PO2 Day 1 : INTRANET GOLIVE & Hypercare

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COMMON / SHARED

PRE READ

- At Day 1, 3rd July 2023, the current one.solvay.com will become as a static page and will provide both links to ECO and SCO Intranets. Select accordingly.
- If an ECO user clicks on SCO Intranet link, he/she will not have access. Vice versa.
- It is **recommended** to remove old links from your Favorites browser bar and save the new URL/link once you have reached to ECO or SCO Intranet according to your People Allocation.
- No design / user interface (UI) change on ECO & SCO Intranet
- Features should be AS-IS.
- Temporary New feature on the homepage " Day1 search tool" where you can find information and support for the main applications, entities, sites, promotional materials and services.
- New URL for ECO & SCO Intranet.
- New back-end URL for ECO & SCO Drupal for contents contribution.
- Contents are adapted to ECO & SCO accordingly. If contents are incorrect, this is **NOT** a bug/technical issue, hence no tickets are needed.
- Contents in both intranets will keep being updated after Day-1 and before Spin-off according to business needs and the Po2 project updates.
    - For ECO: Send an email to Annick Gysemberg to report the inappropriate contents (managed by Communications BSA and the contributor community/space owners)
    - For SCO: Send an email to Felipe Claus to report the inappropriate contents (managed by Communications BSA and the contributor community/space owners)

Clone and delete. This means:

- One front end Intranet website for ECO
- One front end Intranet website for SCO
- One back end for ECO (for contents contribution)
- One back end for SCO (for contents contribution)

Before logging an INCIDENT:

- If you are SURE that you are either ECO or SCO and that you do not have an access, please follow the procedure to raise the ticket in Service One (INCIDENT).
- If you are NOT SURE, please double check with your manager prior in raising the ticket in Service ONE.

Logging an INCIDENT: follow the procedure for faster resolution.

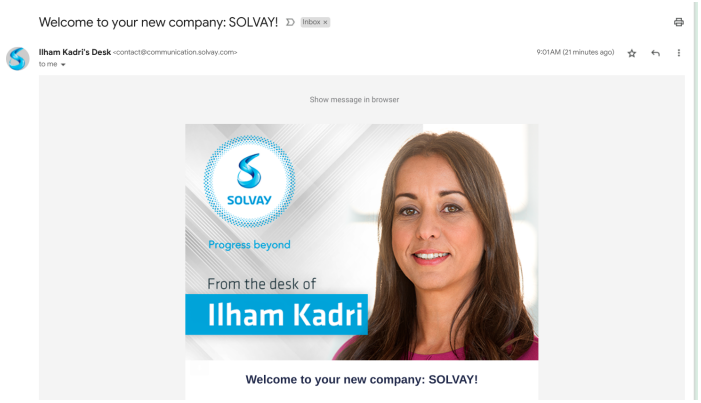
- Check in the MFT file to see if user / employee's PO2 Flag is "E" or "S".
- If user/employee is having the incorrect PO2 Flag as per claimed, it is not an issue on the application level but on the HR data layer.
    - In this case, route the ticket following this Knowledge Article
- If user/employee is having the correct PO2 Flag but still has an application access issue, route the ticket to Helix Assignment Group = **IT Stellar Web**

Behaviour:

- By design for Day 1, all employees under TSA will be able to access to one of the Intranets **BUT NOT BOTH**
- The reason is Solvay ONE is an employee portal and not the final application URL.
- This is not an INCIDENT. All tickets will be closed.

Behaviour:

- At around 9h CET, a mass communication newsletter was sent to employees.
- This was sent via the channel "Ilham's Desk" via the application "**MAILJET**"
- Communication BSA prepared the contents and send accordingly using the ECO/SCO Distribution List in Mailjet



- **Issue: A certain population of SCO employees did not receive dedicated SCO mail.**
- Root cause: Sync access file needs to be updated. This file will be updated on a daily basis once the HR People Allocation data has been updated.
- Sorry for the inconveniences caused.

Before logging an INCIDENT:

- Information regarding the profile of visitor/employee in the homepage refers to this:

Logging an INCIDENT: follow the procedure for faster resolution.
Before logging an INCIDENT:

- YOU have been identified as a content owner to one of the Intranet's spaces (GBU or Functions)
  - If you are a **CONTENT CONTRIBUTOR** and has an access issue into the back end content management system, please raise a Service ONE INCIDENT ticket (see below).
  - If you are **NOT a CONTENT CONTRIBUTOR** and has the duty and responsiblility for your GBU or Function, please contact (For ECO: Send an email to Annick Gysemberg; For SCO: Send an email to Felipe Claus). In this case, there is no need to raise a ticket in Service ONE.

Logging an INCIDENT: follow the procedure for faster resolution.
Before logging an INCIDENT:

- YOU have been identified as a content owner to one of the Intranet's spaces (GBU or Functions)
- YOU have updated all the necessary media in Keepeek but the assets do not appear when uploading via Drupal interface, then please raise a Service ONE INCIDENT ticket (see below).
- If you have an issue with Keepeek app itself, please raise a Service ONE INCIDENT by selecting the application " Keepeek"

Logging an INCIDENT: follow the procedure for faster resolution.
Before logging an INCIDENT:

- YOU have been identified as a content owner to one of the Intranet's spaces (GBU or Functions)
- YOU have updated all the necessary documents in Aodocs but they do not appear when uploading via Drupal interface, then please raise a Service ONE INCIDENT ticket (see below).
- If you have an issue with AODocs app itself, please raise a Service ONE INCIDENT by selecting the application " AODocs"

Logging an INCIDENT: follow the procedure for faster resolution.
Before logging an INCIDENT:

- YOU have been identified as a content owner to BOTH of the Intranet's spaces (GBU or Functions)

Logging an INCIDENT: follow the procedure for faster resolution.

RELATED TO ECO INTRANET

https://one-eco.solvay.com

RELATED TO SCO INTRANET

https://one-sco.solvay.com