OGDEN Domain Issue

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Author: {'link': '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/64604a251bacda1069e964e2604bcb1e', 'value': '64604a251bacda1069e964e2604bcb1e'}

Title

OGDEN Domain Issue

Purpose:

Follow this procedure when a user report that …

how to check Ogden domain

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please advise user to contact Ogden support

Ogden IT HD 801-626-4600/ 8017811873

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Product not supported

Service

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not Resolved-Referred to Alternative External Path

Resolution Category

Inquiry & Help

Resolution Subcategory

Product not supported

Resolution Service

Escalation Process

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

Please advise user to contact Ogden supportOgden IT HD 801-626-4600/ 8017811873

Escalation Group

NA

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