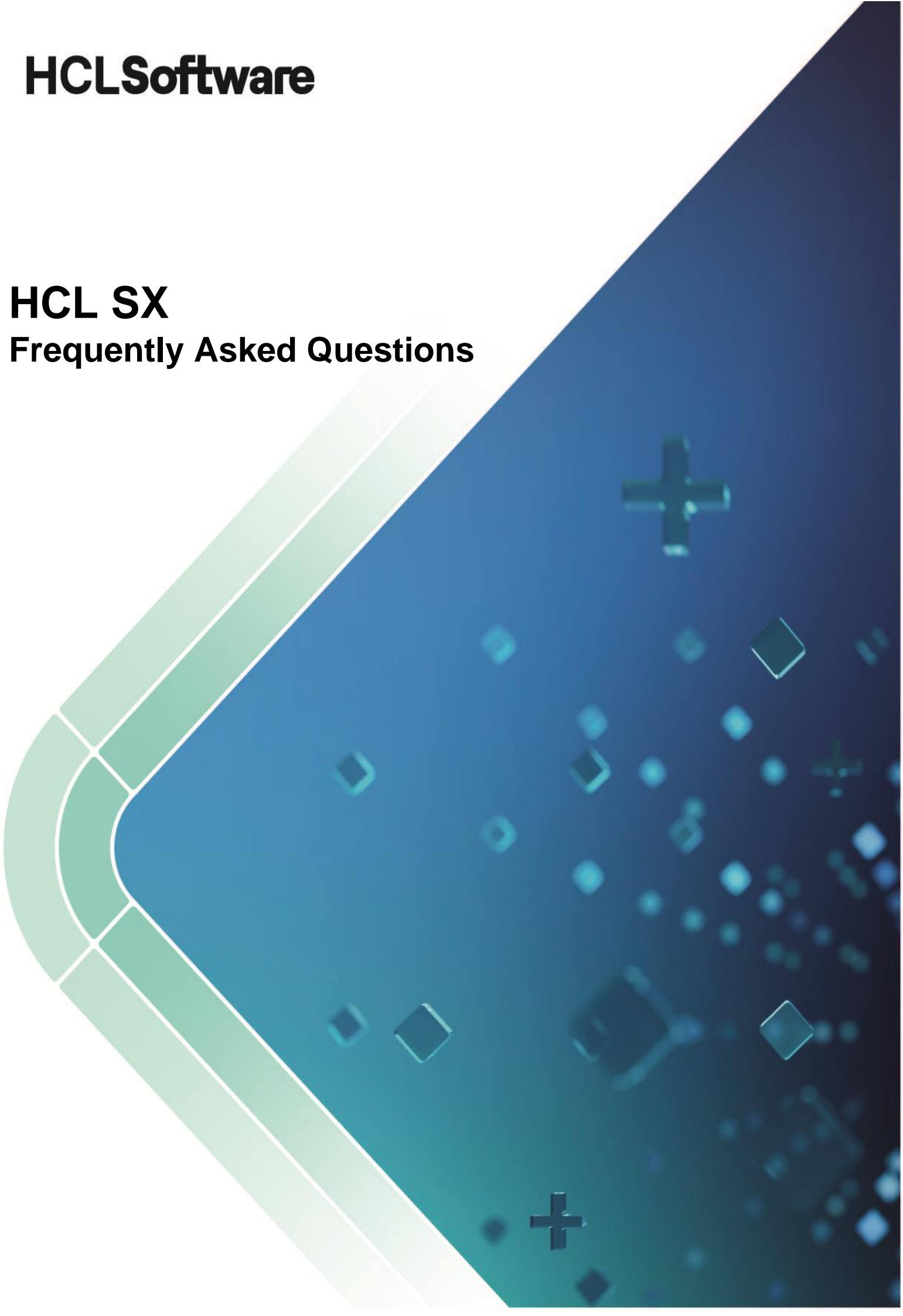


HCLSoftware

HCL SX

Frequently Asked Questions



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HCL SX

HCL SX is an enterprise-ready SaaS service management product that accelerates digital transformation and enhances customer experience with improved service assurance across all business functions. Its AI driven intelligence significantly saves overall cost of operations and time to value, thereby driving faster ROI. SX also offers a breadth of out-of-the-box use cases, enterprise integrations, omni-channel support, and multi-lingual capabilities.

