SDS
2.0

Smart Digital Systems

User Guide for L2 & L3 Teams | Managing ITSM FRACA

✴ **ST Engineering**

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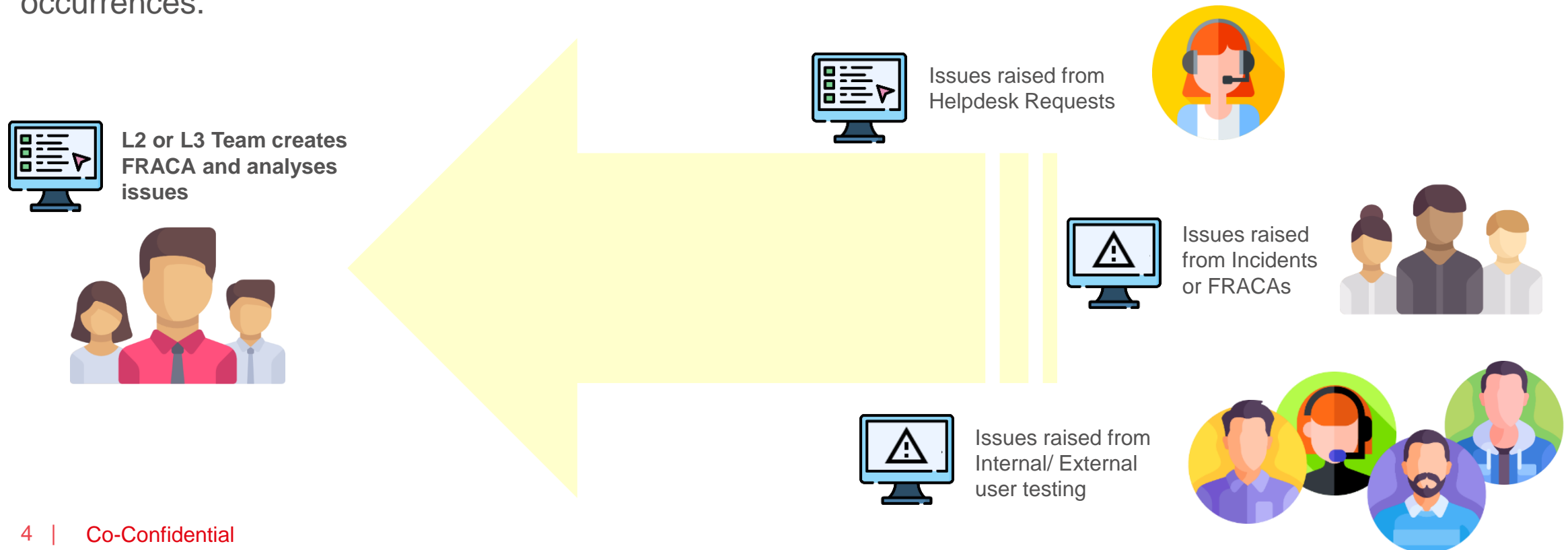- Close FRACA
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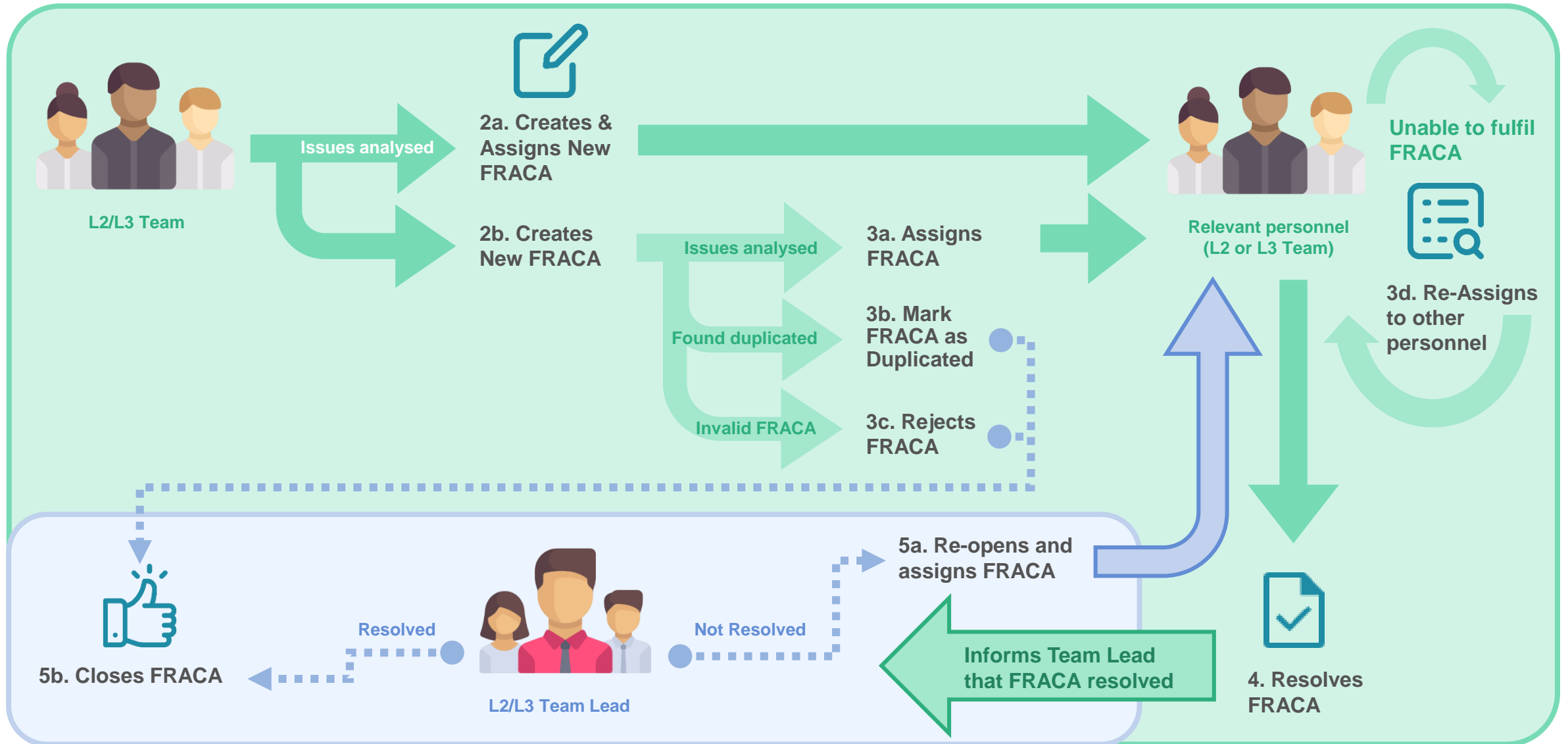- Preferences
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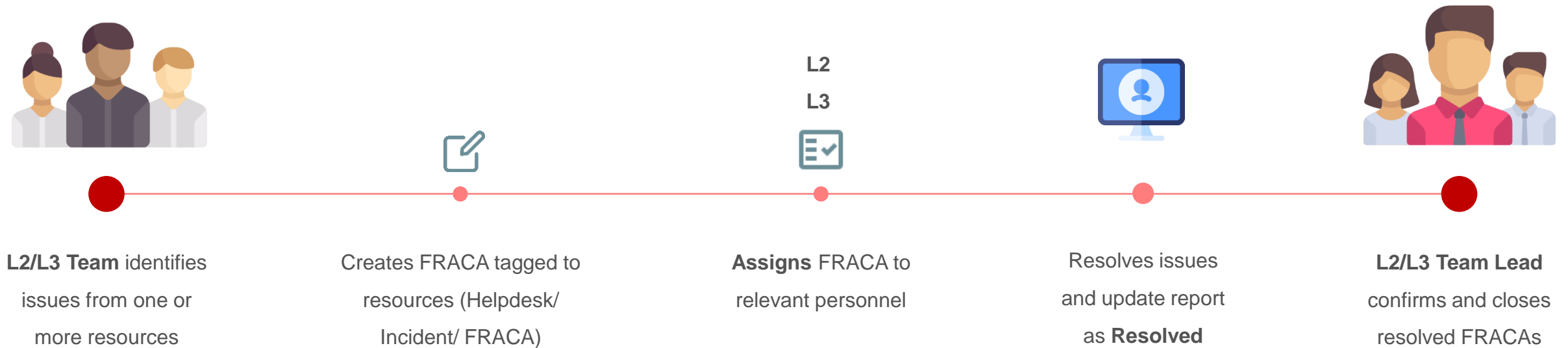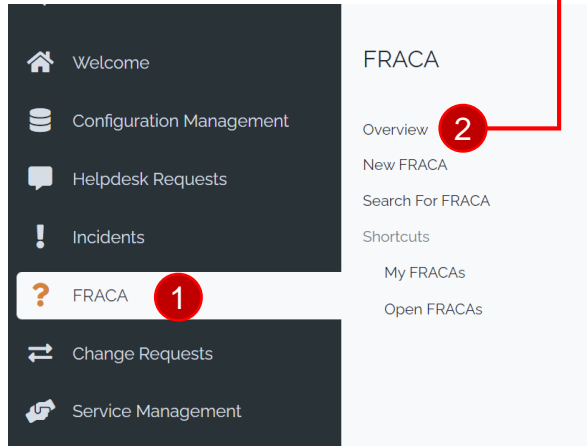
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About ITSM FRACA

