

Streamlining Iron Mountain Account and User Creation: A New Workflow

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',
'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/61d010a787b3bd10b536a86e0ebb3552', 'value': '61d010a787b3bd10b536a86e0ebb3552'}

Purpose:

Follow this procedure to provide information on how to navigate the updated process and directs users to the appropriate ServiceNow forms for Iron Mountain account and user fulfillment.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue

ServiceNow Forms:

Iron Mountain Account Creation Form for a Location:

Use this form to create or update an Iron Mountain account for a specific location, whether it's a site, clinic, or any other designated area.

Access the form: Iron Mountain Account Creation or Update form for a Location

Iron Mountain User Account Creation or Update Form:

This form is designed for creating or updating Iron Mountain user accounts.

Access the form: Iron Mountain User Account Creation or Update form

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.

Check with user,

If a ServiceNow request is requested already using the default request form in ServiceNow, the requestor is no longer directed to contact Iron Mountain for a solution.

According to the new process, guide the requestor to specific ServiceNow forms (mentioned above) that capture all necessary data points for the completion of Iron Mountain account or user fulfillment.

Note: You no longer need to close the request and create an incident. Just notify the requestor to use the ServiceNow Forms links and then close the request.

If the requestor creates an incident, do the same as above and close the incident.

5.

Encourage requestors to use the provided links to access the relevant ServiceNow forms for a streamlined and efficient request process. It is essential to provide all required data points in these forms to ensure the prompt fulfillment of Iron Mountain accounts and user requests.

6.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Not found

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

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Contact Information:

If there are any questions or concerns regarding the new workflow, you can reach out to the Information Governance and Records Management (IGRM) team at igrmprogram@fmc-na.com.

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