

SDS  
2.0

# Smart Digital Systems

User Guide for L2 & L3 Teams | Managing ITSM FRACA



*Co-Confidential*

7<sup>th</sup> March 2024, Release 4 v1.0

**AGENDA**

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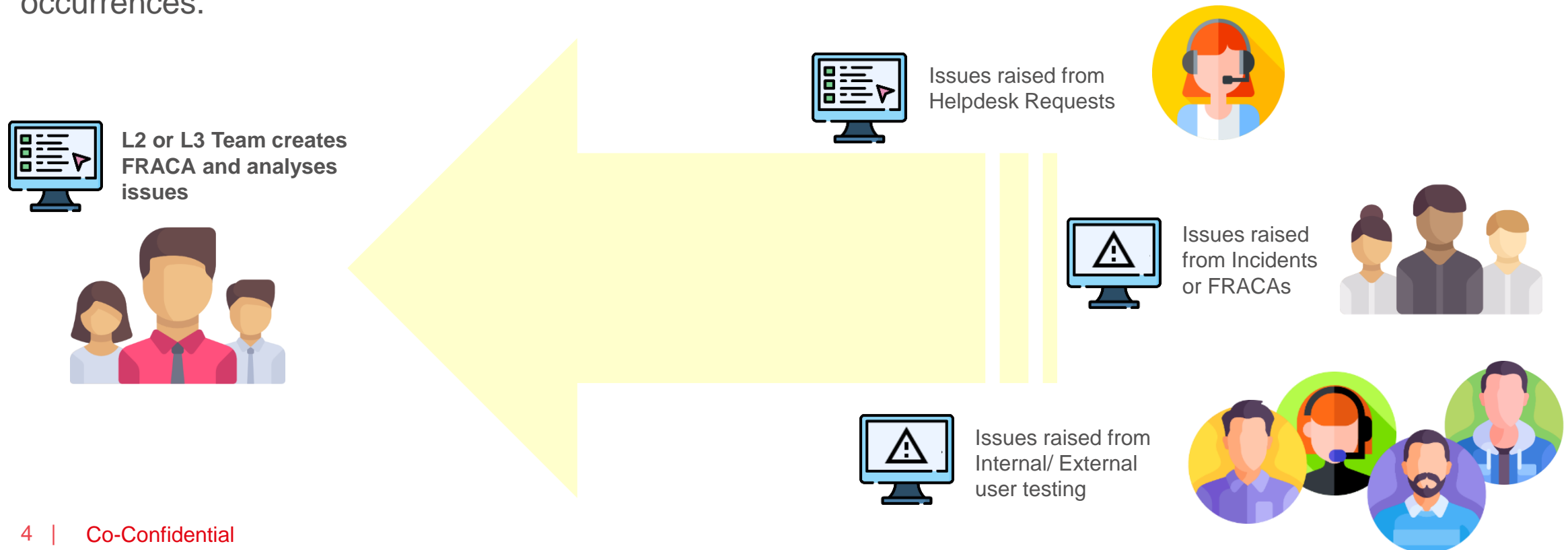
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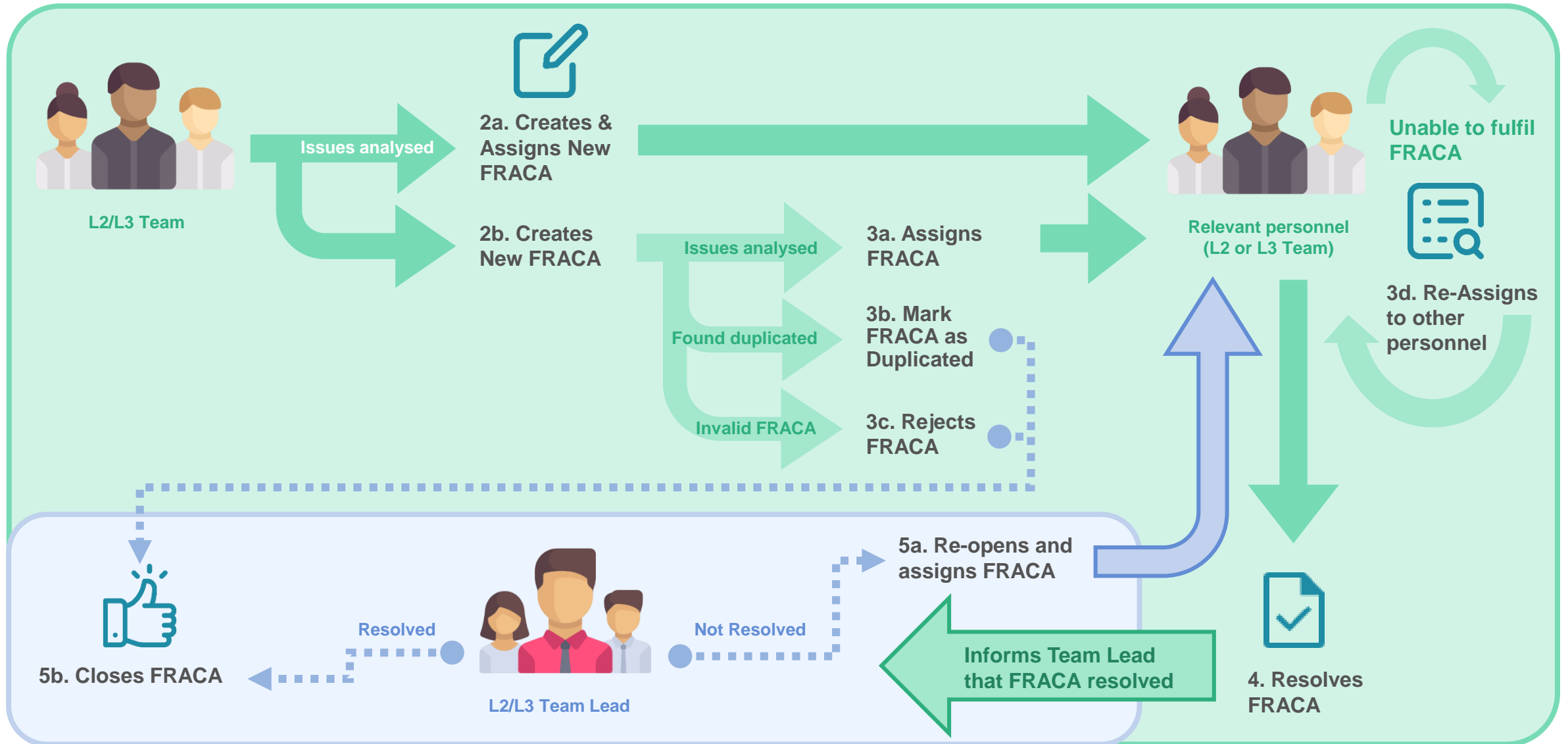
# ITSM FRACA

- About ITSM FRACA
- Process Flow Overview
- How to Process a FRACA Form
- Login
- Homepage

# About ITSM FRACA

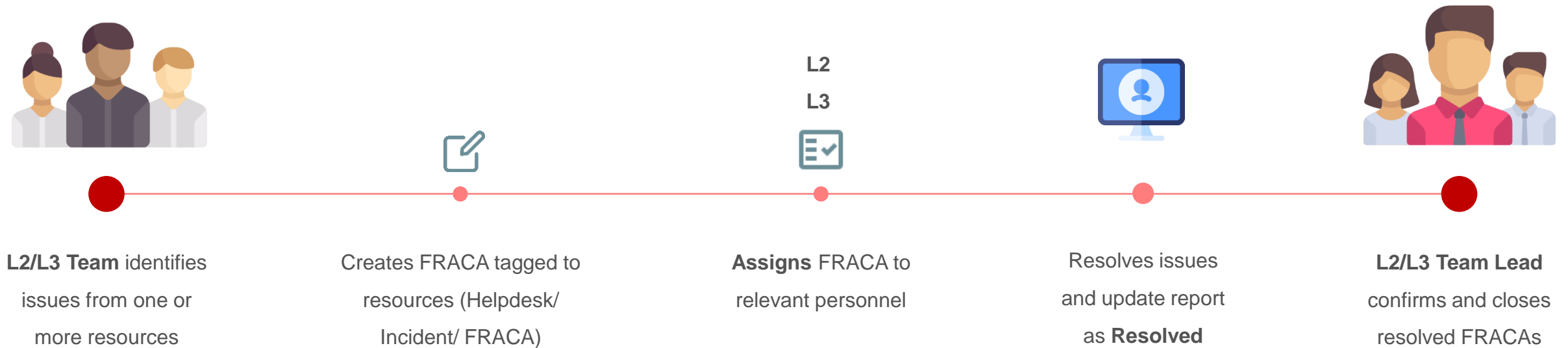
**L2 & L3 Teams** raise FRACA (Failure Reporting, Analysis, and Corrective Action) when there is a known issue or failure in the system. It is used to record corrective actions or solutions performed to prevent future occurrences.





# How to Process a FRACA

**L2 or L3 Team** will first identify the issue to be resolved and create a FRACA to track the actions taken in resolving the issue.

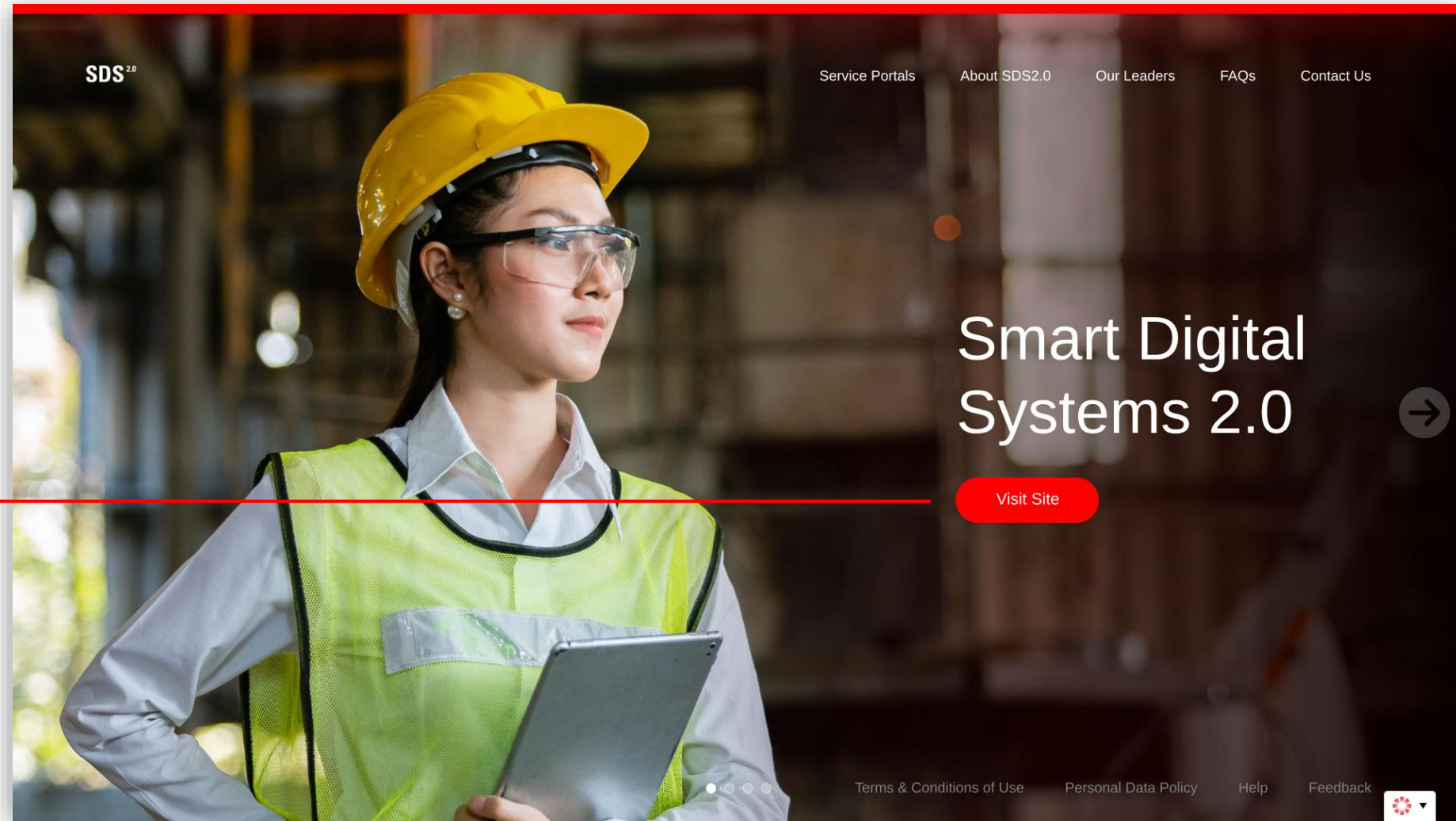


# Login (1)

To access SDS2.0:

