

GSD. General - Three Strike Policy Procedure for Global Service Desk

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General Information:

Possible symptoms/errors:

Three Strike Policy Procedure for Global Service Desk after no response from the user

Alternative names of the system:

3 strike policy/Three Strike Policy

IMPORTANT NOTICE:

GSD to attach this article only after three unsuccessful contact attempts.

Solution:

The Best Practice is to contact the Fresenius User specified in a given ticket whenever additional information/feedback is required from that Fresenius User. If no response is provided by the User, make three attempts to contact the User after sending the initial message and substantial information missing to proceed with ticket resolution. Ticket is resolved after three unsuccessful contact attempts.

Description

The responsibility of the Service Desk is to contact the Affected User if additional information is required which is substantial to progress the incident or to confirm if the case has been resolved. The Three Strike process advises the Service Desk agents to contact the Fresenius User three times within 3 business days (72 hours, with clock running only on business days considering potential out of office information) in regards to cases where lack of details does not allow the Resolving Team to progress the case or if User's confirmation that the issue has been fixed is required. After the final strike the Affected User is given 8 hours to respond. If there is no response by that time, the Service Desk agent sets the ticket to 'Resolved' status.

Service Desk Team responsibilities

The Service Desk agent has to contact the Affected User to gather more information, in order to change the ticket's status to closed. After 3 attempts and 8 business hours after the third strike, the incident is set to 'Resolved' and after another 5 business days (120 hours, with clock running only on business days) automatically closed. All attempts to contact the customer must be documented in the Work Notes section of the incident.

Day 1 – Phone; E-mail from ticketing tool sent to Affected User if there is no response over the phone; Day 2 – E-mail from ticketing tool sent to Affected User; Day 3 – E-mail from ticketing tool sent to Affected User; Day 3 + 8 hours – Ticket set to 'Resolved' status due to lack of response

NOTE 1: If the user gave guidance on possible contact channels in the ticket (e.g., a nurse stating that contact via email is not possible) this needs to be taken into consideration.

NOTE 2: All contact attempts must be documented in the ticket. This includes the timestamp, who attempted the contact, how was the user contacted and the contents of the message. For each contact attempt User needs to be informed about the remaining number or attempts before the ticket is closed.

NOTE 3: All contact attempts must take place during usual working hours of the End User. Any information provided by the user about availability restrictions (within reasonable limits) must be considered.

NOTE 4: If logging a ticket on a dummy account, add end-users email address to the watchlist, in order for them to receive any updates/notifications in regards to the ticket.

NOTE 5: email instructions while sending out strikes 2nd and 3rd ... "action required / INC#/ short description of the issue"

Out of Office check

Before performing a contact attempt, Service Desk agent will verify if the Affected User is not out of office.

If the Affected User's mailbox is sending an Out of Office notification, the ticket's status should be set to 'Awaiting' with 'Scheduled Work' as the on-hold reason (Scheduled Work Day must be set as the return date of the user), with a remark 'User is out of office until '. until the User returns to the office. After their return, the SD Agent will try to contact the Affected User again, starting the 3-strike rule from the beginning.

SD Agent should also consider following rules whenever an Out of Office message is discovered:

- Making use of an alternative contact. Proceed with RMIs course, including alternative contact within the correspondence.
- Where OOO has no return date indicated, proceed with the course (considering alternate contact first, if applicable).
- Limit pending for return to absence of maximum 1 month – proceed with resolution for long term absences e.g., maternity (considering alternate contacts first).

Work Instruction

Step

Description

Owner

1.

4.1 First Contact

The first contact should be made once Service Desk / Resolver Group determines that substantial details / information is missing from the Ticket. Phone call should be made during the End User's working hours. If there is no response, ServiceNow Notification should be send, and the incident should be placed in 'Awaiting' and 'User Feedback' state for 24 hours (counting only business days).

The notification needs to contain information as to what is required from the User in the supported User language. Contact attempt must be documented in the ticket.

