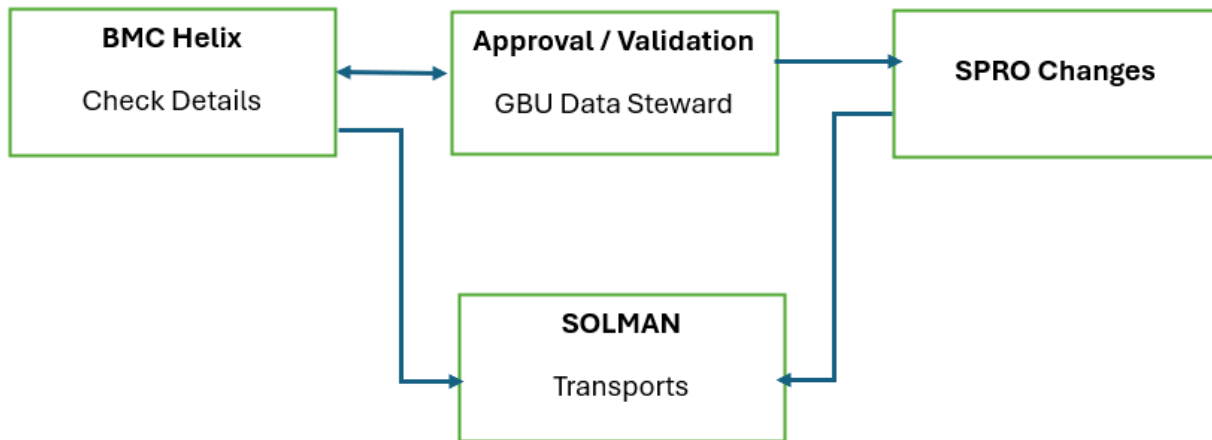


Ticket Resolution

For any structure related work, we need to follow the defined procedure, among which first step is to check the assigned tickets for specific task to be performed, for which we have a ticketing tool called BMC Helix, which lists all the tickets from various stake holders

Step-by-step guide

1. Browse BMC Helix Page for Structure related tickets
2. Check the ticket details like GBU unit, Change to be made, SAP environments.
3. As per provided GBU unit, Send the ticket for validation and approval from GBU Data Steward, For EX If a workorder is requested for changes to be made reference to GBU NOVACARE - Always send a mail to Peter Rollason or Yoomi Kim. Likewise follow this process as per mentioned GBU unit.
4. Once approved by GBU Data Steward, analyse the ticket, like what changes to be made and in which SAP environment like WP2, PF2, MPO and All GTS systems.



For Ex: If address update is requested for a specific plant, then we need to analyse the below things (WO0000000095114)

Step 1: Check the plant existence in each SAP environment

Step 2: Check if shipping points exists for the requested plant.

Step 3: Once analysed make changes in SAP and release the transport to production environment.

Step 4: After making the requested changes we need to connect the CGI team for further updates in CRM, SCMS, PSL and I&P systems and GTS updates.

Also we need to create a SYRA ticket for intercompany vendor and customer address updates of the requested plant.

Step 5: The last step would be to update CODESAP and GBU documents with details for WO and changes made in the relevant sheet.



Related articles

- [Ticket Resolution](#)
- [Structure Data WO](#)