

ITSM Class: B  
**FINAL PROJECT**  
Group 22

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Link to PDI : <https://dev336756.service-now.com/>

## STANDARD KNOWLEDGE ARTICLE

### How to Log In to the EHR System

The screenshot shows the 'Knowledge - New Record' form in ServiceNow. The form includes fields for Number (KB0010014), Knowledge base (Knowledge), Category (EHR Application Server), Scheduled publish date, Valid to (2100-01-01), Version, Article type (HTML), Workflow (Draft), Source Task, Attachment link, and Display attachments. The Short description is 'How to Log In to the EHR System'. The Article body contains an overview of the standard procedure for accessing the Northstar Health Clinics EHR system, including standard login steps and troubleshooting for login issues during peak hours (08:00 AM - 09:00 AM). The article body text is as follows:

Overview This guide outlines the standard procedure for accessing the Northstar Health Clinics EHR system and what to do if you encounter login issues.

Standard Login Steps

1. Open your web browser (Chrome is recommended).
2. Navigate to the EHR Login Page URL.
3. Enter your Username and Password.
4. Click the Log In button once.

Troubleshooting Login Issues We are currently aware that some staff members may experience delays or failures when logging in during peak hours (08:00 AM - 09:00 AM).

If you cannot log in or the screen freezes:

ol + li

137 words

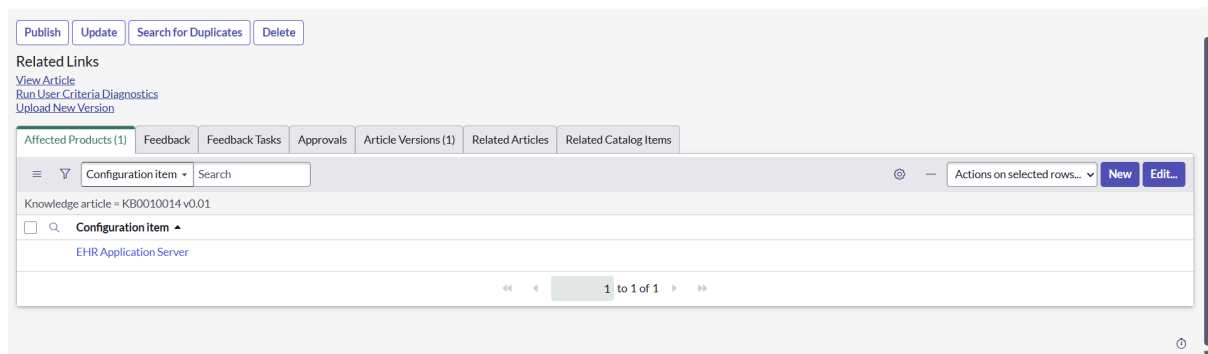
Ini adalah formulir rekaman Knowledge baru, dengan nomor KB0010014, yang saat ini berada dalam Workflow Draft. Artikel Knowledge ini memiliki Short description How to Log In to the EHR System dan diklasifikasikan dalam Category EHR Application Server. Isi utama artikelnya adalah panduan yang menjelaskan prosedur standar untuk mengakses sistem EHR klinik Northstar Health. Panduan ini dibagi menjadi dua bagian:

1. Standard Login Steps (Langkah-langkah Login Standar):
  - Membuka web browser (disarankan Chrome).
  - Menavigasi ke URL Halaman Login EHR.
  - Memasukkan Nama Pengguna (Username) dan Kata Sandi (Password).
  - Mengklik tombol Login.
2. Troubleshooting Login Issues (Pemecahan Masalah Isu Login):

Panduan ini secara proaktif mencatat bahwa "We are currently aware that some staff members may experience delays or failures when logging in during peak hours (08:00 AM – 09:00 AM)" (Saat ini kami mengetahui bahwa beberapa anggota staf mungkin mengalami penundaan atau kegagalan saat login selama jam sibuk (08:00 AM – 09:00 AM)). Ini adalah pengakuan langsung mengenai masalah login yang terdokumentasi dalam Known Error lain (KB0010010). Panduan ini juga memberikan instruksi untuk mengatasi pembekuan atau kegagalan layar ("If you cannot log in or the screen freezes:..."), meskipun detail solusi lengkapnya tidak terlihat di screenshot.

Secara keseluruhan, artikel KB0010014 ini adalah artikel Knowledge yang ditujukan untuk pengguna akhir (staf), memberikan instruksi login dasar, dan yang paling penting, memberikan komunikasi proaktif kepada pengguna mengenai masalah login yang sudah diketahui selama jam sibuk. Hal ini selaras dengan salah satu workaround yang direkomendasikan dalam artikel Known Error (yaitu berkomunikasi secara proaktif kepada pengguna).

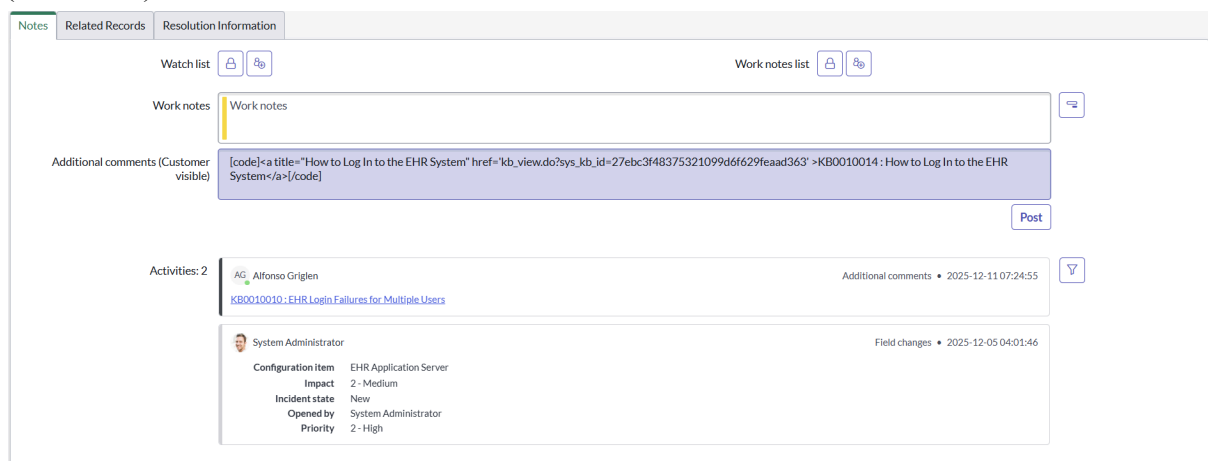
- Link CI



Hal ini menampilkan tab Affected Products (1), yang merupakan bagian dari artikel Knowledge dengan nomor KB0010014 v0.01. Tab ini digunakan untuk mencatat dan menautkan komponen sistem yang relevan dengan isi artikel Knowledge tersebut. Dalam kasus ini, angka (1) menunjukkan bahwa satu item konfigurasi telah diidentifikasi dan ditautkan. Item yang ditautkan tersebut memiliki tipe Configuration Item dan dinamakan EHR Application Server.

