

# sniper

UNUMS INCIDENT PREVENTION TOOL

Sniper is part of the problem management arsenal! It provides self service for workarounds defined by problem management. These workarounds are implemented as temporary fixes to allow the business process to proceed with minimal interruption to service. Sniper temporary fixes are released when repetitive incident of the same data fix are identified.



## EFFICIENCY

Faster turnaround of business processes, a bonus during Q4



## AGILE DEVELOPMENT

Sniper is built in an Agile manner, reacting quickly to changes or requests



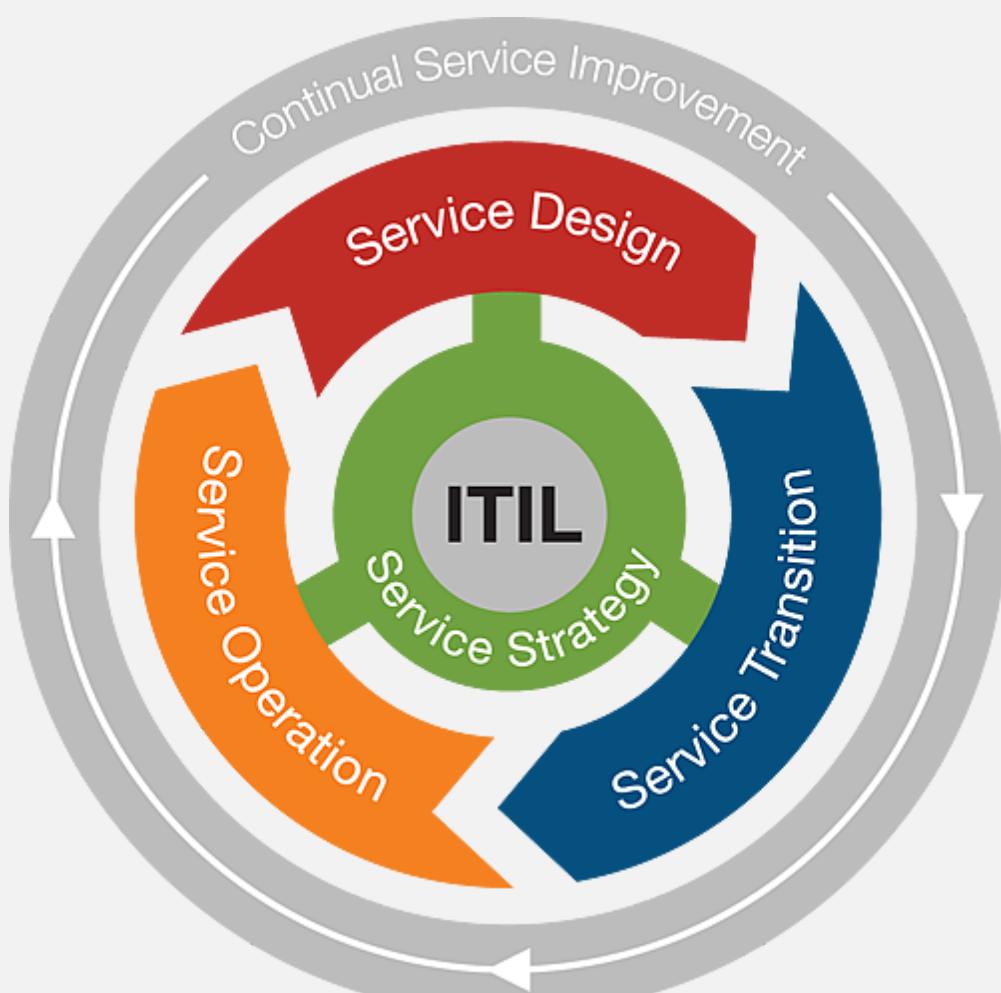
## AUDITS

Automated auditing complying with SOX and in-house audit requirements



## METRICS

Sniper usage dashboard drives prioritization of permanent fixes



## ITIL SERVICE MANAGEMENT

Sniper is used to provide Problem Management support in Unums ITIL Environment. Respond faster to challenges which impact your customers. Lower Incident creation by using our Self Service interface. Prioritize application fixes based on customer pain points. Empower your Incident management team by giving them the tools they need.

