

ERROR WORKFLOW IN THE STIBO SERVICE PORTAL

Version 2.2
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Revision Controls

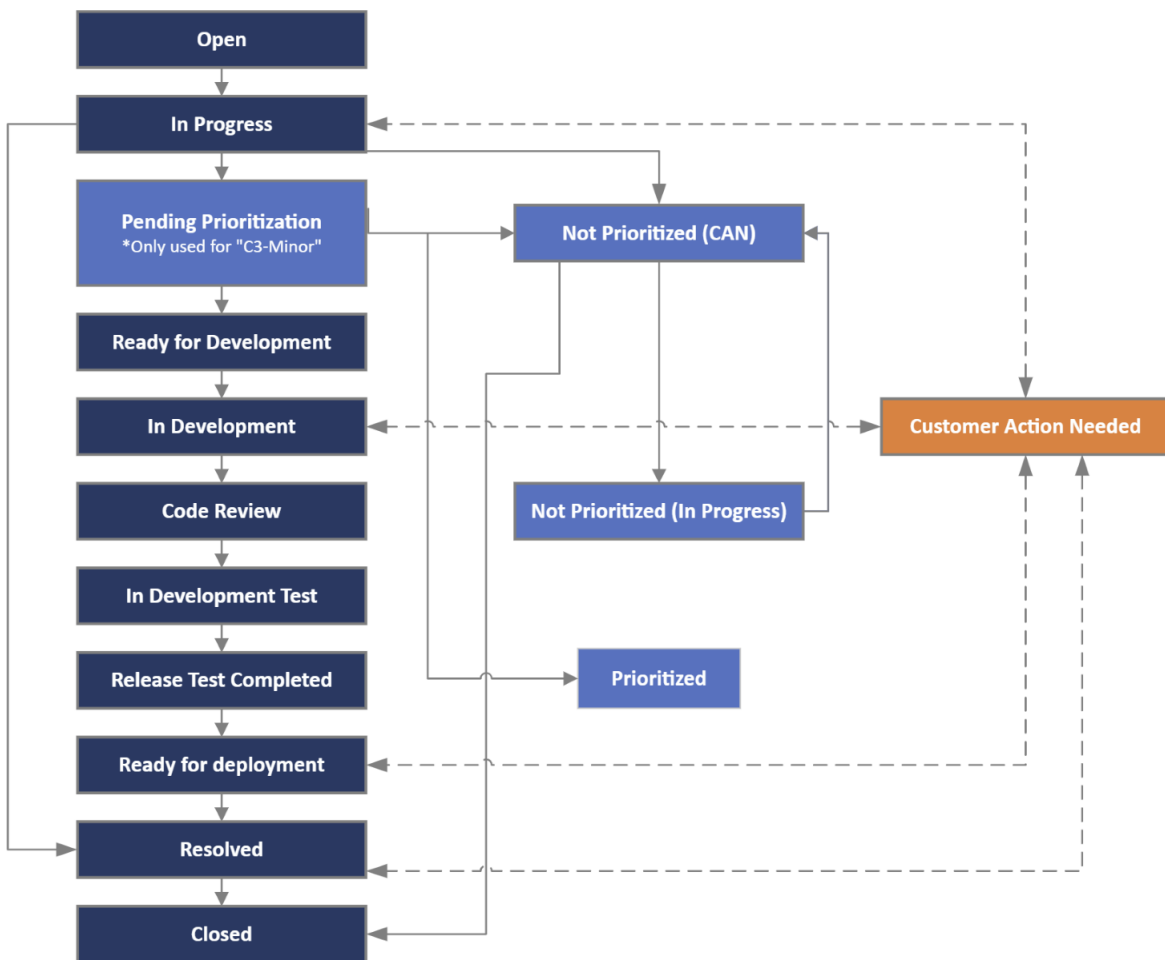
Version	Date	Author	Comment
1.0		Michael Skødt	
2.0	28-Mar-2024	Sian Potter/Mathias Møller Andersen	<ul style="list-style-type: none"> Updated all states to reflect the new quarterly release and the removal of any talk of maintenance patches. Added two new states "Not Prioritized (CAN)" and Not Prioritized (In Progress)".
2.1	03-Apr-2024	María Florencia Emiliozzi	<ul style="list-style-type: none"> The workflow diagram was updated to reflect the 2 new states added.
2.2	30-Sep-2024	Sian Potter	<ul style="list-style-type: none"> The "Pending Prioritization" description has been updated to reflect the new 6-month period.

Error workflow in the Stibo Service Portal

Summary

This document describes the Stibo Service Portal Error workflow. The description should provide better visibility of the incidents and the different stages the incidents are going through.

The Error workflow is used when Stibo Systems has initially deemed an incident to be an error with the software.



States

Introduction

All incidents that are created by the customer in the Stibo Service Portal are received as “Customer Requests”. Initially, the incident will be acknowledged and further categorized as one of the following categories: Error, Task, Enhancement Request, Change Request, or Question. This document focuses solely on Error-type incidents.

As part of the categorization process, the Stibo Systems support department will verify whether the incident holds all the necessary information, e.g. descriptions, logs, screen dumps, steps to reproduce, etc. Additionally, the severity of the incident must be properly defined among the following: C1 (Emergency ticket), C2 (Critical ticket) or C3 (Minor ticket). If the appropriate level of detail or visibility of severity is not clear to the Stibo Systems support team, then the Customer will be requested to provide more information and the incident will be set as “Customer Action Needed”.

1 Status “Open”

The “Open” status is a waiting state, where it is ensured that all prerequisites mentioned above are in place to start working towards a resolution.

It may also be used in the cases where a related or even a duplicated issue is worked upon, leaving this issue in an “Open” state.

2 Status “In Progress”

Once the incidents are classified as one of the three categories as described in the agreement with the customer, the incident will be set to “In Progress” and worked upon according to the severity of the incident.

3 Status “Customer Action Needed”

This status means that the ticket has been passed to the customer and action is required from their side, which shall be detailed in the comment. Notice that this status may happen in various steps of the workflow.

4 Status “Pending Prioritization”

Once an Error is defined with a “C3 - Minor” severity, it will be set to the status “Pending Prioritisation”, meaning it may be considered a candidate for an upcoming quarterly release. If it has been decided not to give priority or if it hasn't been confirmed for a future quarterly release in a period of up to 6 months, then the incident will be moved to the “Not Prioritised (Customer Action Needed)” status. This status means the incidents are not actively worked upon while being in this state.

5 Status “Not Prioritized (Customer Action Needed)”

When incidents are moved to the “Not Prioritised (Customer Action Needed)” status, they have been omitted from the candidate list for the coming quarterly release. This means that they are unlikely to be fixed within the foreseeable future. A decision must be made on the further steps of such incidents. The ticket will remain in this state for 14 days and if no pushback has occurred then this ticket will result in closure. However, within the 2 weeks this is your final chance to push back and provide us with a strong business impact and state why you need this to be fixed. If this happens then the ticket will move to “Not Prioritised (In progress)”. Only the incidents with the category “C3 – Minor” can get this status.

6 Status “Not Prioritized (In Progress)”

When incidents are moved to the “Not Prioritised (In Progress)”, they have been commented on by the customer with their reasons for needing this to be considered for a fix as it has a strong business impact. This then allows the ticket to revert to “In Progress” assuming Stibo agrees and if not then it will move back into “Not Prioritised (Customer Action Needed)” once reviewed and after 14 days it will then be closed.

7 Status “Ready for Development”

If the given incident has been confirmed for a monthly patch or confirmed for a hotfix, it will go into this status and the issue is ready for the development team to start the further investigation. The ticket is assigned to a queue and awaits assignment of Developer. Once the issue is assigned, it shall go into below status “In Development”.

8 Status “In Development”

The issue is actively being worked upon, and it will stay in “In Development” until a fix has been committed, or the incident is solved by other means, i.e., configuration changes.

9 Status “Code Review”

The developed code is reviewed by another member of the R&D development team.

10 Status “In Development Test”

After a fix has been committed the incident will go into “Development Test”. The Stibo Systems Q/A department will perform a manual test of the specific fix as well as an automated regression test of the STEP software.

11 Status “Release Test Completed”

If the test has been successful, then the incident will stay in “Release Test Completed” until a future quarterly release or hotfix is released.

12 Status “Ready for Deployment”

At the time when a new quarterly release is released or hotfix is released, the incident will change status to “Ready for Deployment”. The fix can now be deployed to a non-production environment.

13 Status “Resolved”

Once the customer has successfully tested the fix in the customer’s non-production installation, the incident will be set to the status “Resolved”.

14 Status “Closed”

Once the incidents are resolved and no further action is needed, incidents can be closed.

Final clarification

It is important to clarify that this document shows the commonly used path by incidents. Furthermore, depending on the severity and particularities of each case, the incidents will follow different paths within the workflow that are not necessarily reflected in this document, which has been created to be a mere guide to the customer.



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