## Link to Incident Report

### (Incident 3)



Ini adalah tab Notes dari sebuah Catatan Insiden dan mencantumkan dua entri utama dalam bagian Activities:

1. Work Note/Komentar oleh AG. Alfonso Griglen

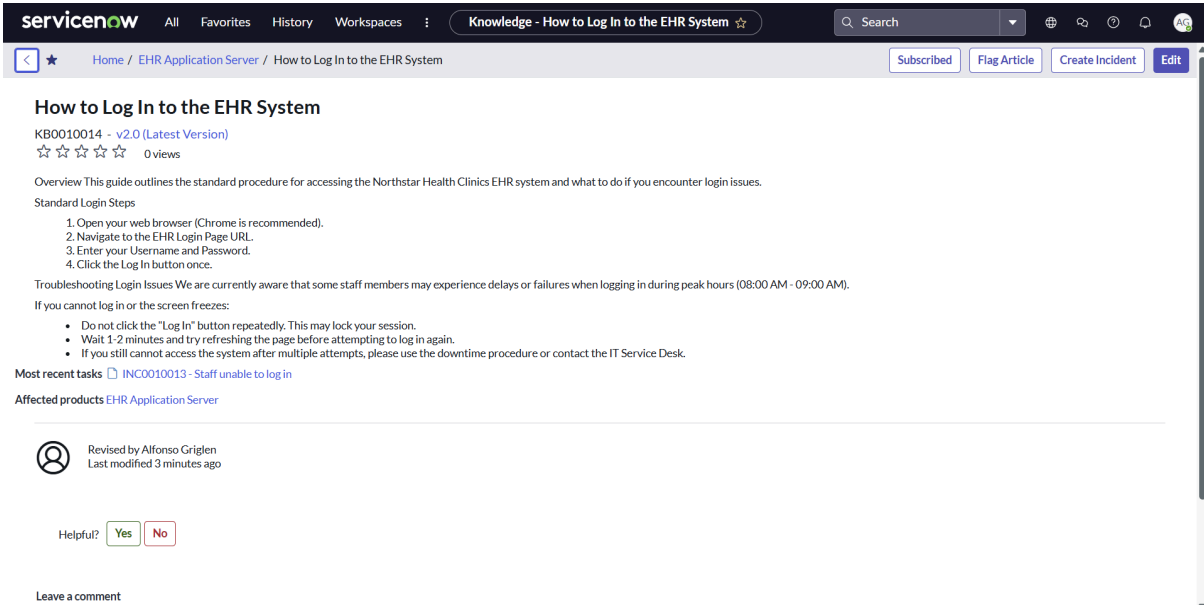
Entri ini, yang dicatat pada 2025-12-11 07:04:55, menunjukkan bahwa Alfonso Griglen menautkan insiden saat ini ke artikel Known Error dengan nomor KB0001010 dan deskripsi EHR Login Failures for Multiple Users. Tautan ini ada di kolom Additional comments.

## 2. Perubahan Bidang (Field changes) oleh System Administrator:

Entri ini, dengan stempel waktu 2025-12-05 04:01:46, mencatat bagaimana insiden tersebut pertama kali dibuka atau diklasifikasikan. Perubahan yang dilakukan adalah penetapan Configuration Item ke EHR Application Server, pengaturan Impact ke 2 - Medium, penetapan Incident state ke New, pencatatan bahwa insiden Opened By System Administrator, dan pengaturan Priority ke 2 - High.

Secara keseluruhan, hal ini merangkum riwayat awal Insiden, di mana Administrator Sistem mencatat dan mengklasifikasikan masalah yang memengaruhi EHR Application Server dengan Dampak Sedang namun Prioritas Tinggi. Kemudian, Alfonso Griglen dengan cepat menindaklanjuti dengan menautkan insiden spesifik ini ke dokumentasi Known Error yang sudah ada, yaitu KB0010010, yang merupakan masalah EHR Login Failures for Multiple Users. Hal ini menunjukkan bahwa Insiden tersebut teridentifikasi sebagai manifestasi dari masalah login yang sudah diketahui, yang memungkinkan tim untuk segera menerapkan solusi sementara yang didokumentasikan dalam KB0010010.

**Published Knowledge Article**



The screenshot shows a ServiceNow Knowledge Article page. The header includes the ServiceNow logo and navigation links like 'All', 'Favorites', 'History', and 'Workspaces'. The article title is 'How to Log In to the EHR System' (KB0010014 - v2.0). It includes an overview, standard login steps (1. Open web browser, 2. Navigate to EHR Login Page URL, 3. Enter Username and Password, 4. Click Log In button), and troubleshooting tips for login issues during peak hours (08:00 AM - 09:00 AM). The article is revised by Alfonso Griglen and has a 'Helpful?' feedback section with 'Yes' and 'No' buttons.

Hal ini ini menampilkan dua Artikel Knowledge penting yang telah dipublikasikan untuk staf. Yang pertama, KB0010014: How to Log In to the EHR System (v2.0), memberikan panduan login standar dan secara proaktif menyertakan troubleshooting untuk mengatasi login failures selama jam sibuk (08:00 AM – 09:00 AM), menyarankan pengguna untuk menunggu dan me-refresh alih-alih mengklik tombol Login berulang kali. Yang kedua, KB0010016: How to Report an EHR System Issue Properly, adalah panduan yang bertujuan meningkatkan kualitas laporan insiden dengan mewajibkan pengguna menyertakan empat detail penting: pesan error yang tepat, waktu kejadian, tindakan yang sedang dilakukan, dan dampaknya. Kedua artikel ini, yang direvisi/ditulis oleh Alfonso Griglen, menunjukkan fokus tim IT untuk menyediakan self-service dan komunikasi proaktif kepada pengguna.

## What To Do When the EHR System Is Slow

servicenow All Favorites History Workspaces Admin Knowledge - New Record

Number KB0010015

\* Knowledge base Knowledge

Category EHR Service

Scheduled publish date

Valid to 2100-01-01

Version

Article type HTML

Workflow Draft

Source Task

Attachment link

Display attachments

\* Short description What To Do When the EHR System Is Slow

Article body

Verdana 8pt

Paragraph

Overview Some users may experience performance issues with the EHR system, such as patient charts taking 30 seconds or more to load, or the screen freezing when entering lab orders. These issues are most common during morning peak hours (08:00 AM - 09:00 AM).

Recommended Steps If the system feels slow or unresponsive, please follow these steps:

1. Refresh Your Browser: Often, a simple refresh (Press F5 or click the reload icon) will restore functionality and clear the error.
2. Avoid Repeated Clicking: If a button or page seems stuck, do not click it multiple times. This can cause the application to freeze further.
3. Wait for Peak Hours to Pass: Slowness is often caused by high traffic. If your task is not urgent, performance typically improves significantly after 09:00 AM.

When to Contact Support If the system remains completely frozen for more than 5 minutes even after refreshing, please report the issue to the IT Service Desk.

157 words

Ini menampilkan formulir Knowledge baru, KB0010015, yang saat ini berstatus Draft dan diklasifikasikan di bawah EHR Service. Artikel ini berjudul What To Do When The EHR System Is Slow dan ditujukan untuk pengguna akhir. Panduan ini mengakui bahwa beberapa pengguna mengalami masalah kinerja EHR, seperti patient charts yang memuat >30 detik atau layar freezing saat memasukkan lab orders, yang paling umum terjadi selama jam sibuk pagi (08:00 AM – 09:00 AM). Panduan tersebut merekomendasikan tiga langkah utama sebagai solusi: Refresh Browser, Avoid Repeated Clicking (untuk mencegah pembekuan lebih lanjut), dan Wait for Peak Hours to Pass karena perlambatan sering disebabkan oleh high traffic. Jika masalah berlanjut (>5 menit setelah refresh), pengguna diinstruksikan untuk menghubungi IT Service Desk.

- Link CI

Publish Update Search for Duplicates Delete

Related Links

[View Article](#)

[Run User Criteria Diagnostics](#)

[Upload New Version](#)

Affected Products (1) Feedback Feedback Tasks Approvals Article Versions (1) Related Articles Related Catalog Items

Configuration item Search

Knowledge article = KB0010015 v0.01

Configuration item

EHR Service

1 to 1 of 1

## Link to Incident Report

### (Incident 1)

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Additional comments (Customer visible)

Activities: 2

AG Alfonso Griglen

KB0010009 : EHR Performance Degradation During Morning Peak Hours

Additional comments • 2025-12-11 07:01:57

System Administrator

Field changes • 2025-12-05 03:50:17

Configuration item

EHR Service

Impact

2 - Medium

Incident state

New

Opened by

System Administrator

Priority

3 - Moderate

Post

### (Incident 4)

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Additional comments (Customer visible)

Activities: 2

AG Alfonso Griglen

KB0010009 : EHR Performance Degradation During Morning Peak Hours

Additional comments • 2025-12-11 07:06:42

System Administrator

Field changes • 2025-12-05 03:47:58

Configuration item

EHR Service

Impact

2 - Medium

Incident state

New

Opened by

System Administrator

Priority

2 - High

Post

Kedua insiden yang terjadi pada waktu yang sama (2025-12-05) menunjukkan klasifikasi masalah yang berbeda—masalah login pada Application Server dan masalah kinerja pada EHR Service—dan keduanya dengan cepat ditautkan ke Known Error yang sesuai (KB0010010 dan KB0010009) untuk memungkinkan penerapan solusi sementara yang cepat.

