

# MM028 BMM Inventive Tracker Report Data Issues

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**Category:** {'link':

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## MM028 BMM Inventive Tracker Report Data Issues

**Purpose:** Follow this procedure when a user reports issue with MM028 BMM Inventive Tracker Report Data Issues

**Required Information to be documented in each incident:**

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Advise users to contact

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5. Follow the resolution process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

MM020

**Resolution Process**

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

**Resolution Categorization**

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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