Shift Handover Process

The objective of the Leftover Report At Shift End process is to log the Service Requests that could not be worked during the shift, and therefore must be worked by the next region after the following handover process is complete.
The process describes the activities that must be performed by the Duty Lead at the end of the shift.

Background
The key driving factors for having a handover process for the leftovers in CIM are:
- Have transparency of the CIM queue;
- Inform and prepare the next region to take over the leftovers;
- Ensure CIM SLA coverage globally;
- Understand possible causes of leftovers.

Scope
At the shift end a leftover means:
- a Raise to Very High (RtVH) request in status New or Action Needed with Changed Time greater than 30 minutes;
- a P1 request in status New or Action Needed with Changed Time greater than 30 minutes;
- a P2 request in status New or Action Needed with Creation Time greater than 1 hour;
- a P1 or P2 request in Handover status without any action taken by the responsible region or processor.

* Leftover includes all SRs (CORE and IMS).
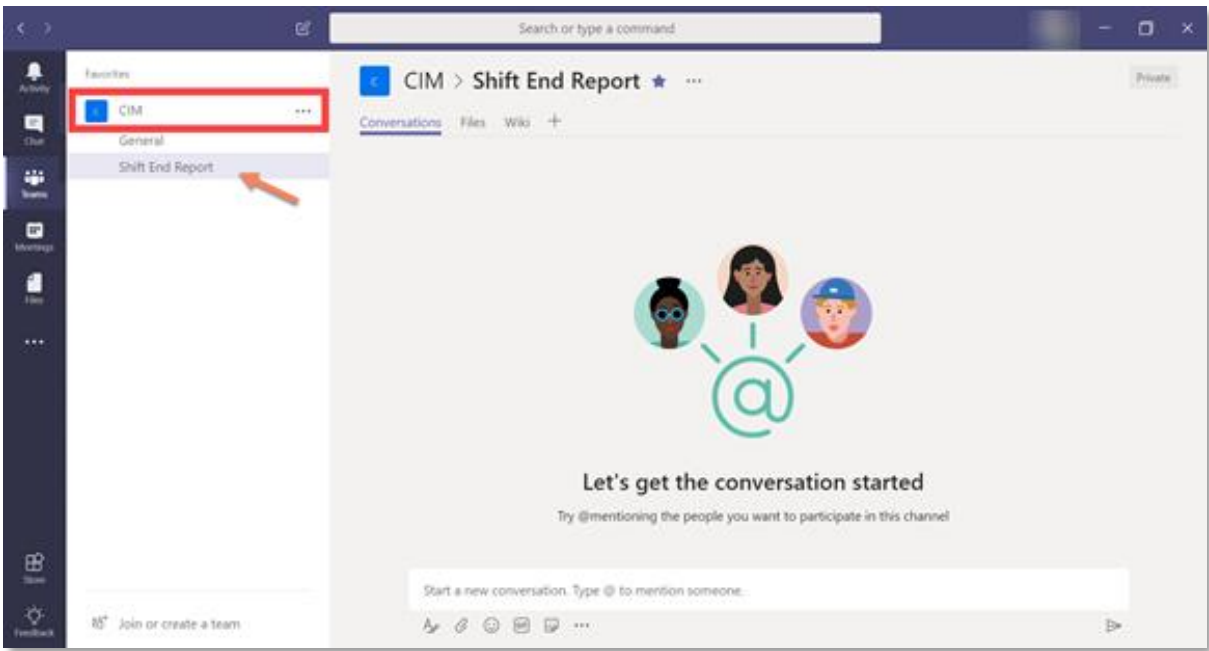
Shift Handover Process

Guidelines
The Duty Lead is responsible to inform the Service Requests that could not be worked (leftovers) during the on-duty shift.

Update the CIM channel in Microsoft Teams

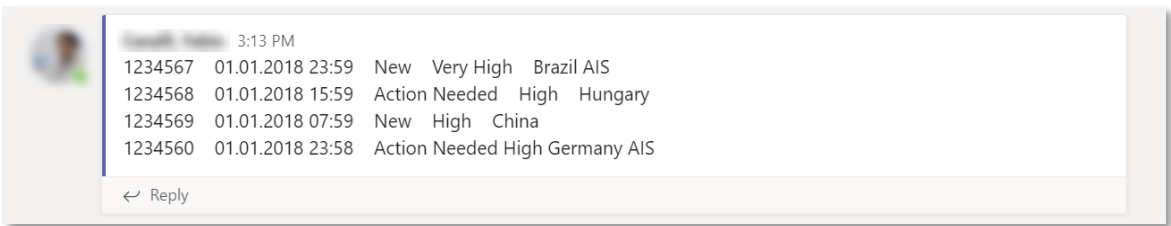**1** Open Microsoft Teams application.