## Published Knowledge Article

The screenshot shows a ServiceNow Knowledge Article page. At the top, there's a navigation bar with 'servicenow' logo and links for 'All', 'Favorites', 'History', and 'Admin'. A search bar is also present. Below the navigation bar, the article title 'What To Do When the EHR System Is Slow' is displayed, along with its ID 'KB0010015' and '0 views'. The article content includes an overview of performance issues with the EHR system, recommended steps for troubleshooting (refresh browser, avoid repeated clicking, wait for peak hours), and a note about contacting support. It also lists 'Most recent tasks' and 'Affected products'. At the bottom, there's a 'Helpful?' section with 'Yes' and 'No' buttons, and a 'Leave a comment' section with a text input field and a 'Comment' button.

**What To Do When the EHR System Is Slow**  
KB0010015  
☆☆☆☆☆ 0 views

Overview Some users may experience performance issues with the EHR system, such as patient charts taking 30 seconds or more to load, or the screen freezing when entering lab orders. These issues are most common during morning peak hours (08:00 AM - 09:00 AM).

Recommended Steps If the system feels slow or unresponsive, please follow these steps:

1. Refresh Your Browser: Often, a simple refresh (Press F5 or click the reload icon) will restore functionality and clear the error.
2. Avoid Repeated Clicking: If a button or page seems stuck, do not click it multiple times. This can cause the application to freeze further.
3. Wait for Peak Hours to Pass: Slowness is often caused by high traffic. If your task is not urgent, performance typically improves significantly after 09:00 AM.

When to Contact Support If the system remains completely frozen for more than 5 minutes even after refreshing, please report the issue to the IT Service Desk.

Most recent tasks [INC0010010 - EHR running very slow](#) [INC0010009 - EHR freezing during visit Message](#)

Affected products [EHR Service](#)

Authored by Alfonso Griglen  
Last modified 2 minutes ago

Helpful? ☒ Yes ☐ No

Leave a comment

[Comment](#)

Hal ini menampilkan artikel Knowledge yang telah diterbitkan dengan judul How to Log In to the EHR System dan nomor KB0010014 - v2.0. Artikel ini menyajikan panduan bagi staf untuk mengakses sistem EHR Northstar Health Clinics dan mengatasi potensi masalah login. Panduan ini mencakup langkah-langkah login standar, seperti membuka web browser (disarankan Chrome), menavigasi ke URL Login Page EHR, memasukkan Username dan Password, dan mengklik tombol Login sekali.

Bagian penting dari artikel ini adalah Troubleshooting Login Issues, yang secara eksplisit menyatakan, "We are currently aware that some staff members may experience delays or failures when logging in during peak hours (08:00 AM – 09:00 AM)". Ini adalah komunikasi proaktif mengenai masalah kinerja yang sudah diketahui, yang terhubung dengan Known Error terkait login. Untuk mengatasi masalah tersebut, panduan menyarankan pengguna untuk tidak mengklik tombol Login berulang kali, menunggu 1-2 menit dan me-refresh halaman sebelum mencoba login lagi, atau menghubungi IT Service Desk jika akses masih gagal setelah beberapa kali percobaan.

Artikel ini juga mencantumkan Most recent tasks yang ditutup terkait, yaitu INC0010013 - Staff unable to log in, dan produk yang terpengaruh adalah EHR Application Server. Artikel ini direvisi oleh Alfonso Griglen dan merupakan versi terbaru. Secara keseluruhan, artikel ini adalah dokumentasi knowledge pengguna akhir yang memfasilitasi self-service dan mengelola ekspektasi pengguna selama periode masalah login yang berulang.

## How to Report an EHR System Issue Properly

servicenow All Favorites History Workspaces Admin Knowledge - New Record

Search Submit Search for Duplicates

Number KB0010016

\* Knowledge base Knowledge

Category software

Scheduled publish date

Valid to 2100-01-01

Version

Article type HTML

Workflow Draft

Source Task

Attachment link ☒

Display attachments ☐

\* Short description How to Report an EHR System Issue Properly

Article body

Verdana 8pt B I U S A Paragraph Q ↶ ↷

Overview To ensure the IT Support team can resolve your EHR issues quickly, it is important to provide specific details when submitting a report. This guide outlines the information required for a proper incident report.

Required Information When contacting the Service Desk or submitting a ticket, please include the following:

1. Exact Error Message: If you see a specific error (e.g., "Database not responding" or "Session Timeout"), please write it down exactly or take a screenshot.
2. Time of Occurrence: Note exactly when the issue started (e.g., "Around 08:30 AM"). This helps us check server logs during that specific time.
3. What You Were Doing: Describe the action you were taking when the issue happened (e.g., "I was entering lab orders" or "I was trying to schedule a patient").
4. Impact: Let us know if this is preventing patient care or if you can continue working (e.g., "I cannot access patient charts at all" vs "It is just slow").

How to Submit

- ul > li

178 words

Ini adalah formulir rekaman Knowledge baru dengan nomor KB0010016, yang saat ini berada dalam Workflow Draft. Artikel Knowledge ini diklasifikasikan dalam Category Software dan memiliki Short description How to Report an EHR System Issue Properly (Cara Melaporkan Masalah Sistem EHR dengan Benar). Isi utama artikel (Article body) memberikan panduan yang menekankan pentingnya memberikan detail spesifik saat melaporkan masalah EHR kepada tim IT Support untuk memastikan pemecahan masalah yang tepat. Panduan ini menjabarkan empat poin informasi penting yang harus disertakan dalam laporan insiden:

1. Exact Error Message: Jika ada pesan error spesifik (misalnya, "Database not responding" atau "Session Timeout"), pengguna harus menuliskannya secara akurat atau menyertakan screenshot.
2. Time of Occurrence: Pengguna diminta mencatat waktu pasti kapan masalah dimulai (misalnya, "Around 08:30 AM").
3. What You Were Doing: Deskripsi tindakan yang sedang dilakukan ketika masalah terjadi (misalnya, "I was entering lab orders" atau "I was trying to schedule a patient").
4. Impact: Menjelaskan dampak insiden tersebut terhadap perawatan pasien atau pekerjaan (misalnya, "I cannot access patient charts at all" atau "It is just slow").



- Link CI

PublishUpdateSearch for DuplicatesDelete

Related Links

View ArticleRun User Criteria DiagnosticsUpload New Version

Affected Products (3)FeedbackFeedback TasksApprovalsArticle Versions (1)Related ArticlesRelated Catalog Items

Configuration itemSearch

Knowledge article = KB0010016 v0.01

Configuration item

EHR Application ServerEHR Database ServerEHR Service

1 to 3 of 3

Ini adalah tab Affected Products (3), yang terhubung dengan artikel Knowledge dengan nomor KB0010016 v0.01. Tab ini menunjukkan bahwa tiga item konfigurasi (CI) telah ditautkan ke artikel panduan reporting masalah EHR ini. Ketiga CI yang terdaftar adalah: EHR Application Server, EHR Database Server, dan EHR Service. Penautan ini mengindikasikan bahwa panduan pelaporan masalah (KB0010016) berlaku untuk insiden yang dapat mempengaruhi berbagai komponen inti sistem EHR, mulai dari layanan aplikasi umum (EHR Service), server aplikasi (EHR Application Server), hingga server database (EHR Database Server).

