

# Incident Management: Meaning of status and according timers

**Article ID:** KB0039455

**Created:** 2024-12-19 14:01:51

**Updated:** 2024-12-19 14:01:51

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

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**Category:** {'link':

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When raising a new ticket it's required to fill out all according form fields and to add all information which describe the support case. While there are some form fields which are less important than others, there are a few, which are very important since they are not only of an informational type but decisive for further processes or SLAs for example. One of these fields is the "Status" field which functions and dependencies are described in this article.

What can you find? Which impact does the "Status" field have? Detailed information

What can you find?

The "Status" field and its different status types

The different status types are:

New Assigned In progress Awaiting (with different sub statuses) Resolved

Depending on the selected status, timers start, stop or continue. The overview below describes this in detail.

Main status

Sub statuses (under "Awaiting"):

Which impact does the "Status" field have?

The "Status" field does not only show the current progress of the ticket's lifecycle but is also connected to certain timers which in turn affect the SLAs.

The timers are:

Response timer Resolution timer

Depending on the selected status, the timers are started, paused or stopped.

Detailed Overview:

Status Sub Status Definition Timer New

Ticket handling not started - ticket is untouched in first assignment group of the ticket lifecycle (Indicator that Response Timer is still running)

In detail: As soon as a new ticket is created and not yet saved, the status is automatically set to: "New". The Response Timer started since the creator is member of the first assignment group which is in

contact with this new ticket

Response Timer => Run

Resolution Timer => Run

Assigned

Ticket assigned to resolver group - especially if ticket handed over to other assignment group

In detail: To assign a ticket, the status "Assigned" needs to be selected. Response and Resolution timer run since they measure the response to the ticket and the time until resolution.

Response Timer => Run

Resolution Timer => Run

In Progress

1. Initial incident categorization & prioritization started

2. Status during any activity by the agent during ticket lifecycle

In detail: As soon as someone is working on the ticket it's status needs to be set to be "In Progress". This does not only make the progress visible, but also affects the timers. The Response Timer now stops, because an agent responded to the assigned ticket. But the resolution timer continues since no resolution was provided so far.

Response Timer => Stop

Resolution Timer => Run

Awaiting User feedback

The resolution depends on further user input (user availability unknown)

In detail: In some cases the user needs to provide feedback or more information. Then the status needs to be set to "Awaiting" and the Resolution Timer stops, since no one knows when the user is going to respond. Here's no Response Timer since it's only about providing a resolution.

Resolution Timer => Pause Scheduled Work

Ticket resolution postponed due to user availability (user availability is known (e.g. by Out of Office note))

In detail:

Other than "User feedback" where one doesn't know when the user is going to respond, "Scheduled Work" shall make clear that there's a certain date at which a response can be awaited and ticket process continued. Here the 3-Strike-Rule is unnecessary. And since we wait for a response, the Resolution Timer is paused.

Resolution Timer => Pause Change Implementation

Resolution implementation depends on maintenance cycle/transport windows. No workaround could be applied

In detail:

For example: A change is required, because no solution could be provided to the user and the user was asked if he/she can wait until implementation is finished, the status needs to be set accordingly. Generally the user has no solution yet. That's why the Resolution Timer now is running again.

Resolution Timer => Run Supplier Feedback

Fresenius Digital Technology Third Party involved for incident resolution

In detail:

To provide a working solution, Fresenius Digital Technology decides to instruct a third party and the ticket is then with them. For sure the Resolution Timer is still running since no solution was provided yet.

Resolution Timer => Run Problem resolution

Problem ticket has been opened and incident handling depends on workaround guidance from Problem Management

In detail:

There are recurring incidents which led into a problem ticket, having been raised. A workaround is needed until complete resolution and therefore an according guidance is needed. Since there is no solution yet the Resolution Timer is still running.

Resolution Timer => Run Local customer IT feedback

Ticket resolution depends on further Business IT input.

In detail: Here we have a common service, for example with Fresenius Kabi, and wait for feedback of customer's IT. IN this case we don't need to contact the user again, but the Business IT. The Resolution Timer is now paused, since the case is now for the moment business sided and not with us.

Resolution Timer => Pause Internal Investigation

Internal investigation need to be done to solve the ticket or process it any further.

In detail: There's either a lack of knowledge or unclear ownership, and the resolution depends on further internal investigation.

Resolution Timer => Run Resolved

Incident resolved - The resolution has been communicated to the user.

In detail: A solution was provided. The timer is paused and usually stopped afterwards, unless the user contradicts within five days. If not, the timer reaches the status "Closed" and all timers are stopped.

Resolution Timer => Pause Closed