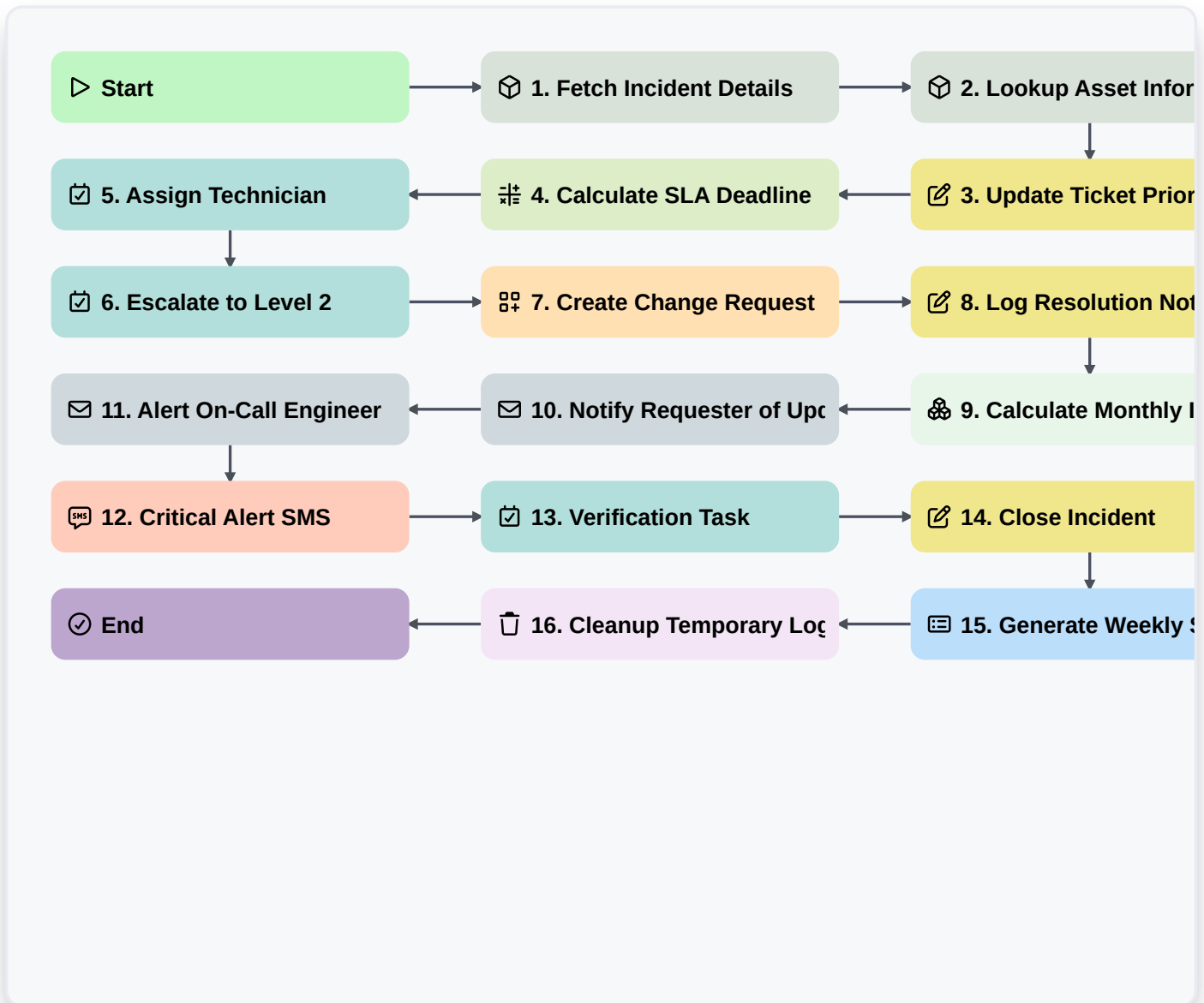


IT Service Desk Case Management



▷ Start

Start of the Workflow/Process.

📦 1. Fetch Incident Details

Retrieve the specific ticket details and requester information from the Incident Data Model.

📦 2. Lookup Asset Information

Get hardware/software asset details linked to the user to identify-related vulnerabilities or compatibility.

✍️ 3. Update Ticket Priority

Update the priority field in the Incident entry based on the impact and urgency assessment.

🔢 4. Calculate SLA Deadline

Execute a formula to determine the resolution deadline based on the current timestamp and priority-based SLA duration.

📅 5. Assign Technician

Create a task for the Level 1 Support Agent to begin initial investigation.

📅 6. Escalate to Level 2

Create a high-priority task for the Senior Engineering team if the initial investigation fails.



7. Create Change Request

If the incident requires infrastructure changes, create a new entry in the Change Management Data Model.

8. Log Resolution Notes

Update the existing Incident entry with the final resolution steps and root cause analysis.

9. Calculate Monthly Incident Volume

Aggregate all incident entries from the current month to calculate the total count of incoming tickets.

10. Notify Requester of Update

Send an automated email to the user informing them that their ticket status has changed.

11. Alert On-Call Engineer

Send an email alert to the on-call rotation list for Critical (P1) incidents.

12. Critical Alert SMS

Send an SMS notification to the IT Manager for immediate notification of system-down incidents.

13. Verification Task

Create a task for the original requester to confirm that the solution worked.

14. Close Incident

Update the Incident status to 'Closed' and set the closure timestamp.

15. Generate Weekly SLA Compliance Report

Create a report summarizing the percentage of tickets resolved within the calculated SLA deadline.

16. Cleanup Temporary Logs

Delete temporary diagnostic log entries created during the troubleshooting process.

End

End of the Workflow/Process.