

PORTFOLIO - PREUVE

Répondre aux incidents et aux demandes d'assistance et d'évolution

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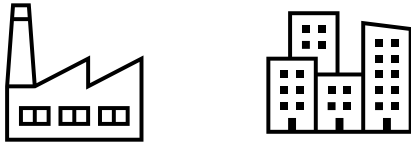
1. Ecosystème

Service IT ON SITE

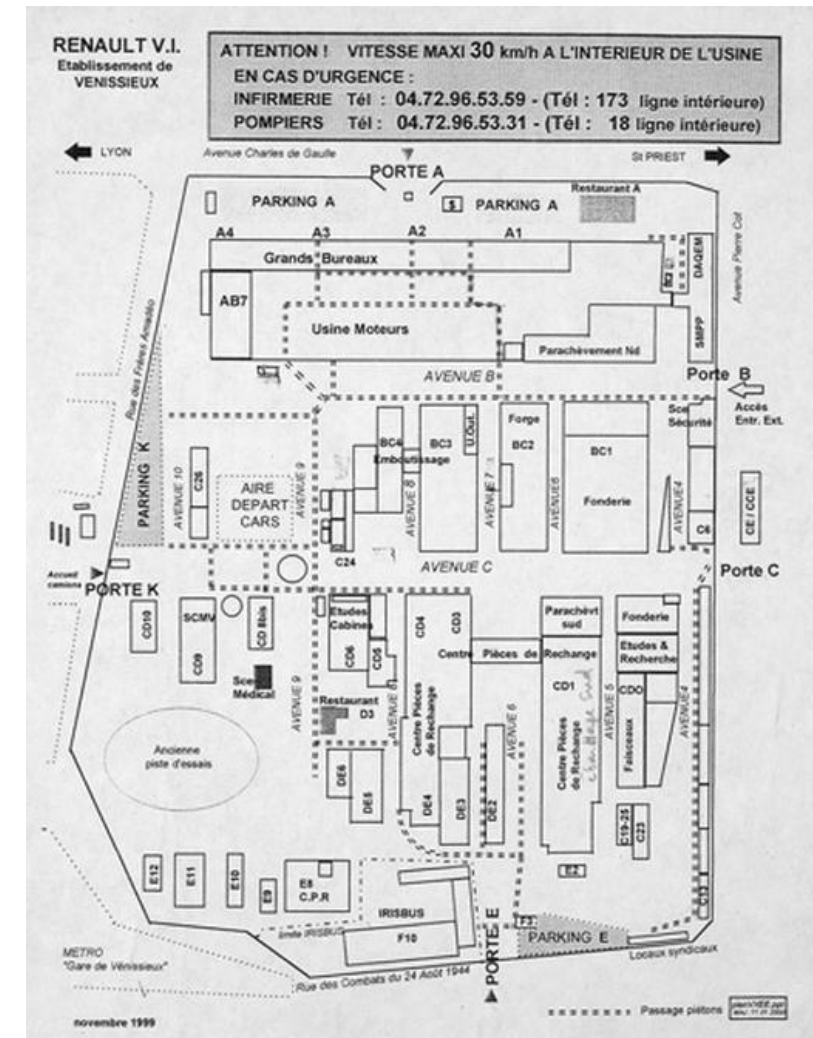
1 : Ecosystème

Pourquoi IT ON SITE existe ? Quel est son rôle ?

