IT Equipment Legal Hold check

Title

IT Equipment Legal Hold check / KillDisk via ServiceNow Form

Purpose:

Follow this procedure when a user to check for legal holds or run KillDisk on a laptop or computer. This process needs to be completed before any computer or laptop is removed from a location.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberComputer Service Tag (one computer per incident)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.

Provide the user with the incident number and refer the incident to the appropriate Field System Support (FSS)Assignment Group per Operating Group. FSS Team will complete the remainder of the process.

5.

Field System Support needs to confirms all required information provided.

6.

Open the Legal Hold Status Check form in the ServiceNow Catalog

Path: IT Service Catalog/Hardware/Computer/Legal Hold Status Check ·Legal Hold Status Check - Fresenius Medical Care (service-now.com)

7.

Contact User and Log onto the machine needing to be checked.

8.

Complete the required information in the Legal Hold Status Check Form:

Is this request for you: Select Yes, so legal hold results will be emailed directly to you.Reason for legal Check: Reimage, Disposal/Return, ClosureTicket number: Incident number of this request submitted by the user.Clinic ID/Site Number: This is a free text field for location ID or name when ID is not available.PC Service Tag: Only 1 service tag allowed per form.Warranty End Date: Warranty expiration from Dell support websiteDevice Encryption Status: Yes/No. If fully encrypted Killdisk (drive wiping) does not need to be performed.Employee ID of all Users: Copy all profile names from the machine and separate them by commas.

9.

Once Complete, Select Submit.

10.

Record the Request number in the legal hold/KillDisk incident.

11.

The Legal Hold Status Check request will be turned into a Task and assigned to DTI-EUX-Unified Services Legal Hold-L3. All listed employee IDs/usernames will be checked, and the results will be entered in the Legal Hold Status Field on the Form. The results will be emailed to you as long as you are listed as the requestor.

12.

Unified Services will close the Task and an automated email will be generated to the requestor. This email will have a subject line of Legal Hold Status Results for RITMxxxx and include all legal hold results.

13.

For any profiles on legal hold, save data to: \\Corpfs01\BusinessUnits\FSS_LEGAL HOLD USER FILES. Choose the correct division and then create a new folder for each employee and computer: Employee ID, ServiceTag, MM-DD-YYY.

14.

Notify the user that the process is complete and send information on returning/disposing of the device.

IT Equipment Returns KB0024543

15.

Please document the following information in a Work Note of the incident:

Legal hold/KillDisk process complete.Return information provided to user.

16.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry/Help

Subcategory

Hardware

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry/Help

Resolution Subcategory

Hardware

Escalation Process

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

Escalation Group

DTI-EUX-Unified Services Legal Hold-L3

Published by

DTI-EUX-Unified Services Legal Hold-L3