

Helmer Issues

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Purpose:

Follow this procedure when a user reports any issue with Helmer refrigerator such as Helmer is offline/down, data not transmitting, port issues, etc.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Please attach any referenced knowledge articles to the Incident.

4.

Helmer refrigerators are used at clinics to store medications and supplies.

For any Helmer related issues, please capture required details-

Model Name/NumberSerial Number

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

Clinic (Specific) Helmer

Service

Not found in Service Now

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 (Permanently)

Resolution Category

Hardware

Resolution Subcategory

Clinic (Specific) Helmer

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-FSS Ticket Allocation - L1

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