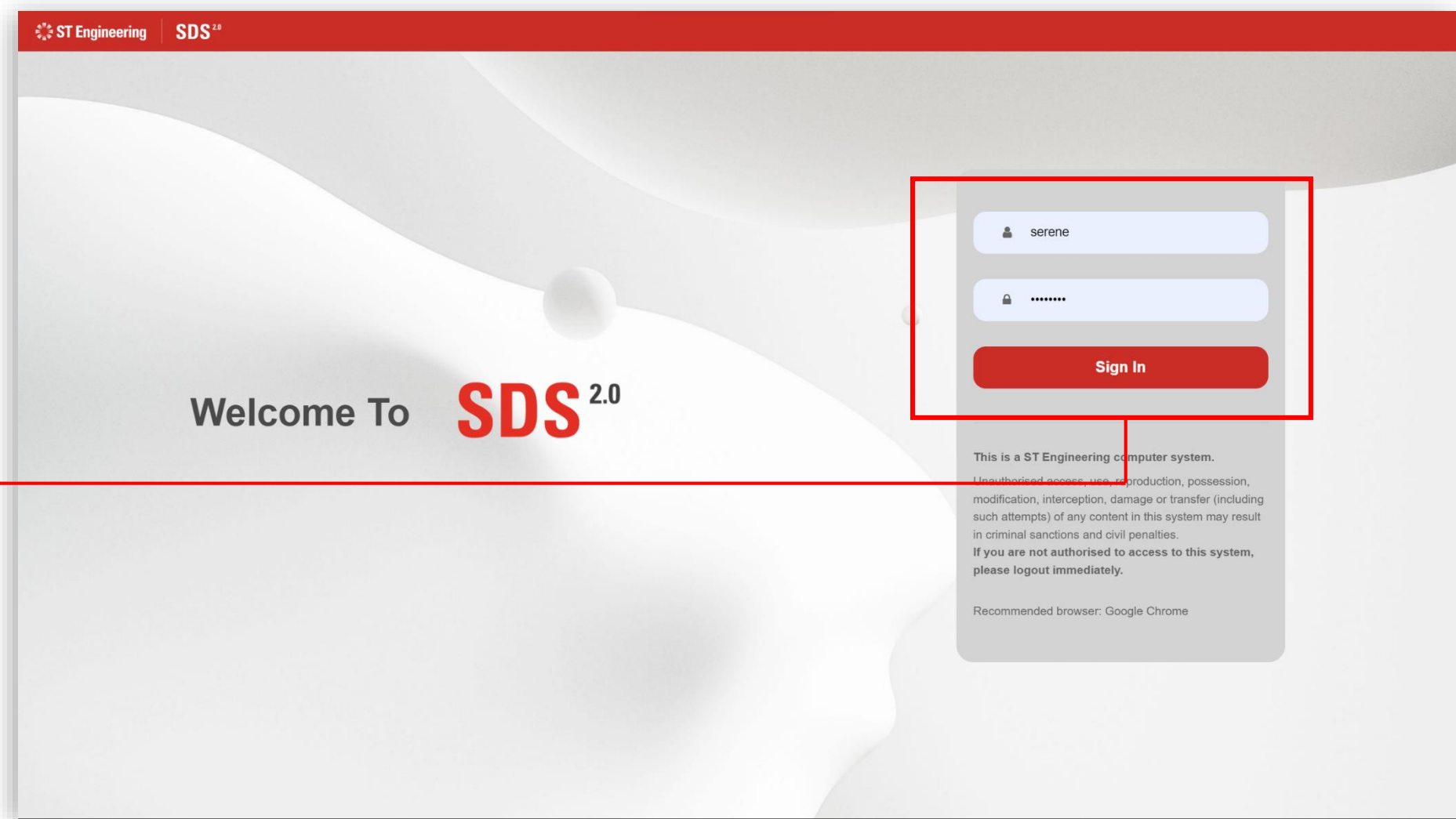
<https://sds.stengg.com>

Then select **Visit Site**



# Login (2)

Enter your username  
and Password here  
and click **Sign In**.





# Login (3)

Select **Enter Portal** link under **Helpdesk System Support** section

- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Enter Portal

- Inhouse & Onsite Service Request Extraction
- Updating & Importing of MO/SO/YT3 Values

Enter Portal

- Process Service Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

Enter Portal

(\*for administrative users only)

- Credential Reset or Change
- Device Pairing Authentication

Enter Portal

Equipment Transit

- Monitor Equipment Inflow / Outflow
- Allocation of Equipments to Engineering Teams

Enter Portal

MRO AI Co-pilot

- Formulate rectification action
- Investigate root cause and more ...

Enter Portal

Helpdesk System Support

- Create or Process Change Requests
- Request Assignment to Engineers
- Log FRACA, Incidents & Helpdesk Requests

Enter Portal



# Homepage

Once logged in, you will be at homepage where you can view your assigned FRACAs.

The screenshot shows the ST Engineering ITSM FRACA homepage. On the left is a dark sidebar with the ST Engineering logo and a navigation menu: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. At the bottom of the sidebar is a user profile for 'Hi L3 Lead!' with a notification for 'No new message'.

The main content area has a top navigation bar with a home icon, a search icon, and the text 'Welcome'. Below this are five sections:

- Assigned Helpdesk Requests:** A white box with the text 'No object to display.'
- Assigned Incidents:** A white box with the text 'No object to display.'
- Assigned FRACA:** A white box with the text 'No object to display.'
- Change Requests:** A table with 4 objects. The table has columns: Change, Ticket sub-class, Title, Organization, Planned Start Date, Planned End Date, Status, and Assignee.
- Assigned Work Orders:** A white box with the text 'No object to display.'

Change	Ticket sub-class	Title	Organization	Planned Start Date	Planned End Date	Status	Assignee
C-000114	Change	Change 1	ST Engineering			New	undefined
C-000122	Change	Make product selection multiple	ST Engineering			Duplicated	undefined
C-000133	Change	sad	ST Engineering			Closed	undefined
C-000134	Change	asd	ST Engineering			Closed	undefined

# FRACA

- FRACA Menu List
- Overview
- Creating a New FRACA
- View List of FRACAs
- View a FRACA
- Edit FRACA Information
- Duplicated FRACA
- Rejected FRACA
- Assign or Re-Assign FRACA
- FRACA Resolved
- Re-Open FRACA
- Close FRACA
- Activity Panel

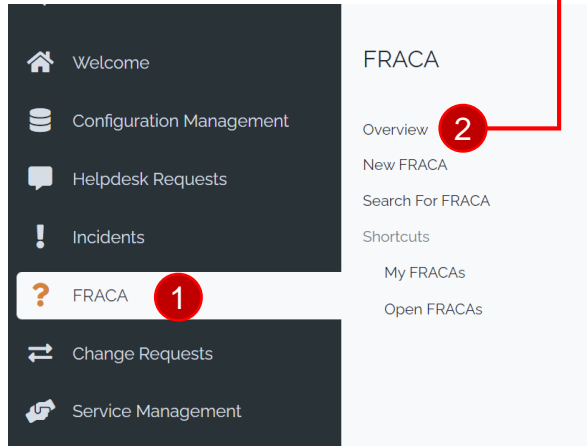
# FRACA Menu List

From side navigation, go to **FRACA** to view the FRACAs menu list.

The screenshot displays the ST Engineering dashboard for FRACA Management. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, **FRACA** (highlighted with a red line), Change Requests, and Service Management. The main content area shows a search bar, a filter dropdown, and a menu list for FRACA with options: Overview, New FRACA, Search For FRACA, Shortcuts, My FRACAs (0), and Open FRACAs (2). Below the menu is a table with columns: Date Of Creation, Status, Service, and Priority. A row shows: 2022-11-17 17:02:39, New, Undefined, Critical. On the right, a 'FRACA by priority' pie chart shows 100.0% for Critical.

Date Of Creation	Status	Service	Priority
2022-11-17 17:02:39	New	Undefined	Critical

# Overview

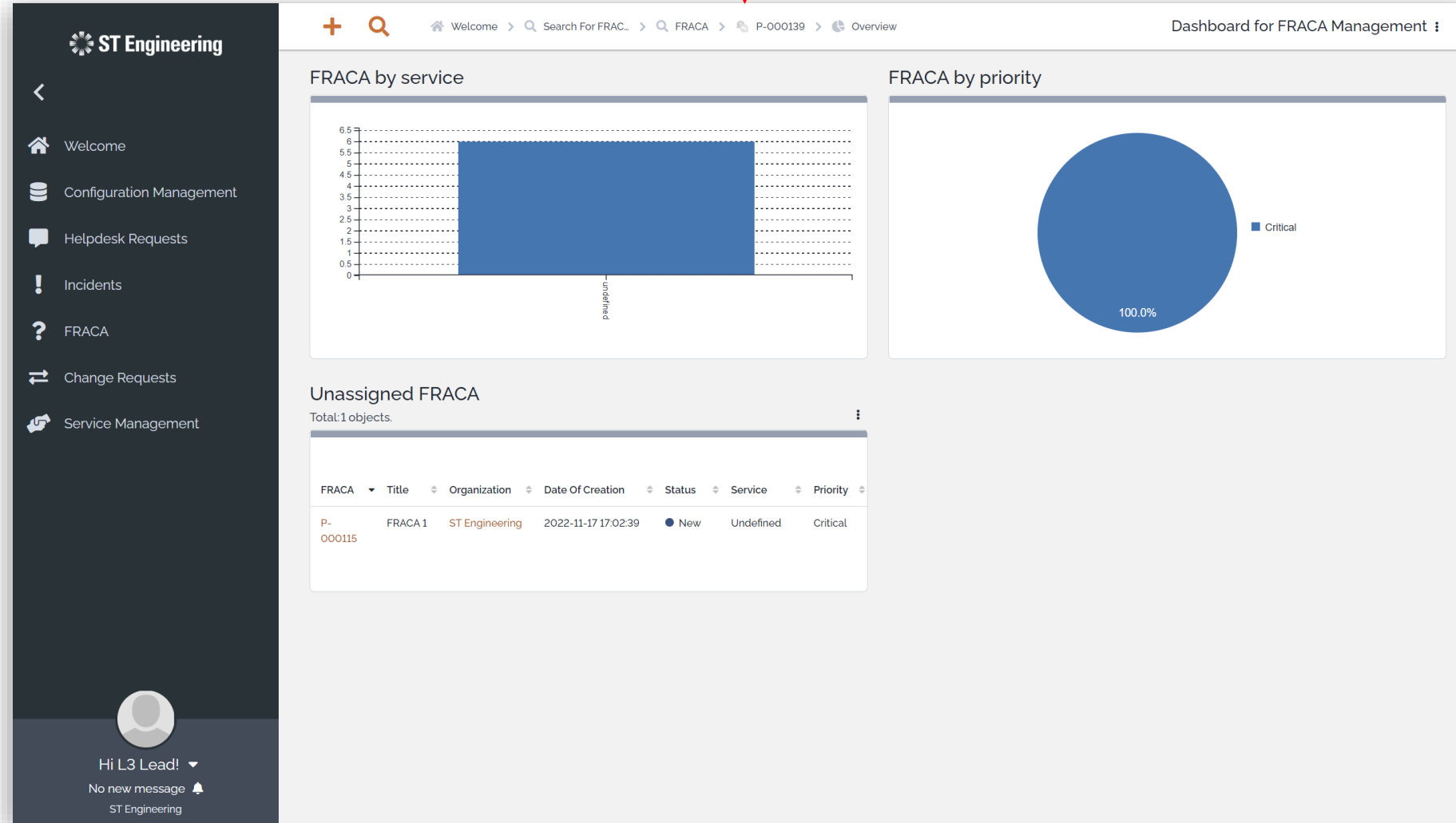


- Welcome
- Configuration Management
- Helpdesk Requests
- Incidents
- FRACA** 1
- Change Requests
- Service Management

