

GSD. General – Vendor Management

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General Information:

Possible symptoms/errors:

This article describes how to deal with tickets & calls which require vendor involvement

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Neither Service desk, nor end-user are supposed to contact vendors directly. Vendors will not contact Service Desk, respectively. In case end-user reports any issues related vendor's device, please assign the ticket to FDT IT Workplace Delivery (HG).

Examples of Fresenius Vendors:

DELLRICOHHPSamsungAppleBrother

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A