GSD. Work Instruction - How to handle Out of Scope Request or Issue

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General Information:

Possible symptoms/errors:

How to handle Out of Scope Request or Issue.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Below steps describe the procedure to manage an authorized user (In-Scope user) who is requesting a non-supported service.

Any request or issue regarding a service outside the defined services for Global Service Desk in combination with onboarded region and not registered in Knowledge Database is perceived as 'Out of Scope Request/Issue'. Please note that Incident Manager should be asked for assistance first. "Out of scope" includes:i> Out of Scope issues where IM is in contact with FDT for internal investigation.

ii> Unknown issues where all the SLS team has rerouted the ticket back to GSD (high reassigned ticket)

iii> New issues for which no knowledge article exists.The IMs will be responsible for monitoring the queue and updating the incidents on regular basis.

The IMs will be in regular contact with FDT/ Stakeholders for further process to be followed on the Out of Scope tickets.

If user contacts the Service Desk/logs a ticket regarding out of scope issue, following steps must be performed:

Agent creates a misplaced call ticket (by choosing Misplaced Call as a Category). The ticket number always has to be provided to the user to track which Service Desks have been contacted by them to solve their issues. Once the misplaced call ticket has been logged and the agent knows which Assignment Group is responsible for resolving the issue, they should assign the ticket the concerned group and if no group is found, check with IM/KM and proceed further.

In case out of scope issue the below needs to be done:

Service Desk informs user that the application is out of scope of support and Fresenius's Global IT Service Desk is unable to provide any assistance on the subject at the moment. The concerned team will look into it and would further provide information to the user.ServiceDesk agent assigns the ticket to the Incident Management queue in ServiceNow: EXT_WW_Global-Service-Desk_FLS_Capgemini_IM only after checking with IM/ KM. Service Desk agent also sends an e-mail to KM/ IM mailbox (fresenius_km.global@capgemini.com) and (globalfresenius_im.global@capgemini.com) with all the details, including ticket number, user's name, description of the issue, screenshots, error messages, etc. (NOTE : **the GSD will not assign the ticket to the queue directly from day 1, it has to be decided by IM/KM**)Upon reception of the ticket/e-mail Incident Manager puts the ticket on "Awaiting- Internal Investigation" status. The work note has to be properly updated.

The Incident Manager contacts the necessary Key Users / SMEs / Resolving Teams, who will ensure knowledge about the matter is gathered.

If the query is not supported by any Resolving Teams and Fresenius's SMEs advise the matter at hand is unsupported by the client, the Incident Manager contacts the Service Desk asking to communicate with the user.If the matter is to be supported, but is not yet documented in the KMDB, Knowledge Management is responsible for gathering required information from IM/ SMEs so that a new Knowledge Article is created.

Once an approach is determined, progress in the ticket should be communicated to the Fresenius's Affected User.

If the matter is unsupported, Service Desk should inform the user that his/her request/issue is out of scope and will not be proceeded with. Following this, the ticket is resolved.If the matter is to be supported, ticket will be brought 'In Progress' and assigned accordingly once a relevant Knowledge Article is created.

If User is available in ServiceNow, they are in scope users.

If User is not available in ServiceNow, Agent should check if they are available in Active Directory (should not happen but it is possible for New Joiners, etc.). In such case Agent should log a ticket for a Unknown External User or Unknown Internal User and User's data should be given in the ticket description.

Assignment Group:

EXT_WW_Global-Service-Desk_FLS_Capgemini_IM

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

1. Fresenius - Out of Scope Procedure v1.3.docx