- FRACA
- Overview** 2
- New FRACA
- Search For FRACA
- Shortcuts
- My FRACAs
- Open FRACAs

Select **1** FRACA >

**2** Overview to see the general view of all FRACA reports.



Dashboard for FRACA Management

### FRACA by service

Service	Count
undefined	6.5

### FRACA by priority

100.0% Critical

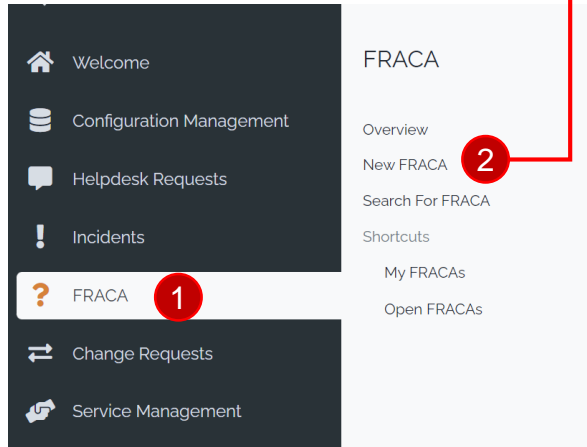
### Unassigned FRACA

Total: 1 objects.

FRACA	Title	Organization	Date Of Creation	Status	Service	Priority
P-000115	FRACA 1	ST Engineering	2022-11-17 17:02:39	New	Undefined	Critical

Hi L3 Lead!   
 No new message   
 ST Engineering

# Creating a New FRACA (1)

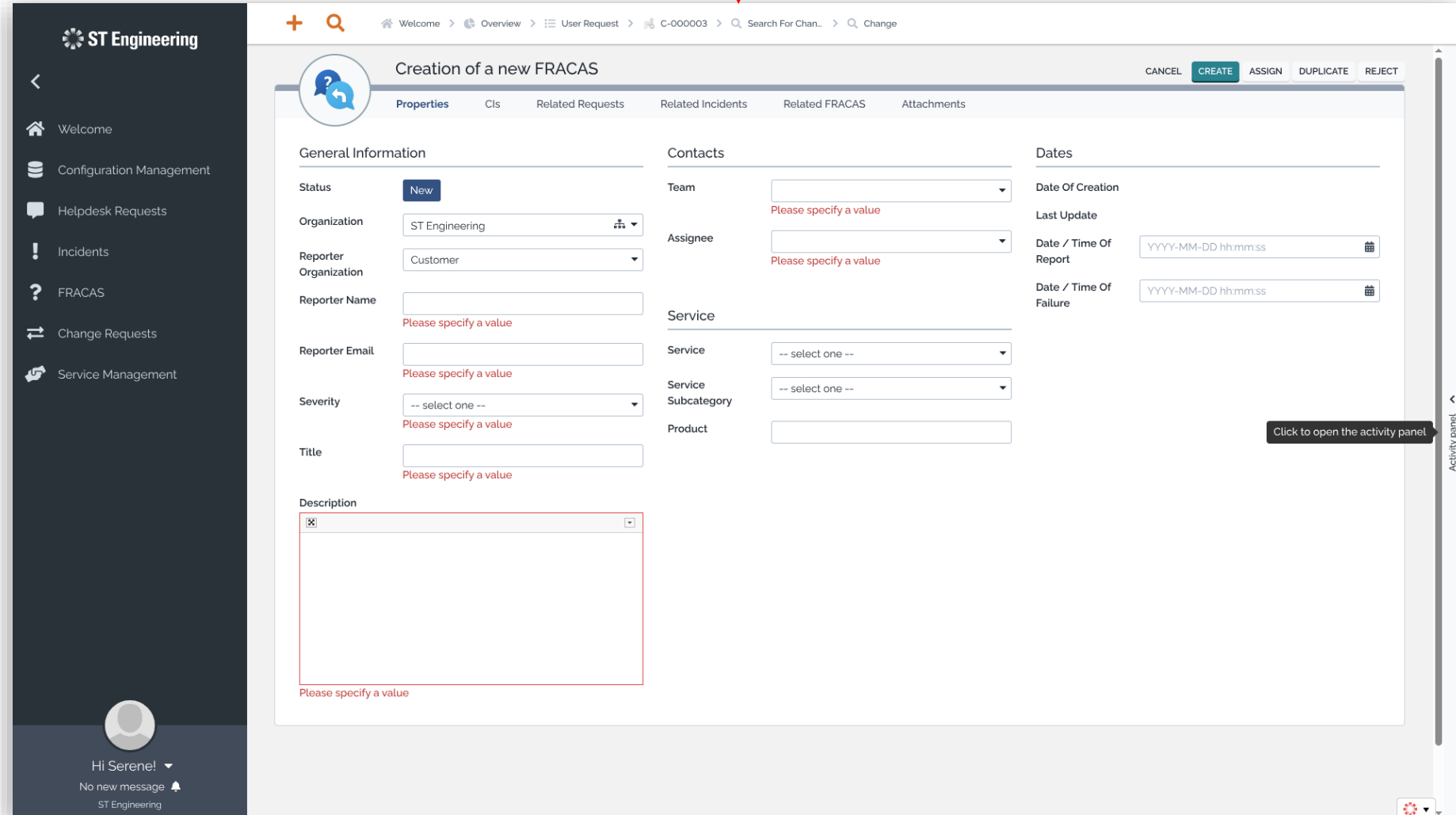


- Welcome
- Configuration Management
- Helpdesk Requests
- Incidents
- FRACA 1**
- Change Requests
- Service Management

- FRACA
- Overview
- New FRACA 2**
- Search For FRACA
- Shortcuts
- My FRACAs
- Open FRACAs

Select **1** FRACA >

**2** New FRACA to create a new FRACA report.



ST Engineering

Welcome > Overview > User Request > C-000003 > Search For Chan... > Change

## Creation of a new FRACAS

CANCEL CREATE ASSIGN DUPLICATE REJECT

Properties Cls Related Requests Related Incidents Related FRACAS Attachments

**General Information**

Status: **New**

Organization: ST Engineering

Reporter Organization: Customer

Reporter Name: *Please specify a value*

Reporter Email: *Please specify a value*

Severity: -- select one --

Title: *Please specify a value*

Description: *Please specify a value*

**Contacts**

Team: *Please specify a value*

Assignee: *Please specify a value*

**Service**

Service: -- select one --

Service Subcategory: -- select one --

Product: *Please specify a value*

**Dates**

Date Of Creation: *Please specify a value*

Last Update: *Please specify a value*

Date / Time Of Report: YYYY-MM-DD hh:mm:ss

Date / Time Of Failure: YYYY-MM-DD hh:mm:ss

Click to open the activity panel

Activity panel

Hi Serene! No new message ST Engineering

# Creating a New FRACA (2)

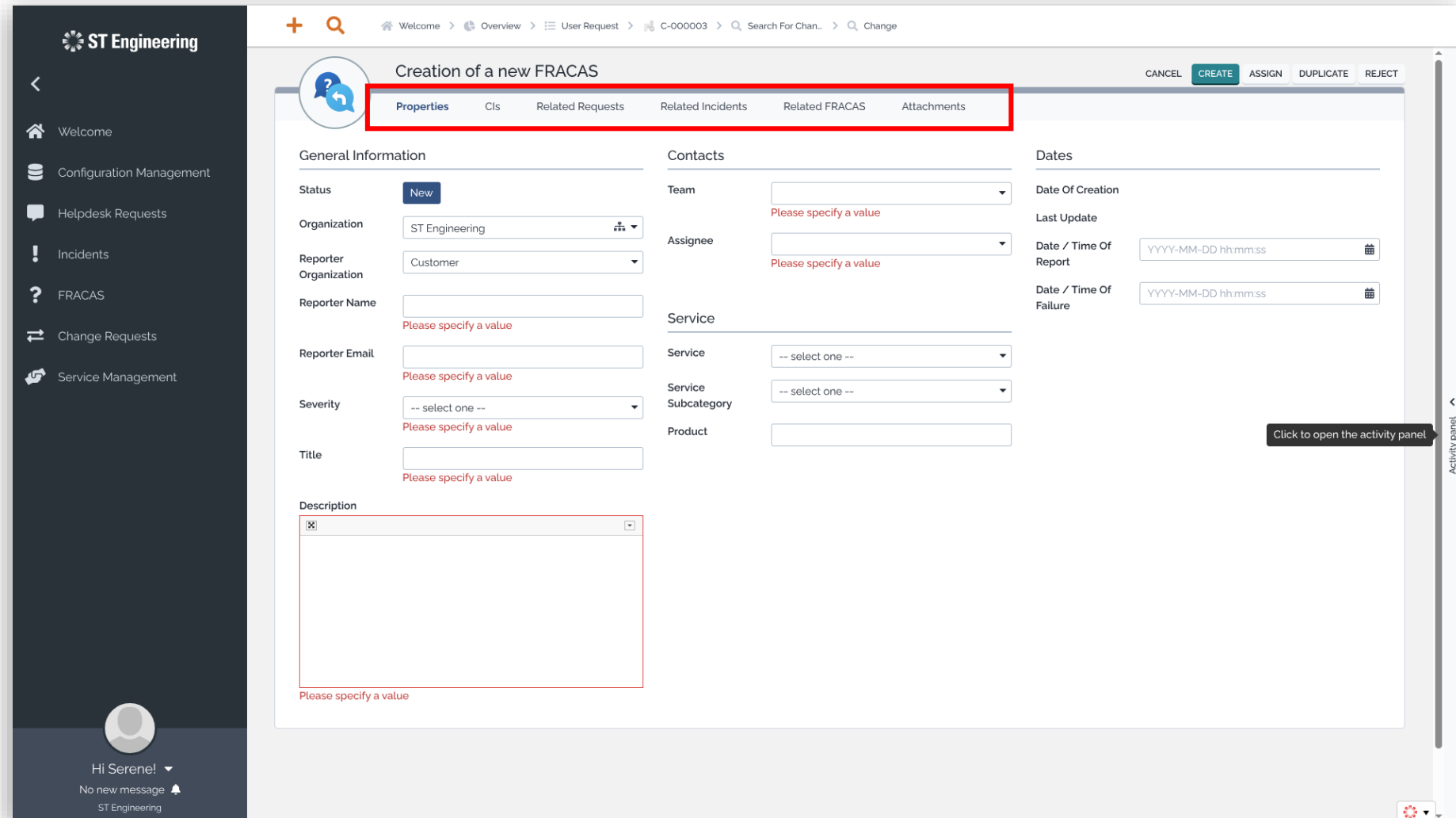
There are 6 sections shown when creating a new FRACA:

