Validate and Close the Incident
At A Glance

Incident Management Process

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

Validate and Close the Incident

Purpose

The Incident record can only be closed either when the requestor validates and actively accepts the resolution provided by the Incident processor or when there is no response from the requestor for 30 days.

By closing the Incident record, the requestor confirms that the reported issue has been resolved.

1. Requestor Validates the Resolution and Closes the Incident

Scenario 1: Customer accepts the resolution from Case record
1a Incident resolution is updated in Incident record
1b Incident resolution activity automatically updated in Case record
1c Resolution updated in Case record sent to Customer
1d Customer reviews the resolution and accepts the solution in Launchpad
1e Case automatically closed and Incident record manually closed if requestor accepts solution

Scenario 2: Requestor accepts the resolution from Incident record
2a Solution is sent to requestor or incident creator
2b Requestor accepts solution
2c Incident is changed to closed

2. Requestor Rejects the solution

Scenario 1: Requestor rejects the resolution from Case record
1a SAP Launchpad, customers can view the proposed solution
1b Customer click Reject Solution
1c Case is reopened for recategorization and further investigation

Scenario 2: Requestor rejects the resolution from Incident record
2a Requestor reviews the resolution and rejects the solution
2b Incident is reopened for recategorization and further investigation. The state changes from Resolved to In Progress

3. Requestor takes no action

Scenario 1: Requestor takes no action
1a Incident is automatically closed in 30 days

Notes ⚠️

Incident Auto-Closure

Incidents that are in the Resolved state will be automatically closed after **30 days** if there is no response (i.e. accept or reject) from the customer or requestor.

Incident Archiving

Original Incident records will NOT be accessible after **90 days** upon closure.

Suppressing InfoDoc Creation

InfoDoc will NOT be automatically created if the InfoDoc Creation flag is removed.

1. Requestor Validates the Resolution and Closes the Incident
Incident Management

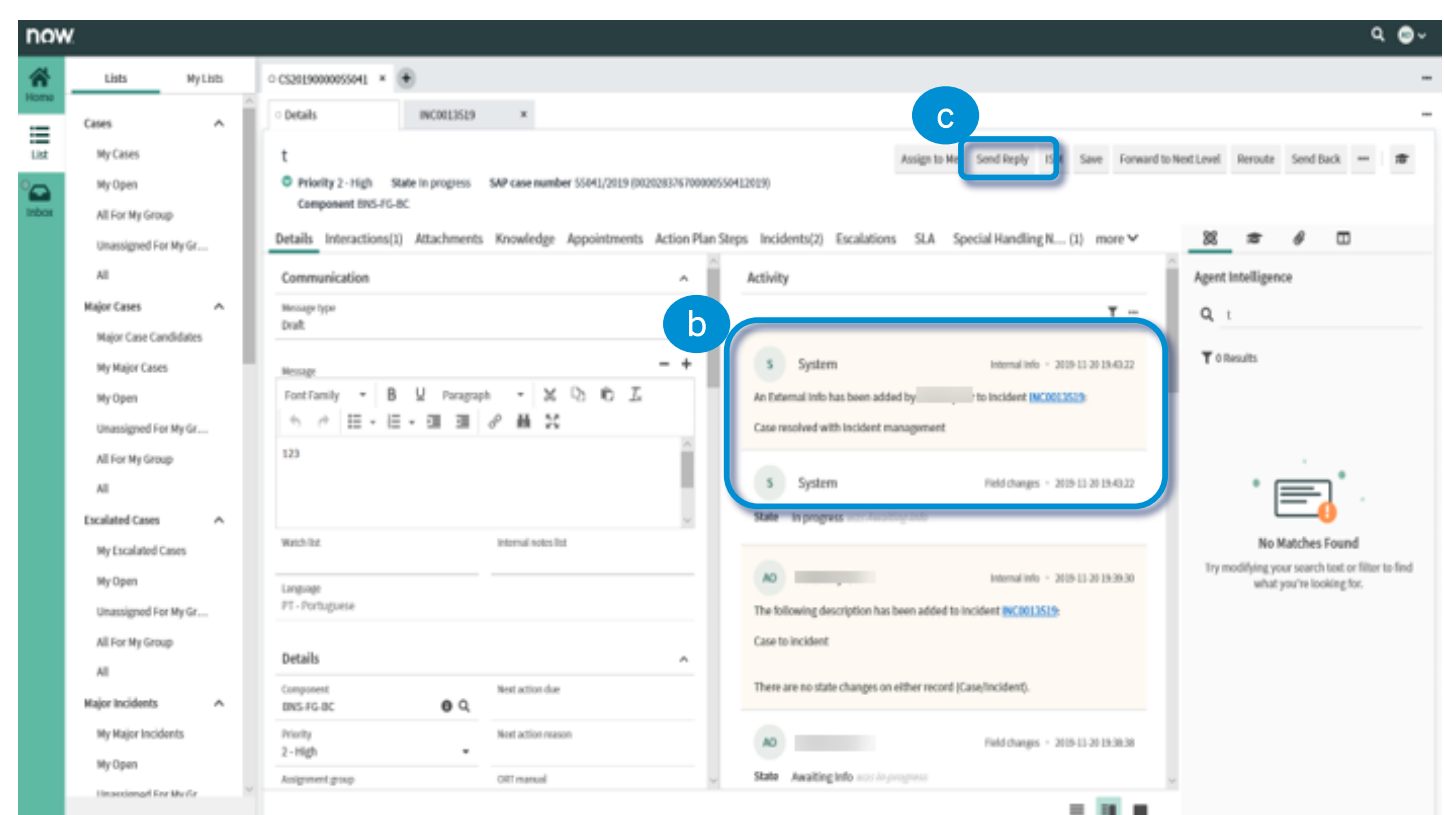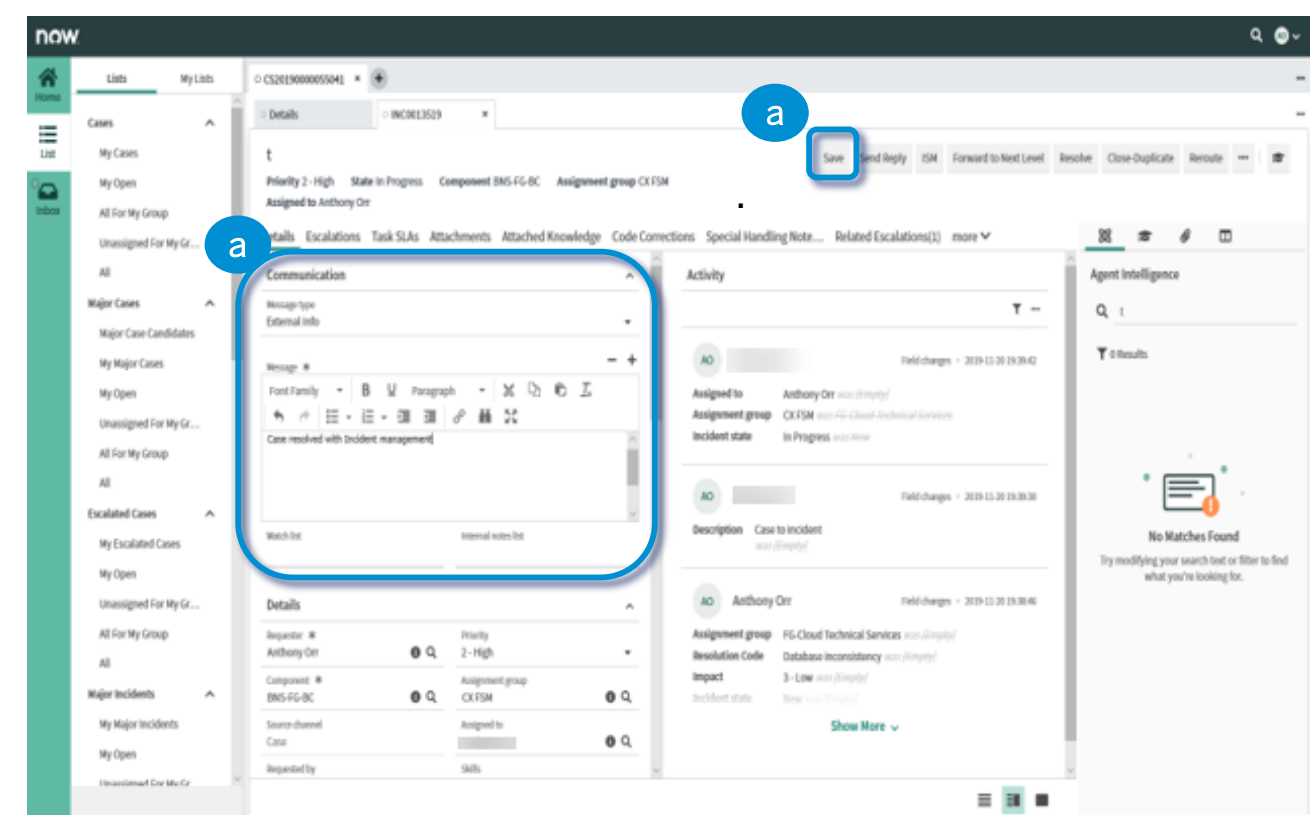**Scenario 1: Requestor accepts the resolution from Case record**