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.

L2 or L3 Team creates FRACA and analyses issues

Issues raised from Helpdesk Requests

Issues raised from Incidents or FRACAs

Issues raised from Internal/ External user testing

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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.

L2

L3

L2/L3 Team identifies issues from one or more resources

Creates FRACA tagged to resources (Helpdesk/ Incident/ FRACA)

Assigns FRACA to relevant personnel

Resolves issues and update report as **Resolved**

L2/L3 Team Lead confirms and closes resolved FRACAs

Login (1)

To access SDS2.0:

https://sds.stengg.com

Then select **Visit Site**
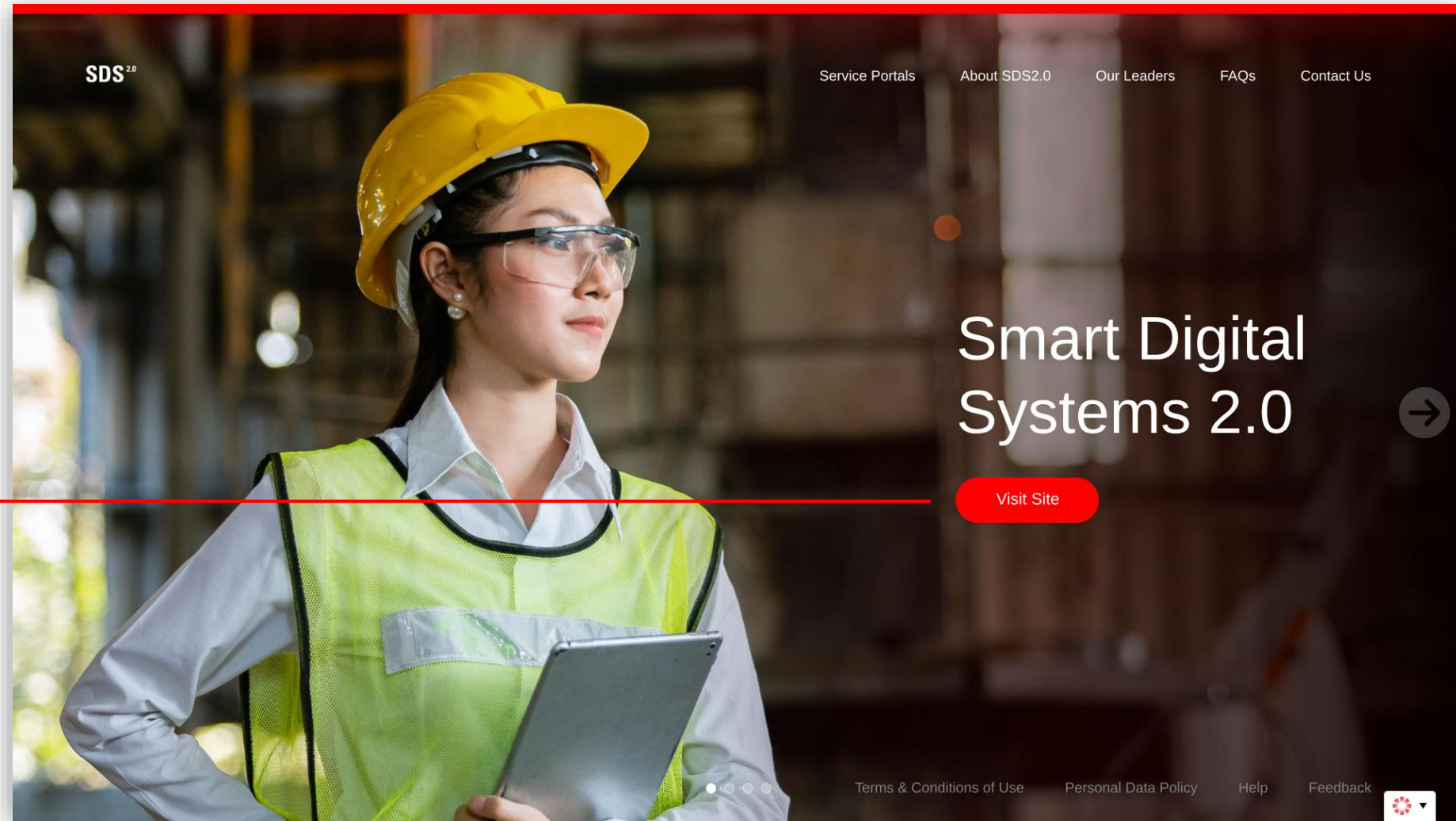
Login (2)