VNX



+ 1000 personnes sur le site



2. Effectifs

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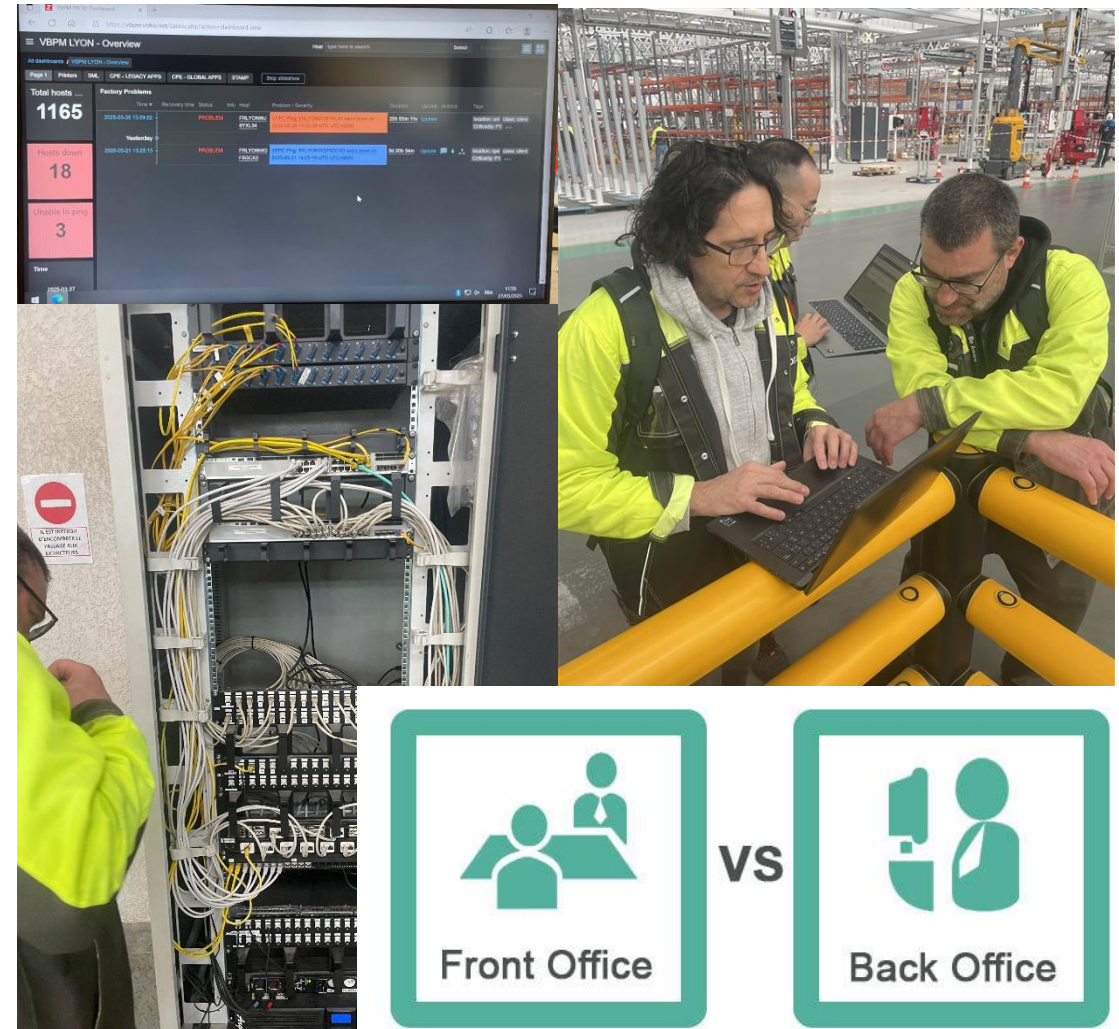
2 : Effectifs

Front Office :

- Equipe de techniciens sur site
- Répondent, prennent, résolvent, escaladent les incidents (ex : Brassage de baies...)
- Equipe : 6 personnes

Back Office :

- Equipe de techniciens de plus qualifiés
- Résidant à l'étranger



3. Niveaux d'urgence des incidents

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3 : NIVEAUX D'URGENCE DES INCIDENTS

- P1 : Critique pour la production – ex : arrêt d'une ligne
- P2 : Station de ligne impactée sans contournement
- P3 : Incident gênant mais non bloquant
- P4 : Incident mineur, sans impact direct

Priorité = Impact x Urgence

Urgency Impact	1. High	2. Medium	3. Low
	1. Significant	2. Moderate	3. Low
1. Significant	Priority 1	Priority 2	Priority 3
2. Moderate	Priority 2	Priority 3	Priority 4
3. Low	Priority 3	Priority 4	Priority 4

3 : EXEMPLES

Priority 4

1. Perte de WiFi sur Factory Mobile Client (Zippette Android)
 - Impact : coupure des communications en production
 - Résolution via analyse réseau et rétablissement du signal

