

GSD. Telephony - Desk phone has been lost or stolen

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Author: {'link':

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General Information:

Possible symptoms/errors:

User reports that a desk phone device has been lost or stolen.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user calls regarding a desk phone device that has been lost or stolen assign the ticket to the FDT IT Workplace Delivery (HG) team in ServiceNow and select the "Request" category. The hardware delivery team will replace the missing device. Ask the user to provide the following information to be included in the ticket:

- phone number affected
- end user's contact number
- what user tried to resolve the issue
- problem description

If user has questions or an urgent request regarding this process, they can call +49 6172 608-2240 24/7 - Please note that this service is only for users located in the headquarters.

NOTE: Medical Care employees have to send the filled out form directly to the CERT team [CERT@fresenius.com] and reach out to their local IT Security department for urgent requests regarding the process.

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A