CIM processes for Central Control Team workflow

1. Central Control Team (CCT) on weekdays

The CCT is the interface to our internal & external customers and key to ensure a unified customer experience. It will ensure in-time and high-quality resolution of customer requests & situations. Click here for a full description of the Central Control Team. Also be sure to follow the MCC Golden Rules . The CIM CCT on Duty who is responsible to ensure a flawless activity handling.

1 **CCT inboud for CIM**

The CIM CCT On Duty should proactively monitor on hourly basis the MCC Dashboard for new incoming activities at: MDR2 CIM. The overall dashboard MCS OVP can also be used.

Every time the CCT Lead understand that an activity requires assistance from CIM, the CCT Lead will notify the CIM CCT member via the available channels like: Skype, MS Teams or e-mails.

2 **How CIM CCT on Duty handles activities**

The CIM CCT on Duty will evaluate the overall situation of the incident(s) and the background of the request.
This must be done via **live coversation** with the activity requester either via chat or phone.
The evaluation, action plan and exit criteria must be explicitly informed to the requestor and described in the activity (see point 3 below for the activity content).

3 **CIM CCT activity content**

a The following information must be provided when creating CIM SRs:
- CCT Activity Number;
- Customer Situation/Business Impact:

b The following information must be provided in each CIM interaction in the activity;

- Customer Situation:
- Related incidents:
- Actions Done and Current status:
- Next steps:
- Exit Criteria:

4 **Escalating to other teams**

In case CIM CCT on Duty evaluate that the activity must be handled by other teams like BDM team, the CIM CCT on Duty actively contact the CCT Lead the available channels: Skype or MS Teams to discuss.

> **Please note**
>
> Avoid pasting irrelevant/unstructured information in the activity like e-mails, skype conversation etc. Keep the activity information structured.

CIM processes for Central Control Team workflow

1. Central Control Team (CCT) on weekdays

The activity may contain 1 or more related incidents, therefore the following scenarios apply:

a Request for 1 or more incidents and CIM SR already exist: The CIM CCT on duty should assign herself/himself as CIM SR requestor and inform the MOD that the SR is being worked via MCC SOS App activity.

b Request for 1 or more incidents and CIM SR does not exist: The CIM CCT on duty should create a CIM SR and asign himself/herself as requestor.

c In case the CIM CCT ond Duty understands that a situation does not fit into the engagement criteria of CIM, he /she must align with the CCT Lead to see if the activity fits into another MCC team's responsibility or close the activity.
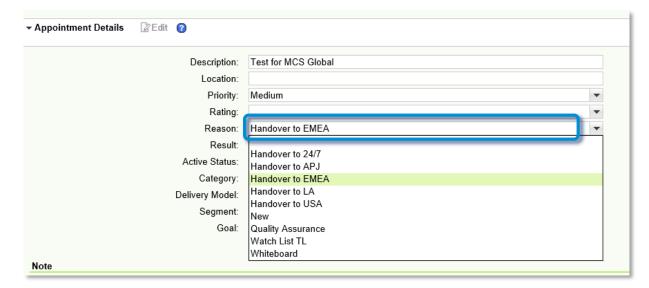
The activity can only be closed if the exit criteria has been met and agreed with the activity requestor.

CIM processes for Central Control Team workflow

2. Central Control Team (CCT) on weekends

1 **CCT Dashboard Monitoring**

a On weekends the setup is limited to only cover potential activities created by the SOS App.
The team consist out of CCT members represented by the Q&D (Qualification and Dispatching) Team Lead and CIM MoD.
CIM MoD monitors the dashboard with Service Team "MCC Global" for activities created via the MCC SOS App.

3 **Non-urgent (no 24x7 processing is required)**

a Non-urgent requests must be handed over to the region where the customer belongs to. The corresponding region will follow up during their business hour.
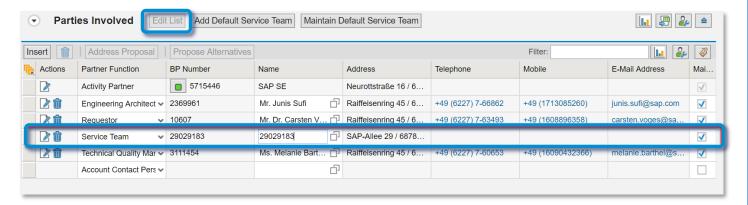In the **Reason** field change to specific region: "Handover to APJ/EMEA/LA/USA."

▼ **Appointment Details**   ✎ Edit ❓

Description:	Test for MCS Global
Location:	
Priority:	Medium
Rating:	
Reason:	Handover to EMEA
Result:	Handover to 24/7
Active Status:	Handover to APJ
Category:	Handover to EMEA
Delivery Model:	Handover to LA
Segment:	Handover to USA
Goal:	New
	Quality Assurance
	Watch List TL
	Whiteboard

Note

2 **Business Down or Go Live endangered situation**

Add service team MCS Global (29029183) to CRM activity. After that Q&D Lead will continue and decide.

- Go to **Parties Involved** section;
- Press **Edit List**;
- In the **Service Team** Partner Function add **29029183** and press enter.
- Save

▼ Parties Involved   [Edit List] Add Default Service Team   Maintain Default Service Team

Insert | 🗑 | Address Proposal | Propose Alternatives   Filter:

Actions	Partner Function	BP Number	Name	Address	Telephone	Mobile	E-Mail Address	Mai...
✎	Activity Partner	🟩 5715446	SAP SE	Neurottstraße 16 / 6...				☑
✎ 🗑	Engineering Architect ▾	2369961	Mr. Junis Sufi	Raiffeisenring 45 / 6...	+49 (6227) 7-66862	+49 (1713085260)	junis.sufi@sap.com	☑
✎ 🗑	Requestor ▾	10607	Mr. Dr. Carsten V...	Raiffeisenring 45 / 6...	+49 (6227) 7-63493	+49 (1608896358)	carsten.voges@sa...	☑
✎ 🗑	Service Team ▾	29029183	29029183	SAP-Allee 29 / 6878...				☑
✎ 🗑	Technical Quality Mar ▾	3111454	Ms. Melanie Bart...	Raiffeisenring 45 / 6...	+49 (6227) 7-60653	+49 (16090432366)	melanie.barthel@s...	☑
	Account Contact Pers ▾							☐

3 **Non-urgent (no 24x7 processing is required)**

b Send a receipt notification to the requester using the following template:

- In the **Notes** section, press **New**;
- Select **Text Type** "Note";
- Use the following reply template;
- Save.

Dear <Name of requestor>,

Thank you for your request to the Mission Control Center and using the MCC SOS Application.

We have checked your request and forwarded it to the regional MCC organization.
The colleagues will follow up and get in contact with you.
Please note that this team is available during weekdays business hours.

We would like to close your request and will continue in the object mentioned above.

Best regards,
MCC - Control Center Team

Example:

Change Log
CIM Service Request Handling

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Artur Locks	Aug 13, 2019	▪ New	Released
2.0.0	Artur Locks	Sept 03, 2019	▪ Changed the procedure name from CCT to Central Control Team workflow ▪ Included a full description of the Central Control Team ▪ Included the CIM CCT dashboard can be accessed. ▪ Included how CIM CCT monitoring should happen along the weekends	Released
2.1.0	Artur Locks	Nov 13, 2019	▪ Redefined CCT Inbound for CIM, point1 ▪ Redefined how CIM CCT on Duty handles activities, point 2	Released
3.0.0	Diully Zeferino	Nov 22, 2019	▪ Initial document for Service Now system	Released