1a Incident resolution is updated in communication section

Update communication section information
Click Save
From Incident module solution is sent by communication – external info to Case record

1b Resolution activity is automatically updated in Case record

1c Resolution updated in Case record then sent to Customer for acceptance or rejection

Click send reply

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1. Requestor Validates the Resolution and Closes the Incident
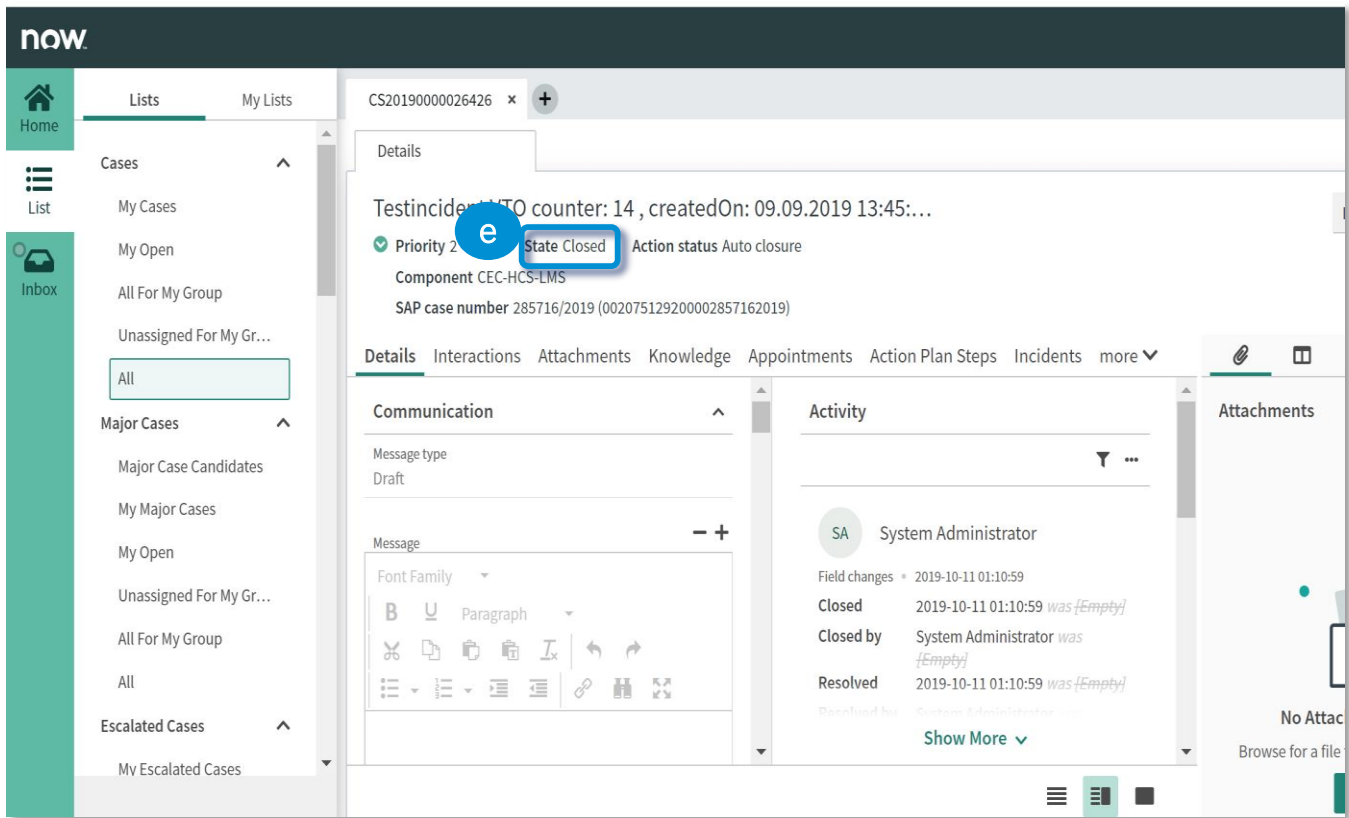## Incident Management

