In Scope

This process applies to:

- Tickets that are awaiting information from User(s) in order to address the issue reported
- P2 (NOT Extensive/Widespread), P3 and P4 tickets

Out of Scope

This process does not apply to:

- P1 and P2 Extensive/Widespread(E/W) tickets (manual escalation to CSM/BRM, if necessary for these types)
- Tickets that are awaiting resolution confirmation from the user.
- Tickets where response/actions are due from third party vendors or an Abbott Support team such as GIS Infrastructure, etc.

Note: ALL contact attempts must be documented in the ITSM work detail field with system generated time stamps.

Follow-up requests can be made via

- IM
  - Must be acknowledged by user AND logged in ticket or does not count as follow-up
- Phone
  - Date/time of VM or contact must be logged in the ticket or does not count as follow-up
- Email
  - The FINAL/3rd follow-up MUST be via email
  - Not all 3 attempts can be via email

An ACKNOWLEDGED IM or Phone Call must be one of the first 2 follow-up attempts during this process by the time you get to the FINAL/3rd email closure

STEP 1: Process for moving a ticket TO "PENDING" status:

Priority	Steps
P1 & P2 E/W	• N/A
P2 (non E/W)	• Make the initial request for information via IM or phone ONLY (no email) and document in the ticket. If there is no response after *2 business hours*,* make a 2nd request and place the ticket in status: **PENDING** • Pending Status Reason: **Client Action Required**
P3 & P4	• Make the initial request for information via IM or phone ONLY (no email) and document in the ticket. If there is no response after 4 *business hours*,* make a 2nd request and place the ticket in status: **PENDING** • Pending Status Reason: **Client Action Required**

*business hours = local business hours per the user's time zone

STEP 2: After the ticket has been moved to PENDING status in STEP 1:

Priority	Steps
P1 & P2 E/W	• N/A

| Priority	Steps

P2 (non E/W)	• 1st Attempt: 1 business day after placing the ticket in Pending status, send out a follow up request to the user and document in the ticket.
	• 2nd Attempt: Send another request for information to the user, if there is no response after 1 business day AFTER the 1st attempt and document action in the ticket.
	• 3rd Attempt: If there is no response 1 business day AFTER the 2nd attempt, notify the user that the ticket will be resolved at the end of the business day using the **Email Template** below and document action in the ticket.
	• If there's no response by the end of the business day,
	    1. Change the ticket status to **In Progress and save the change**
	    2. Update the Work Details and Resolution field with an indication that the ticket is being closed due to insufficient information.
	    3. Change the ticket status to **Resolved**

P3 & P4	• 1st Attempt: 2 business days after placing the ticket in Pending status, send out a follow up request to the user and document in the ticket.
	• 2nd Attempt: Send another request for information to the user, if there is no response after 1 business day AFTER the 1st attempt and document in the ticket.
	• 3rd Attempt: If there is no response 1 business day AFTER the 2nd attempt, notify the user that the ticket will be resolved at the end of the business day using the **Email Template** below and document in the ticket.
	• If there's no response by the end of the business day,
	    1. Change the ticket status to **In Progress and save the change**
	    2. Update the Work Details and Resolution field with an indication that the ticket is being closed due to insufficient information.
	    3. Change the ticket status to **Resolved**

Notes:
- When sending the final notification to the user (3rd attempt), underline: clearly state that the ticket will be resolved if they do not provide the requested information by the end of the business day.
- If an auto response is received showing user is out of the office, update the Work Details with that information and resume contact attempts after the user returns.
- If information is received from the user, the ticket **MUST** be moved to **In Progress** status and updated with the information. The ticket should not remain in Pending status.
- Once a user response has been received, this process must be started from the beginning for any subsequent requests.
- Document all steps in the ticket so that a clear audit trail of all actions is available.

Email Template: Ticket Pending User Response

Final communication to user (If no response after 3rd attempt, EOB)::

Mark the email as **High Importance**
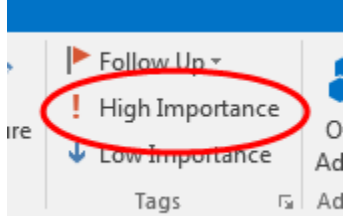
Subject: **INC00000##### - Ticket Pending Response**

Dear <User>,

We are unable to further troubleshoot or provide resolution to your reported issue because we have not received the information we've requested from you. If we do not receive the previously requested information by the close of business today, your ticket status will be changed to "Resolved".

Once the ticket has been resolved you have the option of contacting the Global Service Desk within 14 calendar days to have it reopened. After 14 calendar days, if the same issue still exists, a new incident will need to be opened to address it.

Regards,

XXX

Resolution notes (documented in the ticket as well as email sent above):

Moving ticket to RESOLVED status due to insufficient information. User failed to provide the requested information after multiple communications.