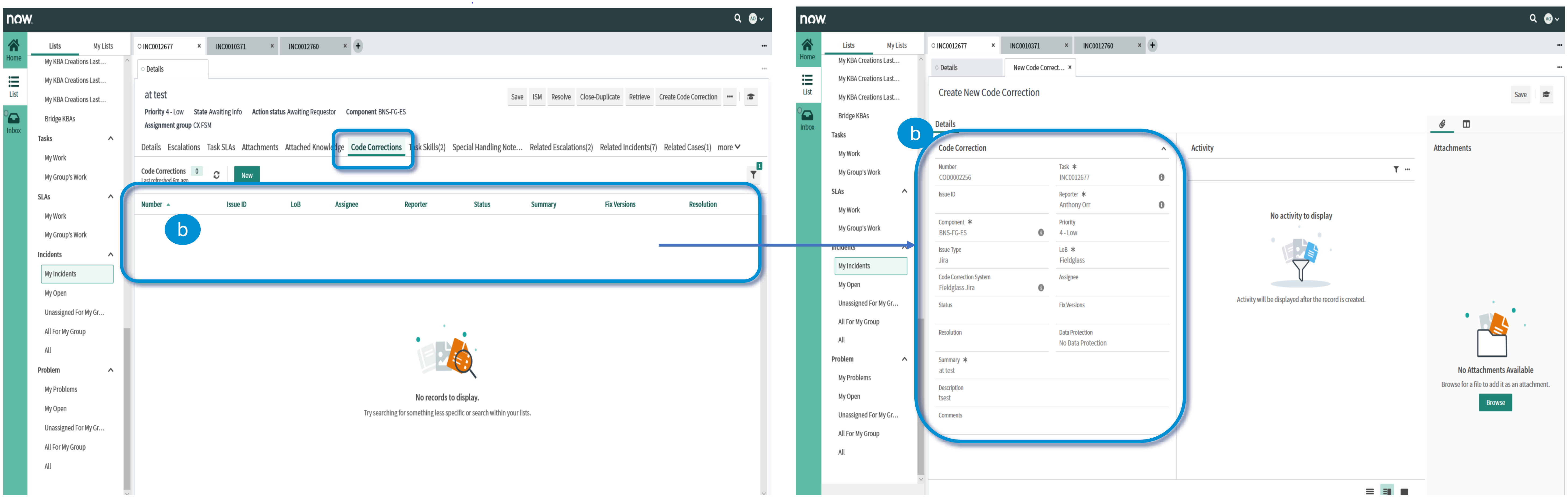
Check code correction

1b Check for code correction

From the Incident window switch to code correction tab

Check for code corrections

Clicking on code correction will give you a detail window of information



Change Log

Secondary title if needed

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, Spain
Process Manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	June 13, 2019	▪ WIPS 4.0 initial document	Draft
2.0.0	Anthony Orr	Oct 01, 2016	▪ WIPS 4.0 Golden Standard baseline document	Released