

Support Request Template for BD support

All Support Requests and/or questions for NCIS applications should be emailed to info_support@bd.com.
If the Support Request is categorised as Critical please call 01 2023547.

NCIS Office

Select area within hospital

Please enter details of **Super User** and **User** (required for communication on support issue)

Super User details

Name :Click or tap here to enter text.

Role: Click or tap here to enter text.

Phone :Click or tap here to enter text.

Email Click or tap here to enter text.

User details

Name :Click or tap here to enter text.

Role: Click or tap here to enter text.

Phone :Click or tap here to enter text.

Email Click or tap here to enter text.

Please provide high level details on the support request

Please indicate **User Assigned** priority for support request.

Priority 1:

☐

NCIS unavailable or unusable, or, NCIS key functions cannot be completed, or NCIS is severely limited in its usability with no alternative workaround available

Priority 2

☐

One or more NCIS key functions cannot be completed, or, NCIS is severely limited in its usability with an alternative temporary workaround available

Priority 3

☐

A non-critical feature of NCIS is not operating correctly

Priority 4

☐

A non-operational feature (such as an administration function or a statistical report) is not operating correctly.

Priority 5

☐

Users are inconvenienced by a problem but can continue to perform normal work with an alternative workaround.

Please provide description of support request/error and of expected behavior. Please provide NCIS ID (if appropriate). **Note:** Do not include any patient identifying information

Click or tap here to enter text.

Click or tap here to enter text.

Click or tap here to enter text.

Help Desk Guide Template

Tyler Regas

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located on the right side of the light blue bar.

Help Desk Guide Template:

The Service Desk Handbook - A guide to service desk implementation, management and support Sanjay Nair, 2020-09-15 The Service Desk Handbook A guide to service desk implementation management and support provides operational guidance for implementing managing and supporting service desks in the enterprise It will help service desk teams in adopting ITIL to accomplish their tasks while making the necessary adaptations as per their organisation s needs

Help Desk Management: How to run a computer user support Service Desk effectively Wayne Schlicht, 2019-09-29 Do you want your Help Desk to maximize customer satisfaction quality and first contact resolution Or just make sure your IT management processes are repeatable Does it seem your computer user support can be ad hoc at times Are you always running around putting out fires In this book you will learn powerful industry standard best practices that can be used to mature your IT Service Management processes practices and procedures today What makes this book different Instead of just providing you a lot of technical information I empower you with a step by step approach to mature your Help Desk Each chapter includes straight forward processes that are easy to understand Once you completely understand the process chapters are concluded with a quick start implementation worksheet to put your new process into action This format will allow you to rapidly transform your people processes and technology into a customer focused center of excellence today You can never underestimate the power of industry standard best practices The recommendations shared in Help Desk Management are based on real life experiences building successful customer focused teams Through trial and error I am sharing what worked for my teams at small medium and Fortune 500 sized companies Look no further I will help you succeed This information is designed to improve your management skills your team engagement and set you on a successful path to building a truly great team What actionable and realistic end user support processes will you learn How to justify funding for improvement projects Creating an inspiring mission statement Designing an employee performance management plan that works Building an effective employee training and development program Implementing a call and ticket quality assurance audit program that empowers the manager Driving up the First Contact Resolution FCR percentage Reducing cost per ticket costs by moving work from system engineers to the Help Desk Marketing the Help Desk for company wide recognition Implementing ITIL incident problem change knowledge and event management Do not hesitate to pick up your copy today

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and approachable guide to maximizing your competitive edge in this booming market The IT job market has continued to expand as technology matures and deepens its roots in business operations This is good news for you However it makes it that much harder to get a job in IT as recent grads and other professionals are practically stampeding to get their feet in the door of this rapidly expanding industry Luckily Getting an IT Help Desk Job For Dummies gives you an advantage by providing expert instruction on how to score an interview and secure a job offer the skills needed to obtain and maintain an IT position and authoritative information on how to establish a career path in the IT field Explore careers in the IT Help Desk field and establish the path you want to follow Plan for post education certifications and training to make yourself more marketable Get expert guidance for creating a winning resume and cover letter Prepare for your IT Help Desk interview Loaded with simple straight forward advice Getting an IT Help Desk Job For Dummies is your all in one guide to starting your IT career on the right foot

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certification with this prep guide containing 350 questions and answers focused on incident management problem management access control and IT operations management Designed to build practical knowledge and operational excellence this resource helps IT professionals understand both the theory and application of Service Operation processes Each question includes explanations and real world scenarios to reinforce learning By mastering these concepts you will gain the skills needed to ensure smooth IT service delivery and operational stability within your organization

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ExamPreparation OperationalExcellence The Web Server Handbook Pete Palmer,Adam Schneider,Anne Chenette,1996

Even if others abandon you you must never abandon yourself This simple truth became Terry Helwig s lifeline as she was forced to grow up too soon Terry grew up the oldest of six girls in the big sky country of the American Southwest where she attended twelve schools in eleven years Helwig s stepfather Davy a good hearted and loving man proudly purchased a mobile home to enable his family to move more easily from one oil town to another where Davy eked out a living in the oil fields Terry s mother Carola Jean a wild rose whose love often pierced those who tried to claim her had little interest in the confines of home and motherhood In Davy s absence she sought companionship in local watering holes a pastime she dubbed visiting Timbuktu She repeatedly left Terry in charge of the household and her five younger sisters Despite Carola Jean s genuine attempts to better herself her life spiraled ever downward as Terry struggled to keep the family whole In the midst of transience and upheaval Terry and her sisters forged an uncommon bond of sisterhood that withstood the erosion of Davy and Carola Jean s marriage But ultimately to keep her own dreams alive Terry had to decide when to hold on to what she loved and when to let go Unflinching in its portrayal yet told with humor and compassion Terry Helwig s luminous memoir Moonlight on Linoleum explores a family s inner and outer landscapes of hope despair and redemption It will make you laugh cry and hunger for more **Federal Register** ,2012-08 FCC Record United States. Federal Communications

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