Ticket Followup Process for OOS Regions

This document will provide the process regarding tickets actioning and followup with Local IT support. This process is applicable for all tickets which are received from Local IT’s/users other than the In Scope support regions (Norway, Ireland, Scotland, Faroe Island) for Mowi SD.

**Procedure:**

**Reaching out to Service Desk:**

* Only users from Norway / Ireland / Scotland / Faroe Island can reach Mowi Service Desk via the official contact details for any issues / assistance required
* For all users from region other than Norway / Ireland / Scotland / Faroe Island, users should reach out only to their Local IT for any issues / assistance required *(Users should not reach out to Mowi Service Desk directly)*
  + If Local IT is unable to fix the issue, respective Local IT shall reach out to Mowi SD for further assistance from Cognizant Support Teams.

**Note:** Regions apart from Norway / Ireland / Scotland / Faroe Island are not in-scope for Mowi Service Desk and any tickets received from local IT shall be routed to relevant L2 teams by Service Desk for further assistance.

**Note:** For Mobile support issues/requests there is an exception available that users from any country can contact Mowi Service Desk directly. Local IT’s assistance is not required in such cases. Mowi SD will create a ticket and pass it on to Mowi\_CTS\_WPS assignment group.

**Local IT’s reaching Mowi Service Desk for Support:**

Things to adhere by Local IT before reaching Mowi Service Desk,

1. Perform complete ‘First Level Troubleshooting’
2. Document all the troubleshooting steps performed and their outcomes in email or in the respective service now ticket
3. Should provide contact details of the affected end-user, in case Cognizant Support teams are required to reach out to them to assist further

**Note:** In scenarios where Local IT does not have sufficient access to proceed with the first level troubleshooting, Local IT can request for the required access and the same shall be provided by Access Management team upon approval as per the standard process.

**Process to be followed by Mowi Service Desk & Technical teams – When raised by Local IT:** [For regions other than Norway / Ireland / Scotland / Faroe Island]

SD will move the ticket to respective L2 for FLT Validation with respect to the reported issue

1. If ‘First Level Troubleshooting’ is not sufficient or not documented by Local IT, then the respective case will be replied back to the Local IT by the respective L2 team itself to complete the ‘First Level Troubleshooting’
   * 1. Such ticket’s status will be marked as ‘Pending’ with the reason as ‘Dispatched to 3rd Party’ in service now after sending a reply to Local IT seeking FLT info
     2. If there is no update from Local IT regarding the ‘First Level Troubleshooting’ – ticket will be resolved with the close code: **“Ticket Rejected – No FLT”** by the EOD on the next Business Day

If the ticket is validated and found to be documented with the FLT steps performed by the Local IT and their outcome, ticket will be processed by respective L2 team for further investigation

Please adhere and stick to this process.

Note:

* As per Incident analysis, it’s observed that many incidents are transferred to SD and technical team without an FLT from Local IT. Attached the dump below.



* This process will also be added to INC Management process document
* This document is reviewed and approved by Viju on 20th Jan ’21

*- End of document*