

DART - Data Related Issues

Article ID: KB0011910

Created: 2023-05-10 18:00:22

Updated: 2023-05-10 18:01:23

Author: {'link':

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DART Data Issues

Purpose: Follow this procedure when a user reports issue with data in DART (Data Analysis Research Tool).

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 ticket.
3. Please attach any referenced knowledge articles to the incident.
4. Refer staff to their manager.
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DART

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

Software & Applications

Service

Clinical Applications

Published By: DTI-EUX-Help Desk-Clinical App Support