

Incident Process				
Step 1	<p>1. ONE Regions create the incident with right priority defined and the detailed description included in ONE ServiceNow</p> <p>a. Please refer to the "How to Create Incident in ONE ServiceNow" section below</p> <p>b. Please refer to the "Incident Priority&SLA" section to define incident priority</p> <p>2. ONE GSD need assign to CI&T Team(yansen@ciandt.com) in ServiceNow if the issue belong to CMS</p> <p>3. If the priority of issue is "Critical" in ServiceNow, GSD can call CI&T 24*7 Helpdesk below to remind it.</p> <p>a. China number: +86-18606690173</p> <p>b. Singapore number: +65-31583052</p> <p>4. WatchList in Service Now : ghq.ecommerce@one-line.com (All incident) , OTSK.ecom@one-line.com(Only Critical Incident)</p>			
Step 2	<p>1. CI&T respond to the issue, if is required more information from ONE Regions, CI&T need to add comment in the incident in ServiceNow, and if urgent, can call ONE Regions directly to confirm it.</p> <p>2. Once confirm it is the incident, If critical issue, such as site down, CI&T need to put the global site and all region sites to maintenance mode, meanwhile</p> <p>CI&T need to send email to ONE group below to inform this incident following the team template defined in "Sample for reference" sheet</p> <p>otsk.ecom@one-line.com, ghq.ecommerce@one-line.com ghq.gcsn.digital@one-line.com dinh.nham@one-line.com an.phamvan@one-line.com linh.dangv@one-line.com khanh.ledn@one-line.com nhu.ta@one-line.com huynh.nguyenq@one-line.com diep.nguyentn@one-line.com hung.truongv@one-line.com thien.hoang@one-line.com ecom.general.otsv@one-line.com ecom1.otsv@one-line.com ecom2.otsv@one-line.com ghq.bpit.leads@one-line.com ghq.bpm.divall@one-line.com na.servicedesk@one-line.com na.reporting.support@one-line.com edi.support@one-line.com Global.EDI.Management@one-line.com na.edi.support@one-line.com NA.BPIT.CSVC@one-line.com NA.BPIT.CSVC@one-line.com</p>			
Step 3	<p>1. CI&T need to investigate the incident together with Acquia support team.</p> <p>2. Meanwhile, CI&T need to follow the standard to keep the ONE group for the status update via email, as well as the incident in ServiceNow</p> <p>a. For Critical issues, CI&T Team need keep the status update every 30 minutes</p> <p>b. For High issues, CI&T Team need keep the status update every 1 hour</p> <p>c. For Medium issues, CI&T Team need keep the status update every 2 hours</p> <p>d. For Low issues, CI&T Team inform the ONE regions once it is resolved</p>			
Step 4	<p>1. After CI&T resolve the incident, update the status in ServiceNow and inform ONE regions to verify it</p> <p>2. ONE Regions verify the issue and get back to CI&T in ServiceNow</p>			
Step 5	<p>1. Once ONE Regions verified the incident without any additional issues, CI&T will add the detailed root cause information in the ServiceNow and close the incident in ServiceNow</p> <p>2. Meanwhile, if Critical issues, CI&T should prepare the RCA report and share with ONE Region for the review</p>			
Step 6	<p>1. ONE Region review the Root Cause Analysis report and discuss with CI&T about prevention action plan, and finally ONE agree with the prevention action plan with timeline included</p>			
Step 7	<p>1. CI&T follow the timeline proposed and finish the prevention actions plan, and inform the ONE group</p>			
Incident Priority&SLA				
Request Type	Description/Examples	Priority	Response time for 95% of the issues	Resolution Time 95% of the issues
Incident	Site is inoperative; or production operations or productivity are severely impacted with no available workaround; or is a critical security issue.	Critical	2 hour	4 hours
	Site is operating but issue is causing disruption of Customer's business operations; workaround cannot be used for an extended period.	High	4 hours	8 hours