Scenario 1: Requestor accepts the resolution from Case record

1d From SAP Launchpad, customers can view the proposed solution in the communication box (a)
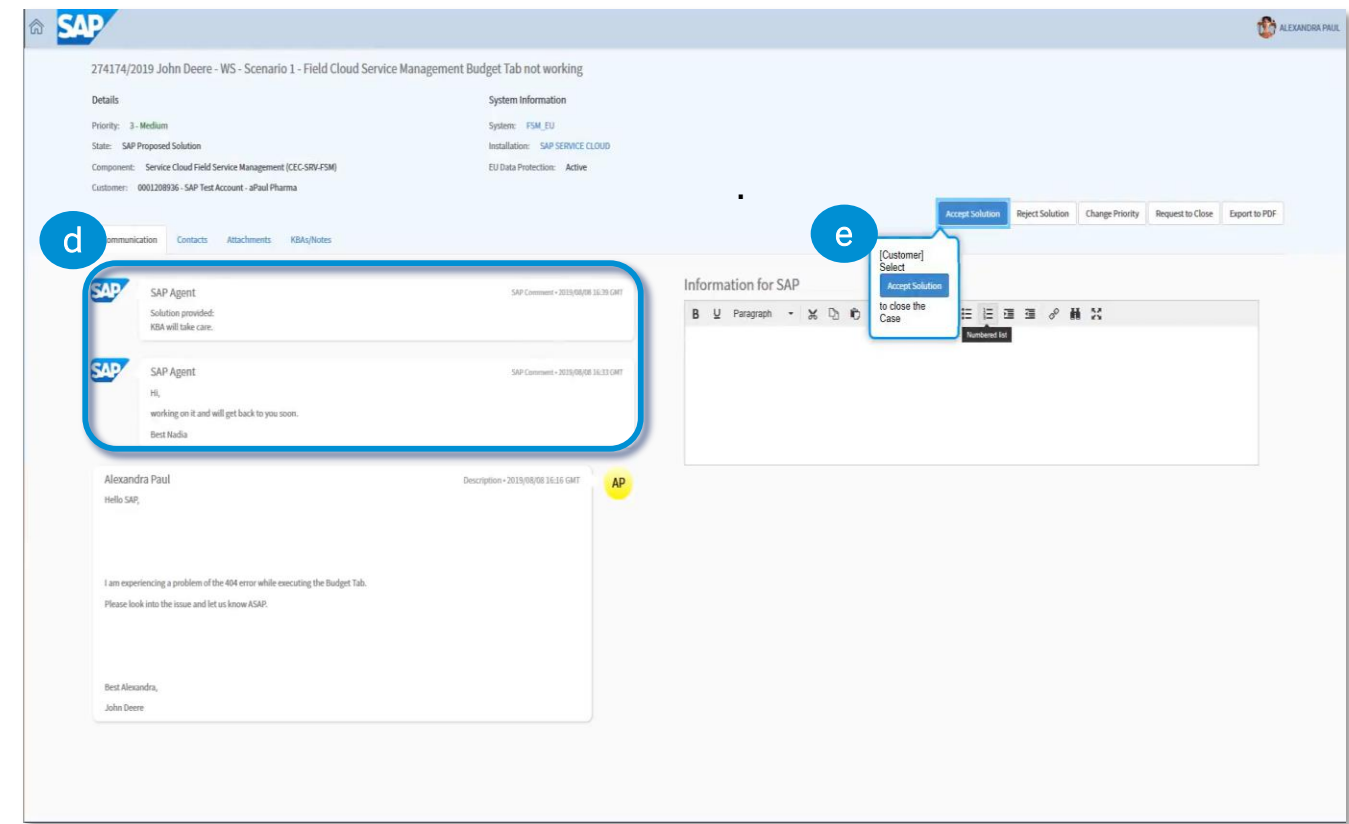
1e Customer click Accept Solution and can add any additional information in the Information for SAP box

Once customer accepts the resolution, the Case record State automatically changes to Closed. Incident record has to be closed manually (vide next slide in step 2b).

