GSD. What are the steps to resolve incidents and how to accept or reject the solution provided

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General Information:

Possible symptoms/errors:

Incident resolutionThe process of accepting or rejecting provided solution

Alternative names of the system:

n/a

IMPORTANT NOTICE:

N/A

Solution:

At the point in time a final solution has been provided, ServiceDesk will set the incident status to Resolved.This status change will trigger an email notification to the user as the business users referenced in the fields Affected user and Caller.

Note: The status Resolved does not mean that the incident is closed. It reflects the perspective of the SD agent about the most efficient way of incident resolution.

1. Steps on how the user can verify and accept or reject the solution

The notification about incident resolution sent to the user as the Affected user or Caller will contain:

the solution description in "Resolution Comments"a reference to the incidenta link to the incident form in the ServiceNow Service Portala link to answer via email

If the solution provided is resolving the issue from user's perspective, the user should not take any actions and the incident status will be changed to Closed automatically by the ServiceNow system after 7 days without reaction. After that status change, the incident is written protected and cannot be reopened.In case the solution provided does not resolve the incident, the user has two options to reject the solution and revert the incident status:

Answer to the notification via email by using the link "email" provided in the last section of the notification.Answer through the incident form in the Service Portal by using the link "here" provided in the last section of the notification.

2. Reject solution through incident form in the Service Portal

Within the incident form via the link to the Service Portal, the user may click on "Reject Resolution".

After clicking on the Reject Resolution button, the user will be asked for a comment.

This will trigger the following actions on the incident record in ServiceNow:

The comment is added to the work notes of the incidentThe incident status is set back to the "Assigned" statusThe current assignee is informed via email notification

Special Cases: SD agents will align with the business users first

There are two special cases to consider for incident resolution:

Solution via workaroundThe workaround applied must be acceptable for the business as a prerequisite to mark the incident as resolved with this workaround.Cancellation due to missing responseIn case of providing additional information ServiceDesk agent can require from the user, the requested information will be documented as additional comments within the incidents and the status will be set to Awaiting / Customer Feedback.In case of no reply from the user, Service Desk agents will apply Three Strike Rule procedure. The status will be changed to "Cancelled" after seven business days.

In both cases a Three Strike rule applies, so there are three attempts to reach the user before the status is changed.

Customer visible comment in the incident and status change to AwaitingThe first attempt will be performed by adding a customer visible comment to the incident and change the status to "Awaiting / Customer Feedback". This will trigger notifications and the user will have the chance to answer via email or using the incident form in the service portal.

+ Two contact attempts via telephone The second and third attempt to reach the user will be performed via phone

After the three attempts, SD support will change the status of the incident to "Resolved" with the appropriate resolution code Solved (Workaround) or Cancelled (Other). The user will have 7 day to reject the solution of the incident as described above.

Note: If ServiceDesk receives an out-of-office reply, the status will be set to waiting for a scheduled date until the user is back.After the scheduled date is passed, ServiceDesk will try to reach the user again.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

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

Important Links:

N/A