Incident	Site is operating and issue's impact on the Customer's business operations is moderate to low; a workaround or alternative is available.	Medium	8 hours	12 hours
	Issue is a minor inconvenience and does not impact business operations in any significant way; issues with little or no time sensitivity.	Low	12 hours	16 hours
Note: CI&T will aim to achieve the SLAs below. However, it's important to note that several aspects of incidents involve platforms and process out of CI&T control (e.g.: Acquia platform, process, etc) and thus the Resolution SLAs may not be achieved given those dependencies				
How to Create Incident in ONE ServiceNow				
Step 1	1. If you do not have ONE ServiceNow, please contact your RBPIT to create incident in the ServiceNow.			
Step 2	1. Open the ONE ServiceNow and login your account			
Step 3	1. Click Create New link on the left navigation <div> <div>Create New</div> <div>My Incident</div> <div>Open Incidents</div> <div>All Incidents</div> <div>Watch List</div> <div>Assigned to me</div> </div>			
Step 4	1. Input all mandatory information in the screen: <ul style="list-style-type: none"> a. Ticket requester: the person who reported this issue b. Category: Application c. [Criterion 1]: CMS d. [Criterion 2]: you need to select which cms site have this issue e. Environment: Production f. Priority: Please follow the "Incident Priority&SLA" to define the priority g. Incident State: Please consider "Open" as the initial status h. SR Creator: RBPIT i. Assignment Group: GSD J. Watch list: ghq.ecommerce@one-line.com J. Short Description: mention which kinds of issues happened nformation as you can, and attach the <div> <div> <div>ID</div> <div>* Ticket Requester Yansen Feng</div> <div>* Category Application</div> <div>* [Criterion 1] CMS</div> <div>[Criterion 2] Global</div> <div>* Environment Production</div> <div>Impact Team</div> <div>* Priority Critical</div> <div>Active <input checked="" type="checkbox"/></div> </div> <div> <div>* Incident State Open</div> <div>SR Creator Yansen Feng</div> <div>Opened 10-06-2021 10:25:52</div> <div>Incident Creator Yansen Feng</div> <div>Planned Finish</div> <div>Assign Tech Team <input type="checkbox"/></div> <div>Assign Business SME <input type="checkbox"/></div> <div>* Assignment Group CI&T</div> <div>Assigned to Yansen Feng</div> </div> </div>			
Step 5	1. Click submit button, you can see the new incident shows in the list as below: <div> <div>Incidents</div> <div>Search ID Search</div> <div>1 to 1 of 1</div> <div>All > Active = true</div> <div> <div>ID</div> <div>Category</div> <div>[Criterion 1]</div> <div>[Criterion 2]</div> <div>Priority</div> <div>Incident State</div> <div>Short Des</div> </div> <div> <div>INC0112233</div> <div>Application</div> <div>CMS</div> <div>Global</div> <div>Critical</div> <div>Open</div> <div>[Testing Only down and cu not access]</div> </div> <div>Actions on selected rows...</div> <div>1 to 1 of 1</div> </div>			

1. Sample how to fill the foot cause

Notes	Details	Related Records	Closure Information
* Root Cause Category	Other		Resolved Date: 2021-06-08 18:52:07
Resolution code	Solved (Permanently)		Resolved By: Dosoon Choi
Bridge Opened	<input type="checkbox"/>		Closed by:
			Date Closed:
* Resolution notes	Closure Info 1. Phenomenon : - Ecomm ID already exist 2. Related module : eCom 3. Menu : User Registration 4. Workaround : Explained that the user's BL Group was not mapped to the Control Party. 5. Action history : 08-06-2021 13:03:01 - Incident recognition 08-06-2021 15:59:26- Leave a comment with attached 08-06-2021 16:01:26- Ticket Resolved.		

2. Sample for email template to inform the ONE if the incident happen

Title : ONE CMS Corporate Sites Incident Notification

Dear all,

We inform you of system failure as below.

1	Incident Date/Time	2021-05-03 8:35 ~ (SGT)
2	Incident Description	ONE CMS Copreate Sites are down
3	Impact	Customer and CMS users are not able to access it
4	Current Status	CI&T Team is checking the error log to see if any issue happened in server side
5	Inc. No	INC0107918

We apologize for your inconvenience. Please contact CI&T or register issues to INC ticket, if any.

If you require assistance, please contact us

- Email : one-support@ciandt.com
- Phone : China number: +86-18606690173
Singapore number: +65-31583052

3. Maintenance page for the unplanned site outage

ONE Line is down for essential maintenance. We apologise for any inconvenience caused.
If you wish to continue using ONE eCommerce or our Service Provider Portal, please click [here](#).