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

Login (3)

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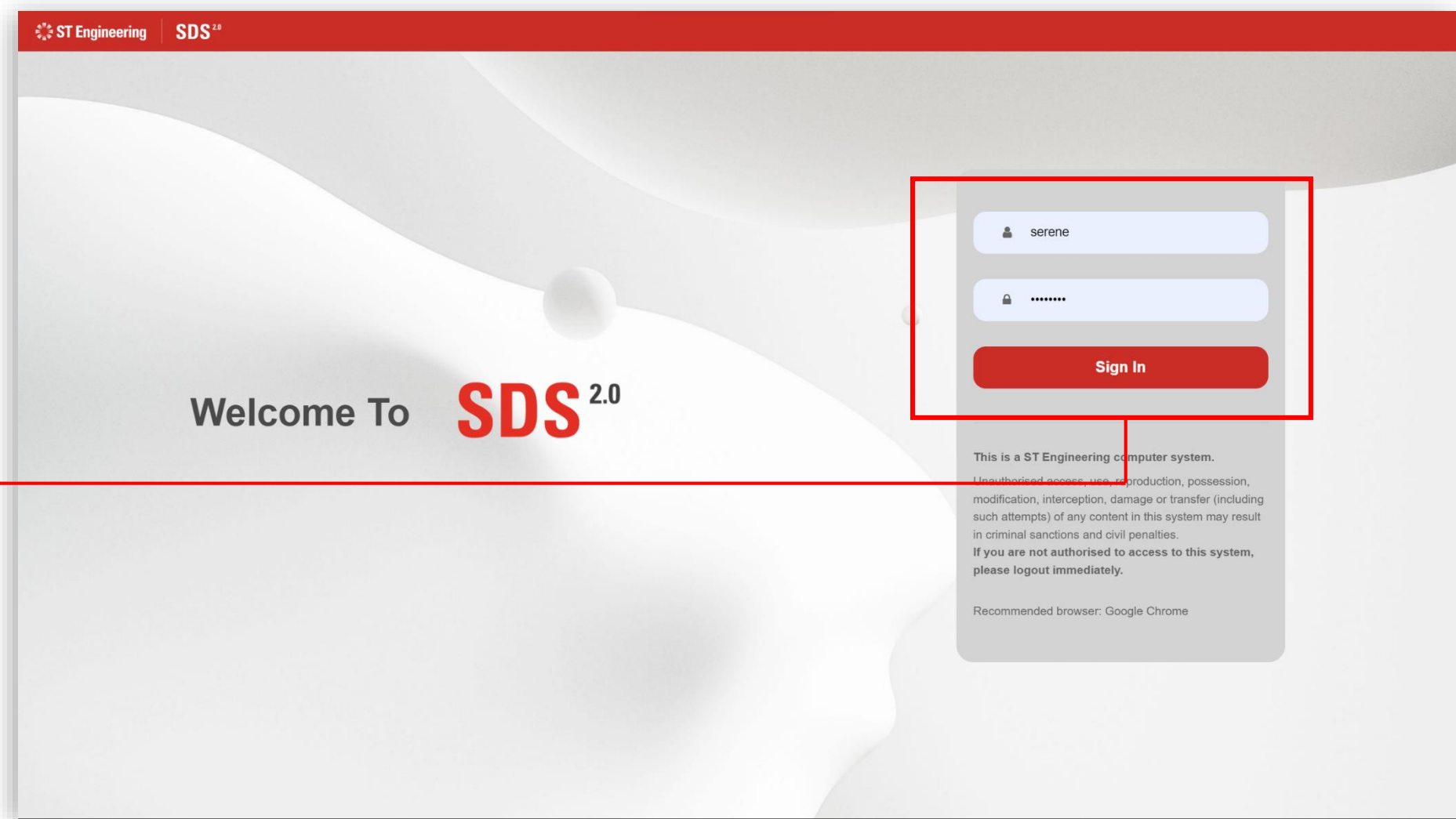
Select **Enter Portal** link under **Helpdesk System Support** section

- 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 Serice 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 retification action
- Investigate root cause and more ...

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.

FRACA

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- Close FRACA
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FRACA Menu List

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

Overview

Select **1** **FRACA** >
2 **Overview** to see the general view of all FRACA reports.

Creating a New FRACA (1)

Select ❶ **FRACA >**
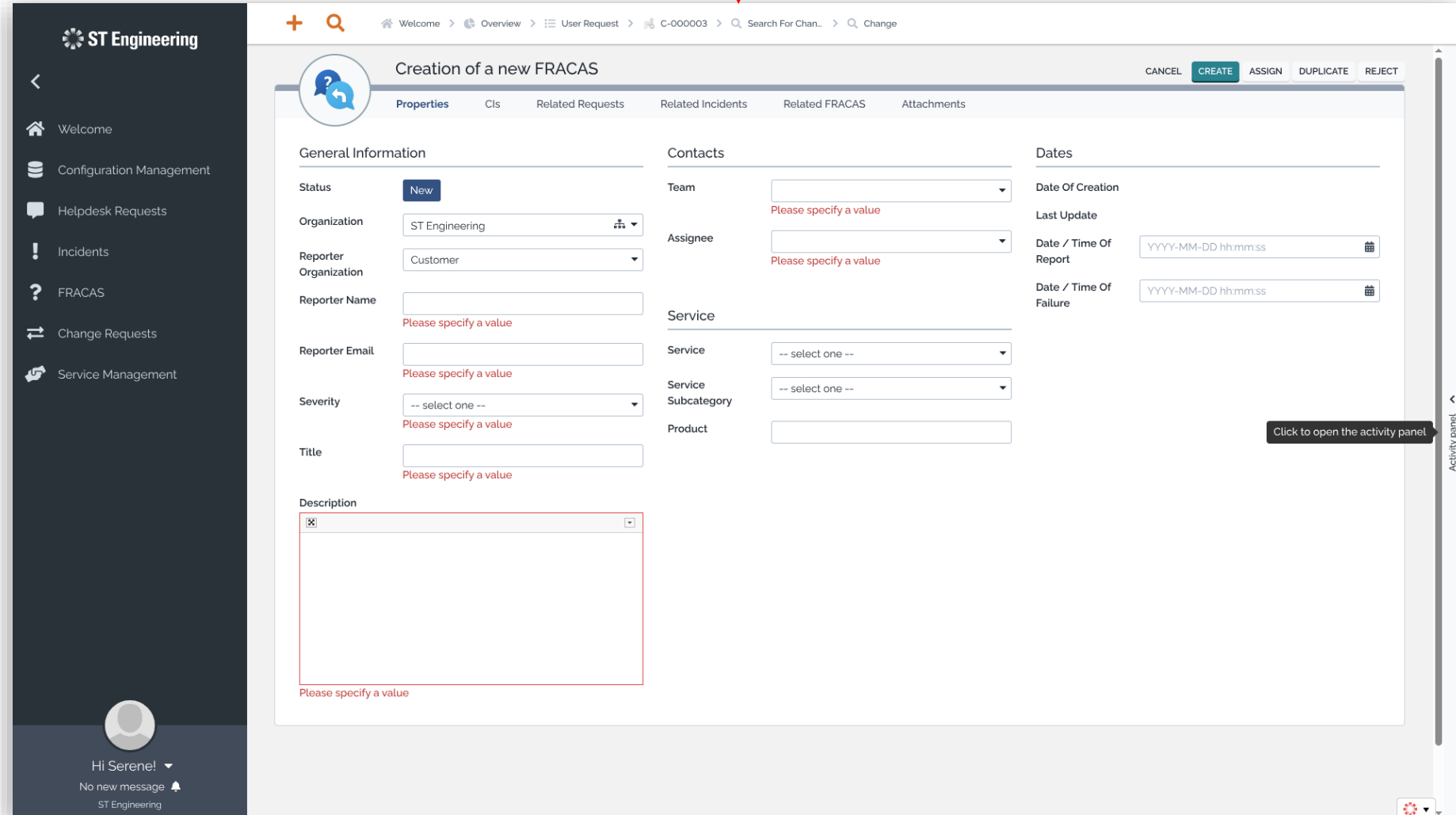
❷ **New FRACA** to create

