
Verifying and Closing Records

Verifying and Closing Recovered Records

Once the SMC has fixed your IR or PTR record, you can:

- Close the record to accept the workaround and confirm recovery.
See *Closing Incidents* on page 2.
See *How to Close a Record* on page 2.
OR
- Restart the investigation when the workaround or solution provided by the SMC is unsatisfactory.
See *How to Restart the Investigation* on page 2.

Note: If the record is a WO, verify its implementation
See *Closing Work Orders* on page 2.

Verifying and Closing Rejected Records

If the SMC has rejected your IR record or PTR record (Rejected status), you can:

- Accept the rejection of the record, if you agree with the SMC explanation.
See *Closing Incidents* on page 2.
See *How to Close a Record* on page 2.
OR
- Question the rejection reasons provided by SMC.
See *How to Restart the Investigation* on page 2.

Note: If the record is a WO, verify its implementation.
See *Closing Work Orders* on page 2.

Verifying Recovered Incidents

How to Confirm Recovery

1. Display the record that you want to confirm recovery for.
2. Click on Verify and Close to close the record.

How to Verify Recovery and Request Additional Information

1. Display the record that you want to verify.
2. Click on Verified with Feedback to provide additional comments.

How to Restart the Investigation

1. Display the record that you want to reopen.
2. Click on Incident Persists.

The status of the record changes to Open and the record is assigned back to the incident owner. The owner is then notified that further investigation is required.

Closing Records

Closing Incidents

See *Verifying Recovered Incidents* on page 1.

How to Close a Record

1. Display the record that you want to close.
2. Click on Verify and Close to close the record.

The record status is changed to Closed. You cannot reopen it anymore.

Closing Work Orders

When Can You Close a Work Order?

You can close the Work Order when:

- The record was created by your assignee group.
- The record is currently assigned to your assignee group.
- The record has the correct status (Solved).

How to Close a Work Order

1. Display the work order that you want to close.
2. Select one of the following closure actions:
 - Verify as Implemented.
The WO status is changed to Closed.
 - Accept as Invalid.
The WO status is changed to Closed as Rejected.
3. Optionally, add any further information.
4. Click on Submit.