

# AIRS-The ROM Task is still Open

**Article ID:** KB0024403

**Created:** 2023-05-10 16:22:42

**Updated:** 2023-05-10 16:23:15

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**Category:** {'link':

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AIRS – The ROM Task is still open

Purpose: Follow this procedure when a user reports issues with AIRS – The ROM Task is still open

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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. Ask the user if the Task in the ROM queue? Document this in the work notes of the incident.
5. Ask the user for the ROM Task number. Document this in the work notes of the incident.
6. Ask the user for the RTIM number. Document this in the work notes of the incident.
7. Ask the user for the name of the queue they are looking at? (Ultimately, the ROM will end up in the DTI queue for review so that a determination can be made as to the rough size of the ROM – small, medium, Large, Extra Large)
8. Ask the user if the status of the ROM display as “Requested ROM”?

If yes, it will remain open. Only “ROM Provided” will close out the ROM Task #.

Advise the user, the tasks for BR (Business Reviewer) and BP (Business Partner) should not be held up due to ROM status. Only one open ROM is allowed per Enhancement Request. The user responsible for the ROM should update the status of the ROM provided.

Please note that DTI cannot give a Final Approval with an open ROM. The task status must be changed to “ROM Provided”, which will close out the ROM task and allow for Final Approval.

9. Please follow the resolution process.
10. If additional assistance is needed please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

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

Uncategorized Software / Application

Service

ServiceNow North America

Escalation Process

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

Assign the Incident to the Following Group

ServiceNow Support Team

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