

DVD - Executive Weekly Status Report Issue

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Author: {'link':

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Daily Validation Executive Weekly Status Report Issue

Purpose: Follow this procedure when a user reports issue with Daily Validation Executive Weekly Status Report Issue. Note: The Weekly Status Report only updates on Mondays between 1am to 4 am.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. The Weekly Status Report updates every Monday from 1am to 4 am.

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2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask the user when the Validation Errors were corrected/cleared.

If the Validation Errors were cleared after the Weekly report is generated on Monday (1am to 4am) morning, the Weekly view will continue to show those errors until the next update.If the validation errors were cleared before the update, follow escalation process.

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Daily Validation Dashboard

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

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-Help Desk-Clinical Java Review - L1

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