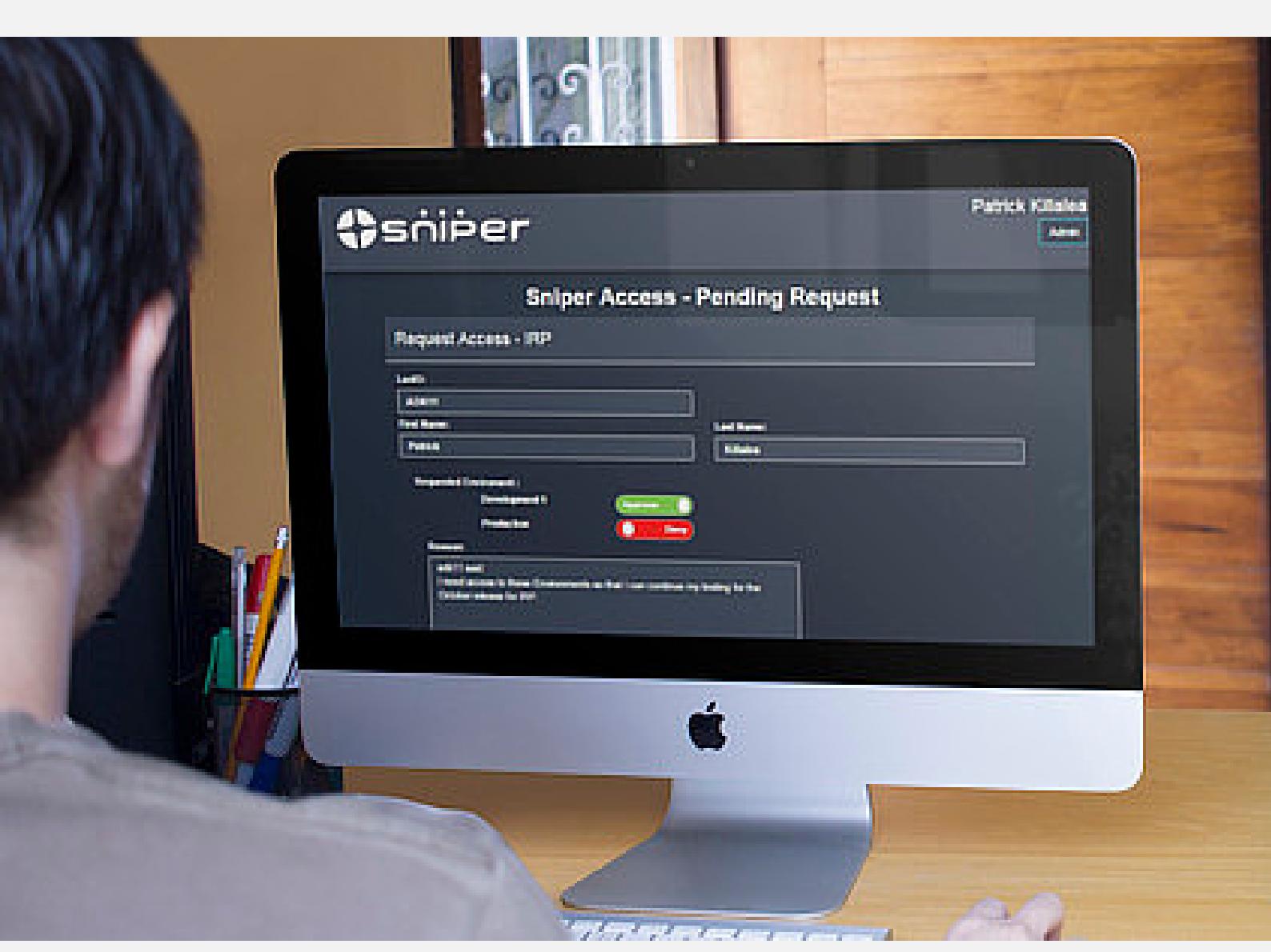
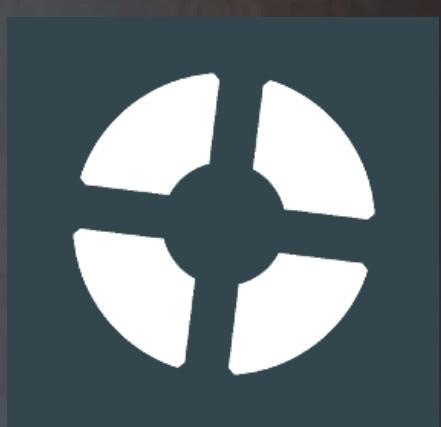
## SERVICE NOW INTEGRATION