1 Terms and Definitions

1. **Category** – Logical grouping of related offerings (E.g., Category – IT, Sub-category – Cloud, Service – Virtual Server, Offering – Amazon EC2).
2. **Offering** – Offering is the consumable entity that is published in the service catalog for the end user's consumption (E.g., HP Laptop Notebook HP00987654, etc.).
3. **Components** – Each offering constitutes of core and optional components. The core component is the package that the consumer buys while ordering an offering. Optional components are add-ons that can be brought while ordering the offering. (E.g., Offering: HP Laptop Notebook HP00987654, Core Component – Laptop, Optional Components – travel adapter, mouse, etc.).
4. **Service Order** – A service order can be used to request for one or more services.
5. **Service Request** – Requests placed by end users for availing services published in the service catalog (E.g., Requesting a new virtual server).
6. **Service Request Management** – Managing the life cycle of service requests from submission to fulfilment. Examples include booking a meeting room, granting access to a printer, or providing standard setup services for a new employee.
7. **Incident** or report an issue – Service interruptions reported by end users, requesting support to resolve or remediate those issues.
8. **Incident Management** – Managing the lifecycle of incident(s) and restoring services within the agreed timeframe. Examples include fixing a printer, phone, or software.
9. **Fulfilment tasks** – For every service request, one or many fulfilment tasks are created (based on the number of services ordered). Support users work on fulfilment tasks to successfully deliver service orders to consumers.
10. **Problem** – A problem is the underlying cause of one or more incidents. Support user raises a problem ticket to analyse the root cause and identify a permanent solution to prevent incidents from occurring in the future.
11. **Problem management** – Managing the lifecycle of problem ticket(s) by ensuring that problems are qualified and analysed and the workaround is documented and communicated. Problem management incorporates known errors, solution identification and solution implementation. Problems usually trigger other processes, such as change for solution implementation.
12. **Change Request** – A formal request for change (RFC) to a service or service component describing the reason for the change, components that may get impacted, assessment of risks, and implementation and backout plans.
13. **Change Request Management** – Managing the lifecycle of a change request and ensuring communication is done at all stages to stakeholders and service consumers. Change Management aims to introduce changes in services while minimizing the risks.

14. **Tasks** – Tasks can be opened against fulfilment work items, break-fix work items, and RFC work items to break the work into specific activities involved in delivering the services.
15. **SLAs** – A Service Level Agreement (SLA) is an agreement between a customer and a service provider that identifies both the services required and the expected level of services.

2 General

Question: What are different deployment options available for SX?

Answer: The customer has the option to choose from any of the below-mentioned deployment options:

- Multi-tenant – Public Cloud
- Single tenant – Public Cloud

Question: What is the underlying platform for SX?

Answer: The underlying platform for SX is AWS cloud-hosted out of AWS data centers.

The hosting location is selected based on the location preference for dedicated customers.

[Amazon Web Services \(AWS\) Data Center Locations - Amazon Cloud Infrastructure – Server Locations](#)

Question: Are customizations allowed?

Answer: SX is a highly configurable product. In addition, it does not require any specialized skill set to operate and is suited for all segments of customers.

Question: What is the availability of SLA?

Answer: Availability SLA is 99.5% except for excused outages like

- Scheduled maintenance
- Customer’s system malfunction
- Circumstances beyond the service provider’s control

Question: What is the support policy?

Answer: Intelligent Operations Support Centre acts as a platform for customers to raise support requests via their designated SPOC/App admin, ensuring these requests are addressed. It streamlines the resolution of support requests and issues arising from unusual product behaviour.

