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|  |  | **PIR Number:** | QB-11A/23 |

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| **Source Incident Details** | | | |
| **Submitted By:** | Helen Bronshtein | **Submitted On:** | 09-Feb-2018 |
| **Role:** | QA Expert and Team Lead | **Team:** | BI Service Desk |
| **Caller:** | Sammy Gitmo | **Caller Team:** | <TBA> |
| **Status:** | Resolved | **Duration:** | 10 Hours |

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| **Short Description** |
| Supply Chain BI Filter is malfunctioning |

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| **Related Incident Tickets (if any):** |
| Ticket # - xxx, yyy |

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| **The Change Which Is Being Reviewed** |
| On 31-Jan-2018 an incident was reported to the BI team of the service desk. The incident was regarding a filter in the Supply chain dashboard, which wasn’t functioning as normal. The incident was reported by four different people who used the dashboard on a regular basis.  The BI team ran a diagnostic check on their systems, and concluded that the filter isn’t working since the attribute list was changed in the databases of the organization.   1. The decision was to update the BI filter to include the new attributes, and this was done on 02-Feb-2018 (~46 hours after the incident was first reported). |

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| **Timeline of events** | | |
| **Date:**  (DD/MM/YYYY) | **Time (24 Hr):**  (HH:MM) | **Event description**  (Who, What, Where & Why) |
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| **Post Implementation Review (PIR)** |
| The BI team in the service desk tested the new filter locally, and concluded that it is working properly. They released the new minor version to the users, and they also reported that it is functioning as normal.  The BI team also documented the change in the dashboard’s log book, and initiated a new process (which appears in the “Lesson Learned” section of this document. |

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| **Documents (Procedures, Drawings, Work Instructions etc.)/ Systems impacted** | |
| **Doc. No.**  (& Version No.) | **Description**  (Which part/ Section of the document or system impacted) |
| <Doc No. xxx, Rev – 2> | <Provide Details> |

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| **Action Items / Plans** | | | |
| **No.** | **Action Description** | **Responsibility** | **Due Date** |
| 1. | <e.g. Procedure No. xxx to be updated to reflect the change> | <Name/ Department> | DD/MM/YYYY |
| 2. |  |  |  |

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| **Lesson Learned** |
| When updating an attribute list on the databases, run a diagnostic check to see which systems are using these lists. Make sure that these systems are updated in accordance to the new list. |

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| **Authorization** | | | |
| **Reviewed By:** | Charles B. Goode | **Role:** | CIO |
| **Decision:** | The new process is **approved** | **Decided on Date:** | 12-Feb-2018 |

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| **Signature:** |  |