Sniper is integrated with Service Now, Unums new Service tool. Fixes in Sniper link back to Service Now Problem tickets and the Problem Dashboard. Service now retrieves metrics from our audit process, giving management the ability to easily keep track of which fixes are being used the most



[sniper-description.azurewebsites.net](http://sniper-description.azurewebsites.net)

Email: DL Sniper Admin



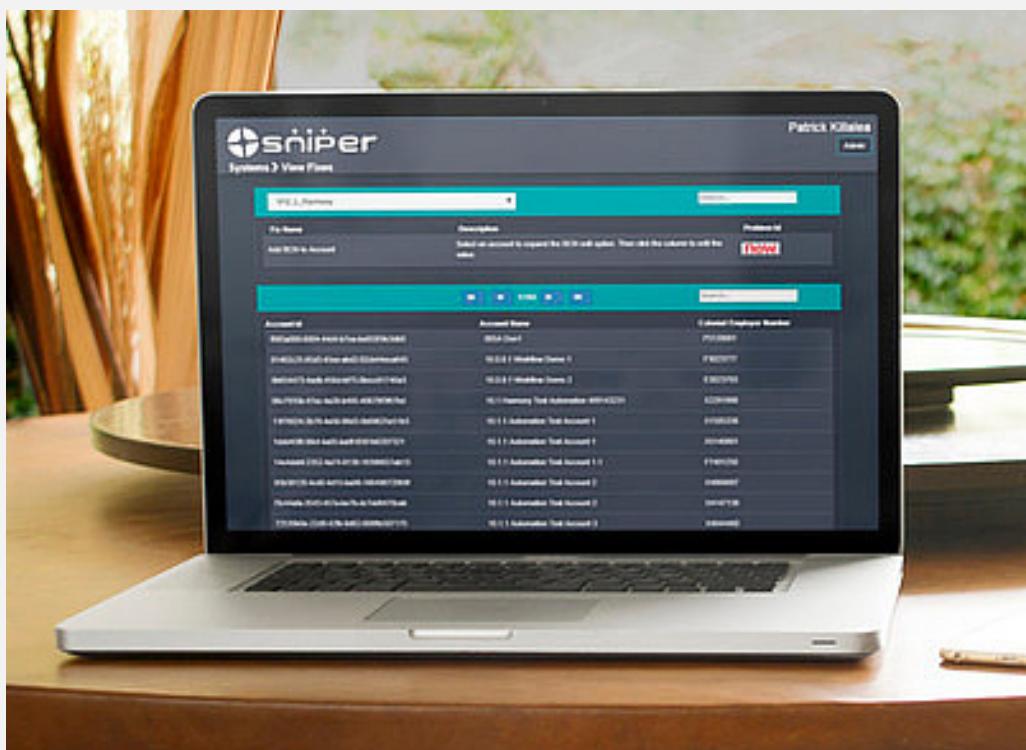
## PROBLEM MANAGEMENT

Use Sniper to drive prioritization of data fixes within your application.  
Provides Self Service work around while permanent fix is evaluated.  
Use metrics gained from Sniper to drive application development teams to avoid further incidents.

## INCIDENT MANAGEMENT

Prevent incidents from being created by arming your Business Users with this Self Service tool.  
Free up Incident Management to work on new service interrupts.  
Workflow and support no longer interrupted by repetitive data fixes.

## SNIPERS CAPABILITIES



Our intuitive User Interface allows a Business User self serve temporary work arounds.



View detailed graphs and charts showing information such as how often a fix is used.



Do business anywhere, any time!  
As Sniper is an HTML5 app, it can be accessed on your PC, iPhone and Tablet



HTML5 gives Sniper the ability to run a powerful application with huge capabilities in the convenience of a web page on a device.