1. Requestor Validates the Resolution and Closes the Incident
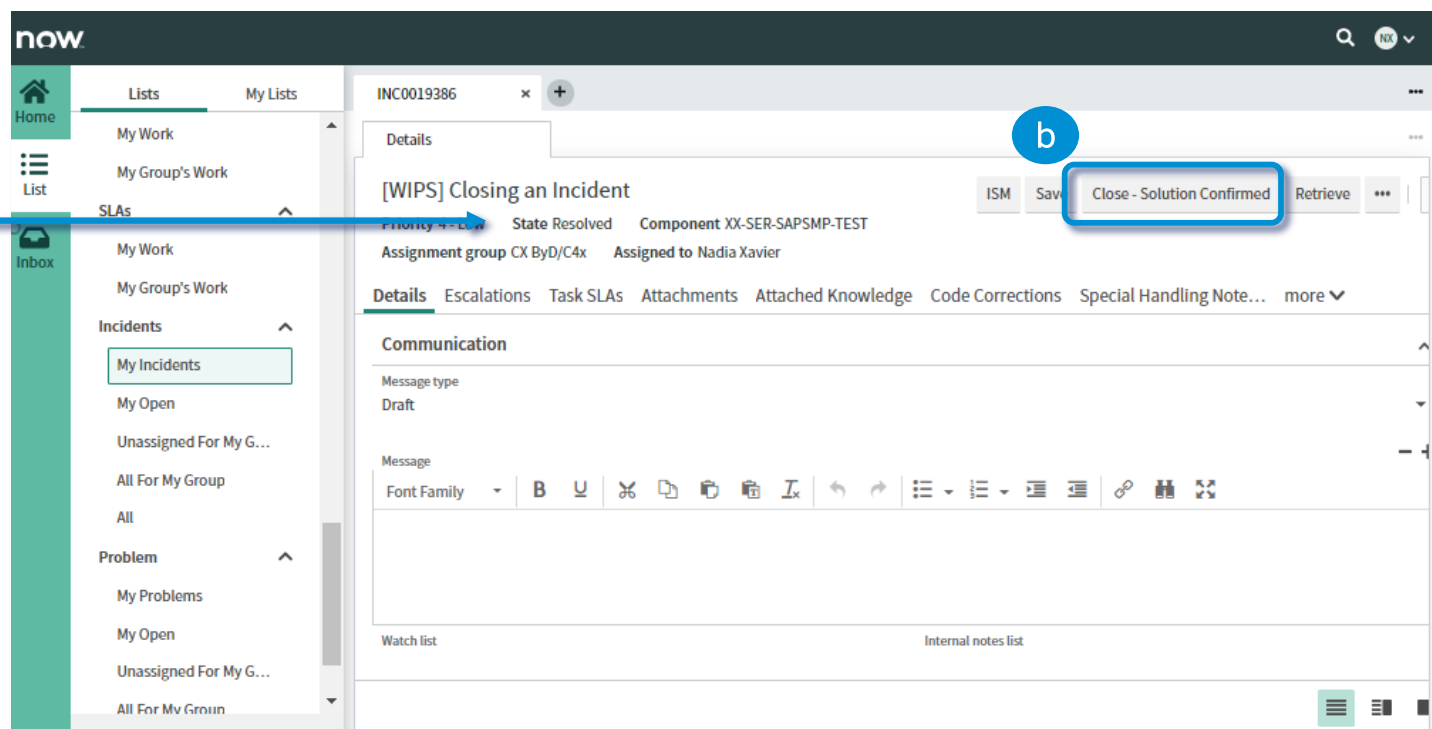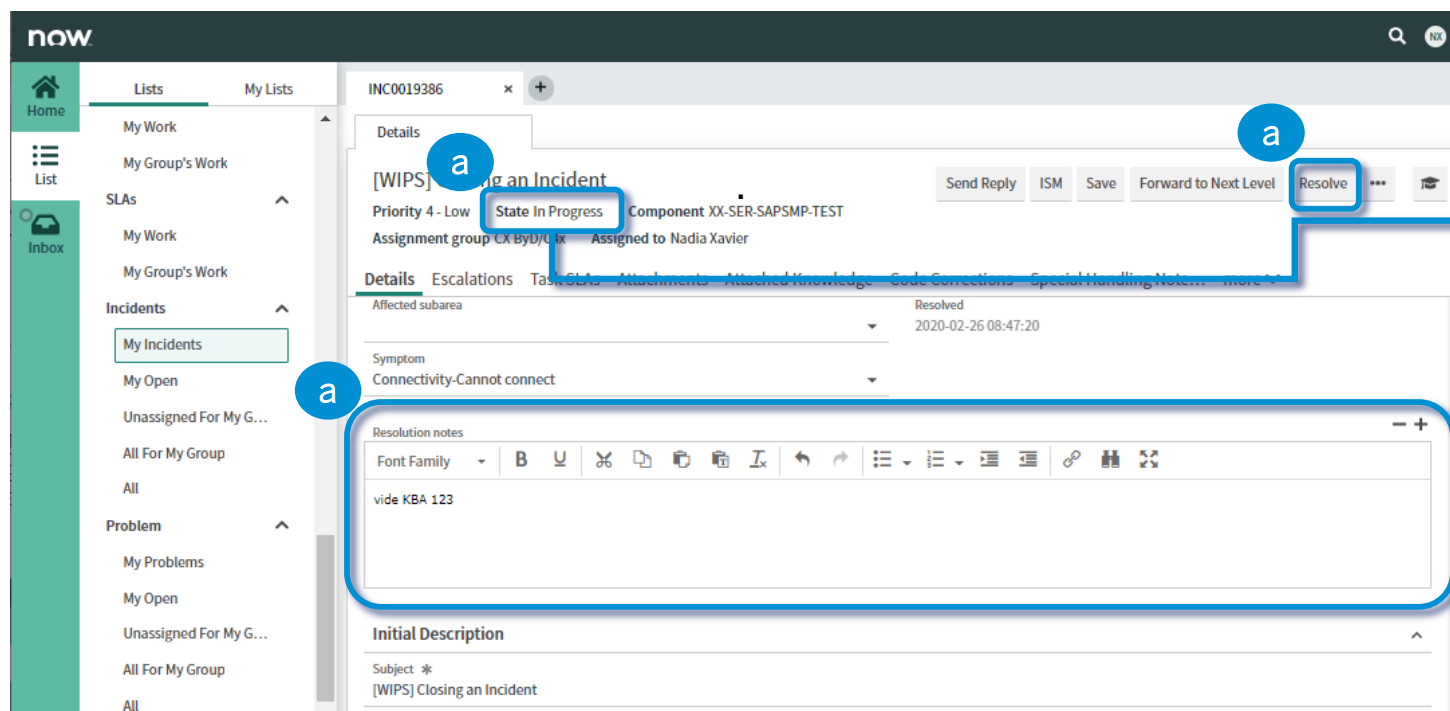## Incident Management

