

GSD. Work Instruction - Local IT Assignment Groups

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General Information:

Possible symptoms/errors:

Ticket has to be passed to the local IT based on the user's office location.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Issues handled by the Local IT must be passed to the respective team in accordance with the affected end-user's office location. There are few Local IT sites within Germany and several foreign locations. Some of them are available in ServiceNow but not all of them. It may also occur that user's location has no Local IT in place at all. In such case, for all issues that cannot be resolved remotely, the hardware must be sent to a location with on-site IT support.

Before assigning a ticket to the Local IT please check the user's location and select the resolving team adequately. If the resolving group that you are looking for is not on the list below, that means the Local IT for this location is not reachable via ServiceNow or the resolver group name in ServiceNow for this particular location has not been confirmed yet. In such case, due to lack of capability to contact the team via ServiceNow by the GSD, user needs to contact their local IT directly.

Local IT resolving groups in ServiceNow:

Field Service/Onsite Support Location Bad Homburg:

Int_Bad-Homburg_Field-Support_SLS_FDT

Field Hardware Delivery Support Location Bad Homburg:

Int_Bad-Homburg_HW-Delivery_FDT

Local Support St. Wendel:

Int_DE_SWE_FLS_FME

Local Support for FME Sweden (Sollentuna and Trelleborg) and Denmark (Taastrup, Copenhagen):

Ext_SE-DK_Field-Service_SLS_ATEInt_SWE_Field-Support_SLS_FDT

Local Support for FME Vienna/Austria:

Ext_AT_Field-Service_SLS_Bürosysteme

Local Support Mexico :

Int_MX_IT Support_FLS_FME

Local Support Russia :

Int_RU_TT_FLS_FME

Local Support Eduard-Fresenius-Straße 1, Biebesheim, Germany :

Int_DE_CDC-EMEA_FLS_FME

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A