

Internet - down for the whole clinic

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Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

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Category: {'link':

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Purpose:

Follow this procedure when a user reports that - Internet is down for the whole clinic

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.

Please document following details in Description field-

Computers and phones are all down?Last worked on:Any bad weather:Clinic Manager:Clinic ID:IP

Address of the computer:Employee Name\Employee ID:Affected User:Primary Contact

Number:Alternate Contact Number:Location:Shift:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Networking Services

Subcategory

Internet issue

Service

Escalation Process

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

Escalation Group

DTI-INF-Network Support and Implementation

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