Scenario 2: Requestor accepts the resolution from Incident record

2a Solution is sent to requestor or Incident creator

Type resolution in Resolution note field
Click Resolve
Resolution is sent to Requestor
State changed from In Progress to Resolved

2b Requestor accepts solution

Requestor receives email notification to accept solution
Requester of the Incident (requester field on Incident form)
sees and clicks UI action "Close - Solution Confirmed"

1. Requestor Validates the Resolution and Closes the Incident
Incident Management

Scenario 2: Requestor accepts the resolution from Incident record

2c Incident is changed to Closed

Once requestor accepts the resolution, the Incident record automatically changes the State to Closed and Action Status to Solution Confirmed.
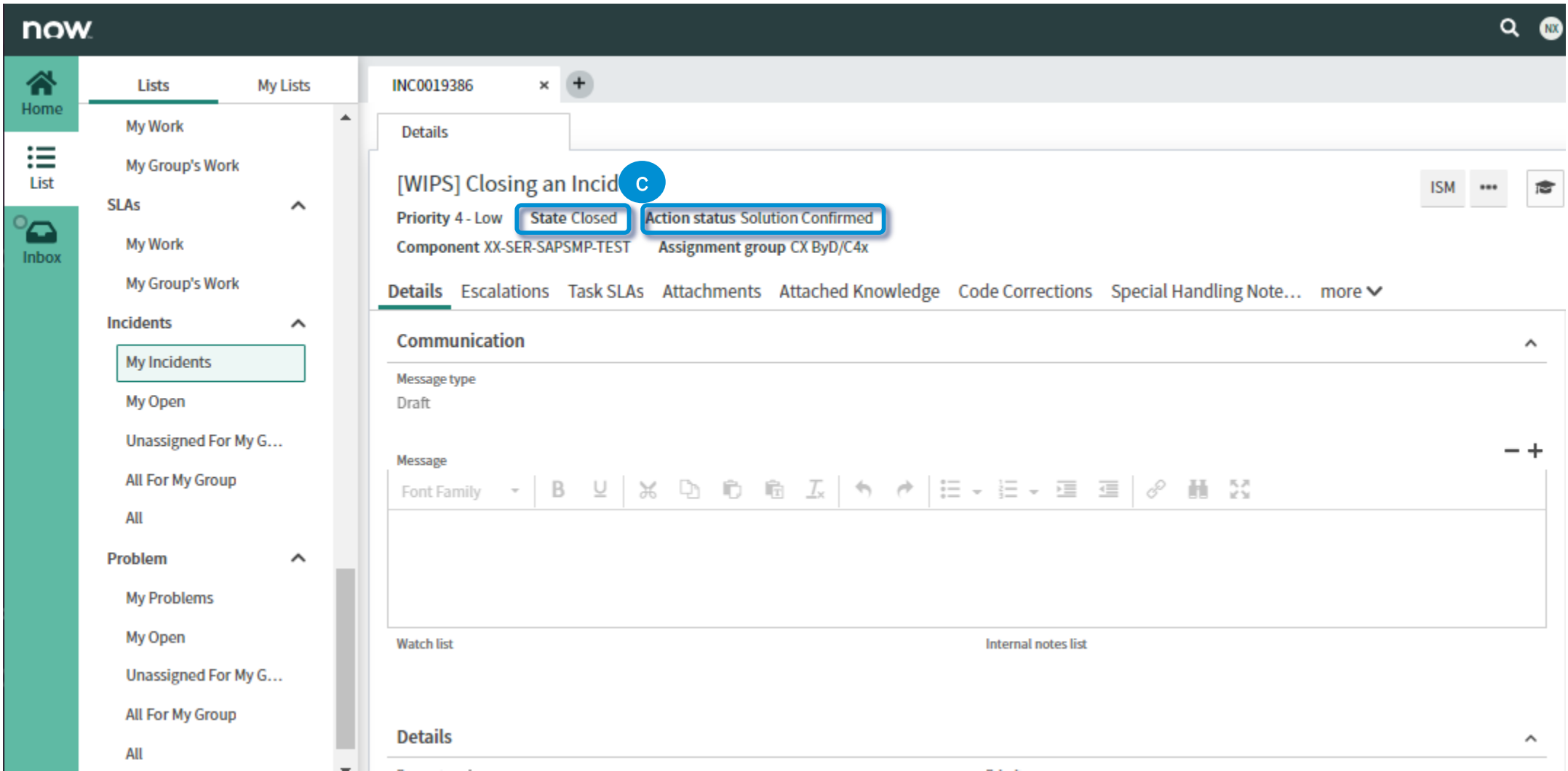
2. Requestor Rejects the Solution
Incident Management

Scenario 1: Requestor rejects the resolution from Case record

1a From SAP Launchpad, customers can view the proposed solution in the communication box

1b Customer click Reject Solution and can add any additional information in the Information for SAP box

1c Case is reopened for recategorization and further investigation and the state will automatic changed from Resolved to In Progress. Incident record remains unchanged.