Depending on the nature of the support request, different teams may get involved in the lifecycle of the support request:

- The customer support team provides the first level of support for issues relating to user registration, password reset, and issues with the application.
- Depending on the nature of the request, the site reliability engineering team (for availability issues of the instance) or the DevOps team (for bugs and hotfixes) may be involved.

Designated users can access Product Support online through <https://support.dryice.ai>

Question: What is the Response SLO (Service Level Objectives)?

Answer: SX is offered with standard 8x5 (M-F) support in customer’s business hours, excluding local holidays (time zone agreed at time-of-service commencement). For P1 - critical issues, 24x7 support is available. SLO Matrix is as mentioned below. Support teams work on the issues as per priority and provide a resolution or workaround as soon as it is available.

Standard Support SLO	
Issue Urgency	Initial Response Targets
High	1 Business Hour
Medium	4 Business Hour
Low	8 Business Hour

3 Onboarding & Access

Question: How easy is the installation process? Is any manual process involved?

Answer: SX is a “cloud-native” solution. Once the instance is procured, no manual installation is required. The client can access the URL with the credentials provided.

Question: What is the customer onboarding/ off-boarding process followed in SX?

Answer: SX can integrate with identity providers such as Azure AD, to replicate the foundation data in customer SX instance from its people directory. Alternatively, customers may fill in the SX data collection template that gathers details to ingest foundation data into SX.

Other steps involved in the onboarding process include:

- Catalog creation and Aggregation
- Setting up the configurations
- Setting up the required integrations

Question: How are services onboarded and offboarded in SX?

Answer: There are two modes of onboarding any offering in SX

- **Manual Aggregation** - Service, catalog managers, will configure and deploy any offering to be made available in the service catalog.
- **Automatic Aggregation** – SX can be integrated with external systems through SX-Hub for automatically publishing external vendor catalogs on SX.

Offboarding – Catalog managers can expire/ suspend the offerings to remove them from the service catalog.

Question: How are approval workflows configured in SX?

Answer: SX supports entitlement and role-based access. Approvals can be configured against different components in SX (service, offerings, items, etc.). Approval levels can be created as well. Provision to configure approvals against both, individuals and groups, is available.

Question: Which internet browsers are supported to access SX?

Answer: SX supports all major browsers, such as Safari, Google Chrome, and Microsoft Edge

Question: Is there a mobile application?

Answer: SX, has a Progressive web App (PWA), which can be accessed on any device and from any location.

PWA is a new technology that allows the website to be stored on your device. It creates an icon in the form of a website app, which works like any mobile application upon opening.

Generally, when applications are built, they need to be developed for different platforms, such as iOS, Android, and Windows, but in the case of PWA, there is no need to develop and maintain separate applications for different platforms.

Question: Can the product scale to meet your number of supported users and geographies?

Answer: Yes, SX being a cloud solution, is highly scalable and can easily be extended to meet the increased number of support users and geographies. It is right sized to meet the customer’s needs today and scalable to grow with future needs easily.

4 Functionality & Process

Question: What is the goal of Incident Management?

Answer: The goal of Incident Management is to restore normal service operations at the earliest while minimizing the impact on business operations and ensuring to maintain the quality of service.

SX Incident Management process supports the following stages:

- Incident Identification
- Incident Logging
- Incident Categorization
- Incident Prioritization
- Incident Assignment
- Initial Diagnosis
- Incident resolution and closure

Incident Management also ensures communication with the requester throughout the life of the incident.

Any user can record an incident and track it through the entire incident life cycle until the service is restored, post-resolution of the issue.

Question: How does Incident Management work in SX?

Answer: SX incident management module helps users in:

Creating incidents

Assigning incidents

Working on incidents

Closing incidents

The incident in SX can be created in multiple ways:

- Users can raise incident tickets via the self-service portal.
- IT support users can open an incident ticket in the incident module of the work item board (WIB) on behalf of the requester.
- An incident ticket can be opened by a monitoring tool directly via integration.

