GSD. General - How to assign incident tickets for Infrastructure topics into new GI Resolver Groups

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General Information:

Possible symptoms/errors:

How to assign incident tickets for Infrastructure topics into new GI Resolver Groups

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

New Resolver Groups were necessary to be set up due to new naming conventions in ServiceNow and to reflect the organization of Global Infrastructure. So starting in mid March 2020, please use the following resolver group structure for Infrastructure related Incident and Problem Ticket.

The table starts with the services, the resolver group is responsible for. Then follows the Groups name and in the next column you can see the old resolver group name, if there was one. The last column shows the Resolver Group's Team Manager. Be aware, that some services are now split into Central and Decentral, meaning the resolver Group to choose, is differentiated by the location. Basically, Bad Homburg, Frankfurt, Hongkong and Lake Zurich is mainly Central, all other locations are decentral.

The Resolver Groups are:

Services

Resolver Group Name

Network Services - DevicesNetwork Services - LAN,Network Services - WANNetwork Services - WLAN

Int_WW_Core NW Services_CNWS_TLS_FDT

ESX Hosting ServicesLinux Hosting ServicesHosting Services

Int_WW_Linux_CentralServer_CIaaS_SLS_FDT

Windows Hosting Services

Int_WW_Microsoft_CentralServer_CIaaS_SLS_FDT

Int_WW_Cloud_SharedDCInfra_CIaaS_SLS_FDT

Int_WW_Storage_SharedDCInfra_CIaaS_SLS_FDT

Int_WW_Decentral-Server_DIaaS_SLS_FDT

Int_WW_Network-Operations_SLS_FDT

Central Storage & SAN Fabric

Int_WW_Shared-DataRoom_Infra_DIaaS_SLS_FDT

Network Services - DevicesNetwork Services - LAN,Network Services - WANNetwork Services - WLAN

Int_WW_NW-Decentral-Project-Design_TLS_FDT

DB2 Database ServicesKOL DatabaseMicrosoft Database ServicesOracle Database Services

Int_WW_Database_PaaS_SLS_FDT

Nagios, check_mkSCCM for Server DeploymentSCORCH (Automation)SuSE Manager

Int_WW_Tools_PaaS_SLS_FDT

Cybersecurity Monitoring,Cybersecurity Incident Management,Cyber Threat and Vulnerabilty Hunting

Int_WW_CyberThreatDetection_SecaaS_SLS_FDT

Microsoft Skype ... (in case of chat malfunction)Microsoft …Sharepoint …Office 365 in generalbut also Lotus Notes Legacy

Ext_WW_Collaboration_SLS_Capgemini

Endpoint ProtectionSymantec Endpoint Protection (SEP)

Int_WW_Endpoint-Security_DigitalWP_WPaaS_SLS_FDT

Global Client Management (GCM)Client Inventory ServiceSoftware packaging and service deployment (FNC software distribution)Standard hardware catalogWindows 10 Enterprise serviceFNC Windows 10 Enterprise ImageLocal Backup with HP-Connected BackupDDPE Encryption for Windows 7

Int_WW_Hardware-Packaging_DigitalWP_WPaaS_SLS_FDT

Virtual Apps and Desktops(Citrix, Terminal Services, Thin Clients)

Int_WW_Virtual-Workplace_DigitalWP_WPaaS_SLS_FDT

Priviledged Acces Management with CyberArk

Int_WW_CyberArk_WPaaS_SLS_FDT

Int_WW_End-User-Id_WPaaS_SLS_FDT

Int_WW_Field-Service_WPaaS_SLS_FDT

Int_WW_File-Sharing_WPaaS_SLS_FDT

Int_WW_Mobile_WPaaS_SLS_FDT

Phone & Fax ServicesVoice TelephoneeFaxPhone & Fax ServicesPolycom Desktop Video ConferencingPolycom Room Video Conferencing

Int_WW_Real-Time-Communication_WPaaS_SLS_FDT

Int_WW_SecaaS_SecAdvisory_SecaaS_SLS_FDT

SAP Basis

Int_WW_SAP-PaaS_SLS_FDT

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A: