Improvements to workflow in the Stibo Service Portal

Content

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Summary

Stibo Systems have made improvements to the Stibo Service Portal workflow. The purpose of these improvements is to provide better visibility of the incidents and the different stages the incidents are going through.
The objective is to improve the process for incidents where Stibo Systems have deemed an incident to be an error in the software functionality.

States
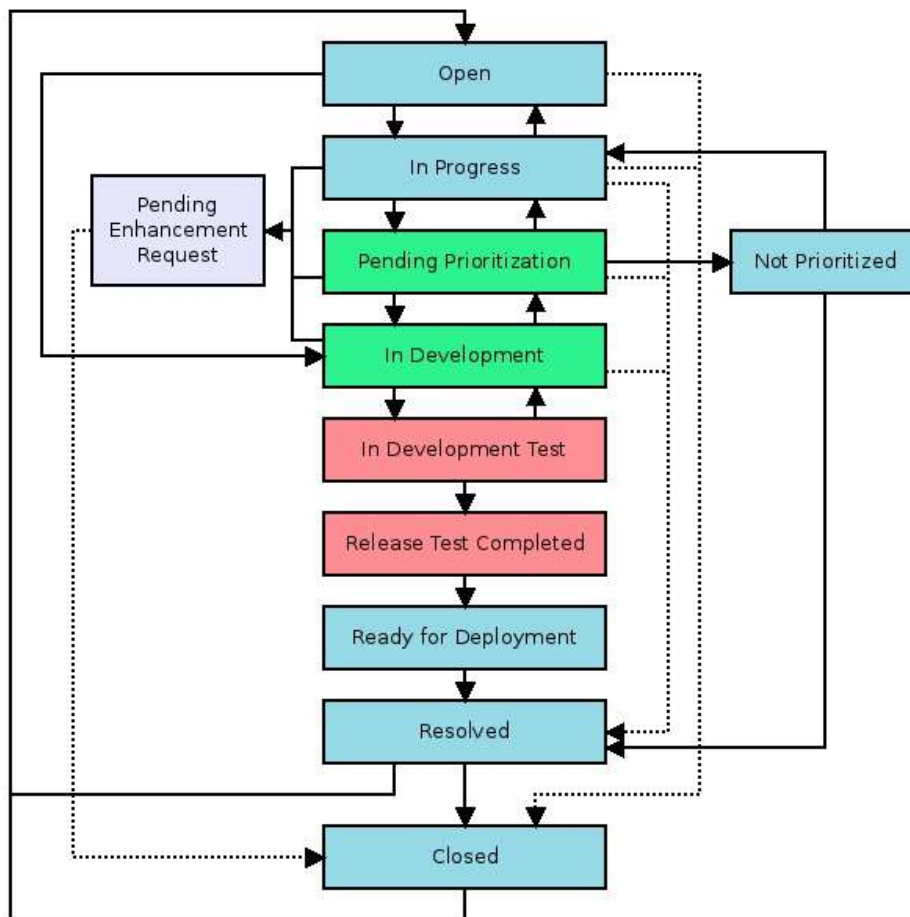
1.1   Status "Open"

All incidents that are created by client in the Stibo Service Portal are received as "Client Requests". Initially the incident will be acknowledged and further categorized as one of the following categories: User Error, Configuration Error or Software Error (C1, C2, C3). As part of the categorization process the Stibo Systems support department will verify whether the incident hold all the necessary information, e.g. descriptions, logs, screen dumps, step to reproduce etc. Additionally the priority of the incident must be properly aligned. If the appropriate level of detail or visibility of priority is not clear to the Stibo Systems support department, then the client will be requested to provide more information. During this categorization procedure the incident will be

set as "Open". The "Open" status is a waiting state, where it is ensured that all prerequisites are in place for start working on a solution.

1.2   Status "In Progress"

Once the incidents are categorized as one of the three categories as described in agreement with the client, the incident will be set to "In Progress" and worked upon according to the severity of the incident.

1.3   Status "Pending Prioritization"

If the incidents are deemed to be a Software Error, then such will be added the status "Pending Prioritization". In this status the incident await further categorization depending on the severity. The incident with category "C1 – Emergency" or "C2 – Critical" will typically be solved through the means of a hotfix, unless a workaround can be suggested by Stibo Systems. Incidents with category "C3 – Minor" will stay in the status "Pending Prioritization" until the incident is confirmed for a monthly patch or the incident is moved to the state "Not Prioritized".

The "C3 – Minor" incidents in status "Pending Prioritization" are not actively worked upon while being in this state; however, the customer may request an update to get further information regarding categorization of one particular incident.

"C3 – Minor" incidents that stay in the "Pending Prioritization" status is considered to be candidates for a coming monthly patch, however if the incident hasn't been confirmed for a patch for period up to 6 months, the incident will be moved to the "Not Prioritized" status.

1.4   Status "Not Prioritized"

As stated above if incidents are moved to the "Not Prioritized" status, they have been omitted from the candidate list for the coming patches. 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.

Only the incidents with the category "C3 – Minor" can get this status.

1.5   Status "In Development"

If the given incident has been confirmed for a monthly patch or prioritized for a hotfix, it will go into this status. The incident will stay in "In Development" until a fix has been committed, or the incident is solved by other means, i.e. configuration changes.

1.6   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 manual test of the specific fix as well as automated regression test of the STEP software.

1.7 Status "Release Test Completed"

Provided that the incident has been tested OK, the incident will stay in "Release Test Completed" until the monthly maintenance patch or hotfix is released.

1.8 Status "Ready for Deployment"

At the time where the monthly maintenance patch or hotfix is released, the incident will change status to "Ready for Deployment". The patch can now be deployed to non-production installation.

1.9 Status "Resolved"

Once the client has successfully tested the fix in the client's non-production installation, the incident will be set to status "Resolved".

1.10 Status "Pending Enhancement Request"

During the workflow process it may be realized that the incident is not regarded as an error, but concluded to be an enhancement to STEP. In this case the incident will be moved to "Pending Enhancement Request" for further processing into the Enhancement request workflow done by Stibo Systems.

1.11 Status "Closed"

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

About Stibo Systems

Stibo Systems provides global organisations with a leading multi-domain Master Data Management (MDM) solution. Stibo Systems enables its customers to better manage enterprise intelligence on a global scale, improve sales, and quickly adjust to changes in business requirements. Stibo Systems' STEP technology is a flexible MDM solution that provides a single trusted source of operational information for the entire enterprise. Stibo Systems offers industry-specific solutions, engineered and supported to meet the strategic information needs of global customers including: GE, Sears, Siemens, Target and Thule. Stibo Systems is a subsidiary of the privately held Stibo A/S group, originally founded in 1794 with corporate headquarters in Aarhus, Denmark.

For more information, please visit www.stibosystems.com