INCIDENT TICKET MILESTONES USER GUIDE

Purpose and Objectives
Verizon has adopted the Information Technology Infrastructure Library (ITIL) Incident Management process within its incident ticketing system.

This document explains the 10 incident management milestones that are used by Verizon. The purpose is to give you a quick visual understanding of what troubleshooting milestone your incident ticket is at and the next milestones that will follow.

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Process

1. Ticket Created
All tickets have a 13-digit Verizon incident number. Proactive incident tickets, i.e. tickets that have been created by Verizon because of an alarm condition associated with your service, will bypass the milestones 2 and 3.

2. Verification in Progress
A Verizon technician, or an automated testing system, will investigate if the reported issue can be replicated or if any associated alarms can be found.

3. Verified
Verizon has determined that an issue exists. At this point, it may not yet be clear if the issue is located within the Verizon or customer's network.

4. Isolation in Progress
Verizon is performing further investigations to determine where the root cause of the issue is located.

5. Isolated
The root cause of the issue has been located.

6. Resolution in Progress
The root cause is being rectified. This can be a hardware replacement, a card reset, changing configuration settings, etc.

7. Cleared
This milestone is used for proactive tickets when the alarms associated with the service have cleared, indicating that service should be operational.

8. Resolved
The service has been restored. A short summary of the incident resolution is added to the incident ticket during this milestone.

9. Pending Customer Confirmation & Stability Monitoring
Verizon will request your permission to close the incident ticket. The incident may move to a previous milestone if the service is not fully restored according to you. If no response is received, it will be assumed that you approve the ticket closure and agree with the resolution information. The ticket may remain in this milestone for several days for stability monitoring.

10. Closed
A closed ticket cannot be re-opened.
Example 1: A proactive MPLS (PIP) ticket triggered by a broken connector

1. Ticket Created
An event (alarm) is detected by the Verizon active monitoring tool, and an incident ticket is automatically created and posted on the Verizon Enterprise Portal (VEC). An e-mail is automatically sent to you to notify including the 13-digit Verizon ticket number. Because there is an event (alarm) associated with the service, there is no need to verify if an issue exists.

4. Isolation in Progress
The tickets diagnostic systems start obtrusive testing to determine the location of the root cause of the alarm.

5. Isolated
The diagnostic systems detect an issue in a Verizon technical site.

6. Resolution in Progress
The technician is dispatched to the technical site.

7. Cleared
The technician replaces the broken connector. This clears the alarm and the incident ticket is automatically moved to the Cleared milestone.

8. Resolved
The technician updates the ticketing system with the RFO (Reason For Outage) and moves the ticket to the Resolved milestone. An e-mail is sent to you to confirm that the service has been restored.

9. Customer Confirmation
You respond to the e-mail and requested Verizon to close the ticket.

10. Ticket Closed
**Example 2: Over-utilisation of your MPLS (PIP) service**

1. **Ticket Created**
   You create a ticket via the Verizon Enterprise Centre (VEC) portal stating that your service is slow.

2. **Verification in Progress**
   The ticket is automatically forwarded to a Verizon MPLS maintenance department and a technician is assigned to the ticket.

7. **Resolved**
   The incident ticket is moved to the Resolved milestone and the technician’s findings are recorded in the ticket.

9. **Customer Confirmation**
   An e-mail is sent to you with the diagnostics results and you request Verizon to close the ticket via the VEC.

10. **Ticket Closed**
    Note that steps 8 and 9 are performed within a few minutes and may be combined by the technician into one step.
Example 3: Private Line service is hard down due to a fiber cut

1. Ticket Created.
You create a ticket via the Verizon Enterprise Centre (VEC) portal stating that your service is down as from 9:30 GMT.

2. Verification in Progress.
The ticket is forwarded to Verizon's automatic integrated diagnostics systems.

3. Verified
The diagnostic systems find alarms associated with the service.

4. Isolation in Progress
The diagnostic systems start obtrusive testing to determine the location of the root cause of the alarms.

5. Isolated
The diagnostic systems detect a fault fiber section and assign the ticket to a technician.

6. Resolution in Progress
The technician re-routes the service to an alternate route.

7. Cleared
The service has been successfully re-routed. The alarms have cleared and the service has been restored. The ticket cannot move to the Resolved milestone because the service has to be re-routed to the original path once the fiber section has been repaired.

8. Resolved
The service has been re-routed to the original path. The service has been restored. The RFO (Reason For Outage) will be recorded in the incident ticket.

9. Customer Confirmation
You requested Verizon to close the ticket via the VEC.

10. Ticket Closed
Customer Training and User Guides

Service Assurance User Guides
Documents can be found on the Service Assurance User Guides page. The latest version of this document can be always found here.

General Customer Training Information
Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.

*Registration is required

Verizon Enterprise Center
The Verizon Enterprise Center portal is an easily accessible tool that offers customers the possibility of raising inquiries and managing different requests online.

What is it for?
The Verizon Enterprise Center portal supports customers with Repair related technical issues via repair tickets as well as customers with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Related documents
Related documents and guides can be found on the Verizon Enterprise Center Commercial User Guides* page (follow the menu path User/Reference Guides > Verizon Enterprise Center).

*Registration is required