

Policy Tech – Access Process

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Title

Policy Tech – Access Process

Purpose:

Follow this procedure when a user reports an issue with Policy Tech Access.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Policy Tech Site (Azura or Fresenius Kidney Care (FKC)) 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.

Advise the user if the employee has been added to PeopleSoft or eAccess and they are in a department that has been rolled out they will have access to PolicyTech.

5.

Follow the Resolution Process.

6.

If all criteria for access are met and the user still cannot access policy tech. Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Policy Tech

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 (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Policy Tech

Escalation Process

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

Escalation Group

DTI-DCOE-Policy Tech

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