Related Incident record State is not changed and has to be done manually (vide slide 4 in step 2b)
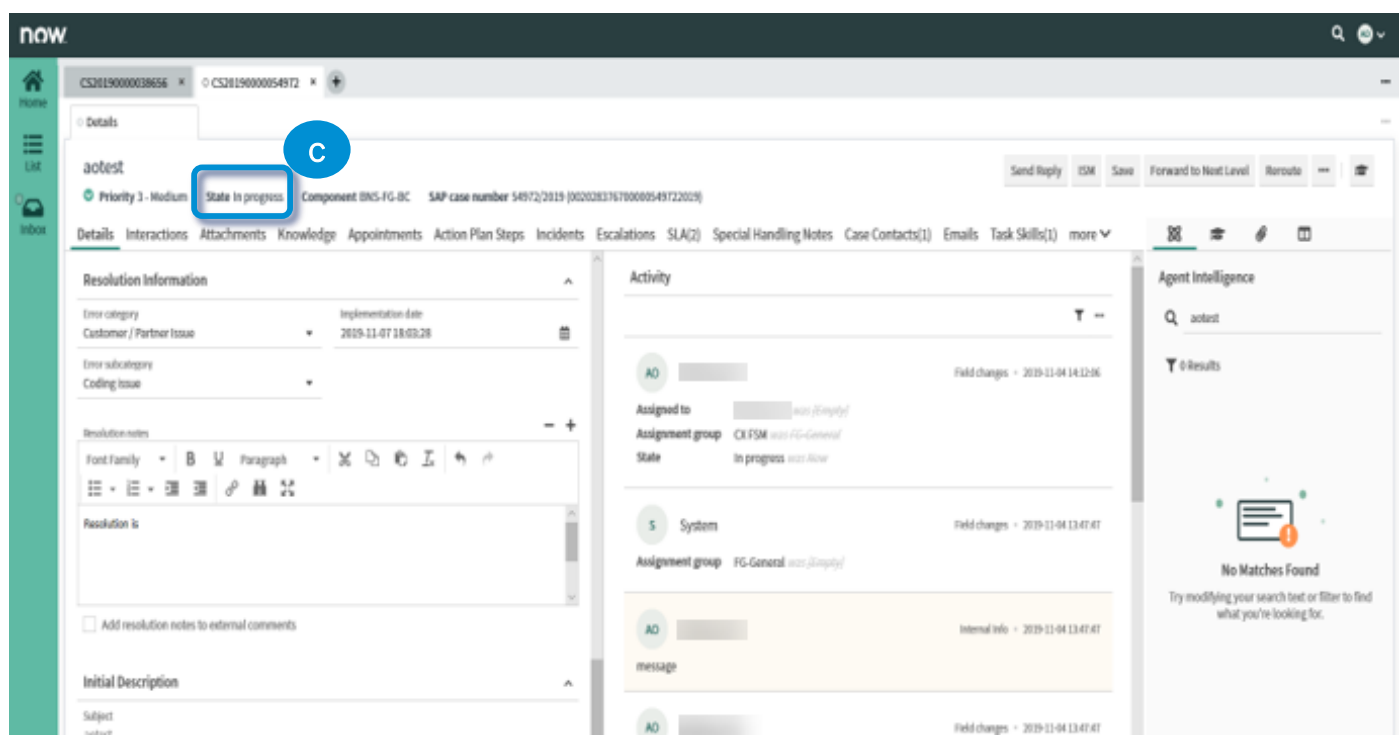