GSD. Network - Scope of Team EXT_WW_NW_Capgemini

General Information:

Possible symptoms/errors:

Issues with WI-FINetwork for the whole site is downIssue related to Router, Switch, Access Point(AP)Guest Network is not working.

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

If a user reports any of the following issues:

Network is down for an entire site.User is unable to connect to wireless network.Wireless connectivity is not working for an entire site.Network slowness issue for an entire site.Issue related to Router, Swich, Access Point (AP)Guest Network is not working.

Assign the ticket to EXT_WW_NW_Capgemini.

Assignment Group:

EXT_WW_NW_Capgemini

Ticket Creation:

· Template: Template name

· Categorization:

· Configuration Item: Configuration Item name

· Category: Category name

· Subcategory: Subcategory name

Important Links:

1. n/a