

GSD. Network - Network Services and Routing Groups for Ticket Escalations

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General Information:

Possible symptoms/errors:

What are the Network Services and Routing Groups for Ticket Escalations

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Network services are the backbone of providing services to Fresenius Employees. With this as an important service, it is vital for agents to know what the business services related to this and the routing groups involved to them:

Business Services

FNC has the following business services. Please use them on the ticket according to their definitions:

Network Services – Devices - This is for everything that has to do with Network devices like switches, routers, hardware firewalls, etc.
Network Services – LAN – This refers to Local Area Network connection on the Bad Homburg/Oberursel Campus
Network Services – WAN – This refers to Wide Area Network connections between Bad Homburg Data center and the other locations worldwide
Network Services – WLAN – This refers to Wireless LAN is for all Wi-Fi Network related issues.

Routing Groups

The following second level support teams are available:

Int_WW_Site-Connection_DlaaS_SLS_FNC:

Network Infrastructure worldwide in between Fresenius Sites is “Site Connection”.

The key responsibility of the Site Connection team is to provide network connectivity to the global FGN corporate Network. They operate and develop the active WAN (wide area network) network components and manage the underlying ISP (internet service provider).

Services provided by IaaS Site Connection are the so called C1 – C5 site connections and can be ordered via the FNC ServiceNow web shop on a global scale.

Their services also include:

Monitoring of the active network
Router management
Plan and design activities
Deployment and support
Dedicated Internet Access (DIA) management and operations
WAN Optimization

Int_WW_CentralBasisInfra_ClaaS_SLS_FNC:

The Central Basis Infrastructure team is responsible for ensuring the smooth operation of the global Fresenius Netcare data center structure. Those data centers are currently located in Germany, Hong Kong and North America. These sites also include worldwide Data Center and Network on Bad Homburg/Oberursel Campus (Fresenius Headquarter).

Their main tasks include the operation, maintenance and constant development of technology.

Assignment Group:

N/A

Ticket Creation:

Template: N/A
Categorization:

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

Important Links:

N/A