

Application Installation

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Purpose:

Follow this procedure when a user reports –

Need to Install/Upgrade/Update application (SAP, Scanback, Chairside, Adobe etc.) on
Desktop/Laptop

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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.

Please document following Device specific and other details in Description field-

Model Name/Number IP Address Serial Number/Service Tag Preferred day/time to contact Is it personal
device? Y/N:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop / Laptop / Citrix VDI Software

Service

Desktop Software

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop / Laptop / Citrix VDI Software

Resolution Service

Desktop Software

Escalation Process

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

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check User's Department and Title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, Secretary, etc.)-

DTI-EUX-FSS Ticket Allocation - L1

For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

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