GSD. Work Instruction - How to handle Out of Scope User

General Information:

Possible symptoms/errors:

How to handle out of scope user callUser cannot be found in ServiceNow or Active Directory

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

According to Fresenius policy, all users are in scope of the Service Desk.

If User is available in Service Now, they are in scope users.

If User is not available in Service Now, Agent should check if they are available in Active Directory (should not happen but it is possible for New Joiners, etc.). In such case Agent should log a ticket for a Dummy user (Dummy-Intern for internal users and Dummy-Extern for external users) and User's data should be given in the ticket description.

If User is not available in both ServiceNow and Active Directory, Agent should also create a ticket for a Dummy user and forward it to User Administration SLS.

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A