Incident and Management Overview

During Hypercare, incident management for Adaptive Planning will occur for issues encountered. The following process diagram illustrates support movement across the support tiers.

1. **All Users**
   - **Start**
   - Issue Encountered
   - Refer to Personal Training Materials
   - Issue Resolved?
     - NO
     - YES

2. **Tier 0: Self-Service**
   - Refer to Knowledge Center Resources
   - Issue Resolved?
     - YES
     - NO

3. **Tier 1: Community of Practice**
   - Engage CoP member utilizing KC contact list
   - CoP-answerable issue?
     - YES
     - NO
   - Selected CoP leader triage or respond to user with solution
   - Issue Resolved?
     - NO
     - YES

4. **Tier 2: Advanced Knowledge**
   - Email/Complete SmartSheet to submit ticket
   - Configuration Issue?
     - YES
     - NO
   - Configuration or Security Correction
   - Issue Resolved?
     - NO
     - YES

5. **Tier 3: External Support**
   - Conduct Defect Analysis
   - Determine Defect Resolution
   - Test Resolution
   - Defect Resolved?
     - NO
     - YES

*Done in Collaboration with Deloitte during Hypercare*

End