## Link to Incident Report

### (Incident 1)

NotesRelated RecordsResolution Information

Watch listWork notes list

Work notes

Additional comments (Customer visible)

[code]<a title="How to Report an EHR System Issue Properly" href="kb\_view.do?sys\_kb\_id=c14fc7fc8375321099d6f629feaad34b">KB0010016: How to Report an EHR System Issue Properly</a>[/code]

Post

Activities: 3

AG Alfonso Griglen

KB0010015: What To Do When the EHR System Is Slow

Additional comments • 2025-12-11 07:49:14

AG Alfonso Griglen

KB0010009: EHR Performance Degradation During Morning Peak Hours

Additional comments • 2025-12-11 07:01:57

System Administrator

Configuration itemEHR Service

Impact2 - Medium

Incident stateNew

Opened bySystem Administrator

Priority3 - Moderate

Field changes • 2025-12-05 03:50:17

(Incident 2)

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Work notes

Additional comments (Customer visible)

[code]<a title="How to Report an EHR System Issue Properly" href='<code>[code]</code>

Post

Activities: 2

AG Alfonso Griglen

Additional comments • 2025-12-11 07:38:53

KB0010013 : Database Not Responding Error in EHR

System Administrator

Field changes • 2025-12-05 04:00:30

Configuration item

EHR Database Server

Impact

2 - Medium

Incident state

New

Opened by

System Administrator

Priority

3 - Moderate

(Incident 3)

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Work notes

Additional comments (Customer visible)

[code]<a title="How to Report an EHR System Issue Properly" href='<code>[code]</code>

Post

Activities: 3

AG Alfonso Griglen

Additional comments • 2025-12-11 07:40:39

KB0010014 : How to Log in to the EHR System

AG Alfonso Griglen

Additional comments • 2025-12-11 07:24:55

KB0010010 : EHR Login Failures for Multiple Users

System Administrator

Field changes • 2025-12-05 04:01:46

Configuration item

EHR Application Server

Impact

2 - Medium

Incident state

New

Opened by

System Administrator

Priority

2 - High

(Incident 4)

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Work notes

Additional comments (Customer visible)

[code]<a title="How to Report an EHR System Issue Properly" href='<code>[code]</code>

Post

Activities: 3

AG Alfonso Griglen

Additional comments • 2025-12-11 07:50:26

KB0010015 : What To Do When the EHR System Is Slow

AG Alfonso Griglen

Additional comments • 2025-12-11 07:06:42

KB0010009 : EHR Performance Degradation During Morning Peak Hours

System Administrator

Field changes • 2025-12-05 03:47:58

Configuration item

EHR Service

Impact

2 - Medium

Incident state

New

Opened by

System Administrator

Priority

2 - High

## (Incident 5)

The screenshot displays an incident management interface with the following components:

- Tabs:** Notes (active), Related Records, Resolution Information.
- Watch list:** Includes icons for a lock and a refresh.
- Work notes list:** Includes icons for a lock and a refresh.
- Work notes:** A text input field with a placeholder "Work notes" and a "Post" button.
- Additional comments (Customer visible):** A text area containing a code snippet: `[code]<a title="EHR Login Failures for Multiple Users" href="kb_view.do?sys_kb_id=2bb14f708335321099d6f629fead3e4">KB0010010: EHR Login Failures for Multiple Users</a>[/code]`. A "Post" button is located to the right.
- Activities: 1:** A section showing a list of activities for the incident.

Configuration Item	EHR Application Server
Impact	1 - High
Incident state	New
Opened by	System Administrator
Priority	2 - High

Field changes • 2025-12-05 03:55:03

Dari kelima incident ini menunjukkan praktik Incident Management dan Problem Management yang efisien, dimana berbagai insiden yang dilaporkan oleh pengguna telah diklasifikasikan dan segera ditautkan ke artikel Known Error yang relevan. Proses ini ditandai oleh dua tahapan utama:

1. **Klasifikasi Awal Insiden:** Semua insiden awalnya dibuka oleh System Administrator dengan status New. Insiden ini dibagi berdasarkan komponen sistem yang terdampak:
  - Beberapa insiden dikaitkan dengan Configuration Item EHR Service.
  - Insiden lainnya dikaitkan dengan Configuration Item EHR Application Server.
  - Satu insiden dikaitkan dengan EHR Database Server.
  - Prioritas Insiden bervariasi antara 3 - Moderate dan 2 - High, namun Dampak (Impact) umumnya ditetapkan sebagai 2 - Medium.
2. **Penautan ke Known Error (Oleh Alfonso Griglen):** Tahap kunci berikutnya adalah ketika staf, yaitu AG. Alfonso Griglen, secara proaktif menautkan setiap insiden ke artikel Known Error yang sesuai pada sekitar waktu yang sama (sekitar 2025-12-11 07:00 ke atas). Tautan ini memungkinkan tim dukungan untuk segera menerapkan workaround yang telah didokumentasikan, alih-alih mencoba mendiagnosis masalah yang sama berulang kali:
  - Insiden yang memengaruhi EHR Service (berkaitan dengan kinerja umum) ditautkan ke KB001009: EHR Performance Degradation During Morning Peak Hours.
  - Insiden yang memengaruhi EHR Application Server (berkaitan dengan login) ditautkan ke KB0010010: EHR Login Failures for Multiple Users.
  - Insiden yang memengaruhi EHR Database Server ditautkan ke KB0010013: Database Not Responding' Error in EHR.

- Published Knowledge Article

servicenow

AllFavoritesHistoryAdmin

Knowledge - How to Report an EHR System Issue Pro... ☆

Search

🌐🔗🕒🔔

AG

<★Home / software / How to Report an EHR System Issue Properly

SubscribedFlag ArticleCreate IncidentEdit

### How to Report an EHR System Issue Properly

KB0010016

☆☆☆☆☆ 0 views

Overview To ensure the IT Support team can resolve your EHR issues quickly, it is important to provide specific details when submitting a report. This guide outlines the information required for a proper incident report.

Required Information When contacting the Service Desk or submitting a ticket, please include the following:


1. Exact Error Message: If you see a specific error (e.g., "Database not responding" or "Session Timeout"), please write it down exactly or take a screenshot.
2. Time of Occurrence: Note exactly when the issue started (e.g., "Around 08:30 AM"). This helps us check server logs during that specific time.
3. What You Were Doing: Describe the action you were taking when the issue happened (e.g., "I was entering lab orders" or "I was trying to schedule a patient").
4. Impact: Let us know if this is preventing patient care or if you can continue working (e.g., "I cannot access patient charts at all" vs "It is just slow").

How to Submit

- Urgent Issues (Patient Care Impacted): Call the Service Desk immediately.
- Non-Urgent Issues: Submit a ticket via the Self-Service Portal.

Most recent tasks [PRB0040001 - Recurring EHR slowness and login failures](#) [INC0010009 - EHR freezing during visit Message](#) [INC0010013 - Staff unable to log in](#) [INC0010010 - EHR running very slow](#) [INC0010011 - Database not responding](#)

Affected products [EHR Application Server](#), [EHR Database Server](#), [EHR Service](#)



Authored by Alfonso Griglen  
Last modified 7 minutes ago

Helpful? Yes No

Leave a comment

Ini adalah upaya tim dukungan untuk mengimplementasikan Knowledge Management dengan baik. Artikel KB0010014 berfungsi sebagai alat self-service untuk masalah yang berulang (berkaitan dengan KB0010010 - EHR Login Failures), sementara KB0010016 berfungsi untuk memastikan bahwa insiden baru yang dilaporkan memberikan data diagnostik yang memadai kepada tim support.

# Known Error Articles

## 1. Known Error – EHR Performance Degradation During Morning Peak Hours

The screenshot displays a ServiceNow interface for a Known Error article. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The article title is 'Known Error article - KB0010009 v2.0'. The article details are as follows:

Field	Value
Number	KB0010009
Version	2.0
Knowledge base	Known Error
Workflow	Published
Category	Service
Source Task	
Published	2025-12-11
Valid to	2100-01-01
Attachment link	<input checked="" type="checkbox"/>
Display attachments	<input type="checkbox"/>

**Short description:** EHR Performance Degradation During Morning Peak Hours

**Description:**

**PROBLEM SUMMARY:**  
Multiple users report slow page loading (30+ seconds), system freezing, and intermittent unresponsiveness in the EHR system, particularly during morning peak hours (8:00-9:00 AM) when concurrent user activity is highest.