**Properties** – Detailed information

**CIs** – Configuration Items

**Related Requests, Related Incidents and Related FRACAs**  
– Requests tagged to FRACA form

**Attachments** – Linked files



The screenshot shows the 'Creation of a new FRACAS' form in the ST Engineering system. The breadcrumb trail is: Welcome > Overview > User Request > C-000003 > Search For Chan... > Change. The form title is 'Creation of a new FRACAS'. The 'Properties' tab is selected and highlighted with a red box. The form is divided into several sections:

- General Information:** Status (New), Organization (ST Engineering), Reporter Organization (Customer), Reporter Name (Please specify a value), Reporter Email (Please specify a value), Severity (-- select one --), Title (Please specify a value), and Description (Please specify a value).
- Contacts:** Team (Please specify a value), Assignee (Please specify a value).
- Service:** Service (-- select one --), Service Subcategory (-- select one --), and Product.
- Dates:** Date Of Creation, Last Update, Date / Time Of Report (YYYY-MM-DD hh:mm:ss), and Date / Time Of Failure (YYYY-MM-DD hh:mm:ss).

At the top right, there are buttons for CANCEL, CREATE, ASSIGN, DUPLICATE, and REJECT. A tooltip on the right side says 'Click to open the activity panel'.

# Creating a New FRACA (3)

## Related requests, incidents, FRACAS Tab

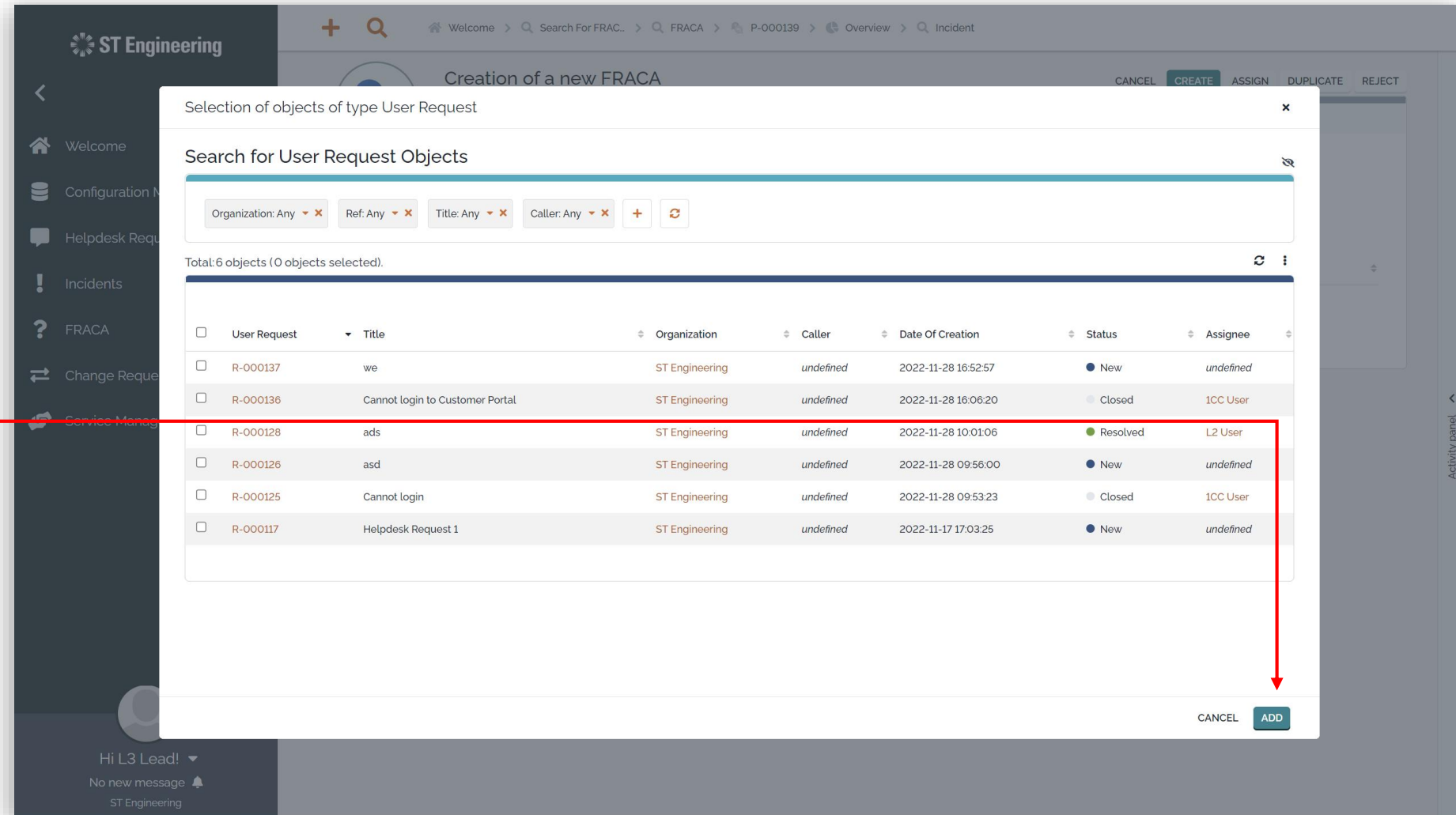
- 1 To link related requests, incidents or FRACAs, select the tab and go to
- 2 ADD OBJECTS TO TYPE ...



# Creating a New FRACA (4)

Related requests, incidents, FRACAS Tab

Tick the checkboxes of related subjects and tap **ADD** to link them to the FRACA.



Creation of a new FRACA

Selection of objects of type User Request

Search for User Request Objects

Organization: Any Ref: Any Title: Any Caller: Any

Total: 6 objects (0 objects selected)

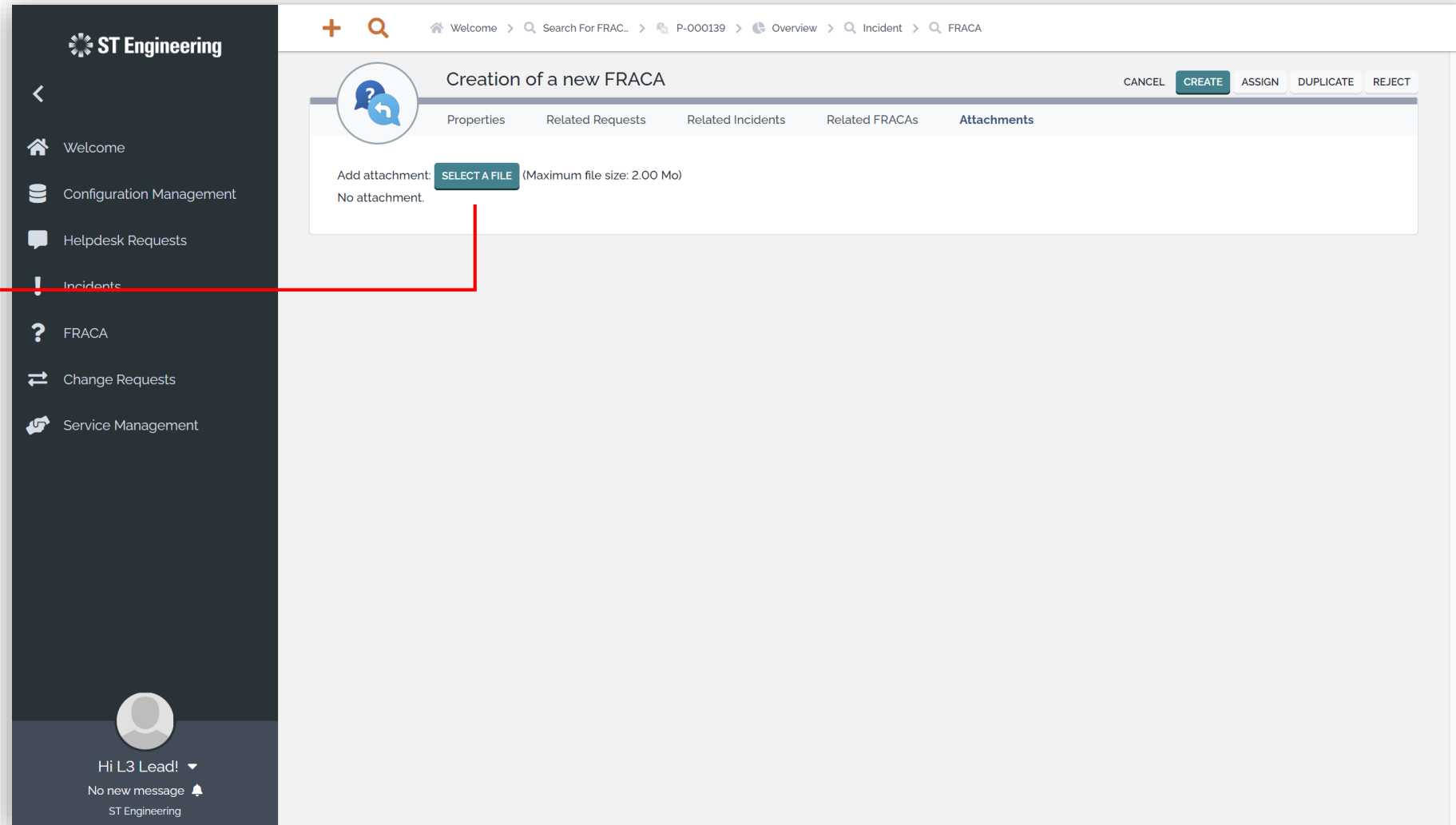
<input type="checkbox"/>	User Request	Title	Organization	Caller	Date Of Creation	Status	Assignee
<input type="checkbox"/>	R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New	undefined
<input type="checkbox"/>	R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed	1CC User
<input type="checkbox"/>	R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Resolved	L2 User
<input type="checkbox"/>	R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New	undefined
<input type="checkbox"/>	R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed	1CC User
<input type="checkbox"/>	R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New	undefined

CANCEL ADD

# Creating a New FRACA (5)

## Add Attachment

Tap **SELECT A FILE** to upload an attachment to the FRACA.



# Creating a New FRACA (6)

Create FRACA Only

After you have filled in the details, you can **CREATE** FRACA.

