Triage questions for Azura

Title

Triage questions for Azura

Purpose:

Follow this procedure when a user reports that …

How to login Azura VDIHow to login NexGenAzura Domain password resetOther domains password reset (eg: ncplp, tyler etc)NexGen password reset

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Caller Demographics:

What is your FMC user name? EID/ZIDWhat is your Azura user name? First Name.Last Name (in most cases)Which business Unit do you belong to? Azura/CVC/NCPWhich center are you calling from or about?What is the best call back number?What is your email address?

2.

Data Collection for Triage:

Is this preventing patient care?Is this a single user (If multiple please collect user details for each)Is this impacting a single device (If multiple please collect I.P. address details for each).Please provide a description the Issue?Has it ever worked? When did this start?Which Domain, VPN, Model type or applications are impacted?Please provide any screen shots of the issue and the details of any error messages.Please provide any additional details and descriptions of the issue that may be helpful.

3.

In case something doesn't get resolve within 8-10min on first call should be assigned to " DTI-NA-AZC-EUX-Azura Care Service Desk - L1.5"

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

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

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Escalation Process

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

Escalation Group

DTI-NA-AZC-EUX-Azura Care Service Desk - L1.5

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