a new FRACA report.

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

Creating a New FRACA (3)

Related requests, incidents, FRACAS Tab
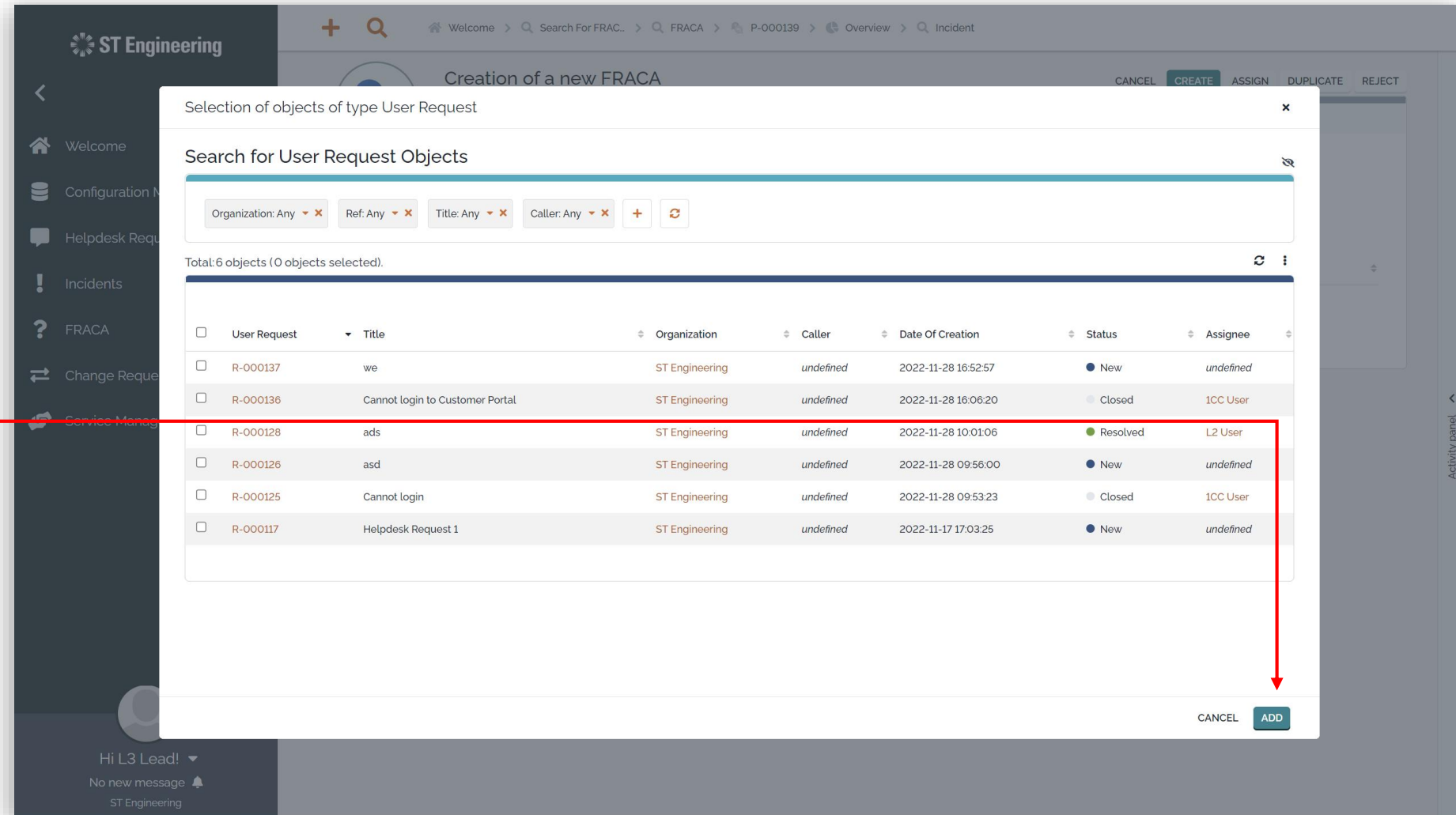
1 To link related requests, incidents or FRACAs, select the tab and go to

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.