Additionally,

- Smart suggestions display knowledge articles based on keywords in the subject line, which help in incident deflection.
- Tickets are auto-assigned based on configured assignment rules.
- The ticket due date is determined by the SLA, which can be set by the SLA manager.
- Once an incident is created, the user will get an auto-generated email.
- Stakeholders or on-call support can also be notified through SMS functionality (integration is required with the customer's SMS gateway).

Question: What is the impact, urgency, and priority of an incident ticket?

Answer: Impact: Potential damage anticipated due to disruption of service.

Urgency: How quickly the resolution needs to be provided.

Priority: Priority is derived from the combination of selected impact and urgency. The end user or consumer can select the urgency based on the affected service interruption and the support user can update the impact based on the severity of the service interruption and its effect on business.

Question: What is a Configuration Item (CI)?

Answer: CI is the lowest level of detail an organization needs to capture and map various components that are being used to deliver services to the consumer. The CI is the entity configured in the asset and configuration board as soon as it is deployed and used as a service component to deliver the services.

Question: How do I associate multiple CIs with the incident?

Answer: To associate multiple affected CIs or impacted services, use the “Relate CI” button provided on the work items: Incident, Problem, Change, and Fulfilment.

Question: How do you find relevant knowledge articles in the incident form? Is it possible for the short description field to display knowledge articles?

Answer: When the user creates an incident from any offering on the right-hand side of the incident form, the “Search knowledge articles” field will display all the relevant articles based on the text entered in the “Describe the issue field”.

In addition, users can enter the subject in the search bar for knowledge articles, showing relevant results in the corresponding section.

Question: What is the goal of Service Request Management?

Answer: The primary objective of Service Request Management, (SRM) is to enable users to request and receive the required services from the support team. It also ensures that standardized methods and procedures are followed to handle the service requests effectively and promptly. The goal of the request fulfilment process is to record, monitor, and track the service requests (SRs) till fulfilment.

Customer expectations are set by clearly defining the requested items (service offerings) available, their cost, and the time required to fulfill them.

The other objectives of an SRM process are to:

- Provide an organized channel for users to request and receive a set of services.
- Ensure that all standard service requests have defined approval and fulfilment channels (follow the pre-defined process).
- Provide an appropriate level of review and approval based on the request type.

Question: How does Service Request management work in SX?

Answer: SX service request module helps users in:

- Requesting a service that the user is entitled to, for self or on behalf of other users
- Tracking the request
- Providing feedback and reopening the request in case the user is not satisfied

Upon submitting a request, it will move to the designated approvers (if any) and then to the fulfilment group. Once the request is submitted, the requestor will receive an auto-generated notification email.

An approval email will be sent to the personnel authorized for approval. In the case of multilevel approvals, the email will be triggered to the designated approvers in a sequence of the approval levels configured. Requests are auto-assigned basis configured assignment rules. The request’s due date is determined by the SLA, which can be set by the SLA Manager at the time of onboarding the service.

Question: What is the role of PIT in Problem Management?

Answer: The Problem Investigation Team (PIT) is responsible for determining the root cause, workaround, and/or permanent solutions for the respective problems assigned to them. SX offers dynamic PIT formation, allowing the problem manager to choose the members to be included in the PIT team to work on a specific problem.

PIT investigates and evaluates options for eliminating root causes and identifying & implementing corrective actions. PIT would look at temporary fixes which were used in incident resolution and after analyzing the root cause, accept or validate the temporary fixes. Root Cause Analysis (RCA) techniques are available out of the box to support PIT in performing and capturing RCA. RCA techniques are available out of the box to support PIT in performing and capturing Root Cause Analysis (RCA).

Question: What are the different types of Changes?