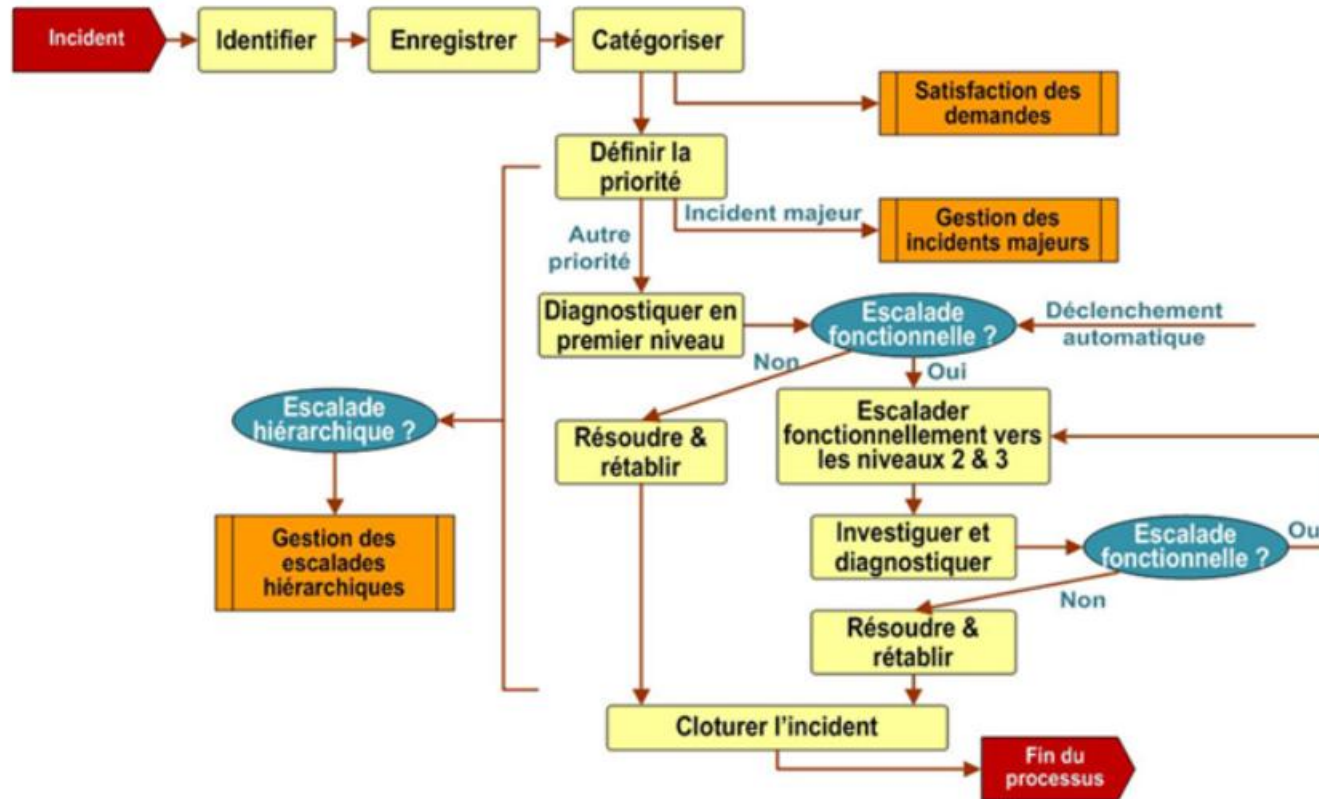
Priority 4

2. Brassage de baie – ajout d'une prise réseau
 - Intervention physique demandée par appel
 - Suivi et clôture via ServiceNow

4. Processus de gestion d'un incident

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4 : PROCESSUS DE GESTION D'UN INCIDENT



