GSD. Local IT Schweinfurt

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General Information:

Possible symptoms/errors:

User from Schweinfurt contacts Global Service Desk regarding software and hardware issues that require an assistance of the Local IT.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If users from Schweinfurt location call Global Service Desk, direct them to the Local IT via their own service portal.

Then close the Incident ticket in the Global Service Desk queue keeping yourself in the 'Assigned to' field.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

https://service.schweinfurt.germany.fresenius.de/helpLinePortal/