

SIT Service Support Calls.

Support call via Email

When investigating issues where a service appears to be unresponsive, users should first access the Web Service Collection.Json API collection and run the specific request pertaining to the service that appears unresponsive.



Web Service
Checks.postman_col

The collection contains queries against each service to check for availability and response times, which will allow the user to ascertain if a Support Call to the Service Support Team is required. If a Support call is required, please edit, and submit the below email script to the [DHCW Local Service desk](#).

Email Title:

- Should contain the name of the service affected and the issue reported. E.g. 'MPI Service Down'.

Email Detail:

FAO 'Support Team Name' (Non-production)

Morning,

Can the 'Service Name' service please be checked on 'Server/web address'?

We are not receiving 'Service Name' messages into WCP since 'DD-MM-YYYY hh:mm'

Last message received for:

Patient Name:

NHS Number:

WPAS Number:

Test Number (if applicable):

Admission episode number (if applicable):

Many thanks in advance.

Support call via ServicePoint.

Alternatively, the Support call can be logged on the ServicePoint system by accessing the [Log a call \(cymru.nhs.uk\)](http://cymru.nhs.uk) ServicePoint page.

Log a call

Caller: Tom Connor
AD id: to080141

Role:
E-mail: tom.connor@wales.nhs.uk
Tel.:
Contact pref.:

Site: Digital Health and Care Wales - Ty Glan-yr-Afon (RQ)
Address: Formerly NHS Wales Informatics Service
Ty Glan-yr-Afon
21 Cowbridge Road East
Cardiff
CF11 9AD
Dep.: ...
Loc.:

Team: DHCW Local Service Desk
Service: Select...
CI: N/A

search:
Pre-defined: 21 options...
Title:

Be sure to select the 'Me' button, as this will pull through the latest AD details for your account.

Ensure the Team is selected as 'DHCW Local Service Desk' and the service aligns with the service reported as unresponsive:

- Integration Service (Non-production)
- Lims (Non-production environment)
- MPI (Non-production)
- National Operational Databases (NOD) Non-production
- Wales Pathology Handbook (Non-production)
- WCCG (Non-production)
- Welsh Admin Portal (dev, testing & training)
- Welsh Patient Administration System Non-Production
- Welsh Radiology Information System (WRIS) (Test)

Please ensure Call type is listed as 'Assistance using Application' and the below message is entered, prior to selecting the insert button.

Call type: Assistance using Application
Classification: N/A
Arrangement: Integration Services Test/Training Support
Impact: Any
Urgency: Non-urgent
Priority: Standard Request

Details: (3632)

FAO 'Support Team Name' (Non-production)

Morning,

Can the 'Service Name' service please be checked on 'Server/web address'?
We are not receiving 'Service Name' messages into WCP since 'DD-MM-YYYY hh:mm'

Last message received for:

Patient Name:

NHS Number:

WPAS Number:

Test Number (if applicable):

Admission episode number (if applicable):

Many thanks in advance.

(Please do not paste copied email text, attach email as supporting file instead.)

In both scenarios you will receive an email containing the below information and call detail:

- Contact Link – Email hyperlink to invoke communications with the IT Servicedesk over the call logged.
- 8399784 – Support call reference number, useful in the event you need to call the IT Servicedesk on 02920502525 to discuss the logged call further.
- View progress of this call – Hyperlink to show the status and full detail of the call, including actions taken by support staff.

servicepoint@wales.nhs.uk Thu 2023-04-20 10:20

**** PEIDIWCH AG YMATEB YN UNIONGYRCHOL i'r neges e-bost hon ****

Fe'i hanfonwyd o gyfrif na chaiff ei fonitro, ac ni chaiff ymatebion uniongyrchol eu darllen l ymateb i'r neges e-bost hon, gwnewch hynny trwy'r [ddolen](#) hon **YN UNIG**

**** Please **DO NOT REPLY DIRECTLY** to this email ****

It has been sent from an unmonitored account and direct replies are not read
To reply to this email please do so **ONLY** via this [contact link](#)

Cofnodwyd galwad **8399784** gan **ServicePoint** gyda blaenoriaeth 6 (yn amodol ar newid)
Call **8399784** has been logged by **ServicePoint** with priority 6 (subject to change)

[Gweld cynnwdd yr alwad hon](#) (mae angen mynediad at y rhwydwaith a mewngofnodi)
[View progress of this call](#) requires network and login access)

FAO **Inse** (Non-Production)