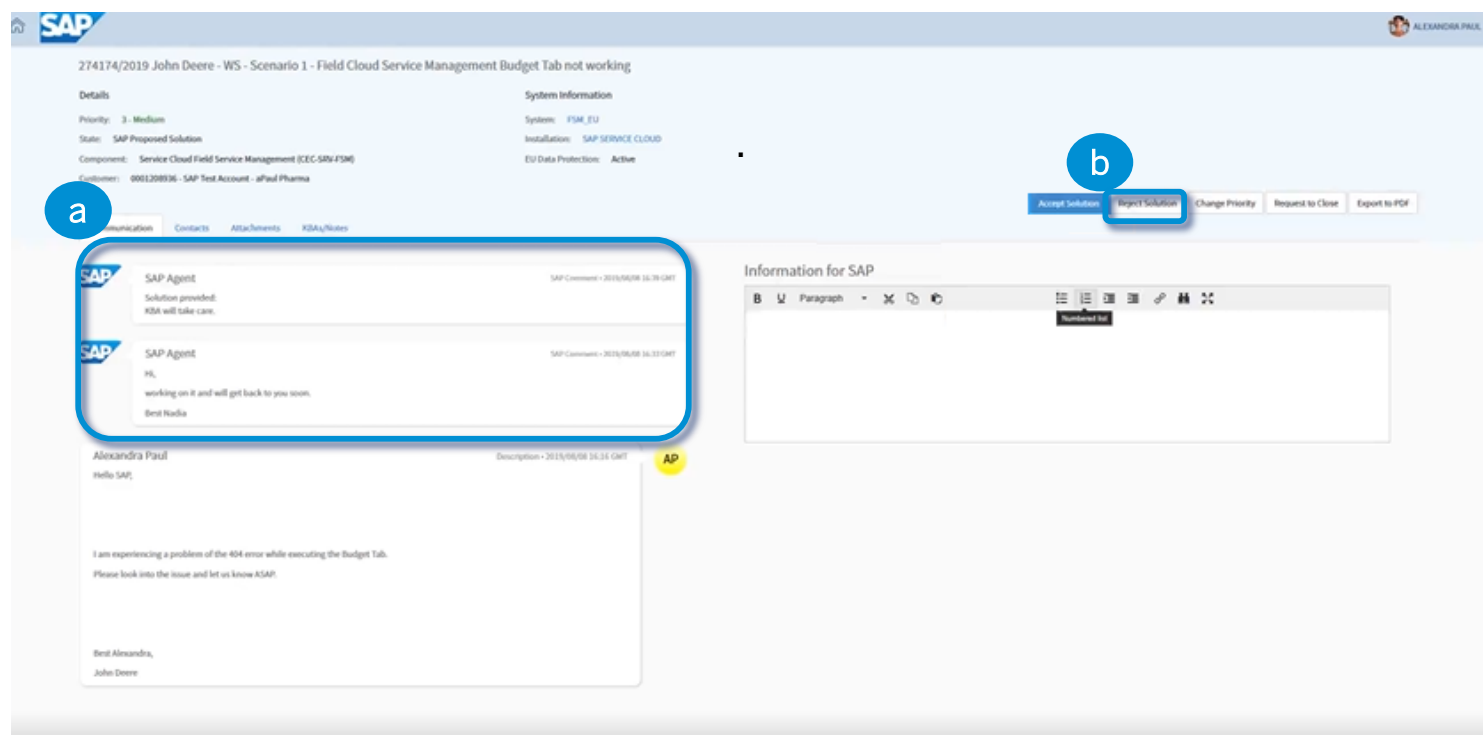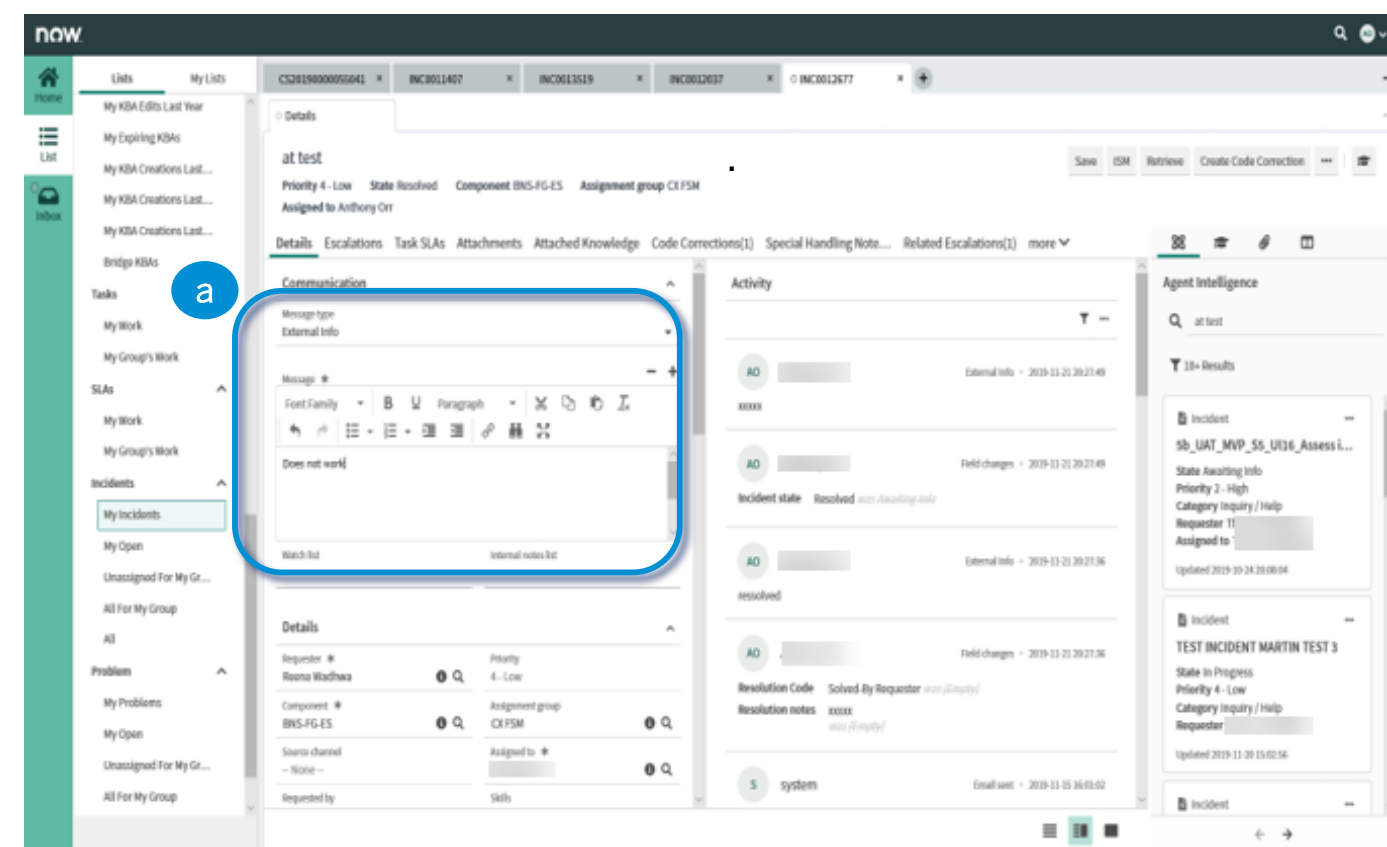
2. Requestor Rejects the Solution
Incident Management