Creating a New FRACA (5)

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Add Attachment

Tap **SELECT A FILE** to upload an attachment to the FRACA.
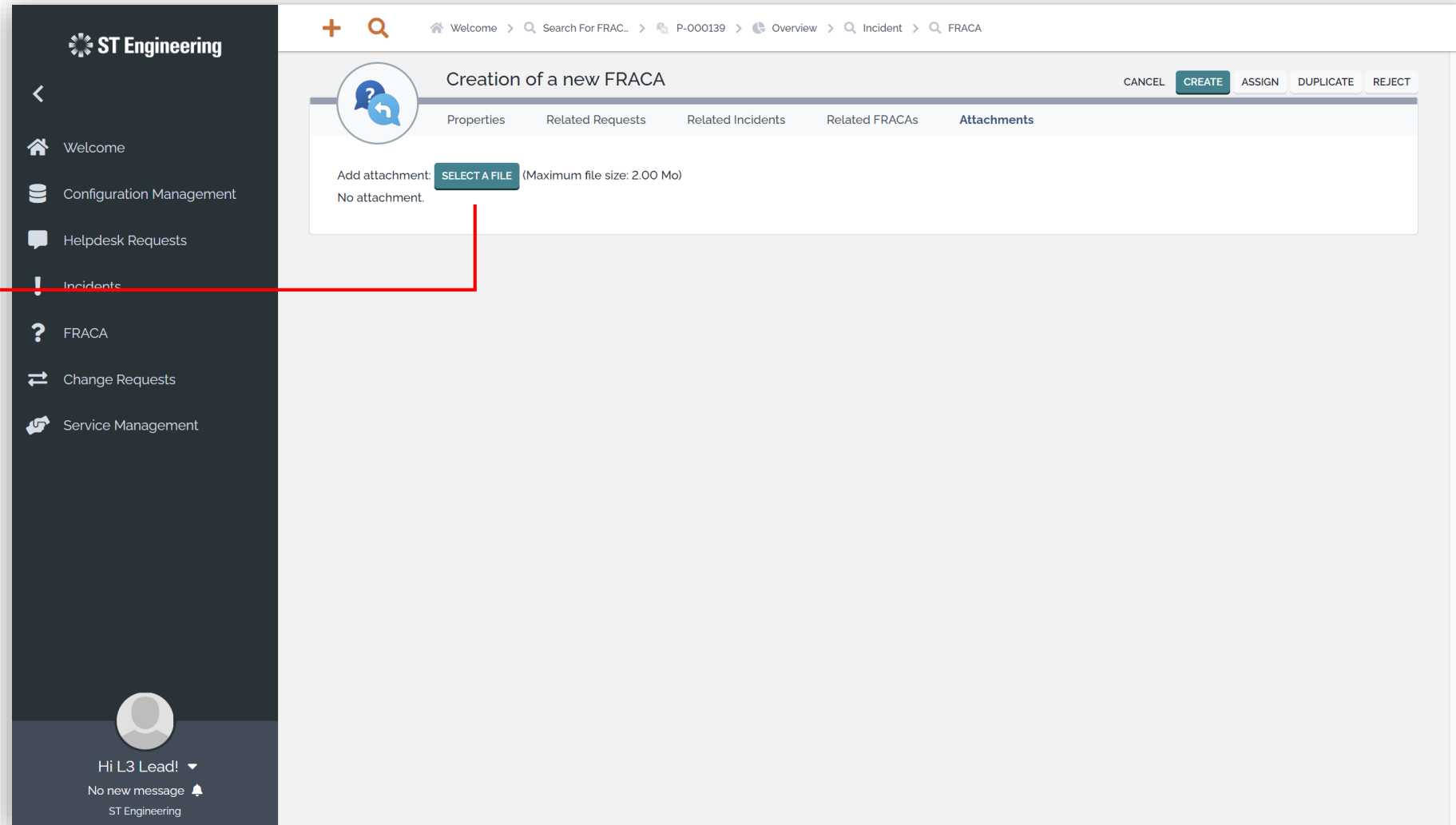
Creating a New FRACA (6)

Create FRACA Only

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

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.

View List of FRACAs

Go to **1** **FRACA >**

2 **Search for FRACA** to

view a list of FRACAs.

View a FRACA

Select a **FRACA ID** to view a FRACA form.

Edit FRACA Information

Select the edit icon ✏️

if you need to amend

the FRACA information.

Duplicated FRACA

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

Rejected FRACA

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

Assign or Re-Assign FRACA (1)

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

Assign or Re-Assign FRACA (2)

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

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.

Resolution Information

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FRACA Resolution Information

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

Re-Open FRACA

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

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.

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.
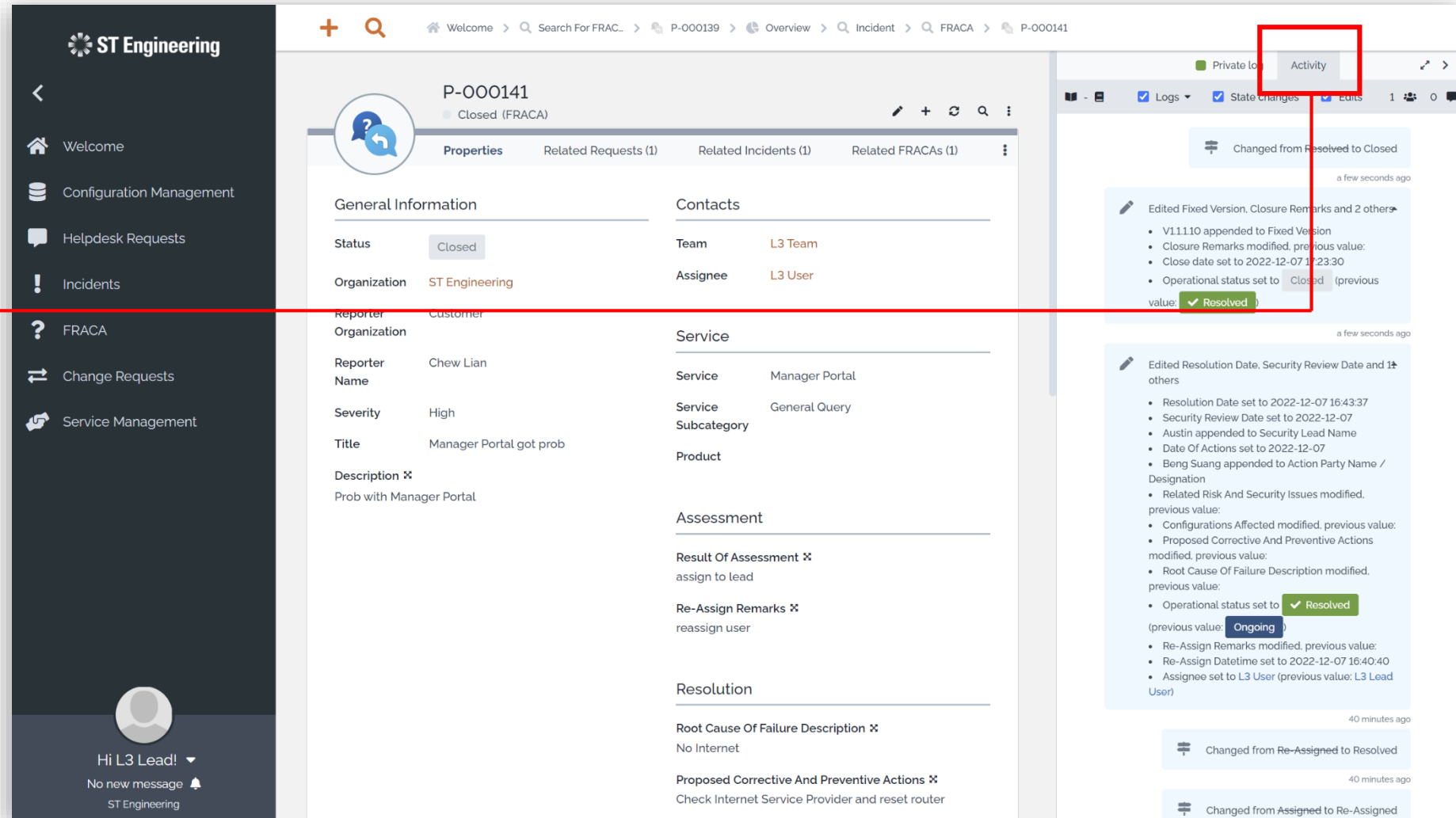
Activity Panel (1)