Notification Example – requesting missing information from the Affected User, 1st attempt

This is Fresenius Global DTI Service Desk. We are contacting you concerning the ticket {ticket number}, raised for {brief description of the issue, e.g. 'the faulty laptop'}. In order to proceed, we require additional information {brief info about what is required, e.g. missing Asset number}. May you please reply to this e-mail with the required information or contact the Service Desk via chat or phone, which will help us to proceed with your case.

Kind Regards

Hier ist Ihr Fresenius Global DTI Service Desk. Wir kontaktieren Sie bezüglich des Tickets {Ticketnummer}, welches für {kurze Beschreibung des Problems, z. B. „der fehlerhafte Laptop“} erstellt wurde. Um fortzufahren, benötigen wir zusätzliche Informationen {kurze Informationen darüber, was erforderlich ist}. Bitte beantworten Sie diese E-Mail mit den erforderlichen Informationen oder wenden Sie sich per Chat oder telefonisch an den Service Desk.

Mit freundlichen Grüßen

Service Desk

2.

4.2 Second Contact

If the Service Desk does not receive any contact from the Affected User and the User has not updated the ticket directly in the tool, the second contact attempt takes place after 24 hours (counting only business days). ServiceNow Notification (via e-mail functionality) should be send, and the incident should be placed in 'Awaiting' and 'User Feedback' state for further 24 hours (counting only business days).

The notification needs to contain information as to what is required from the User. Contact attempt must be documented in the ticket.

Notification Example – requesting missing information from the Affected User, 2nd attempt

This is Fresenius Global DTI Service Desk. Unfortunately, we did not receive your answer in regards to the subjected ticket raised for {brief description of the issue; e.g. 'the faulty laptop'}. To be able to proceed we require additional information {brief info about what is required, e.g. missing Asset number}. May you please reply to this e-mail with the required information or contact the Service Desk via chat or phone, which will help us to proceed with your case. Please be advised that with no response from you in the next 4 business days we will proceed with ticket closure.

Kind regards

Hier ist ihr Fresenius Global DTI Service Desk. Leider haben wir keine Antwort bezüglich des Tickets, das welches für {kurze Beschreibung des Problems; z.B. „der fehlerhafte Laptop“} erstellt wurde.

Um fortzufahren, benötigen wir zusätzliche Informationen {kurze Informationen darüber, was erforderlich ist}. Bitte beantworten Sie diese E-Mail mit den erforderlichen Informationen oder wenden Sie sich per Chat oder telefonisch an den Service Desk innerhalb von 4 Werktagen.

Mit freundlichen Grüßen

Service Desk

3.

4.3 Third Contact and Ticket Resolution

If the Service Desk does not receive any contact from the Affected User and the User has not updated the ticket directly in the tool, the third contact attempt takes place after 24 hours (counting only business days). ServiceNow Notification (via e-mail functionality) should be send and the incident

should be placed in 'Awaiting' and 'User Feedback' state for further 8 hours (counting only business days).

Notification Example – requesting missing information from the Affected User, 3rd attempt

This is Fresenius Global DTI Service Desk. Unfortunately, we did not received your answer in regards to the subjected ticket raised for {brief description of the issue; e.g. 'the faulty laptop'}. To be able to proceed we require additional information {brief info about what is required, e.g. missing Asset number}. May you please reply to this e-mail with the required information or contact the Service Desk via chat or phone, which will help us to proceed with your case. Please be advised that with no response from you the ticket will be resolved in the next business day.

Kind Regards

Hier ist Fresenius Global DTI Service Desk. Leider haben wir keine Antwort bezüglich des Tickets, das welches für {kurze Beschreibung des Problems; z.B. „der fehlerhafte Laptop“} erstellt wurde.

Um fortzufahren, benötigen wir zusätzliche Informationen {kurze Informationen darüber, was erforderlich ist}. Bitte beantworten Sie diese E-Mail m...