# GSD. General – Automated Three Strike Rule implementation request for ServiceNow

General Information:

Possible symptoms/errors:

Manager of Assignment Group level would like to enable the function of automated Three strike rule in ServiceNow

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Condition:

User has an incident, and the incident is set to status 'Awaiting' and waiting for 'User feedback' - handler sends user an email via additional comments as required by the incident application.

Logic:

The system identifies such an incident and sends first reminder automatically 3 *business* days after the additional comment is sentAfter further 24 *business* hours, the system sends the notification againAfter further 24 *business* hours, the system sends the notification again for the final time

If the ticket changes status at any point during this, the logic should cease and restart if the ticket goes to 'User feedback' again.

The notification would have to be sent via a new SN address with specific alias:

Alias: Ticket Action RequiredAddress: Action-Required@ServiceNow.Fresenius.com

This function can be enable on assignment group level. The function will only be enabled after approval of Marc Lenz (marc.lenz@fresenius.com) or Lukas Mechenbier (lukas.mechenbier@fresenius.com).

If somebody wants to have this enabled for their assignment group and gets in contact with the GSD, please open an incident with the name of the assignment group(s) and assign it to Int_DE_FDT_Governance to get the needed approval. The team will then forward the incident to the ServiceNow Support.

Assignment Group:

Int_DE_FDT_Governance

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A