To check the activity logs for a FRACA activity, tap **Activity panel** at the side of the screen.
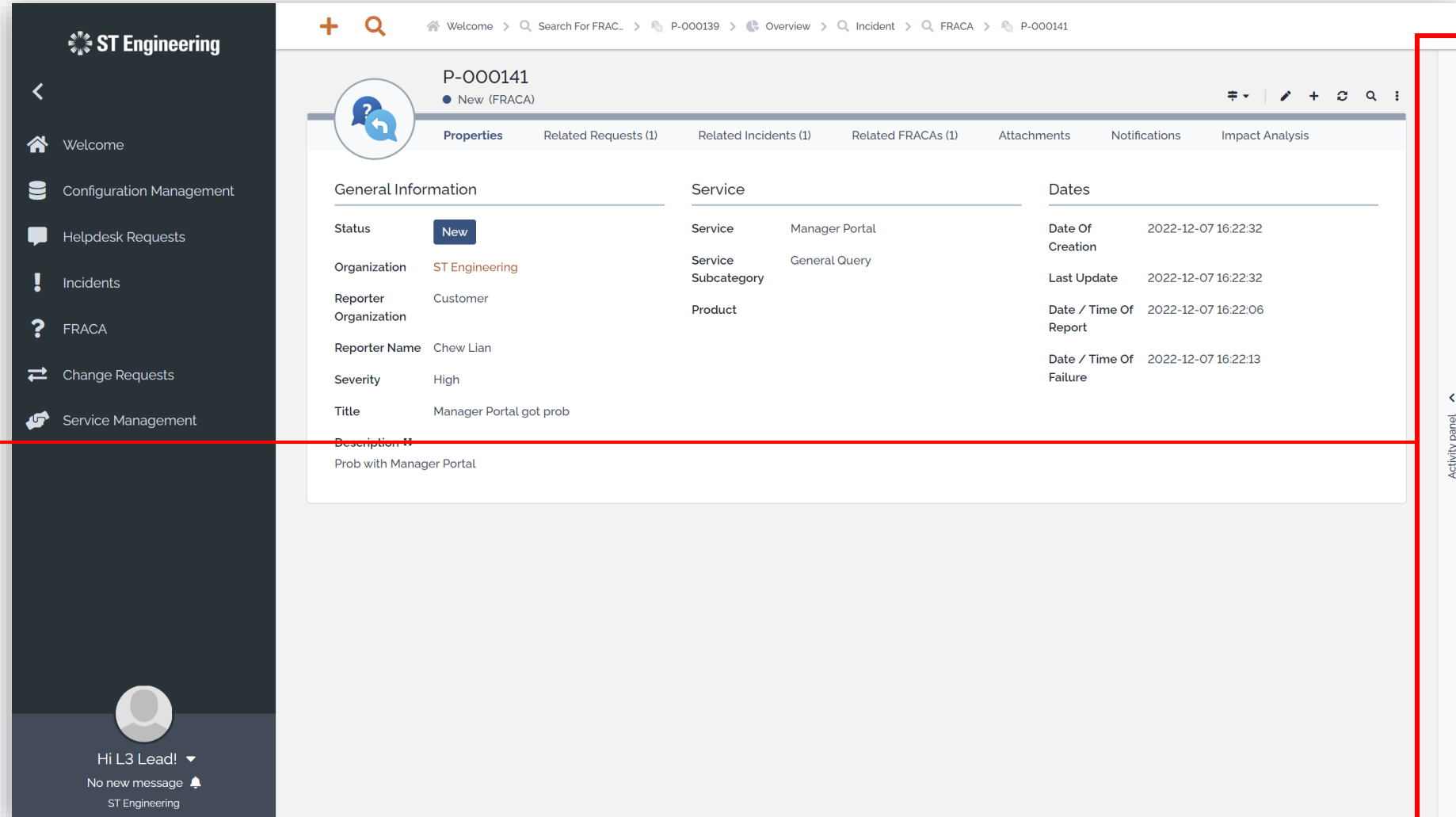
Activity Panel (2)

Activity Logs

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

Other

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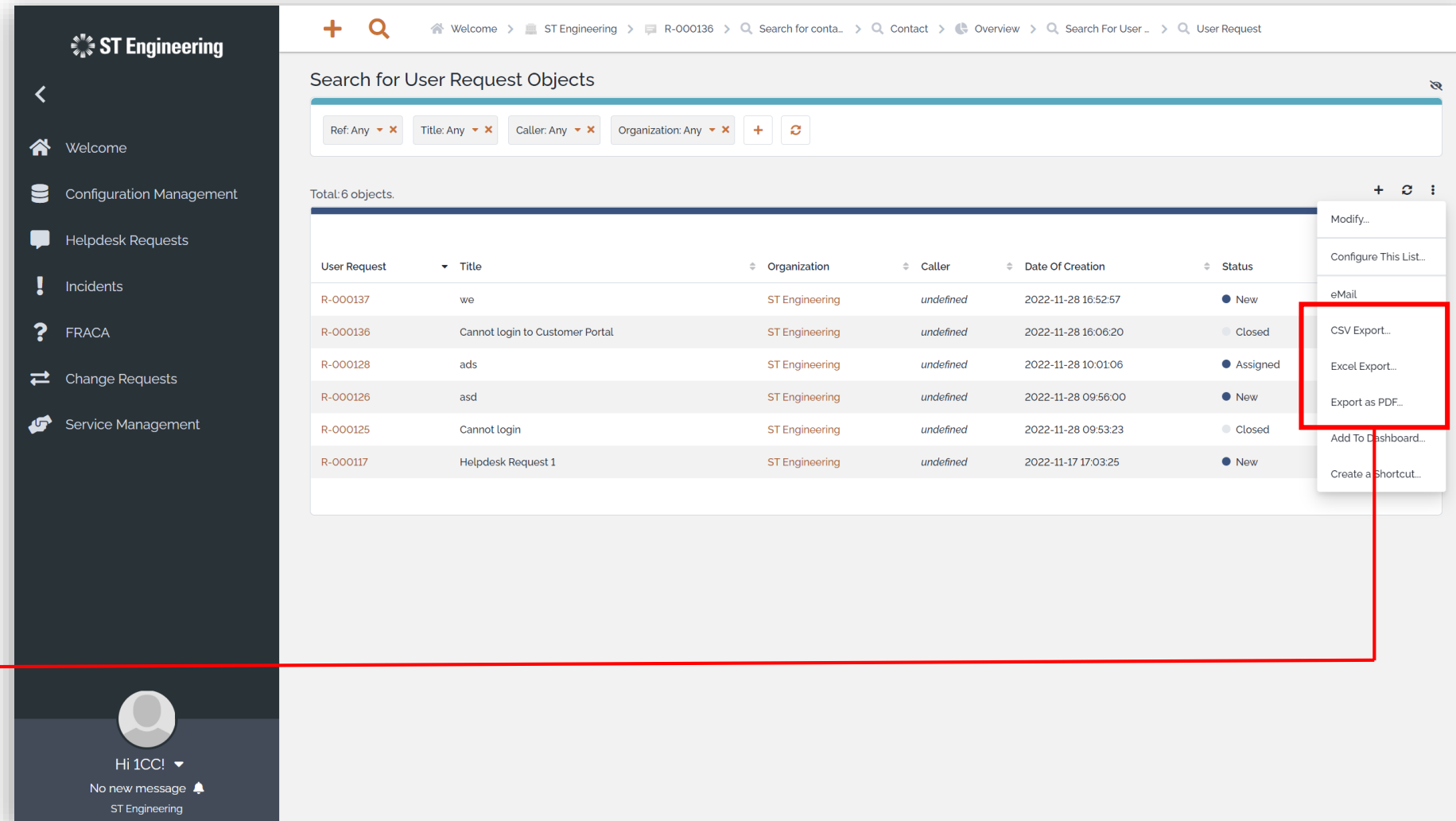- Preferences
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Export from Table