**AFFECTED CONFIGURATION ITEMS:**  
- EHR Service

**SYMPTOMS:**  
- Patient charts take 30+ seconds to load  
- Application freezes when entering lab orders or patient data  
- Users must refresh pages multiple times to complete actions  
- Intermittent "application not responding" behavior

**BUSINESS IMPACT:**  
- Delay in patient care delivery  
- Reduced staff productivity  
- Frustration among clinical staff  
- Potential for medical errors due to system delays

**SCOPE:**  
- Affects all clinics using the EHR system  
- Most severe between 8:00-9:00 AM  
- Impacts 50-100+ concurrent users during peak periods

**Workaround:**

**WORKAROUND FOR IT SUPPORT:**

1. Monitor application server resources during peak hours  
- Set alerts for CPU > 90% and memory > 85%
2. Restart application server during maintenance window if needed  
- Clears stuck processes and memory leaks  
- Provides temporary relief until permanent fix deployed
3. Communicate known issue to Service Desk  
- Reduces duplicate incident logging  
- Sets proper user expectations

**NOTE:** These workarounds do NOT resolve the root cause. Permanent fix requires capacity upgrade (see Resolution section).

**EFFECTIVENESS:**  
- Workaround success rate: 70-80%

Berikut ini adalah artikel Known Error dengan nomor KB0010009 dan versi 2.0, yang diterbitkan pada 11 Desember 2025. Artikel ini diklasifikasikan dalam kategori Service dan memiliki Short Description yaitu EHR Performance Degradation During Morning Peak Hours (Penurunan Kinerja EHR Selama Jam Sibuk Pagi). Deskripsi Masalah menjelaskan bahwa beberapa pengguna melaporkan waktu muat halaman lebih dari 30 detik, system freezing, dan respons yang tersendat-sendat di sistem EHR (Electronic Health Record) selama jam sibuk pagi, yaitu antara pukul 08:00–11:00 AM, ketika aktivitas pengguna mencapai puncaknya. Layanan yang Terdampak adalah EHR Service.

Artikel ini mengidentifikasi Gejala yang berupa waktu load pasien lebih dari 30 detik, kesulitan aplikasi dalam membuka entri lab atau data pasien, dan pasien keluar karena waktu respons yang buruk saat menyelesaikan tindakan. Dampak Bisnis mencakup tertundanya pengiriman layanan perawatan pasien, penurunan produktivitas staf, kelelahan staf pendukung teknis, peningkatan panggilan kepada staf medis, dan potensi penundaan diagnosis medis karena penundaan sistem. Lingkup kesalahan ini membatasi dampaknya pada semua pengguna sistem EHR dan hanya terjadi pada periode waktu 08:00–11:00 AM. Diperkirakan dampaknya terjadi pada 500–1000 pengguna bersamaan selama jam sibuk. Bagian yang paling penting adalah Solusi Sementara dan Pendukung.

Solusi sementara yang direkomendasikan adalah memantau sumber daya server aplikasi selama jam sibuk dan menetapkan peringatan untuk penggunaan CPU >90% dan memori >85%. Memulai ulang server aplikasi selama jendela pemeliharaan yang disetujui, yaitu membersihkan proses yang tertahan dan memuat ulang data, untuk sementara memberikan peningkatan kinerja sampai dapat diterapkan solusi permanen. Mengkomunikasikan known error ini ke Service Desk untuk mengurangi eskalasi dan logging yang berulang. Catatan penting di bagian ini menunjukkan bahwa solusi sementara ini tidak menyelesaikan akar masalah dan memerlukan peningkatan kapasitas permanen. Tingkat efektivitas solusi sementara ini diperkirakan mencapai 70–80%.

- Link CI

Configuration item	
	EHR Service

Berikut ini adalah tampilan tab Affected Products (1), yang merupakan bagian dari artikel Knowledge dengan nomor KB0010009 v2.0. Tab ini berfungsi untuk menghubungkan artikel Known Error dengan aset, sistem, atau layanan tertentu yang terdampak di dalam sistem Configuration Management Database (CMDB). Dalam konteks ini, angka (1) menunjukkan bahwa satu produk atau item konfigurasi telah diidentifikasi dan ditautkan ke artikel Known Error ini. Item yang ditautkan tersebut diklasifikasikan sebagai Configuration Item dan memiliki nama EHR Service. Hal ini secara eksplisit mengkonfirmasi bahwa artikel Known Error yang telah dijelaskan sebelumnya ("EHR Performance Degradation During Morning Peak Hours") secara langsung berkaitan dan berdampak pada kinerja dari layanan penting, yaitu EHR Service.

- Link to Incident Report  
(Incident 1)

Work notes	
	Additional comments (Customer visible) <input type="button" value="Post"/>

Activities: 2	
AG Alfonso Griglen	Additional comments • 2025-12-11 07:01:57
<a href="#">KB0010009 - EHR Performance Degradation During Morning Peak Hours</a>	

Field changes • 2025-12-05 03:50:17	
Configuration item	EHR Service
Impact	2 - Medium
Incident state	New
Opened by	System Administrator
Priority	3 - Moderate

Berikut ini adalah riwayat Insiden, di mana Administrator Sistem awalnya mendaftarkan dan mengklasifikasikan masalah yang mempengaruhi EHR Service dengan dampak menengah dan prioritas sedang. Kemudian, Alfonso Griglen berhasil menautkan insiden spesifik ini ke dokumentasi Known Error yang ada (KB0010009), memindahkan penanganan masalah dari tahap penemuan (Insiden) ke tahap solusi sementara (Known Error). Hal ini merupakan langkah penting dalam proses Incident Management dan Problem Management untuk memastikan tanggapan yang konsisten berdasarkan pengetahuan yang sudah ada.

(Incident 4)

NotesRelated RecordsResolution Information

Watch list

Work notes

Additional comments (Customer visible)

Post

Activities: 2

AG

Alfonso Griglen

KB0010009 - EHR Performance Degradation During Morning Peak Hours

System Administrator

Configuration ItemEHR Service

Impact2 - Medium

Incident stateNew

Opened bySystem Administrator

Priority2 - High

Additional comments

Field changes

Berikut ini adalah riwayat awal Insiden, di mana Administrator Sistem mencatat dan mengklasifikasikan masalah yang memengaruhi EHR Service dengan dampak sedang namun prioritas tinggi. Kemudian, Alfonso Griglen menindaklanjuti dengan cepat dengan mengidentifikasi dan menautkan insiden spesifik ini ke dokumentasi Known Error yang sudah ada (KB0010009). Ini menunjukkan proses yang efektif dalam mengalihkan penanganan masalah kinerja EHR dari tahap insiden baru ke penerapan solusi sementara yang telah didokumentasikan.

● Published Knowledge Article

Home / service / EHR Performance Degradation During Morning Peak Hours

SubscribeFlag ArticleCreate IncidentEdit

KB0010009 - v2.0 (Latest Version)

★★★★★1 view

Description

PROBLEM SUMMARY: Multiple users report slow page loading (20+ seconds), system freezing, and intermittent unresponsiveness in the EHR system, particularly during morning peak hours (8:00-9:00 AM) when concurrent user activity is highest. AFFECTED CONFIGURATION ITEMS: EHR Service. SYMPTOMS: Patient charts take 20+ seconds to load. Application freezes when entering lab orders or patient data. Users must refresh pages multiple times to complete actions. IMPORTANT: Application not responding superior BUSINESS IMPACT: Delay in patient care delivery. Reduced staff productivity. Frustration among clinical staff. Potential for medical errors due to system delays. SCOPE: Affects all clinics using the EHR system. Most severe between 8:00-9:00 AM. Impacts 30-50% concurrent users during peak periods. FREQUENCY: Occurs daily during morning peak hours. Has been recurring for 2+ weeks.

Workaround

WORKAROUND FOR IT SUPPORT:

- 1. Monitor application server resources during peak hours
  - See alerts for CPU > 80% and memory > 80%.
- 2. Restart application server during maintenance window if needed
  - Check task processes and memory usage.
  - Provide temporary relief until permanent fix deployed.
- 3. Communicate known issue to Service Desk
  - Reduce customer incident backlog.
  - Set proper user expectations.

