CQS - Required Ticket Information

CQS - Required Ticket Information for Data Issues

Purpose: This script outlines the basic required information for most CQS Data Issues before they can be forwarded to BI Reporting for further review.

Required Information to be documented in each incident:

Contact NameContact NumberClinic/Facility NumberPatient NamePatient MRNPatient Modality: IHD, HHD, PDReporting Month: June 2021, etc.Metric concerned: Footcheck, Hep B, Flu, Anemia, etc.Screenshot of the issueDetailed Description of the issue.

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. Ask the user what they expect to see and why and what is being reported. Document the details.

4. Please attach any referenced knowledge articles to the incident.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

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

Software & Applications

Service

Data & Analytics

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-ADEX-APPEX Support - L3

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