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.

List of Contacts

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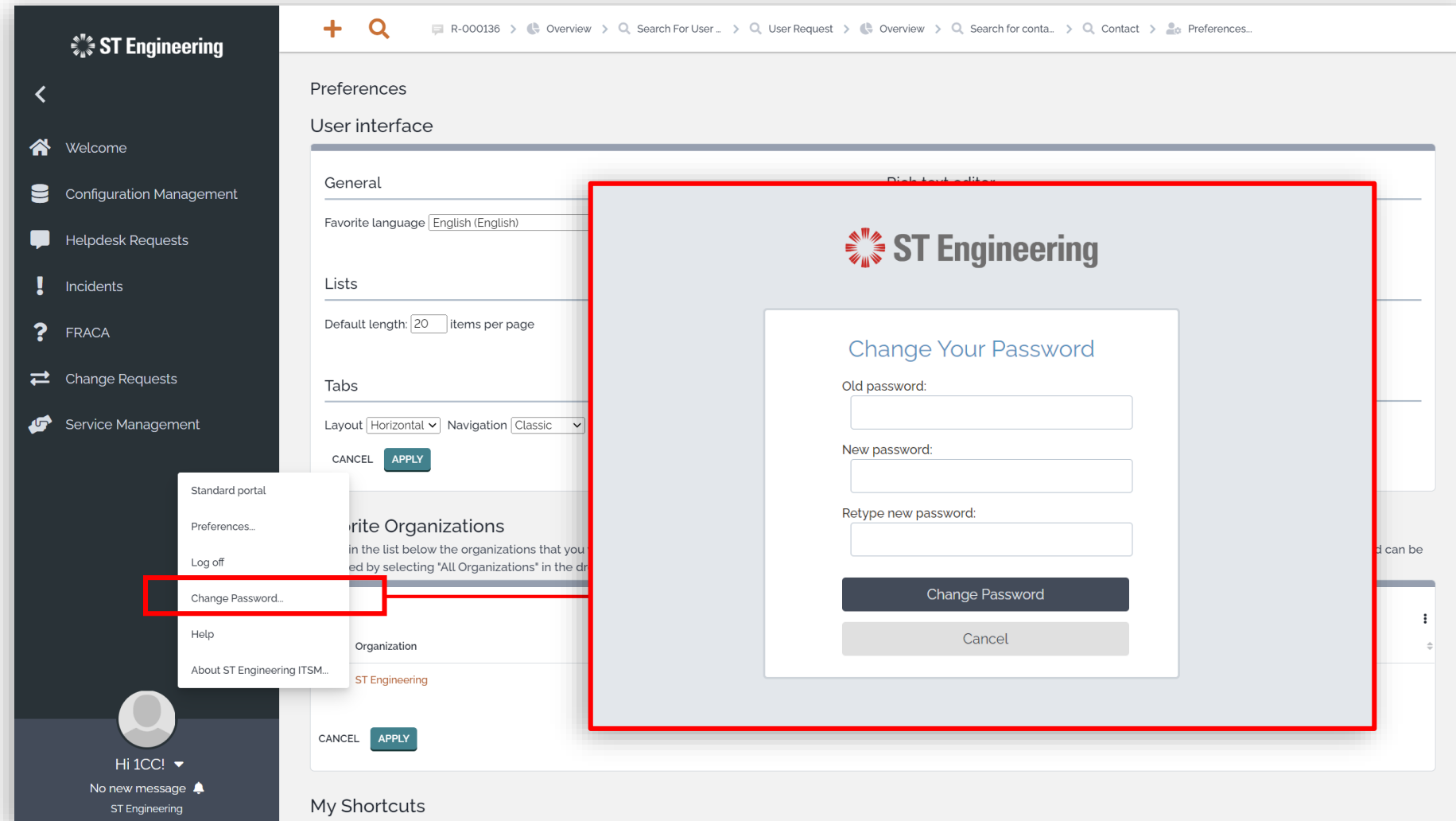
Preferences