Answer: Different types of changes included in SX are

- Standard change
- Normal change
- Emergency change
- Latent change

Each change model has a different workflow, which is attached to each RFC at the time of creation. Change Initiators should raise the RFC under the appropriate change model which cannot be modified after the RFC is submitted for review.

Question: What is Conflict Detection?

Answer: Conflict detection identifies potential scheduling conflicts for a change request based on the configuration items (CIs), planned start date, and end date in scope for the change. It is mandatory to run conflict detection for all normal and emergency changes before submitting RFCs.

If the planned dates of RFC submission are changed at any point in time, conflict detection must be run again.

The two prerequisites for the change conflict detection to run efficiently are:

- Existence of CMDB.
- The affected CI should be selected on the change form.

Question: How can I access different services from SX?

Answer: Enterprise users can navigate through services in the catalog using the search bar, quick view bar and category view in the consumer portal.

Question: How can I raise incident requests?

Answer: End users can raise incidents from the related incident offering that has been configured as “Report an Issue”.

Agents can raise incidents from the WIB- Incident section.

Question: How can I personalize my experience on SX?

Answer: Users can set their application preferences by clicking “My Profile” on the top right corner of the home page to personalize the date format, time zone, currency, and preferred language. They can also choose to update their profile picture, organizational information, and contact information from available categories in the quick view bar on the home page. Delegations for approvals can also be configured to avoid requests getting affected due to unavailability of the approver.

Question: How can I fulfill a Service Request, Task, Incident, Problem, or Change ticket on SX?

Answer: Support users having access can log in and navigate to designated modules on the “Work Item Board”. Once inside the relevant module, the user needs to search for the ticket number and start work on it.

Question: What are admin preferences in SX?

Answer: Configurable admin preferences in SX allow business admins to manage company or instance specific properties which can be turned on / off as per business need. Company specific properties are

configurable for each company on a multitenant instance whereas instance specific properties are the common ones configured across the instance and are applicable to all companies on the instance.

5 Data Reconciliation

Question: Does SX have Reconciliation capability?

Answer: Yes, data reconciliation in SX is achieved by one of its unique capabilities collating data from various IT/OT tools and manual sources, processing it, and generating the single source of truth for assets and CIs which is used to enrich the CMDB.

6 Licensing

Question: What are the subscription options available for SX?

Answer: Licensing is based on the support users on a monthly subscription basis for a minimum period of twelve months concerning both dedicated and multi-tenant offerings.

Question: How are they licensed?

Answer: Licensing is based on the number of support users per named analyst.

7 Integrations

Question: What integrations are available in SX?

Answer: The SX Hub, an integration service within SX, which allows integration with any system that exposes REST APIs.

Question: Is integration with Identity Access Management solutions possible in HCL SX?

Answer: Yes, it is possible, provided that the external system exposes APIs for SX to consume.

Question: What is SX Hub?

Answer: SX Hub is a native integration service to integrate SX with other endpoints. It does the following:

- Exposes RESTful APIs (application programming interfaces) for external systems to interact with SX
- Transforms data between SX and external systems, ensuring compatibility and adherence to data standards
- Handles authentication, authorization, and security protocols
- Manages data mapping and synchronization rules

Question: How is the Integration Architecture employed?

Answer: The SX Hub is an integral part of SX and connects it to external applications and systems. All transactions, i.e., requests and responses between SX and the external applications, pass through the SX Hub.

Following are some key tenets of SX Hub:

- SX Hub is a native integration service and is licensed based on the number of connectors used. Please refer pricelist.
- The effort of integration falls within the scope of professional services.

Question: Can SX be integrated with email?

Answer: Yes, the application can be integrated with an email to configure notifications.

Question: Can SX be integrated with Asset Management and Inventory Systems?

Answer: SX can be integrated with Asset and Inventory systems. However, the capability to integrate with a system depends upon the integration requirements & overall integration design.

Question: Does SX offer integration with discovery, event management, and alert monitoring tools?