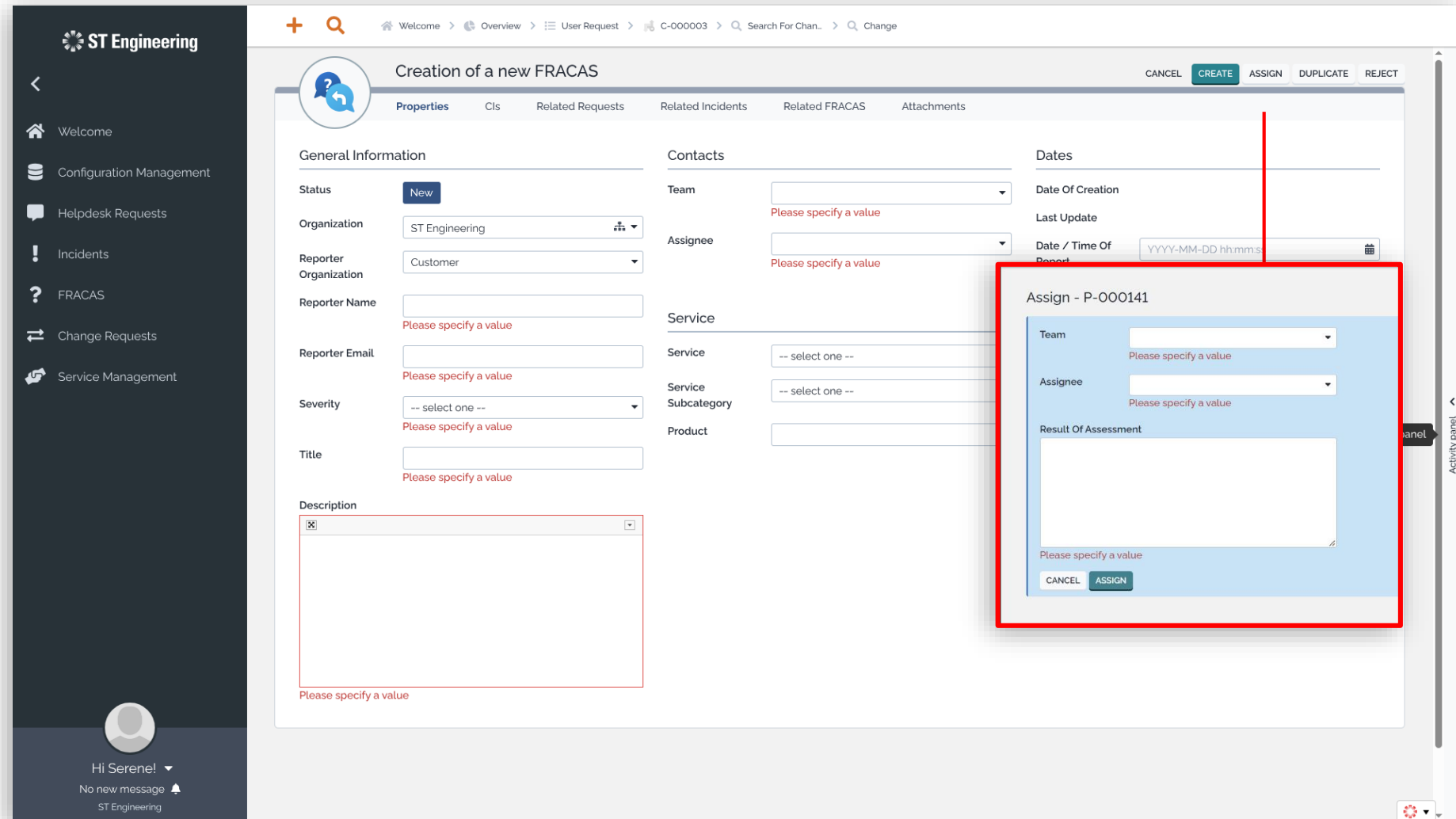
The screenshot shows the 'Creation of a new FRACAS' form in the ST Engineering system. The form is divided into several sections: 'General Information', 'Contacts', 'Service', and 'Dates'. The 'General Information' section includes fields for Status (set to 'New'), Organization (ST Engineering), Reporter Organization (Customer), Reporter Name, Reporter Email, Severity, and Title. The 'Contacts' section includes Team and Assignee fields. The 'Service' section includes Service, Service Subcategory, and Product fields. The 'Dates' section includes Date Of Creation, Last Update, Date / Time Of Report, and Date / Time Of Failure. A red box highlights the 'CREATE' button and the 'Description' field. A tooltip points to the 'Activity panel' on the right side of the form.

# Creating a New FRACA (7)

## Create FRACA and Assign Task

Alternatively, you can **ASSIGN** the task during FRACA creation.

It automatically creates a FRACA while assigning the task to selected users.



The screenshot shows the 'Creation of a new FRACAS' interface. The main form has the following sections:

- General Information:** Status (New), Organization (ST Engineering), Reporter Organization (Customer), Reporter Name, Reporter Email, Severity, Title, and Description.
- Contacts:** Team and Assignee.
- Service:** Service, Service Subcategory, and Product.
- Dates:** Date Of Creation, Last Update, and Date / Time Of Report.

An 'Assign - P-000141' modal is open, containing:

- Team (dropdown)
- Assignee (dropdown)
- Result Of Assessment (text area)
- CANCEL and ASSIGN buttons.

# View List of FRACAs

Navigation sidebar with the following items: Welcome, Configuration Management, Helpdesk Requests, Incidents, **FRACA** (1), Change Requests, Service Management. A secondary menu on the right includes: FRACA, Overview, New FRACA, **Search For FRACA** (2), Shortcuts, My FRACAs, Open FRACAs.

Go to **1** FRACA >  
**2** Search for FRACA to view a list of FRACAs.

Search for FRACA Objects

Ref: Any x Title: Any x Caller: Any x Organization: Any x + ↻

Total: 7 objects.

FRACA	Title	Organization	Date Of Creation	Status	Service	Priority
P-000141	Manager Portal got prob	ST Engineering	2022-12-07 16:22:32	Closed	Manager Portal	Critical
P-000139	sad	ST Engineering	2022-11-28 17:07:43	Re-Opened	Undefined	Critical
P-000132	asd	ST Engineering	2022-11-28 10:18:14	Closed	Undefined	Critical
P-000131	sad	ST Engineering	2022-11-28 10:17:12	Closed	Undefined	Critical
P-000130	asd	ST Engineering	2022-11-28 10:15:49	Closed	Manager Portal	Critical
P-000120	Change of Web Portal Page	ST Engineering	2022-11-18 17:38:58	Closed	Customer Portal	Critical
P-000115	FRACA 1	ST Engineering	2022-11-17 17:02:39	New	Undefined	Critical

Hi L3 Lead! No new message ST Engineering

# View a FRACA

Select a FRACA ID to view a FRACA form.


Search for FRACA Objects

Ref: Any Title: Any Caller: Any Organization: Any

Total: 7 objects.

FRACA	Title	Organization	Date Of Creation	Status	Service	Priority
P-000141	Manager Portal got prob	ST Engineering	2022-12-07 16:22:32	Closed	Manager Portal	Critical
P-000139	sad	ST Engineering	2022-11-28 17:07:43	Re-Opened	Undefined	Critical
P-000132	asd	ST Engineering	2022-11-28 10:18:14	Closed	Undefined	Critical
P-000131	sad	ST Engineering	2022-11-28 10:17:12	Closed	Undefined	Critical
P-000130	asd	ST Engineering	2022-11-28 10:15:49	Closed	Manager Portal	Critical
P-000120	Change of Web Portal Page	ST Engineering	2022-11-18 17:38:58	Closed	Customer Portal	Critical
P-000115	FRACA 1	ST Engineering	2022-11-17 17:02:39	New	Undefined	Critical

# Edit FRACA Information

Select the edit icon  if you need to amend the FRACA information.

The screenshot shows the ST Engineering user interface for managing FRACA information. The breadcrumb trail at the top reads: Welcome > Search For FRAC... > P-000139 > Overview > Incident > FRACA > P-000141. The main content area displays details for FRACA P-000141, which is a 'New (FRACA)'. The record is organized into three columns: General Information, Service, and Dates. A red box highlights the 'Dates' column, and a red line points from the text on the left to the edit icon (a pencil) located in the top right corner of the record's header area.

General Information		Service		Dates	
Status	New	Service	Manager Portal	Date Of Creation	2022-12-07 16:22:32
Organization	ST Engineering	Service Subcategory	General Query	Last Update	2022-12-07 16:22:32
Reporter Organization	Customer	Product		Date / Time Of Report	2022-12-07 16:22:06
Reporter Name	Chew Lian			Date / Time Of Failure	2022-12-07 16:22:13
Severity	High				
Title	Manager Portal got prob				
Description	Prob with Manager Portal				

# Duplicated FRACA

If the New FRACA is a duplicated copy of another FRACA, select **Duplicate** to mark it as duplicated.

The screenshot shows the ST Engineering FRACA management interface. The breadcrumb trail is: Welcome > Search For FRAC... > P-000139 > Overview > Incident > FRACA > P-000141. The main content area displays details for FRACA P-000141, which is marked as 'New (FRACA)'. A dropdown menu is open over the 'New (FRACA)' label, showing options: Assign, Duplicate, and Reject. A red line highlights the 'Duplicate' option. The interface includes a left sidebar with navigation items: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The bottom of the interface shows a user profile for 'Hi L3 Lead!' with a notification for 'No new message'.

General Information		Service		Dates	
Status	New	Service	Manager Portal	Date Of Creation	2022-12-07 16:22:32
Organization	ST Engineering	Service Subcategory	General Query	Last Update	2022-12-07 16:22:32
Reporter Organization	Customer	Product		Date / Time Of Report	2022-12-07 16:22:06
Reporter Name	Chew Lian			Date / Time Of Failure	2022-12-07 16:22:13
Severity	High				
Title	Manager Portal got prob				
Description	Prob with Manager Portal				



# Rejected FRACA

Select **Reject** when the New FRACA cannot be proceeded.

The screenshot shows the ST Engineering FRACA management interface. The breadcrumb trail is: Welcome > Search For FRAC... > P-000139 > Overview > Incident > FRACA > P-000141. The main content area displays details for FRACA P-000141, which is a 'New (FRACA)'. A dropdown menu is open over the 'Dates' section, with the 'Reject' option highlighted. A red line connects the 'Reject' option to the text on the left.

General Information		Service		Dates	
Status	New	Service	Manager Portal	Date Of Creation	2022-12-07 16:22:32
Organization	ST Engineering	Service Subcategory	General Query	Last Update	2022-12-07 16:22:32
Reporter Organization	Customer	Product		Date / Time Of Report	2022-12-07 16:22:06
Reporter Name	Chew Lian			Date / Time Of Failure	2022-12-07 16:22:13
Severity	High				
Title	Manager Portal got prob				
Description	Prob with Manager Portal				

# Assign or Re-Assign FRACA (1)

If the request status is **New**, you will need to **Assign** FRACA from the dropdown menu

The screenshot displays the ST Engineering FRACA management interface. The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows details for FRACA P-000141, which is a 'New (FRACA)' request. The 'Status' field is highlighted with a red box and shows 'New'. A dropdown menu is open over the 'Status' field, with 'Assign' selected. The 'Assign - P-000141' dialog box is also highlighted with a red box, showing fields for 'Team' and 'Assignee', both with 'Please specify a value' prompts, and a 'Result Of Assessment' text area. The dialog box has 'CANCEL' and 'ASSIGN' buttons at the bottom.