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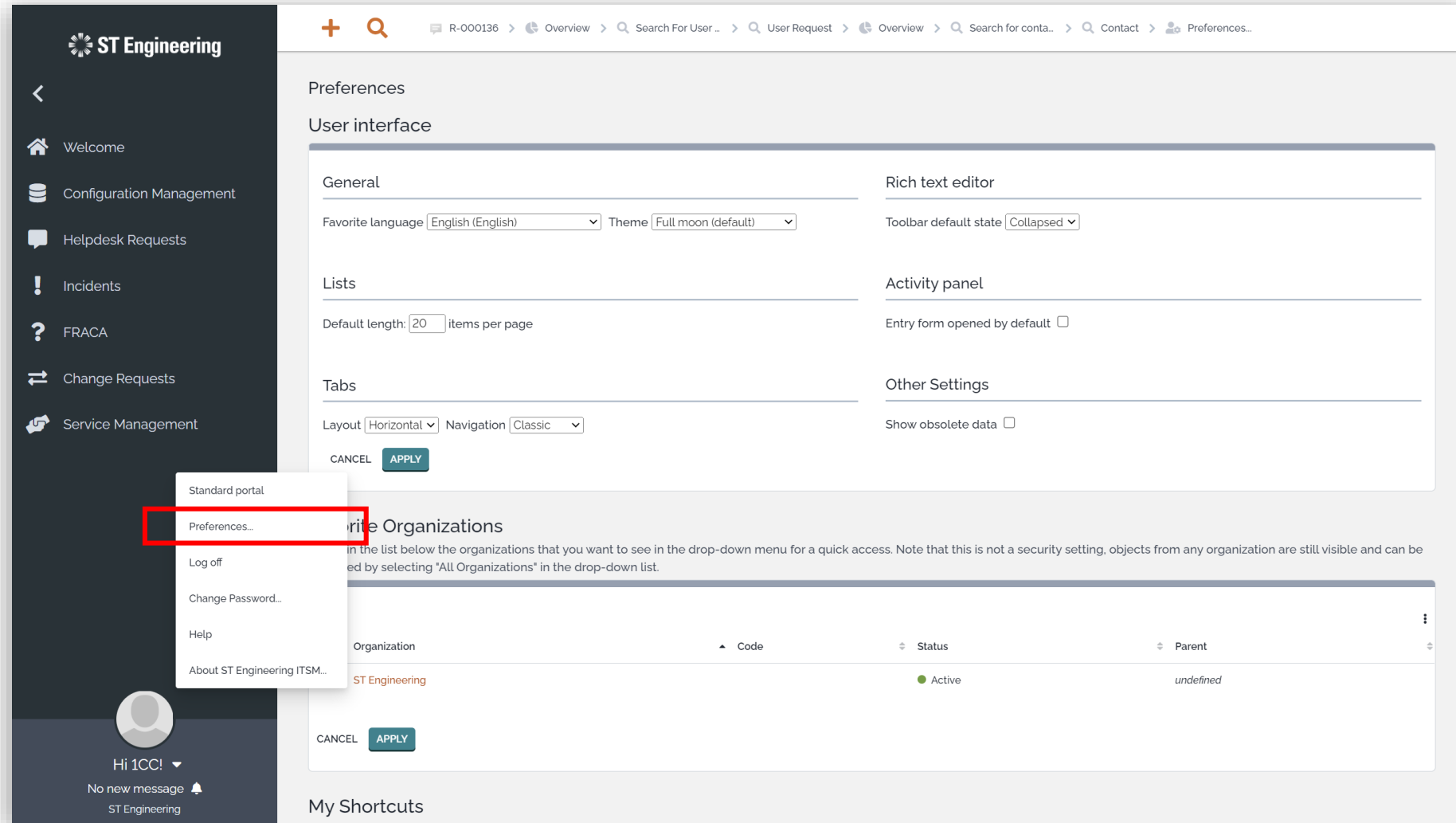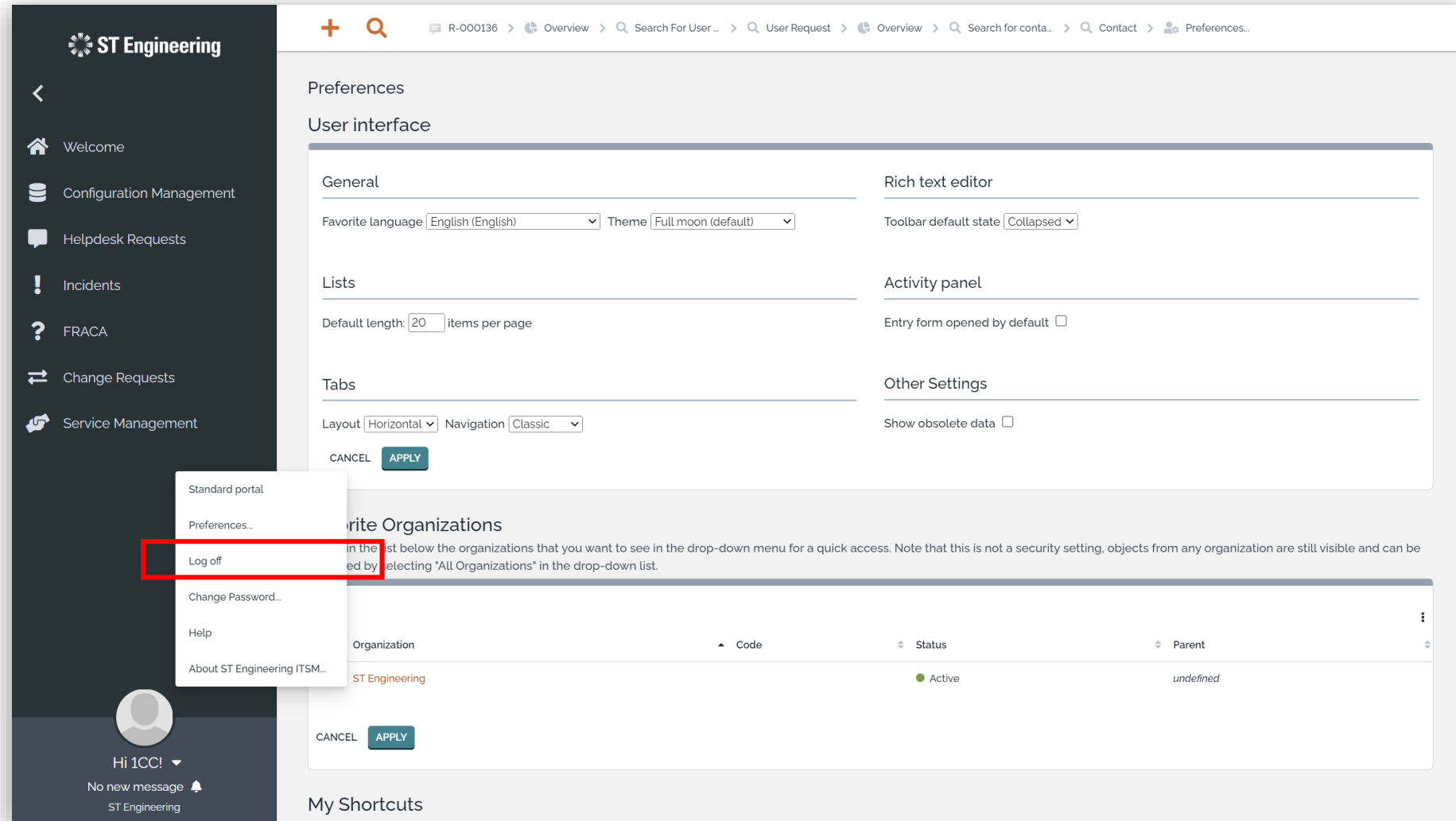
Change Password

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

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