SIMply Done / SIM Support / My Work – Training Support

Title

Purpose:

Follow this procedure when a user reports an issue with SIMply Done / SIM Support / My Work Project Questions.

Required Information to be documented in each Incident:

Contact NameContact NumberJob TitleClinic / 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 document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Advise the user that additional information the user can use the following.

The Clinic's User GuideFMC4me> IT Systems Library> Clinical Application> SIMply DoneEmail SIMply.Done@fmc-na.com

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SIMply Done

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SIMply Done

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM – L1

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