How do we stay in touch with the business about problems?

When we resolve incidents with workarounds, we can expect that the business users are aware and interested in receiving a final solution.

There is a feature we invented as "Business Interface" in ServiceNow, which helps us to communicate and stay in touch through the incidents raised by the business. Staying in touch avoids frustration and escalations and helps us to put the focus correctly.

Important Prerequisite

It is very important to note, that the "Business interface" will only be working properly, when we assign the incidents to the problems causing those incidents - either manually or by applying a matching knowledge article.

Please review the knowledge article for details about options available to assign incidents to existing problems: How do I assign incidents to problems?

Use the "Business Interface" to stay in touch

The picture below shows the process to exchange information about problems with the business users on a high level.

When we resolve an incident with a workaround, the caller, affected user and watch list members are notifiedWe create a problem ticket as follow-up for root cause analysis and/or eliminationThe caller and affected user may register to receive further updatesYou can inform the business users by posting "Additional comments" in your problem ticket The "Additional comments" are pushed to the related incidentsIf the incident was subscribed, the affected user, caller and watch list members will receive notificationsThe business users may request an update in the service portal, if no update was provided within last 7 days   -> the cycle starts with step 4 again

Subscribing for further updates

Once the incident is resolved with close code "Solved (Workaround)", the button "Subscribe for further updates" shows up in the incident form of the backend UI as well as the Service Portal.

These buttons turn into "Unsubscribe from Incident" once the subscription was enabled. With a click on those buttons, the subscription is disabled again.

Inform Affected users and Callers of related incidents

If you need to inform the affected users or callers of incidents related to a problem, you simply need to add an "Additional comment" to the problem instead of a usual work note.

These comments will be copied into the related incidents and trigger the notifications.

Updates requested by business users

If we miss to update a problem frequently, the business user may request an update actively within the service portal using the "Request Info Update" button.

A click on this "Request Info Update" button in the Service Portal triggers the generation of a new "Problem Task". This new task will be assigned to the current group and assignee of the problem. A notification is sent by ServiceNow also.

As long as the task is not closed, the "Request Info Update" button will turn into an info "Update Request in progress" in the Service Portal.