Answer: Yes, SX supports integration with different discovery, monitoring, and event management tools. The alerts generated from these third-party tools result in incidents on SX as per the configuration or threshold configured and subsequently assigned based on the configured assignment rules.

Question: Which service management modules can be integrated with HCL SX?

Answer: All modules required by delivery to support operations can be integrated with HCL SX. This includes, and is not limited to processes such as incident, problem, change, service request, and configuration management.

Question: Do we need to onboard a customer's entire user base onto HCL SX in case of an integration?

Answer: One of the many benefits of integrating with SX is that the entire user base does not need to be onboarded. This helps avoid cultural change for the user base.

Question: Does HCL SX support unidirectional and bidirectional integration?

Answer: Yes, SX supports both unidirectional and bidirectional integrations seamlessly.

Question: How are status, priority, and group assignments handled during integrations?

Answer: Status, priority, and group assignment scenarios along with all other applicable integration use cases are thoroughly discussed, documented, and agreed upon during the field mapping discussions. This includes mutual agreement and dedicated project time for a comprehensive review.

Question: What are the typical activities involved in integrating an external service management system?

Answer: The typical activities involved in integrating an external service management system with SX include:

- API communication: Establishing endpoints, handling payloads, and implementing authentication mechanisms.
- Data mapping and transformation: Ensuring compatibility between the data structures of external service management system and HCL SX
- Error handling and logging: Implementing robust mechanisms to manage exceptions and track integration performance
- Testing and validation: Thoroughly testing the integration to ensure that it meets functional and non-functional requirements
- Deployment: Migrating code from non-production to production environments

Question: What are the pre-requisites for a customer to establish an ITSM system integration with HCL SX?

Answer: Below are the pre-requisites for an external ITSM system to establish integration with SX:

- External ITSM system must support RESTful API-based integration using POST method
- Availability of APIs (acceptance and transfer of ticket data) with credentials of external ITSM system
- Ability to exchange data with HCL SX using a standard JSON payload format
- Ability to expose APIs for over the internet to establish connectivity with SX
- Ability to support one of the authentication mechanisms – Basic, API Key or JSON Web Token (JWT) Authentication
- Ability to incorporate an error handling mechanism to manage data exchange errors between the two systems, ensuring seamless inbound and outbound connections

Question: Will the professional services support with SX integrations?

Answer: Yes, professional services for HCL SX will support with all the activities involved in establishing integrations between HCL SX and any other external systems.

8 Statutory & Regulatory Compliance

Question: What are the access criteria offered in SX?

Answer: SX provides single sign-on and multi-factor authentication.

Question: What is the ability to support security controls over submission and approvals?

Answer: SX provides the capability to implement security controls over submission and approvals by assigning the required roles to the users. In addition, we can implement ACLs (Access Control List) to restrict/ allow users to submit and approve the tasks/ tickets.

Submissions: SX provides the capability to implement security controls over submission-based role-based access. In addition, we can implement ACLs (Access Control List) to restrict/ allow users to submission of requests.

Approvals: Approvals can be pre-configured for users as well as for groups, or based on roles and are accordingly triggered on the tickets.

Question: Can we assign role-based access rights and privileges in SX?

Answer: SX provides the capabilities to assign distinct roles to the users and or groups, and each role is assigned with the required rights. SX has key operational roles that are created to provide different functional access.

Question: What capability does SX have for audit logs and report on user account activity, rights, and privileges?

Answer: SX provides event logs, and transactional logs features to track login(s) and activities performed on SX instance. The event logs show all SX logins to an instance, while the transaction logs show all the activities on the instance, including any efforts to delete logs.

Question: What type of data encryption is supported for data at rest and in transit?

Answer: HCL SX is hosted on AWS Cloud, providing robust data security through encryption both in transit and at rest.

- Data in transit: Encrypted using TLS for Amazon EFS and benefiting from AWS's inherent network encryption.
- Data at rest: Protected by encryption features offered by AWS services like Amazon EBS and Amazon S3, with the option of using AWS CloudHSM for heightened security and compliance.

