

GSD. Network - Request Firewall Access

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General Information:

Possible symptoms/errors:

User wants to know how to Request Firewall Access

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Within the Fresenius Global Network access from different security zones is controlled through Firewall systems. Besides the general services like SAP, Lotus Notes etc. some users need special access though these systems, for instance to administer and operate IT devices. User must use this form to request the special access.

This article shows a guide on how to request access to systems / applications through firewall systems.

Details:

Advise user to go to IT Service Portal. User must click on Service Catalog.

Under Categories, inform them to select Network Services.

User must click Firewall Access.

Guide user to fill out the form.

Once done, user must click on Submit.

Assignment Group:

Ext_WW_GNS-FW_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

IT Service Portal

https://fmc.service-now.com/sp?id=sc_cat_item&sys_id=c2f8cd996f7035005b09c145eb3ee484

Firewall Access

https://fmcna.service-now.com/sp?id=sc_cat_item&sys_id=407a818c376466006eb3fa7b34990e85