NOTE: These workarounds do NOT resolve the root cause. Permanent fix requires capacity upgrade (see Resolution section).

EFFECTIVENESS:

- Workaround success rate: 75-80%.
- Works best outside peak hours (9:00 AM - 5:00 PM).
- During peak hours (8:00-9:00 AM), limited effectiveness.

SHORT-TERM FIX (Immediate):

- 1. Restart EHR Application Server - Frees stuck memory and resets connection pools. Temporary relief for 24-48 hours.
- 2. Reconfigure application server settings - Increase Java heap memory allocation. Optimize connection pool size. Adjust thread pool configuration. Tune garbage collection parameters.

LONG-TERM FIX (Permanent):

1. Capacity Planning and Upgrade:

- Add additional application server instances.
- Implement load balancing across multiple servers.
- Upgrade existing server hardware (CPU, RAM).
- Scale database server if needed.

2. Performance Optimization:

- Optimize slow database queries.
- Implement caching for frequently accessed data.
- Review and optimize application code bottlenecks.

3. Monitoring Enhancements:

- Deploy real-time performance monitoring.
- Set proactive alerts before threshold breach.
- Create capacity planning dashboard.

EXPECTED OUTCOME:

- Eliminate performance degradation during peak hours.
- Support up to 200+ concurrent users.
- Reduce page load times to < 5 seconds.
- Improve system reliability and user experience.

POST-IMPLEMENTATION:

- Monitor system performance for 1 week.
- Gather user feedback on improvements.
- Document lessons learned.
- Update capacity planning model.

Cause

The EHR Application Server is experiencing resource exhaustion during peak usage hours. Specifically:

TECHNICAL DETAILS:

- Application server CPU and memory utilization reaches 95%+ during morning peak.
- Current server capacity insufficient for concurrent user load.

CONTRIBUTING FACTORS:

- 1. Morning shift change causes simultaneous login of clinical staff.
- 2. High volume of patient chart access at start of day.
- 3. Concurrent scheduling and lab order entry activities.
- 4. Application server not sized for actual peak load.
- 5. No load testing across multiple application servers.

RELATED PROBLEMS:

- Previous Incident: PRB000001
- Status: Root Cause Analysis completed.
- Fix Implemented on: 2024-03-05

Most recent tasks

- PRB000001 - Resolving EHR slowdown and high failures
- INC000009 - EHR freezing during visit Message
- INC000002 - EHR running very slow

Affected products: EHR Service

## 2. Known Error – EHR Login Failures for Multiple Users

The screenshot displays a ServiceNow interface for a Known Error article. The article details a login issue for multiple users during morning peak hours. The metadata includes the article number KB0010010, version 1.0, and a published status. The short description is 'EHR Login Failures for Multiple Users'. The description section contains a problem summary, affected configuration items (EHR Service and EHR Application Server), symptoms (login button unresponsive, connection timeout, successful login after 2-3 attempts), business impact (staff unable to access patient records, delays in appointments, increased IT support volume), and scope (affects 20-30 users simultaneously during peak login periods). The workarounds section provides three steps: communicating the issue to users, verifying application server status, and restarting the application server if necessary. The success rate is noted as 'Only use as last resort during outage'.

Field	Value
Number	KB0010010
Version	1.0
Knowledge base	Known Error
Workflow	Published
Category	Software
Source Task	
Published	2023-12-11
Attachment Link	
Valid to	2100-01-01
Display attachments	

**Short description** EHR Login Failures for Multiple Users

**Description**

**PROBLEM SUMMARY:**  
Multiple clinic staff report inability to access the EHR system during morning peak hours (8:00-9:00 AM). Users experience failed login attempts, timeout errors, or successful login after multiple retries (2-3 attempts).

**AFFECTED CONFIGURATION ITEMS:**

- EHR Service
- EHR Application Server (authentication service)

**SYMPTOMS:**

- Login button becomes unresponsive
- "Connection timeout" error messages
- Successful login only after 2-3 retry attempts
- Issue resolves itself after 9:00 AM

**BUSINESS IMPACT:**

- Staff unable to access patient records at start of shift
- Delays in morning patient appointments
- Increased IT Support call volume
- Staff frustration and workflow disruption

**SCOPE:**

- Affects 20-30 users simultaneously during peak login periods
- Most common between 8:00-9:00 AM
- All clinic locations affected

**Workaround** WORKAROUND FOR IT SUPPORT:

- Communicate known issue to users proactively
  - Send morning announcement about expected delays
  - Set expectations: "Login may require 2-3 attempts during 8-9 AM"
- Verify application server status during incidents
  - Check CPU and memory utilization
  - Review authentication service logs
  - Confirm this is known issue, not new problem
- Restart application server if situation is critical
  - Provides temporary relief
  - Only use as last resort during outage

**SUCCESS RATE:**

Ini adalah artikel Known Error dengan nomor KB0010010 dan versi 1.0, yang diterbitkan pada tanggal 18 Februari 2023. Artikel ini diklasifikasikan di bawah kategori Software dan memiliki Short Description yaitu EHR Login Failures for Multiple Users (Kegagalan Login EHR untuk Banyak Pengguna). Ringkasan Masalah menjelaskan bahwa banyak staf mengalami kesulitan mengakses sistem EHR selama jam sibuk pagi (08:00–11:00 AM). Pengguna mengalami percobaan login yang lambat, timeout, atau kegagalan login setelah mencoba berkali-kali (2–3 percobaan). Konfigurasi Item yang Terdampak adalah EHR Service dan EHR Application Server (authentication service). Gejala yang muncul meliputi tombol login yang tidak responsif, pesan kesalahan koneksi server atau database, login yang berhasil hanya setelah 2–3 kali percobaan, dan situasi yang membaik setelah pukul 11:00 AM.

Dampak Bisnis yang diidentifikasi mencakup: staf tidak dapat mengakses data pasien pada awal pergantian shift, penundaan dalam pencatatan dan penagihan janji temu, peningkatan panggilan telepon ke layanan dukungan, dan gangguan pada alur kerja staf. Lingkup kesalahan ini memengaruhi semua staf yang mencoba login selama periode login puncak (antara pukul 08:00–11:00 AM) dan berdampak pada semua lokasi klinik yang terpengaruh. Solusi Sementara dan Pendukung yang direkomendasikan adalah komunikasi proaktif mengenai known error kepada pengguna, termasuk mengirim pengumuman tentang penundaan yang diharapkan dan menetapkan ekspektasi bahwa "Login mungkin memerlukan 2–3 kali percobaan selama jam 8–11 AM". Memverifikasi status server aplikasi selama insiden, seperti memeriksa utilisasi CPU dan memori, memeriksa logging, dan mengonfirmasi bahwa storage bukan masalahnya. Memulai ulang server aplikasi jika situasinya kritis, yang hanya akan memberikan bantuan sementara. Tingkat Keberhasilan Solusi Sementara tidak tercantum di bagian ini. Secara keseluruhan, artikel ini mendokumentasikan masalah login krusial yang terjadi pada jam sibuk, mengidentifikasi komponen yang terdampak, dan menyediakan langkah-langkah mitigasi segera.



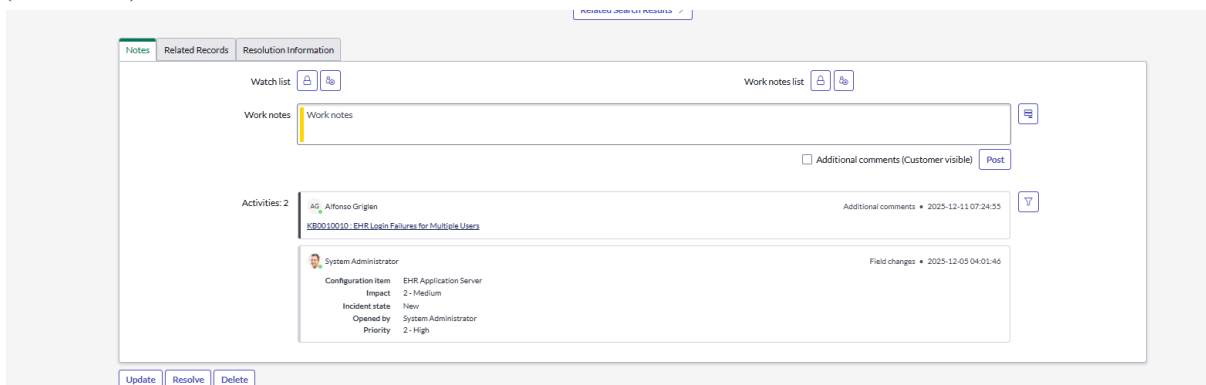
- Link CI



Berikut ini adalah bukti bahwa kegagalan login yang dialami banyak pengguna bukan hanya masalah pada layanan EHR secara umum, tetapi secara khusus berasal dari komponen EHR Application Server. Hal ini penting dalam proses Problem Management karena mengarahkan tim teknis pada komponen spesifik yang memerlukan perhatian untuk pemecahan masalah permanen.

