

OKD - Failed to Run

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Author: {'link':

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Category: {'link':

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Operational KPI Dashboard (OKD) Failed to Run

Purpose: Follow this procedure when a user report Operational KPI Dashboard (OKD) Failed to Run.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberBrowser TypeDate of IncidentDetailed description of the issue.Screenshots of any errors.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please attach a screenshot of the current browser url used.
5. Please attach a screenshot of the application when it failed.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KPI Dashboard

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-INF-Middleware Engineering

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