

# Policy Tech – System Changes

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Title

Policy Tech – System Changes

Purpose:

Follow this procedure when a user reports cannot make a change in Policy Tech.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPolicy Tech Site (Azura or Fresenius Kidney Care (FKC))Detailed 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 the user to contact the Global Administrators

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5.

Follow the resolution Process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Policy Tech

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Policy Tech

Escalation Process

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

Escalation Group

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