Properties	Related Requests (1)	Related Incidents (1)	Related FRACAs (1)	Attachments	Notifications	Analysis
<b>General Information</b>						
Status						
Organization	ST Engineering					
Reporter Organization	Customer					
Reporter Name	Chew Lian					
Severity	High					
Title	Manager Portal got prob					
Description ✕	Prob with Manager Portal					
<b>Service</b>						
Service	Manager Portal					
Service Subcategory	General Query					
Product						
<b>Dates</b>						
Date Of Creation	2022-12-07 16:22:32					

# Assign or Re-Assign FRACA (2)

If the request status is **Assigned**, you can **Re-Assign** FRACA to other personnel from the dropdown menu

The screenshot displays the ST Engineering FRACA management interface. The main content area shows details for request P-000141, which is currently in an 'Assigned' status. A dropdown menu is open over the 'Assigned' status, with the 'Re-Assign' option selected. A modal window titled 'Re-Assign - P-000141' is displayed, allowing the user to re-assign the request. The modal includes dropdown menus for 'Team' (set to 'L3 Team') and 'Assignee' (set to 'L3 Lead User'), a text area for 'Re-Assign Remarks', and buttons for 'CANCEL' and 'RE-ASSIGN'. The 'Status' field in the 'General Information' section is highlighted with a red box, and the 'Re-Assign' modal is also highlighted with a red box.

**General Information**

Status	Assigned
Organization	ST Engineering
Reporter Organization	Customer
Reporter Name	Chew Lian
Severity	High
Title	Manager Portal got prob
Description ✖	Prob with Manager Portal

**Contacts**

Team	L3 Team
Assignee	L3 Lead User

**Service**

Service	Manager Portal
Service Subcategory	General Query

**Assessment**

Result Of Assessment ✖	assign to lead
------------------------	----------------

**Re-Assign - P-000141**

Team: L3 Team

Assignee: L3 Lead User

Re-Assign Remarks

Please specify a value

CANCEL RE-ASSIGN

# FRACA Resolved

Once you have received a resolution, update the status to **Resolved**

**Note:** Inform your Team Lead that issue has been resolved for them to check and close the case.

The screenshot shows the ST Engineering FRACA management interface. The breadcrumb trail is: Welcome > Search For FRACA... > P-000139 > Overview > Incident > FRACA > P-000141. The case ID is P-000141, assigned to the FRACA team. The status is 'Assigned'. The interface is divided into three columns: General Information, Contacts, and Dates. A red box highlights the 'Resolve' button in the top right corner of the case details panel.

General Information	Contacts	Dates
<b>Status</b> Assigned	<b>Team</b> L3 Team	<b>Date Of Creation</b> 2022-12-07 16:22:32
<b>Organization</b> ST Engineering	<b>Assignee</b> L3 Lead User	<b>Last Update</b> 2022-12-07 16:38:58
<b>Reporter Organization</b> Customer	<b>Service</b>	<b>Date / Time Of Report</b> 2022-12-07 16:22:06
<b>Reporter Name</b> Chew Lian	<b>Service</b> Manager Portal	<b>Date / Time Of Failure</b> 2022-12-07 16:22:13
<b>Severity</b> High	<b>Service</b> General Query	<b>Assignment Date</b> 2022-12-07 16:38:58
<b>Title</b> Manager Portal got prob	<b>Subcategory</b>	
<b>Description ✖</b> Prob with Manager Portal	<b>Product</b>	
	<b>Assessment</b>	
	<b>Result Of Assessment ✖</b> assign to lead	

# Resolution Information

## FRACA Resolution Information

Provide the details about the resolution on the FRACA and tap **RESOLVE**

The screenshot displays a mobile application interface for resolving a FRACA. The form is titled "Resolve - P-000141" and contains several input fields:

- Root Cause Of Failure Description:** A large text area with a "Please specify a value" prompt.
- Proposed Corrective And Preventive Actions:** A large text area with a "Please specify a value" prompt.
- Configurations Affected:** A large text area with a "Please specify a value" prompt.
- Action Party Name / Designation:** A text input field.
- Date Of Actions:** A date picker field showing "YYYY-MM-DD".
- Related Risk And Security Issues:** A large text area with a "Please specify a value" prompt.
- Security Lead Name:** A text input field.
- Security Review Date:** A date picker field showing "YYYY-MM-DD".

At the bottom right of the form, there are two buttons: "CANCEL" and "RESOLVE". A red line originates from the text "tap RESOLVE" on the left and points directly to the "RESOLVE" button.

# Re-Open FRACA

If the issue is not resolved, L2/L3 Team Lead can Re-Open the incident for a re-investigation.

The screenshot displays the ST Engineering FRACA system interface. On the left is a dark sidebar with navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area shows the details for incident P-000141, which is marked as 'Resolved (FRACA)'. The incident details are organized into sections: General Information (Status: Resolved, Organization: ST Engineering, Reporter: Customer, Reporter Name: Chew Lian, Severity: High, Title: Manager Portal got prob, Description: Prob with Manager Portal), Contacts (Team: L3 Team, Assignee: L3 User), Service (Service: Manager Portal, Subcategory: General Query), Assessment (Result: assign to lead, Re-Assign: reassign user), and Resolution (Root Cause: No Internet, Proposed Actions: Check Internet Service Provider and reset router). A 'Re-Open' button is visible in the top right corner of the incident details. A modal window titled 'Re-Open - P-000141' is open, containing dropdown menus for 'Team' (L3 Team) and 'Assignee' (L3 User), a text area for 'Re-Open Remarks', and 'CANCEL' and 'RE-OPEN' buttons at the bottom. A red box highlights the modal window.

# Close FRACA (1)

Once L2/L3 Team Lead confirms that the issue has been resolved, L2/L3 Team Lead can proceed to **Close** the incident.

The screenshot displays the ST Engineering FRACA management interface. The main content area shows details for incident P-000141, which is in a 'Resolved' state. A 'Close' modal is open, allowing the user to enter a 'Fixed Version' and 'Closure Remarks' before finalizing the incident. The modal includes 'CANCEL' and 'CLOSE' buttons.

**Incident Details:**

- ID:** P-000141
- Status:** Resolved (FRACA)
- Organization:** ST Engineering
- Reporter:** Customer
- Reporter Name:** Chew Lian
- Severity:** High
- Title:** Manager Portal got prob
- Description:** Prob with Manager Portal
- Team:** L3 Team
- Assignee:** L3 User
- Service:** Manager Portal
- Service Subcategory:** General Query
- Product:**
- Assessment:** Result Of Assessment ✕ assign to lead; Re-Assign Remarks ✕ reassign user
- Resolution:** Root Cause Of Failure Description ✕ No Internet; Proposed Corrective And Preventive Actions ✕ Check Internet Service Provider and reset router

**Modal: Close - P-000141**

- Fixed Version:**
- Closure Remarks:**
- Buttons:** CANCEL, CLOSE

# Close FRACA (2)

Once status is **Closed**, it cannot be re-opened.

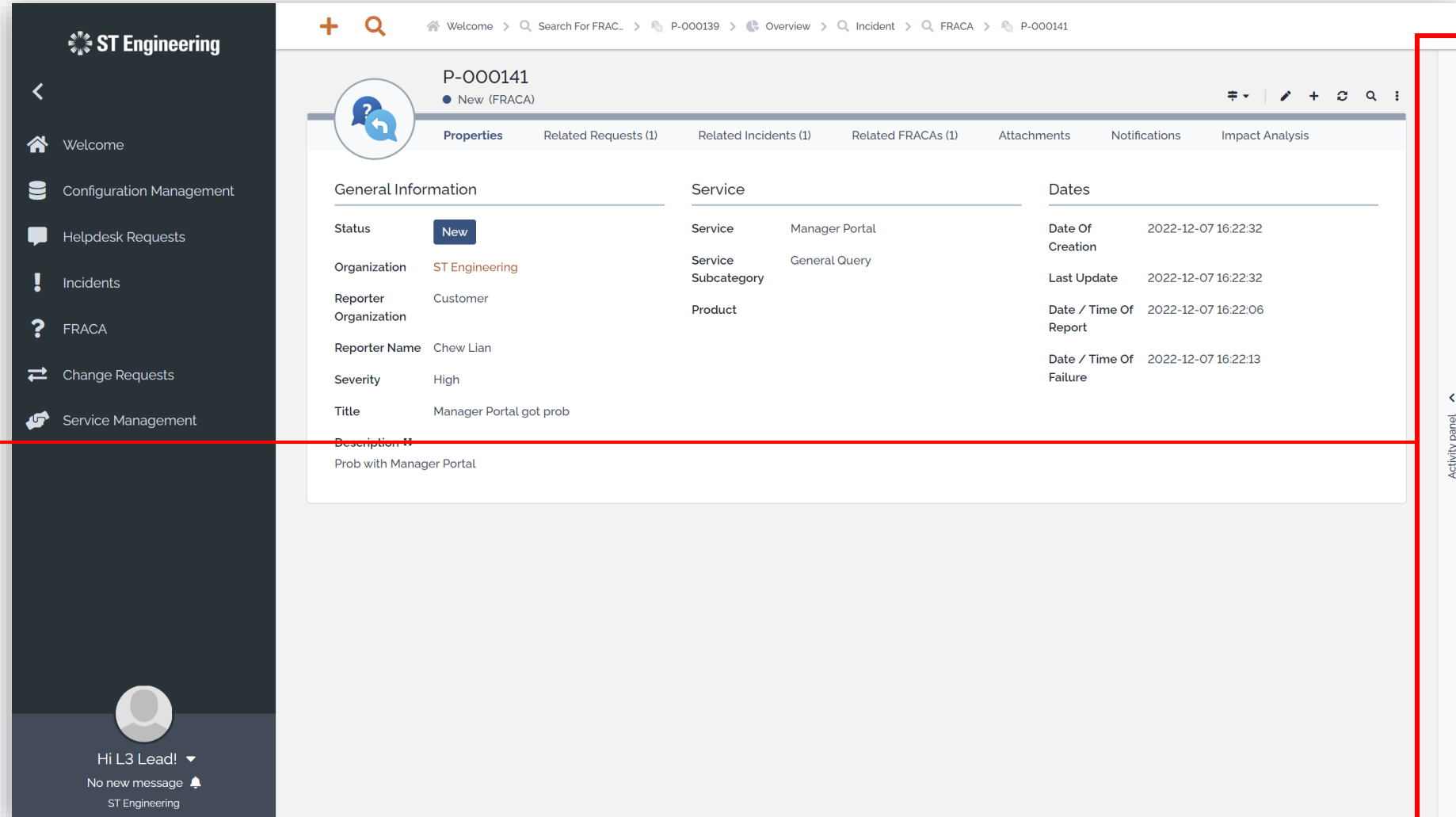
You must create a new FRACA and relink it to the relevant subjects.

The screenshot shows the ST Engineering FRACA management interface. The breadcrumb trail is: Welcome > Search For FRAC... > P-000139 > Overview > Incident > FRACA > P-000141. The main header displays 'P-000141' with a 'Closed (FRACA)' status indicator. Below this, there are tabs for 'Properties', 'Related Requests (1)', 'Related Incidents (1)', 'Related FRACAs (1)', 'Attachments', and 'Notifications'. The 'Properties' tab is active, showing a 'General Information' section with a red box around the 'Status' field, which is set to 'Closed'. Other fields include Organization (ST Engineering), Reporter (Customer), Reporter Name (Chew Lian), Severity (High), and Title (Manager Portal got prob). The 'Description' is 'Prob with Manager Portal'. The 'Contacts' section shows Team (L3 Team) and Assignee (L3 User). The 'Service' section shows Manager Portal and General Query. The 'Assessment' section shows Result Of Assessment (assign to lead) and Re-Assign Remarks (reassign user). The 'Resolution' section shows Root Cause Of Failure Description (No Internet) and Proposed Corrective And Preventive Actions (Check Internet Service Provider and reset router). The 'Dates' section shows Date Of Creation (2022-12-07 16:22:32), Last Update (2022-12-07 17:23:30), Date / Time Of Report (2022-12-07 16:22:06), Date / Time Of Failure (2022-12-07 16:22:13), Assignment Date (2022-12-07 16:38:58), Re-Assign Datetime (2022-12-07 16:40:40), Resolution Date (2022-12-07 16:43:37), and Close date (2022-12-07 17:23:30). The left sidebar contains navigation options: Welcome, Configuration Management, Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The bottom of the sidebar shows a user profile for 'Hi L3 Lead!' with a dropdown arrow, 'No new message', and 'ST Engineering'.



