AIRS – How to request a ROM

Article ID: KB0024408
Created: 2023-05-10 16:01:07
Updated: 2023-05-10 16:02:03
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/e316cbcc873a2910b536a86e0ebb35df',
'value': 'e316cbcc873a2910b536a86e0ebb35df'}

AIRS – How to request a ROM

Purpose: Follow this procedure when a user has an issue on How to request a ROM.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberRITM numberCatalog Task numberDetailed 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. Under Task Status, the reviewer can Request a Rom rather than select a Final Approval which would have closed the task. Select Task Status (for use by fulfillment groups)

5. Under BR, BP or DTI Review Task Status – select Requested ROM

6. If a ROM is Requested, under Request Details, there is an additional field "Target for SOP Development" which should be checked with a Yes or No from the dropdown. (You can save/add attachments to a ROM Task).

7. Because a ROM was selected, there is a ROM queue under Revenue Cycle Management Business Line. Click on ROM Queue and open the Task.

8. Under Task Status (for use by fulfillment groups), changed ROM Review Task Status – BR, BP or DTI from Requested Rom to ROM Provided and choose ROM Size (Small, Medium, Large, Extra Large).

9. Save it. This will close the ROM task.

9. Follow the Resolution process.

10. If additional assistance is needed, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Uncategorized Software / Application

Service

ServiceNow North America

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

ServiceNow Support Team

Published By: ServiceNow Support Team