STANDARD OPERATING PROCEDURE (SOP)

ServiceNow Incident Handling – Claims (Retail BMP)

1. PURPOSE

The purpose of this SOP is to define a standardized, detailed, and structured process for handling

incident tickets in ServiceNow for Claims applications under Retail BMP. This SOP ensures consistent

incident management, accurate classification, SLA adherence, effective communication, and proper

documentation for audit and operational efficiency.

2. SCOPE

This SOP applies to:

• All ServiceNow incidents related to ITMP BMP – Claims (Retail)

• Claims verticals including FNOL, ClaimNet, CTR, Claims Tracking, Fraud, Litigation, Provider Management

• L2 Claims Operations and supporting IT teams

• Incidents originating from business users, monitoring tools, or integrations (ABS/Airwave)

3. DEFINITIONS

Incident: An unplanned interruption or degradation of an IT service.

ServiceNow: ITSM tool used for incident lifecycle management.

BS: Business Service

SO: Service Offering

OE: Operating Entity

FNOL: First Notification of Loss

4. ROLES AND RESPONSIBILITIES

4.1 L2 Claims Operations

• Own incidents assigned to Claims L2 queue

• Perform analysis and resolution

• Update work notes and customer communication

• Ensure mandatory fields are accurate

4.2 L3 / Vendor Support

• Handle advanced technical or legacy system issues

• Provide permanent fixes or recommendations

4.3 Manager / Lead

- SLA monitoring and escalation management

- SOP governance and review

5. INCIDENT LIFECYCLE

Incident Creation → Assignment → Analysis → Customer Info Required (if applicable) → Resolution → Closure

6. DETAILED INCIDENT HANDLING PROCEDURE

6.1 Incident Assignment & Validation

- Open incident from ServiceNow queue

- Assign incident to yourself and add name to Track List

- Validate and update mandatory fields:

- Category: ITMP-BMP

- Subcategory: Home / Motor / Home-Motor

- Business Service

- Service Offering

- Assignment Group

- Affected OE: Allianz Australia

6.2 Application / Service Offering Identification

Based on issue type, select appropriate Service Offering:

- Claims Notification (FNOL)

- Claims Settlement

- Claims Tracking & Management

- Claims Handling Workflow

- ClaimNet

- CTR

- Fraud & Litigation

- Provider Management

- ABS / Airwave Integration

6.3 Work Notes Documentation

Use the standard work note template:

- Affected User Name & ID

- Priority

- Date & Time

- Application Used

- Number of Users Affected

- Problem Description

- Error Messages

- Screenshots

- Steps to Reproduce

- Analysis & Actions Taken

6.4 Customer Info Required Process

Mark incident as "Customer Info Required" when:

- Information is insufficient

- User clarification is required

Actions:

- Update work notes with reason

- Add clear Additional Comments to user

- Set follow-up dates (1st: 1 day, 2nd & 3rd: 2 working days)

- Resume incident upon user response

6.5 Parent–Child Incident Management

- Identify multiple incidents with same root cause

- Select one incident as Parent

- Link all related incidents as Child

- Track resolution only via Parent incident

- Ensure updates reflect across all linked tickets

6.6 Resolution & Closure

- Validate fix or workaround

- Update resolution and cause code

- Add detailed closure notes (user-visible)

- Mark incident as Resolved

- Incident auto-closes after 5 days if not rejected

7. ESCALATION PROCESS

- Functional Issues → Senior L2

- Technical / Legacy Issues → L3 / Vendor

• SLA Risk → Manager / Lead

8. SLA & PRIORITY GUIDELINES

P1 – Business Interrupting (Immediate)

P2 – High Impact

P3 – Medium Impact

P4 – Low Impact

9. BEST PRACTICES

• Accurate field updates

• Clear communication

• Avoid unnecessary reassignment

• Maintain audit-ready documentation

10. EXCEPTIONS & CONTINUOUS IMPROVEMENT

• Legacy limitations to be documented

• IMP / JMP ticket to be raised for permanent fix

• SOP to be reviewed periodically

Prepared By: _____

Reviewed By: _____

Approved By: _____

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