

Standard Operating Procedure (SOP) for Incident Handling

1. Introduction

1.1 Purpose

To outline the process for incident management within Allianz Technology, focusing on Retail Services, with the aim of restoring normal service operations swiftly and minimizing adverse effects on business operations.

1.2 Scope

Applicable to the Retail L2 Team responsible for BMP Global Retail, Radar Live, BPM - Camunda, APL GOST, and Pricing Analyst Software (PPCU).

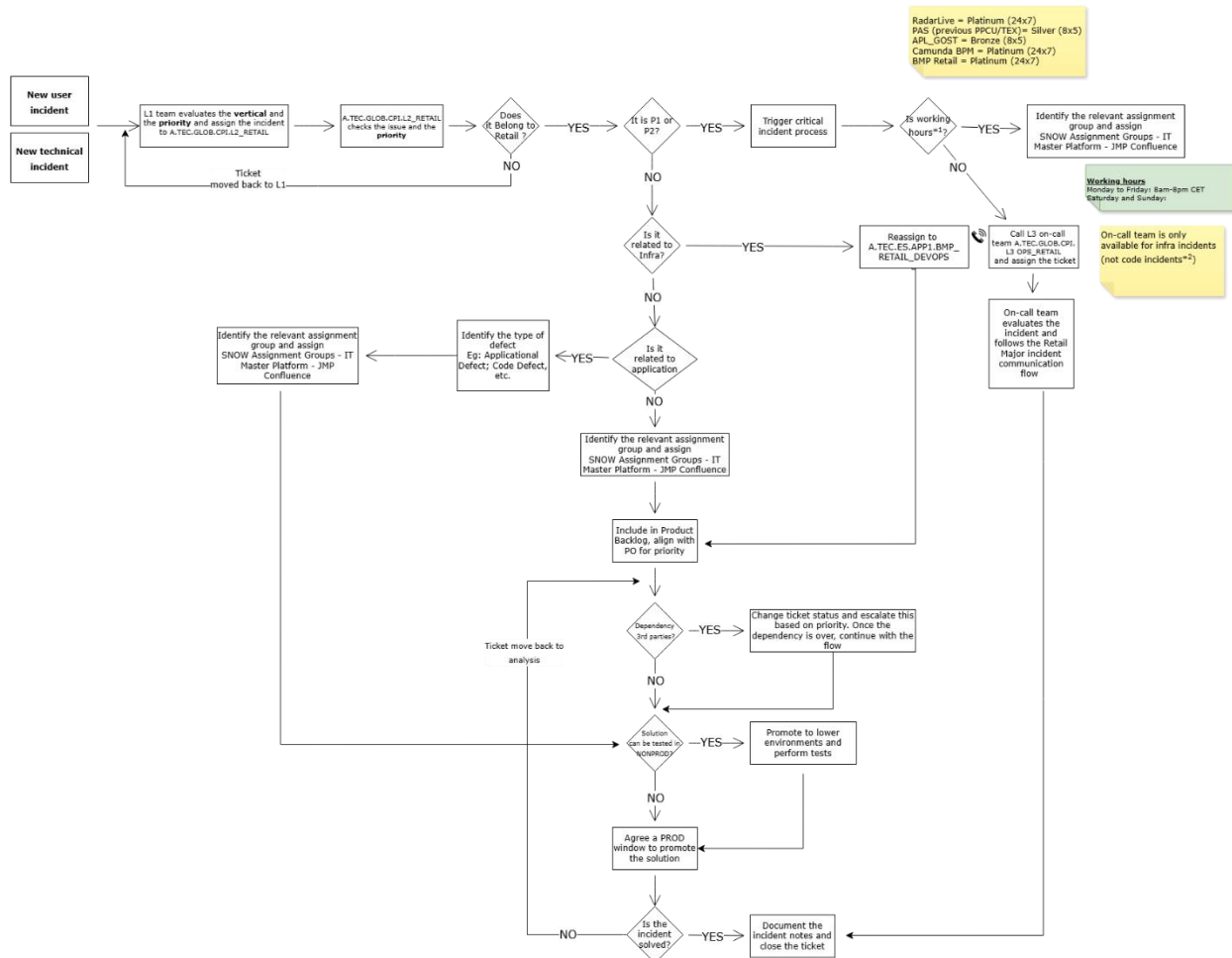
2. Objectives

- Swift restoration of normal service operations.
- Minimize adverse effects on business operations.
- Ensure service quality and availability.
- Comply with contractual Service Levels.

2.1. Responsibilities

- **Monitor:** Incident flows & application services.
- **Acknowledge/Respond:** Acceptance of incidents.
- **Fix:** Incidents per SOP (e.g., restart servers/services, clear cache).
- **Analyze/Route:** Incidents to L3 teams.
- **Document:** Update incident logs/SOPs.
- **Support:** 2nd Level Support handles unresolved incidents.
- **Resolve:** Incidents within defined timeframe/SLAs.

3. Process Overview



3.1 Incident Reporting

- **Objective:** Promptly report incidents as soon as detected.
- **Procedure:** Report incidents via SIM/SNOW, including date, time, location, and description.

