Post-Split Migration - Support & Escalation Guide

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Routing Assignment Groups

To facilitate efficient ticket management across regions, many global services have global assignment groups for transferring tickets between regions. For cases where you are unable to locate the appropriate global assignment group, the following routing assignment groups are used to transfer tickets appropriately:

· DTI-GLOBAL-Reroute to EMEA – Used to transfer tickets that require handling by support teams within the EMEA region.

· DTI-GLOBAL-Reroute to LATAM – Used for routing tickets that need to be addressed by support teams within the LATAM region.

· DTI-GLOBAL-Reroute to NA – Directs tickets that should be handled by North America-based support teams.

· DTI-GLOBAL-Reroute to APAC – Routes tickets requiring resolution by APAC-based support teams.

These groups ensure that incidents and service requests are handled by the appropriate regional teams, streamlining issue resolution and minimizing response times.

If an incident was sent to the wrong region during triage, please utilize the "Misrouted" button when you transfer it back to the appropriate region. If the incident was sent via customer input to the service portal and the automation delivered based on assignment rules, please do not use "Misrouted". Instead, please reach out to your ITSM Team to investigate the automation.

User Profile-Related Issues

Users Missing a Manager in ServiceNow NA

· Open an incident with the DTI-Global-CAP-INF-OCC_User_Administration - L2 group to confirm whether the manager is present in the Globalfme.fmeone.com Active Directory.

· Once updated in Active Directory, allow 24 hours for the provisioning job to sync changes to ServiceNow. (There are four systems involved in user provisioning, each with different data sync schedules.)

Users Missing a Manager in ServiceNow NA (Manager Not Found in Global Active Directory)

· This is a temporary issue that we are actively working to resolve.

· The reason this occurs is that the manager is a North America-based manager and is not currently listed in the Global Active Directory.

· To resolve this, escalate an incident to the DTI-INF-ServiceNowSupport - L1 group to have the manager manually added in the platform (this will be validated with Okta before updating).

Users Missing Cost Centers in ServiceNow NA

· Open an incident with the DTI-Global-CAP-INF-OCC_User_Administration - L2 group to confirm if the cost center is present in the Globalfme.fmeone.com Active Directory.

· Once updated in Active Directory, allow 24 hours for the provisioning job to sync changes to ServiceNow.

Users Missing Email in ServiceNow NA

· Some users may be missing an email address because their email has not yet been provisioned.

· To request an email for a user, go to the IT Service Portal and use the "Office 365 Subscription Management - FME Global Tenant (I000585, I000586, I000587)" catalog item.

Users with Incorrect Email Address in ServiceNow NA

· If a user has an incorrect email address in ServiceNow, open an incident with the DTI-INF-OKTA-L3 group for correction.

Users with Duplicate Accounts in ServiceNow NA

· Some users may have duplicate accounts due to the consolidation process.

· Open an incident with the DTI-INF-ServiceNowSupport - L1 group and include the following details:

· Employee ID

· Full Name

· Email Address

Login-Related Issues

Users should log in using the Okta EMEA tenant at: ■ https://globalaccess.freseniusmedicalcare.com

Once logged into Okta EMEA, click on the "ServiceNow IT Portal" tile.

Users Unable to Log into the Okta EMEA Tenant

· These users should contact their local IT support for assistance.

· Local IT can help with Okta login issues and password resets.

User is Missing the ServiceNow IT Portal Tile in Okta EMEA

· The user should contact their local IT support to have an incident raised with the DTI-INF-OKTA-L3 group for resolution.

Group-Related Issues

· For any ServiceNow Group-related issues, open an incident with the DTI-INF-ServiceNowSupport - L1 group.

Catalog Item-Related Issues

· For issues related to ServiceNow catalog items, open an incident with the DTI-Global-CAP-INF-ServiceNow - L2 group.

ITSM Process-Related Issues

· For issues related to Incident, Problem, Change, and Request Management, including form questions and process inquiries, open an incident with the Process Team – ITSM group.

Key ServiceNow Catalog Items for Platform Requests

Catalog Item

Description

Create a ServiceNow Group

Request a new group in ServiceNow

New Business Service

Onboard a new Business Service in ServiceNow

New Catalog Item

Request a new catalog item to be developed in ServiceNow

Add or Remove Users from ServiceNow Groups

Manage group membership

Generic Request

Request something not covered by existing catalog items

Fresenius Business Service Review

Update an existing Business Service

Request an Enhancement to the ServiceNow Platform

Request new functionality in ServiceNow

Final Notes

· If any of the above processes are unclear, please reach out to the appropriate support group as outlined.

· We appreciate everyone's efforts during Hypercare and look forward to continued improvements in our support processes.