GSD. General – QService requests overview

Article ID: KB0039591
Created: 2025-01-28 07:23:46
Updated: 2025-01-28 12:42:55
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3', 'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/56019488c34a1a100acd330015013148', 'value': '56019488c34a1a100acd330015013148'}

General Information:

Possible symptoms/errors:

User has contacted Global Service Desk regarding issues and requests for QService, QTRAK, TrackWise, GMQS, GPDM, QDATA, QDOK

Alternative names of the system:

QService, QTRAK, TrackWise, GMQS, GPDM, QDATA, QDOK

IMPORTANT NOTICE:

N/A

Solution:

QService portal allows user to raise requests for support for following applications:

EMEA GMQS IT OperationsGMQS Business ProcessGMQS Data AnalyticsGMQS ProcurementGPDM Engineering ToolsGPDM PolarionGPDM WindchillOKTA PLT Infrastructure OperationsQDATAQDOKQTRAK

If user calls regarding issue with one of those applications, advise the user to request support via QService portal.

Note: If user has issues with Okta, follow KB0016539 (GSD. How to handle Okta & Fresenius medical care domain issue)

Note: If the QTRAK seems to be down GSD Team must pass the ticket to Infrastructure team. Infrastructure is further segregated in two categories:

If the issue is with application gateway it falls under our support cloud team Ext_WW_Cloud-Services_SLS_CagpeminiIf it's an issue with backend that should go to OS teams in this case it would be windows team which is Ext_WW_Microsoft-CentralServer-CIaaS_SLS_Capgemini

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

QService portal

https://qservice.intra.fresenius.com/servicedesk/customer/portal