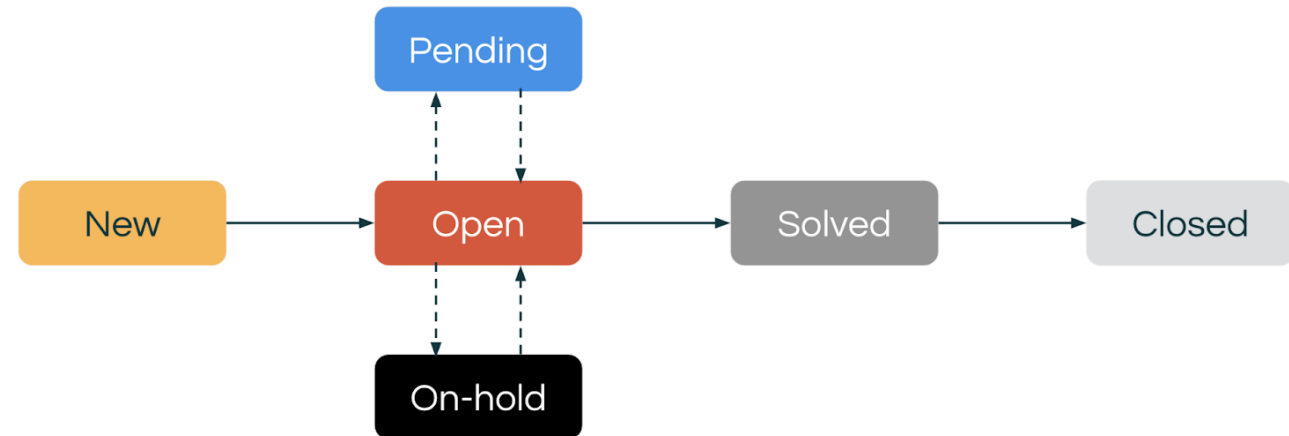
4 : OUTILS UTILISÉS

servicenow®



Service NOW :

- Outil de gestion des incidents (ticketing)
- Usages observés :
 - Suivi du temps de réponse
 - Suivi des demandes spécifiques (ex : intervention sur site usine)
- Statuts des tickets : Nouveau, En cours, En attente, Résolu, Fermé



GLPI :

- Inventaire précis

4 : OUTILS UTILISÉS

The screenshot shows the ServiceNow 'Incident - Create' form for incident INC108043474. The interface includes a top navigation bar with 'servicenow', 'All', 'Favorites', 'History', and 'Workspaces'. A search bar and buttons for 'Submit', 'Create Service Request', and 'Save' are also present. Below the navigation bar is a progress bar with stages: 'New' (highlighted in green), 'In Progress', 'On Hold', 'Resolved', 'Closed', and 'Canceled'. The form is divided into two main sections. The left section contains fields for 'Number' (INC108043474), 'HCL reference number', 'Caller', 'Email', 'On behalf of', 'Created by', 'Contact information', 'Opened by' (Jayden Chellali), 'Updated by', 'Email' (jayden.chellali@volvo.com), 'Category' (Application), 'Service', 'Service offering', 'Configuration item', 'Short description' ([CENTRE - LOC] Component/Application - Issue description), and 'Description' (Issue description: Since when:). The right section contains fields for 'Contact type' (Phone), 'State' (New), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (Priority 4), 'Ownership group' (ONSITE FRA Venissieux), 'Assignment group' (ONSITE FRA Venissieux), 'Assigned to', 'Reassignment count' (0), 'Parent incident', and 'Integrated Partner'. At the bottom, there is a 'Templates' section with a list of shortcuts and buttons for '+', '-', and 'X'.

servicenow All Favorites History Workspaces Incident - Create INC108043474 Search Submit Create Service Request Save

Incident [Incident] New record

New In Progress On Hold Resolved Closed Canceled

Number INC108043474

HCL reference number

Caller

Email

On behalf of

Created by

Contact information

Opened by Jayden Chellali

Updated by

Email jayden.chellali@volvo.com

Category Application

Service

Service offering

Configuration item

Short description [CENTRE - LOC] Component/Application - Issue description

Description Issue description: Since when:

Contact type Phone

State New

Impact 3 - Low

Urgency 3 - Low

Priority Priority 4

Ownership group ONSITE FRA Venissieux

Assignment group ONSITE FRA Venissieux

Assigned to

Reassignment count 0

Parent incident

Integrated Partner

Templates: 1001@Change/Add Shortcut On A Client 1001@Printer Label - SAV 1001@Request Star Modern 1001@Uniloges IFS 1001@CEM Issue 1001@DLX Issue 1001@GLS/TLS 1001@Lyon New Ticket 1001@PROSIT 1001@VCN Account 1001@VNX Replace SoftwareID

5. Bilan de l'observation

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