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.



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:

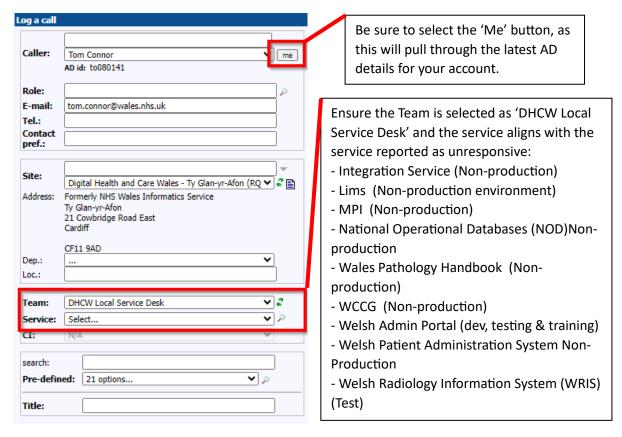
Test Number (if applicable):

Admission episode number (if applicable):

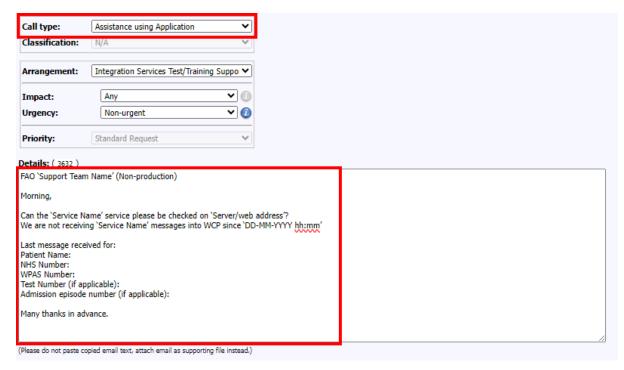
Many thanks in advance.

Support call via ServicePoint.

Alternatively, the Support call can be logged on the ServicePoint system by accessing the <u>Log a call</u> (<u>cymru.nhs.uk</u>) ServicePoint page.



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



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.