Question: How is data security and integrity ensured for customer data in HCL SX?

Answer: HCL SX is hosted on AWS (Amazon Web Services), which provides foundational security services including privacy, backup and restore, and physical security for its availability zones and data centres. Like most SaaS applications, HCL SX adheres to the shared responsibility model, where customers are accountable for their own security configuration and data.

HCL SX complements this by offering encryption and security mechanisms for its instances. To safeguard enterprise data, user data, transactional data, data at rest, and data in transit, HCL SX further employs multiple layers of security, including regular vulnerability assessments, penetration testing, and robust business continuity and disaster recovery plans. HCL SX also integrates security measures into its product and offers configurable security settings.

Question: Does HCL SX comply with global regulations like GDPR?

Answer: SX is a SaaS offering hosted on AWS Cloud. AWS computing environments are continuously audited, with certifications from accreditation bodies across geographies and verticals, including SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70), SOC 2, SOC 3, ISO 9001 / ISO 27001, FedRAMP, DoD SRG, and PCI DSS Level 1. AWS services can be used in compliance with GDPR regulations.

9 Architecture

Question: What are the recommended and maximum number of users that can be supported in Production, Development, and Non-Prod Environments?

Answer: There is no constraint on the number of users supported. As SX is a cloud solution, infrastructure can be dynamically scaled up with the increased workload. The product is, however, currently live in a customer environment supporting 200K plus users with 10% user login concurrency.

Question: Are there any limitations to scalability that exist?

Answer: There are no limitations to scalability, and the product can scale up and scale down with changing workloads.

Question: How are application changes or upgrades performed, and how are they coordinated?

Answer: To deliver new and enhanced IT services, regular upgrades are introduced in the system. bug fixes, enhancements, and new features are introduced in quarterly releases which are documented in quarterly release notes.

Question: How are new releases deployed?

Answer: We follow DevOps best practices for release deployments by continuous integration and continuous deployment through a fully automated deployment pipeline, at regular quarterly release intervals.

Question: What is your maintenance cycle for the patches?

Answer: Regular maintenance of the cloud platform is carried out as per the maintenance cycle proposed by the vendor. i.e., AWS Cloud and customer recommendations.

Question: Describe the flexibility provided by SX to modify/ extend the data model (i.e. column extensions, creation of new tables, the establishment of new foreign key relationships, etc.)

Answer: Changes in the data model would require development effort and can be brought about by the SX engineering team only. The core data model of SX is horizontally scalable and can support different business functions in an enterprise.

Question: What types of system performance monitoring tools does SX provide?

Answer: There is a dedicated Site Reliability Engineering team that continuously monitors and is responsible for managing the availability, latency, performance, and efficiency of SX. They employ 3rd party tools to manage the product reliability.

10 Monitoring & Audit

Question: Describe the tools, methods, and or system functionality provided to track and report the actions of the user within the system.

Answer: The system has an inbuilt capability to track user actions. For end users, the service orders/ support requests are listed under the “My Requests” tab on the homepage.

Question: How does SX maintain an audit trail of transactional updates? Does the tracking include timestamps, before and after values, and identification of the user who performed the update?

Answer: SX maintains comprehensive audit trails of transactional updates in the form of audit logs. An audit log is maintained for individual service requests. Each record in the log contains values related to the date/ time stamp, the user who performed the activity, and a description of the activity performed by the user. It also adds a record when the status of the work item is updated.

11 Maintainability

Question: How is application maintenance performed?

Answer: Developers are not required to manage the data. Foundation data (like support groups) can be maintained by the system admin, whereas CI data will be maintained by respective CI support groups.

The process will be laid out to ensure that:

- Records are created/ updated/ deactivated on time.
- Taxonomy/ naming convention is maintained.
- Duplicated/ redundant records are avoided.
- All mandatory attributes are populated without any exceptions.

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