Scenario 2: Requestor rejects the resolution from Incident record

2a Requestor reviews the resolution received via email and rejects the solution
or
Requester provides an External Info and saves the Incident

2b Incident is reopened for recategorization and further investigation
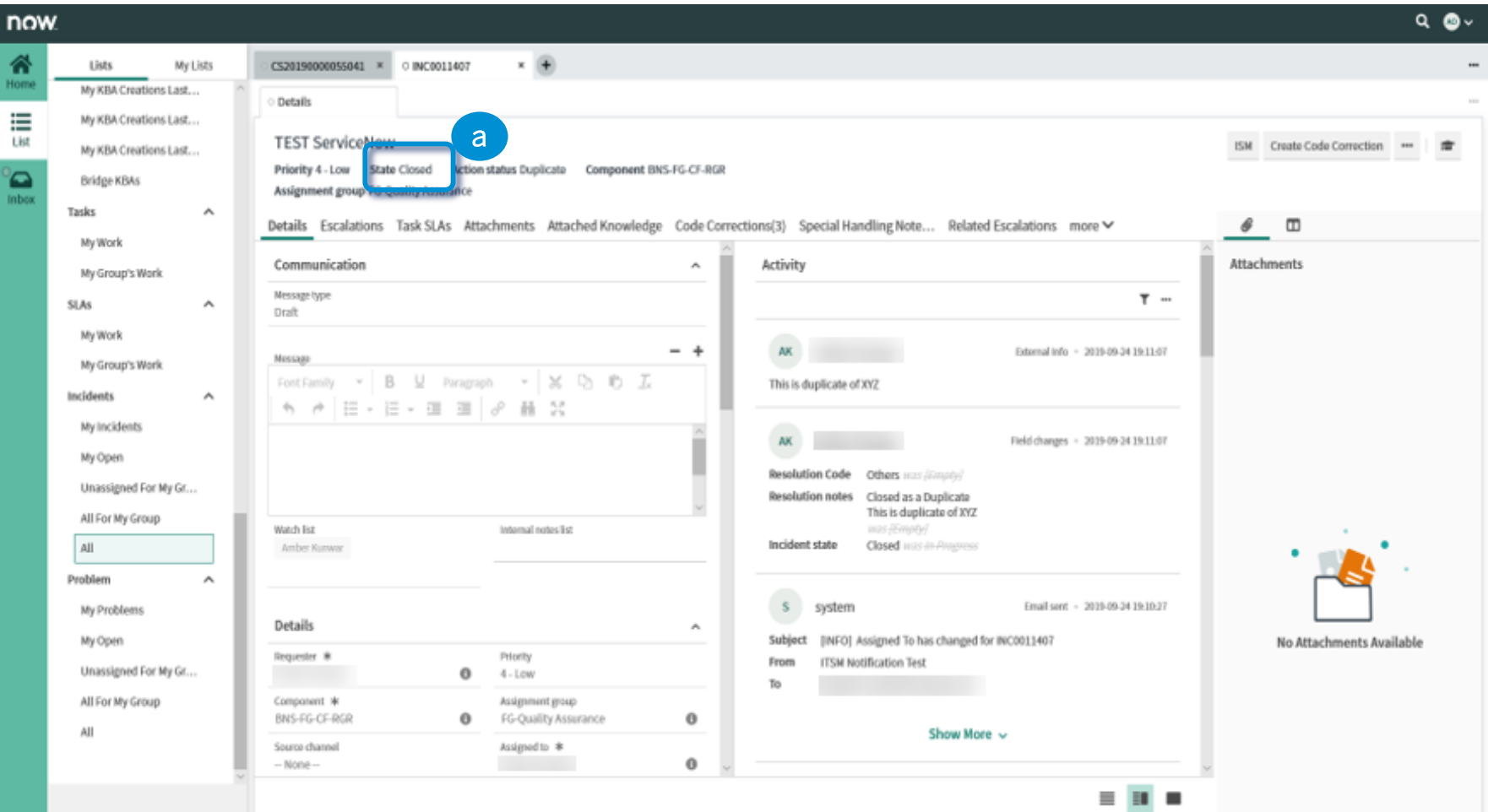The state changes from Resolved to In Progress
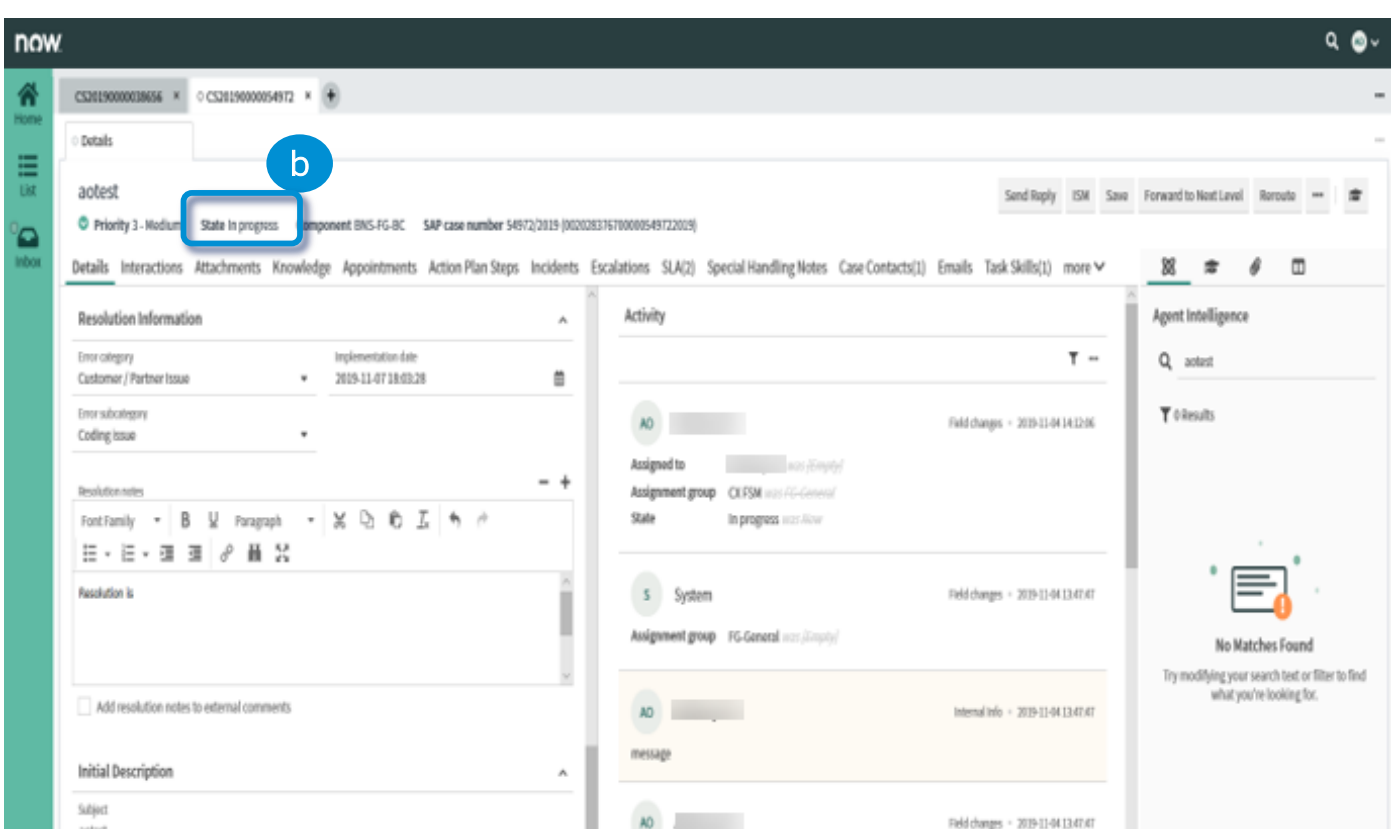
3. Requestor takes no action
Incident Management

Scenario 1: Requestor takes no action

1a Requestor takes no action, Incident is automatically closed after 30 days.

Notes
If Requestor takes no action and Incident is closed,
This could be for many reasons.
The requestor may request that the Incident is reopened.
Best practice is to create a new Incident.

Change Log
Secondary title if needed

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	Nov 06, 2016	▪ WIPS 4.0 Golden Standard baseline document	Released