### Link to Incident Record

(Incident 3)



Hal ini merangkum riwayat awal Insiden, di mana Administrator Sistem mencatat dan mengklasifikasikan masalah kegagalan login yang mempengaruhi EHR Application Server dengan dampak sedang namun prioritas tinggi. Kemudian, Alfonso Griglen dengan cepat menindaklanjuti dengan menautkan insiden spesifik ini ke dokumentasi Known Error yang sudah ada (KB0010010). Ini menunjukkan bahwa Insiden tersebut teridentifikasi sebagai manifestasi dari masalah login yang sudah diketahui, yang memungkinkan tim untuk segera menerapkan solusi sementara yang didokumentasikan dalam KB0010010 (yaitu Workaround untuk masalah Login Failures).

## ● Published Knowledge Article

The screenshot shows a ServiceNow Knowledge Article page. The title is "EHR Login Failures for Multiple Users" with ID KB0010010. It is categorized under "Known Error". The article includes a "Description" section with a problem summary, a "Workaround" section with steps for IT support, a "Cause" section, and a "Related items" section. The article is authored by Alfonso Origen and was last modified 20 minutes ago. There are buttons for "Subscribe", "Flag Article", "Create Incident", and "Like".

**Known Error - EHR Login Failures for Multiple Users**

Home / Software / EHR Login Failures for Multiple Users

**EHR Login Failures for Multiple Users**

KB0010010  
12 12 12 12 12 1 views

**Description**

**PROBLEM SUMMARY:** Multiple clinic staff report inability to access the EHR system during morning peak hours (8:00-9:00 AM). Users experience failed login attempts, timeout errors, or successful login after multiple retries (2-5 attempts). AFFECTED CONFIGURATION ITEMS: - EHR Service - EHR Application Server (authentication service) (SNAPDMS) - Login button becomes unresponsive - "Connection timeout" error message - Successful login only after 3-5 retry attempts - Issue resolves itself after 9:00 AM (DEGRADED SERVICE) - Staff unable to access patient records at start of shift - Delays in processing patient appointments - Increased IT support call volume - Staff frustration and workflow disruption (SCOPE) - Affects 20-30 users simultaneously during peak high periods - Most common between 8:00-9:00 AM - All clinic locations affected (FREQUENCY) - Occurs daily during morning peak hours - Duration: 1-15 minutes per incident - Recurring issue for past 2 weeks

**Workaround**

**WORKAROUND FOR IT SUPPORT:**

- Communicate with users to assist proactively
  - Send morning announcement about expected delays
  - Set expectations: Login may require 3-5 attempts during 8-9 AM
- Verify application server status during incidents
  - Check CPU and memory utilization
  - Review authentication service logs
  - Confirm this is known issue, not new problem
- Restart application server if situation is critical
  - Provide temporary relief
  - Only use as last resort during outage

**SUCCESS RATE:**

- Retry workaround effective in 85% of cases
- Users typically successful within 5-10 retry attempts
- Issue self-resolves after 9:00 AM when load decreases

**Cause**

**ROOT CAUSE:**

Logon failure is a symptom of the underlying Application Server resource exhaustion during peak hours (see Known Error: EHR Performance Degradation During Morning Peak Hours).

**TECHNICAL DETAILS:**

- Application server connection pool becomes saturated (max connections reached)
- Authentication service threads are queued/blocked
- High CPU utilization (80%) prevents timely processing of login requests
- Session initialization process times out before completion

**Authentication Flow Breakdown:**

- User submits login credentials
- Authentication server authentication service receives request
- Server is under heavy load — request queues
- Request times out before processing (30-second timeout)
- User sees login failure on component page
- User retries — eventually succeeds when load temporarily decreases

**RELATED ITEMS:**

This is a manifestation of Problem KB0040001 - same root cause (application server capacity).

**Most recent tasks:** [INC0100112 - EHR outage Message](#) [INC0010013 - Staff unable to login](#) [KB0040001 - Recurring EHR downtime and login failures](#)

**Related products:** EHR Application Server

Author: Alfonso Origen  
Last modified: 20 minutes ago

Highlight:

Leave a comment

### 3. Known Error – “Database Not Responding” Error in EHR

The screenshot shows a ServiceNow Knowledge Article page. The title is "Database Not Responding' Error in EHR" with ID KB0010013 and version 1.0. It is categorized under "Database". The article includes a "Short description", a "Description" section with symptoms, business impact, scope, and frequency, and a "Workaround" section. The article is published on 2025-12-11 and is valid until 2100-01-01. There are buttons for "Checklist", "Retire", and "Delete".

**Known Error article - KB0010013 v1.0**

Number: KB0010013  
Version: 1.0  
Knowledge base: Known Error  
Workflow: Published  
Category: database  
Source Task:  
Published: 2025-12-11  
Attachment link:  
Valid to: 2100-01-01  
Display attachments:

**Short description:** Database Not Responding' Error in EHR

**Description:**

**SYMPTOMS:**

- Error message: "Database not responding"
- Occurs during patient scheduling workflow
- Intermittent nature - not consistent
- Resolved by refreshing page 1-2 times
- More frequent during peak hours (8:00-9:00 AM)

**BUSINESS IMPACT:**

- Interruption in patient scheduling workflow
- Staff must retry operations multiple times
- Risk of duplicate entries if user retries too quickly
- Decreased confidence in system reliability

**SCOPE:**

- Primarily affects Patient Scheduling module
- Can occur in other modules accessing patient data
- Affects all clinic locations
- Impact: 5-10 users daily

**FREQUENCY:**

- Multiple occurrences per day
- Peak during morning hours (8:00-9:00 AM)
- Duration: 10-30 seconds per incident
- Self-resolving with page refresh

**Workaround:**

**WORKAROUND FOR IT SUPPORT:**

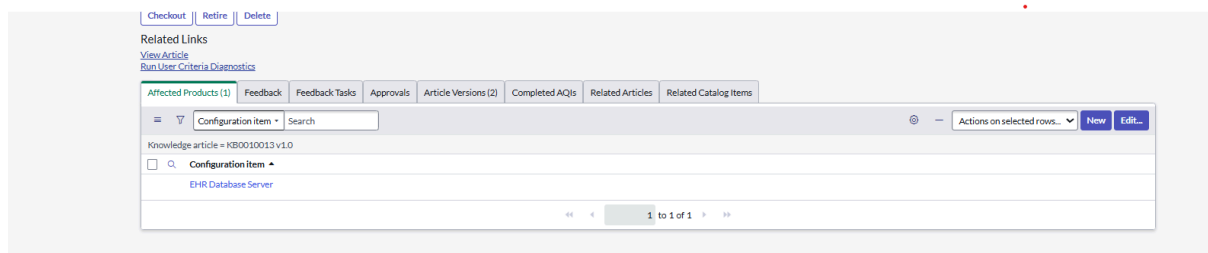
- Verify issue type:
  - Check application server connection pool utilization
  - Confirm database server is healthy (ping, query test)
  - Review application server logs for connection timeout errors
- Temporary relief options:
  - Increase connection pool size temporarily (requires app restart)
  - Restart application server to reset all connections (last resort)
- User communication:
  - Inform users this is a known intermittent issue
  - Advise refresh/retry workaround
  - Set expectations: issue most common 8:00-9:00 AM
- Monitor and log.