# Activity Panel (1)

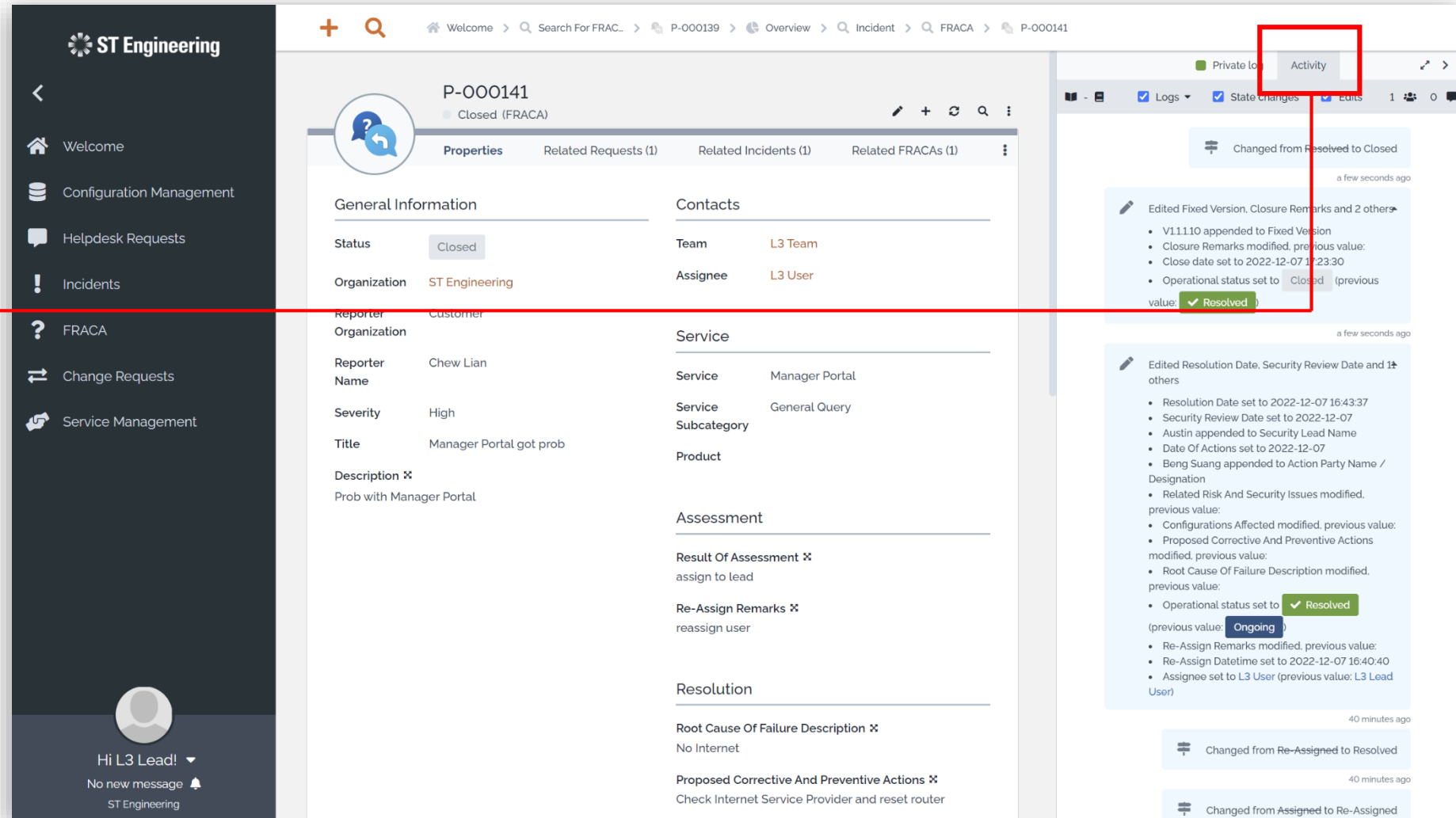
To check the activity logs for a FRACA activity, tap **Activity panel** at the side of the screen.



# Activity Panel (2)

## Activity Logs

Then select the **Activity Tab** to view the logs, state changes and edits to the FRACA.



# Other


- Export from Table
- List of Contacts
- Preferences
- Change Password
- Logoff

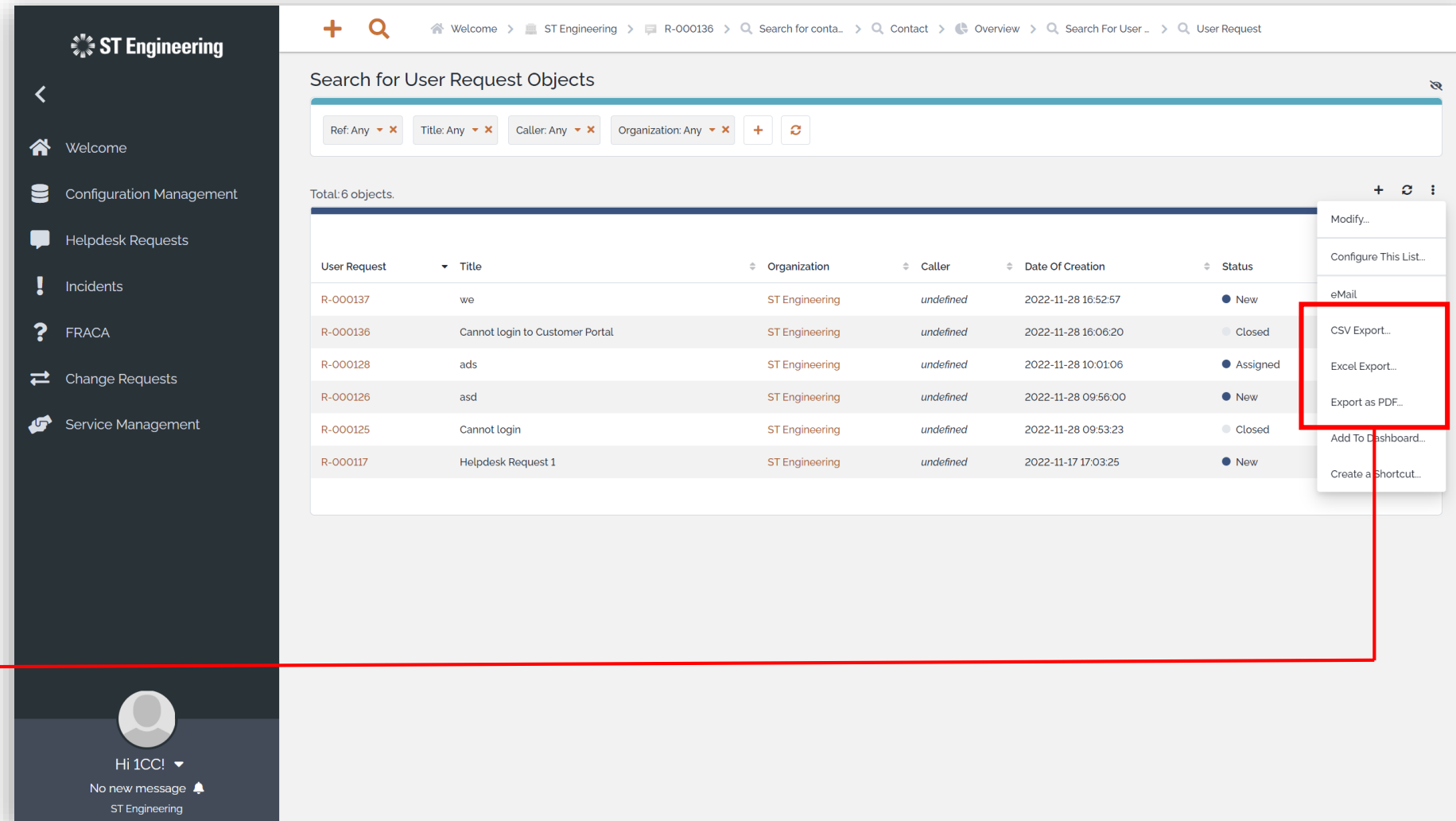
OTHER

# Export from Table

You can export a list of records in CSV, XSL or PDF format from:

- **Contacts** Table and
- **User Requests** Table

Tap the dropdown icon  and select your export options.



The screenshot shows the ST Engineering mobile application interface. The top navigation bar includes a search bar and a breadcrumb trail: Welcome > ST Engineering > R-000136 > Search for conta... > Contact > Overview > Search For User... > User Request. Below the search bar, there are filter buttons for Ref, Title, Caller, and Organization. The main content area displays a table titled "Search for User Request Objects" with 6 objects. The table has columns for User Request, Title, Organization, Caller, Date Of Creation, and Status. A dropdown menu is open on the right side of the table, showing options: Modify..., Configure This List..., eMail, CSV Export..., Excel Export..., Export as PDF..., Add To Dashboard..., and Create a Shortcut... A red box highlights the export options, and a red line connects the dropdown icon in the text above to the menu.

User Request	Title	Organization	Caller	Date Of Creation	Status
R-000137	we	ST Engineering	undefined	2022-11-28 16:52:57	New
R-000136	Cannot login to Customer Portal	ST Engineering	undefined	2022-11-28 16:06:20	Closed
R-000128	ads	ST Engineering	undefined	2022-11-28 10:01:06	Assigned
R-000126	asd	ST Engineering	undefined	2022-11-28 09:56:00	New
R-000125	Cannot login	ST Engineering	undefined	2022-11-28 09:53:23	Closed
R-000117	Helpdesk Request 1	ST Engineering	undefined	2022-11-17 17:03:25	New