2 Go to the team: **CIM**, channel: **Shift End Report**

2 Add a new conversation informing the leftovers of the shift in the following format:

<SR ID>	<Changed date and CET time>	<SR status>	<Incident Priority>	<Incident Reporter Country>	<Has AIS MoD responsible>

Example:

Shift Handover Process

Responsibilities
The Duty Lead is responsible to coordinate all above activities and ensure a smooth handover between the regions. Only leftovers should be reported. In case of no leftovers, the duty lead must inform the same in the MS Teams Channel, e.g "**No leftovers**".

In case of not reported leftovers by the responsible DL, MODs of the next shift should update the **Leftover At Shift End** channel in MS Teams informing the same.
The STM of the region is responsible to follow up with the Team and the Leadership Team on the leftovers log and execute actions to avoid further occurrences.

Handover Times

Weekdays

Monday - Friday	APJ to EMEA: 09:00 AM CET (15:00 CST)	EMEA to AMER: 17:00 CET*	AMER to APJ: 01:00 AM CET (21:00 BRT)

Weekends

Monday - Friday	APJ to EMEA: 09:00 AM CET (15:00 CST)	EMEA to AMER: 17:00 CET*	AMER to APJ: 01:00 AM CET (21:00 BRT)

- CET: Central European Time
- CST: China Standard Time
- BRT: Brazil Time

* Check appendix for special on-duty times for Americas' customers

Best Practices
To avoid leftover under **P1** status and **Raise to Very High** tasks:
As Duty Lead:
- Run queue with all new & action needed status 30 minutes before end of shift;
- Review and ensure that no raise to very high or P1 were left out of the threshold.

To avoid **P2** leftover:
As MOD:
- Run the queue 10 minutes before the end of the shift;
- Ensure that there is no SR with the status action needed or new under your name.

Shift Handover Process

Appendix

Overlap Threshold
Because of CIM Americas' day shift coverage, the following special on-duty times (overlap threshold) applies:

1. Summer time in Brazil (local oficial calendar of the year must be checked)
Time zone difference: 3 hours
Threshold: CIM EMEA is responsible for the AMER cases that arrive until 10 am CET (cases left from CIM APJ + the ones that arrive in the first hour of EMEA shift).

2. Summer time break (no summertime in Americas nor EMEA)
Time zone difference: 4 hours
Threshold: CIM EMEA is responsible for the AMER cases that arrive until 11am CET (cases left from CIM APJ + the ones that arrive in the first and second hour of EMEA shift).

3. Summer Time EMEA (local oficial calendar of the year must be checked)
Time zone difference: 5 hours
Threshold: CIM EMEA is responsible for the AMER cases that arrive until noon CET (cases left from CIM APJ + the ones that arrive in the first 3 hours of EMEA shift).

The following cases apply to the overlapping threshold.

Included Cases (CIM AMER day shift responsibility)
- P2: Set Escal Flag;
- Assign Processor for not P1 messages;
- Speed up for not P1 messages;
- Support required for not P1 messages.

Excluded Cases (CIM EMEA responsibility)
- Raise to VH;
- Any Request for P1 messages;
- EMEA and APJ customers' cases (Action Needed SRs) assigned to AMER colleagues.
- AIS MoD cases where the responsible person (or substitute) is on shift.

Change Log
Shift Handover Process

Change Log

Version	Changed by	Date	Description of changes	Status
1.0	Artur Locks	Nov 03, 2016	▪ Original document	Released
1.1	Steven Roberts	Feb 14, 2017	▪ Preflight check	Released
2.0	Artur Locks	May 25, 2017	Guidelines: Changed from: The Duty Lead is responsible to log all the Service Requests that fill into the criteria of the scope using the following guidelines To: The Duty Lead is responsible to export and upload the Service Request queue using the following guidelines: Log the leftovers in the wiki: Deleted information: a) Log leftovers in the wiki, point 1,2,3,4,5,6 and 7. b) Also deleted the both screen shoot called Handover at Shift End Export and Upload the queue status We deleted the item number 4 therefore we listed 3 actions only.	Released
3.0	Fabio Canalli	Jun 21, 2018	Guidelines: (page 2) New tool: Use MS Teams to report leftovers; Appendix: (page 4) Overlap threshold because of Americas' day shift.	Released
3.1	Fabio Canalli	Jul 23, 2018	Guidelines: (page 2) Included incident priority in the communication area; Included team responsible in the communication area; Appendix: (page 4) Included AIS cases in the "Excluded cases" section.	Released
3.2	Fabio Canalli	Aug 21, 2018	Responsibilities: (page 3) "No leftovers" must be informed by the Duty Lead in the MS Teams channel	Released
4.0	Diully Zeferino	Nov 20, 2019	▪ Initial document for Service Now system	Released