Berikut ini adalah artikel Known Error (Kesalahan yang Diketahui) dengan nomor KB0010013 dan versi 1.0, yang diterbitkan pada tanggal 11 Desember 2025. Artikel ini diklasifikasikan dalam kategori Database dan memiliki Short Description yaitu Database Not Responding' Error in EHR. Bagian Gejala mencantumkan sebagai pesan error "Database Not Responding" pada alur kerja penjadwalan pasien, terjadinya timeout selama alur kerja penjadwalan pasien, intermittent nature (masalah yang tidak stabil), dan pengguna terpaksa melakukan retry sebanyak 3-5 kali. Masalah ini lebih sering dilaporkan selama jam sibuk pagi (9:00–1:00 PM). Dampak Bisnis yang diidentifikasi meliputi: gangguan pada alur kerja penjadwalan pasien, staf dipaksa melakukan operasi retry berkali-kali, hilangnya data duplikat entri karena staf tidak dapat memasukkan kembali data dengan cepat, dan penurunan kepercayaan terhadap stabilitas sistem.

Lingkup kesalahan ini terutama memengaruhi Modul Penjadwalan Pasien, secara casual (kadang-kadang) memengaruhi modul yang mengakses data pasien, dan berdampak pada semua lokasi klinik serta setiap shift secara harian. Frekuensi terjadinya masalah adalah beberapa kali per hari. Puncaknya terjadi selama jam sibuk pagi (9:00–1:00 PM), durasi masalahnya adalah 20–30 detik per insiden, dan memerlukan pembaruan seluruh halaman web. Solusi Sementara dan Pendukung yang direkomendasikan dibagi menjadi empat bagian yakni Verifikasi Isu Tipe dimana digunakan untuk memeriksa utilisasi connection pool application server, mengkonfirmasi database server sehat dengan ping/query test, dan meninjau application server log untuk connection timeout error. Ada pula Perbaikan Sementara (Temporary relief options) yang digunakan untuk meningkatkan ukuran connection pool untuk sementara (temporary - memerlukan app-restart) dan me-restart application server untuk mengatur ulang koneksi. Lain daripada itu Komunikasi Pengguna (User communication) yang dipakai untuk Menginformasikan pengguna bahwa ini adalah known error, menyarankan retry sebagai solusi sementara, dan menetapkan ekspektasi bahwa masalah paling umum terjadi pukul 9:00–1:00 PM. Serta Memantau dan Follow (Monitor and follow).

Secara keseluruhan, artikel KB0010013 ini mendokumentasikan masalah database yang menyebabkan error "Database Not Responding" selama jam sibuk, terutama memengaruhi modul penjadwalan. Masalah ini bersifat intermittent (tidak stabil) dan merusak kepercayaan pengguna, serta menyediakan langkah-langkah diagnostik dan mitigasi segera, meskipun solusi permanen tidak disebutkan.

- Link CI



Ini adalah penautan CI ini memperkuat hubungan antara dokumentasi IT dan infrastruktur, memungkinkan tim support untuk dengan cepat mengidentifikasi aset yang terpengaruh ketika merespons insiden atau merujuk artikel Knowledge.

(Incident 2)

Notes

Related Records

Resolution Information

Watch list

Work notes list


Work notes

Work notes

☐ Additional comments (Customer visible)
 


Post

Activities: 2

 Alfonso Grigien
 

Additional comments • 2025-12-11 07:38:53

KR00010013 : Database Not Responding Error in EHR

 System Administrator
 

Field changes • 2025-12-05 04:00:30

Configuration item	EHR Database Server
Impact	2 - Medium
Incident state	New
Opened by	System Administrator
Priority	3 - Moderate

Ini menunjukkan efisiensi Incident Management dimana berbagai insiden EHR yang berulang (meliputi masalah kinerja/slowness, kegagalan login, dan error database) telah diklasifikasikan oleh System Administrator.

- Published Knowledge Article

## Database Not Responding" Error in EHR

8000000013  
☆☆☆☆☆☆ Views

### Description

When a user receives "Database not responding" error message when attempting to schedule patients or access patient records. Error is intermittent - refreshing the page 5-10 times typically resolves the issue temporarily. AFFECTED CONFIGURATION(S): DHR Application Server (SIN070404). Error message: "Database not responding". Occurs during patient scheduling workflow - intermittent nature - not consistent - Resolved by refreshing page 5-10 times. More frequent during peak hours (8:00-9:00 AM) BUSINESS HOURS - Intermittent in patient scheduling workflow - Staff must retry operation multiple times - Risk of duplicate entries if user retries too quickly - Decreased confidence in system reliability (SCOPE - Primarily affects Patient Scheduling module - Can occur in other modules accessing patient data - Affects all clinic locations - Impact 5-10 users daily FREQUENCY - Multiple occurrences per day - Peak during morning hours 8:00-9:00 AM - Duration 10-30 seconds per incident - Self-resolving with page refresh

### Workaround

WORKAROUND FOR IT SUPPORT:

1. Verify issue type:
  - Check application server connection pool utilization
  - Confirm database server is healthy (ping, query test)
  - Review application server logs for connection timeout errors
2. Temporary relief options:
  - Increase connection pool size temporarily (keeping available)
  - Restart application server to reset all connections (last resort)
3. User communication:
  - Inform users this is a known intermittent issue
  - Advise refresh/retry workaround
  - Set expectation: Issue most common 8:00-9:00 AM
4. Monitor and log:
  - Document frequency and timing of errors
  - Feed data into capacity planning
  - Track whether issue worsens over time

EFFECTIVENESS:  
Workaround success rate: 90%+  
Most users successful within 2 refresh attempts  
Issue self-resolves as peak load decreases after 9:00 AM

NOTE: This workaround does NOT fix the root cause. Permanent resolution requires application server capacity upgrade (Change CH00000004).

### Cause

ROOT CAUSE:  
Database connection errors are a secondary effect of Application Server resource overload during peak hours.

TECHNICAL ANALYSIS:  
PRIMARY CAUSE:  
Application server database connection pool is undersized for peak load  
During high traffic, all connections in pool are in use  
New requests must wait for database connection  
Wait exceeds timeout threshold (15 seconds), user sees "Database not responding"  
CAUSE OF EVENTS:  
1. Peak user activity → High volume of database queries  
2. Application server connection pool (max 30 connections) fills completely  
3. New database request arrives, there are no connections to schedule patient  
4. Request enters queue waiting for a database connection  
5. Wait time exceeds 15-second timeout  
6. Application returns "Database not responding" error to user  
7. User refreshes → retry occurs when connection becomes available → success  
SECONDARY CAUSE:  
Application server CPU overload (95%+ days) delays connection release  
Some long-running queries hold connections longer than expected  
Database server staff is healthy and responsive (confirmed via monitoring)  
Issue is NOT database server failure - Issue is application server connection management

### CONNECTION TO BROADER ISSUE

This is another manifestation of Problem FRE000001: application server capacity insufficient for peak load.  
Most recent tasks (3 FRE0000001) - Resolving DHR processes and high volume (3 INC0000001) - Database not responding

Affected products (EHR Database Server

- Link a Known Error article to a Problem

Related Links

[Communicate Workaround](#)  
[Communicate Fix](#)

Incidents (5)

Affected CIs (3)

Problem Tasks

Change Requests (1)

Outages

Attached Knowledge (6)

Knowledge article

Search

Task = PRB0040001

Knowledge article

KB0010009 v2.0

KB0010013 v1.0

KB0010015 v1.0

KB0010014 v2.0

KB0010016 v1.0

KB0010010 v1.0

1 to 6 of 6

Ini menunjukkan ini menunjukkan fungsi manajemen masalah (Problem Management), di mana satu Problem telah diidentifikasi sebagai akar dari tiga Known Error yang berbeda dan telah menautkan semua dokumentasi terkait, baik Known Error maupun Knowledge pengguna, untuk memfasilitasi diagnosis, komunikasi, dan resolusi masalah permanen secara komprehensif.