# List of Contacts

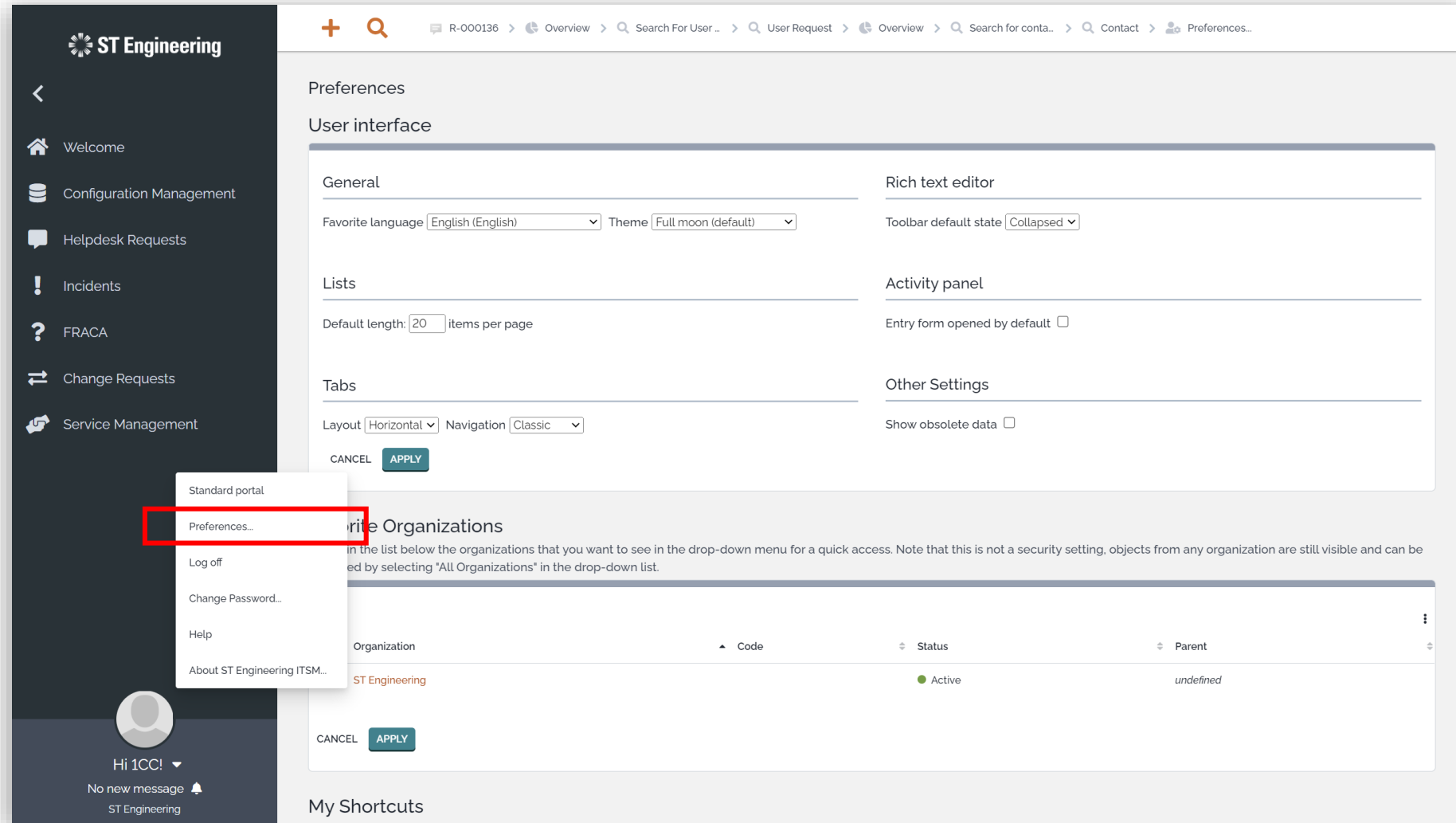
Select **Configuration Management** > **Search for contacts** to view a list of contacts in your organization.

The screenshot shows the ST Engineering Configuration Management interface. The left sidebar contains a navigation menu with the following items: Welcome, Configuration Management (highlighted with a red box), Helpdesk Requests, Incidents, FRACA, Change Requests, and Service Management. The main content area displays a search interface for 'Contact' objects. The search filters are: Contact: Any, Email: Any, and Organization: Any. The search results show a total of 12 objects, listed in a table with columns for Contact, Status, Organization, Email, Phone, and Function. The contacts listed are:

Contact	Status	Organization	Email	Phone	Function
1CC Team	Active	ST Engineering			
1CC User	Active	ST Engineering			
Admin User	Active	ST Engineering	my.email@foo.org		
L2 Lead User	Active	ST Engineering			
L2 Team	Active	ST Engineering			
L2 User	Active	ST Engineering			
L3 Lead User	Active	ST Engineering			
L3 Team	Active	ST Engineering			
L3 User	Active	ST Engineering			
Service Manager User	Active	ST Engineering			
Super User	Active	ST Engineering			
Tan Beng Suan	Active	ST Engineering			

# Preferences

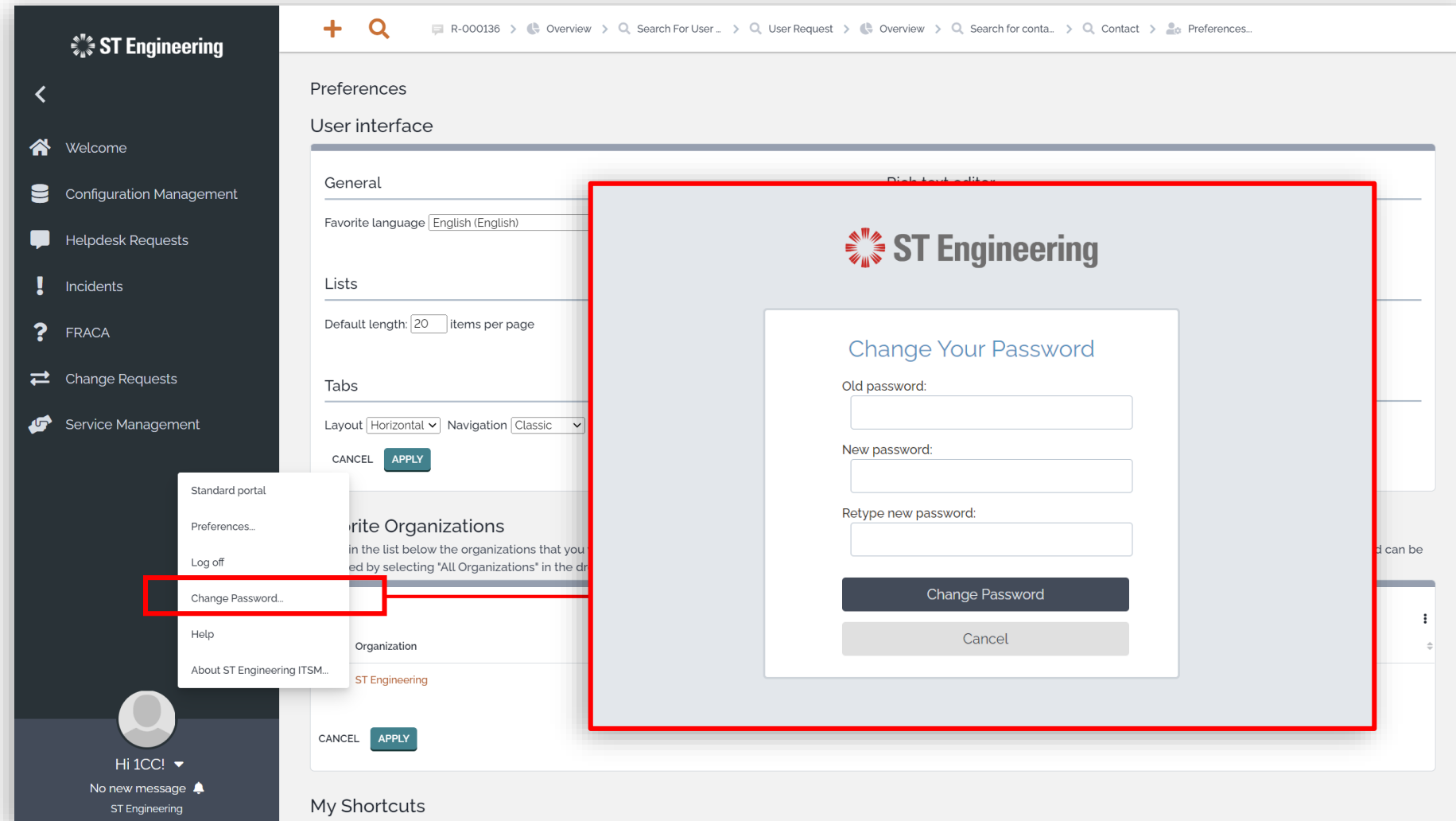
Tap on your name to view dropdown list and select **Preferences** to change the elements of the user interface.



OTHER

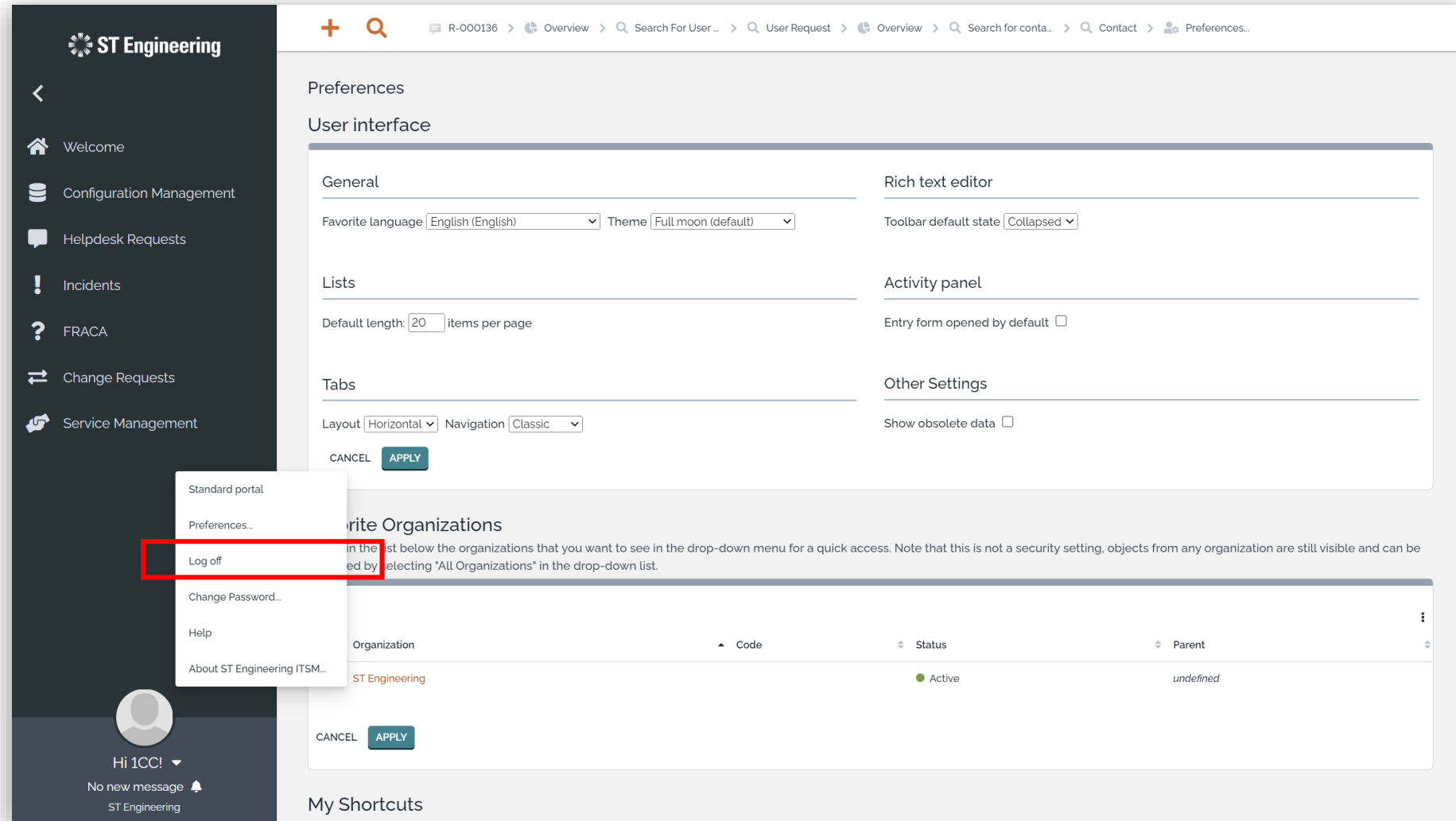
# Change Password

Tap on your name to view dropdown list and select **Change Password**. It will redirect you to a page to change your password.



# Logoff

Tap on your name to view dropdown list and select **Log off**. You will return to login page.





Thank you