Known Error Template (1-Page)

# 🧩 Known Error Template

## Short Description:

Concise issue summary (e.g., Notifications Fail for Tier 2 Assignments)

## Known Error State:

Draft / Published / Retired

## Description:

Clearly describe the issue, what causes it, and how it manifests. Include vendor references if applicable.
Example: “When incidents are assigned to ‘Tier 2 Security,’ email notifications fail to send due to a misconfigured condition script. Root cause validated. ServiceNow defect ID: HI123456.”

## Root Cause:

What technical or process condition causes the issue?
Example: Notification filter script fails due to invalid group logic.

## Workaround:

Describe how the issue can be mitigated or bypassed.
Example: Temporarily reassign to Tier 1, then escalate. Manual notification can be sent if needed.

## Problem Record Reference:

Link to PRB or defect

## Related Incidents / Cases:

List or link the most recent/high-impact ones

## Configuration Item (CI):

E.g., Notification Engine, CMDB, Knowledge Base

## Business Impact:

What does this impact (SLAs, critical processes, service teams, audit, security)?

## Target Resolution Plan (optional):

Pending change, patch deployment, or timeline.

📘 KM-Ready Article: Known Error Overview

# Title:

Known Error: Notification Failures When Assigning to Tier 2 Security

# Summary:

When assigning incidents to the "Tier 2 Security" group, users may notice that expected email notifications are not triggered. This is a known issue with a confirmed root cause and workaround in place.

# Details:

A logic error in the notification filter script prevents email alerts from being sent when incidents are assigned to Tier 2 Security. This has been validated by the development team and logged with ServiceNow under HI123456.

# Workaround:

To ensure timely communication, reassign the incident to Tier 1 Support before escalating to Tier 2. Alternatively, manually notify the assigned user via email.

# Next Steps:

A permanent fix is under development and scheduled for the next platform patch. Updates will be posted in the Known Error Database and during Change Advisory Board reviews.

# Impact:

This issue may delay response to high-priority security incidents and affect SLA adherence.

# Root Cause:

Incorrect condition logic in the notification filter prevents delivery based on group ID mismatches.

# Additional References:

- PRB0012345 – Problem Record
- KB0001234 – ServiceNow Notification Setup Guide
- HI123456 – Vendor Defect ID