

Policy Tech - System Down

Article ID: KB0025415

Created: 2023-06-08 17:50:17

Updated: 2023-06-08 17:51:28

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b8fe45b11b9b6914cfb6a756624bcb41',

'value': 'b8fe45b11b9b6914cfb6a756624bcb41'}

Title

Policy Tech – System Down

Purpose:

Follow this procedure when a user reports Policy Tech is unavailable.

Required Information to be documented in each Incident:

Contact Name
Contact Number
Clinic / Facility Number
Policy Tech Site (Azura or Fresenius Kidney Care (FKC))
Detailed Description of the issue.
Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Contact the Major Incident line and they will contact the Policy Tech Global Administrator to make them aware.

Azura

Azura Nicole Holmes
Toni Taylor
Kathryn Kaminski
Karen Viscusi

Fresenius Kidney Care (FKC)

Biomed

Clay Hathaway
Todd Parker
Paul E. Smith

Clinical

Melissa Silva
Jackie Genereau
Allison Leibowitz

Global Administrators

Ann W. FerrisAlison Molloy

5.

Follow the escalation Process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Policy Tech

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Policy Tech

Escalation Process

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

Escalation Group

DTI-DCOE-Policy Tech

Published by

DTI-DCOE-Policy Tech