

Staff Vaccination Tracking Application – Data and Access Issues

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Staff Vaccination Tracking Application – Data and Access Issues

Purpose: Follow this procedure when a user reports issue with Staff Vaccination Application used to track Staff vaccinations only. This process is for access and data issues.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Clinic Prod
- 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Staff Vaccination Tracking App

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-CACOE-Staff Vaccination Tracking App - L3

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