3.2 Corrective Action

- **Objective:** Immediate action to fix incidents or mitigate impact.
- **Procedure:** Assign based on severity and urgency; aim to restore service or provide a temporary workaround.

3.3 Investigation and Analysis

- **Objective:** Identify root cause and analyze effects.
- **Procedure:** Collect and review data (logs, metrics, screenshots, feedback); identify risks or opportunities for improvement.

3.4 Incident Closure

- **Objective:** Document lessons learned and close the incident.
- **Procedure:** Create a report summarizing incident details, actions, outcomes, and recommendations; include stakeholder feedback.

5. Retail Incident Handling

5.1 Identification

- **Responsible Services:**
 - RADARLIVE: A.TECH.GLOB.CPI.RETAIL_RADARLIVE
 - PAS: A.TECH.GLOB.CPI.RETAIL_PAS
 - APL_GOST: A.TECH.GLOB.CPI.RETAIL_APL_GOST
 - BMP/Camunda: A.TECH.GLOB.CPI.RETAIL_BMM
 - BMP_RETAIL: A.TECH.GLOB.CPI.RETAIL_BMP

The Global Retail team is responsible for the Incidents related to below services only:

Code issues

Asset	SNOW group
RADARLIVE	A.TECH.GLOB.CPI.RETAIL_RADARLIVE
PAS	A.TECH.GLOB.CPI.RETAIL_PAS
APL_GOST	A.TECH.GLOB.CPI.RETAIL_APL_GOST
BMP/Camunda	A.TECH.GLOB.CPI.RETAIL_BMM
BMP_RETAIL	A.TECH.GLOB.CPI.RETAIL_BMP

Infrastructure issues

Asset	Snow group
Retail Infrastructure	A.TECH.GLOB.CPI.RETAIL_DEVOPS

IMPORTANT ASSIGNMENT GROUPS :-

Team	Assignment groups
L&H ABS customer support	A.TEC.IN.ITSM.CPI.L2.LH_OPS-FE
Retail L2 Support	A.TEC.GLOB.CPI.L2_RETAIL
Premium IT Support for dedicated OEs	A.TEC.GLOB.GP.PREMIUMSUPPORT
Azure AD Services	A.TEC.DE.CPI.GLOB.IAM.ENTRA_ID
APL Team	A.TEC.GLOB.CPI.RETAIL_APL_GOST
(Creator group) service desk Supp for ITMP	A.TEC.AU.WPS.SERVICE.DESK-ITMP
For Motor QnB	A.AU.AU.INC.RETAILGUARDIANS
Allianz Partners support for France users	A.PART.BUD.ITSM.AZP_SERVICEDESK_FR
3rd level support for BBVA Integration	A.TEC.ES.INC.BBVA_INTEGRATION
For Home QnB	A.TEC.AU.APPL.BMP.RETAIL
Allianz Australia Service Desk	AZTEC.AU.SERVICE.DESK
GIAM Operations	A.TEC.GLOB.CPI.IAM.GIAMOPS
Camunda Team	A.TEC.GLOB.CPI.RETAIL_BPM
L3 operation	A.TEC.GLOB.CPI.L3_OPS_RETAIL
Retail DevOps Team	A.TEC.GLOB.CPI.RETAIL_DEVOPS
Radarlive	A.TEC.GLOB.CPI.RETAIL_RADARLIVE
PPCU	A.TEC.GLOB.CPI.RETAIL_PAS

6. Incident priority Matrix

Incidents shall be classified according to their urgency and impact based on the standardized Priority Matrix available in SIM ServiceNow when handling an Incident.

Information on Impact and Urgency is provided by the customer. Impact is determined by the current or future foreseeable business impact (e.g. business hours starting soon and thus potentially large number of users affected).

Examples:

P1: Critical application failure during business hours leading to an existing or potential loss to the business.

CP2: Performance degradation of a critical service

P2: Short-term application failure within a reasonable size during business hours.

P3: Failure to an individual person with a small functional impact for a limited amount of time or failure of a non-critical service.

P4: Failure to an individual person with no functional impact (e.g. computer mouse is not working), majority of Incidents fall under this Priority.

5.2 Best Practices

- **Step 1:** Validate Assignment Group; re-assign if necessary.
- **Step 2:** Acknowledge Incident Record by clicking “assign to me”.
- **Step 3:** Process Incident Record; analyze relationships.
- **Step 4:** Contact affected user for additional information.
- **Step 5:** Reassign or escalate if necessary.
- **Step 6:** Implement solution or workaround; update work notes.

6. ServiceNow Incident States

- **New:** Initial state.
- **Assigned:** Assigned to a group.
- **Work in Progress:** Actively being worked on.
- **Customer Info Required:** Awaiting user information.
- **On Hold:** Similar to Customer Info Required, set in Agent Workspace.

- **Provider Info Required:** Awaiting provider information.
- **Solution Monitoring:** Monitoring applied solution for P1 and Coordinated P2 Incidents.
- **Resolved:** Solution implemented, awaiting user acceptance.
- **Closed:** Incident remains open for 5 days post-resolution.

7. Conclusion

This SOP provides a structured approach to incident handling, ensuring efficient and prompt response, resolution, and documentation. Adherence to these procedures will help maintain service quality and compliance with Service Levels.