

Blocked Website issue

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Author: {'link':

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

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '3f80040e1bfc91070daca3604bcb8a'}

Purpose:

Follow this procedure when a user reports

Unable to access blocked websiteRequest to block Website/URL/IP Address

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

Please document following details in the Description field in each incident-

Website NameWebsite Link/URL/IP Address

5.

Follow the escalation process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Software & 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 (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Software & Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-INF-Network Security

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