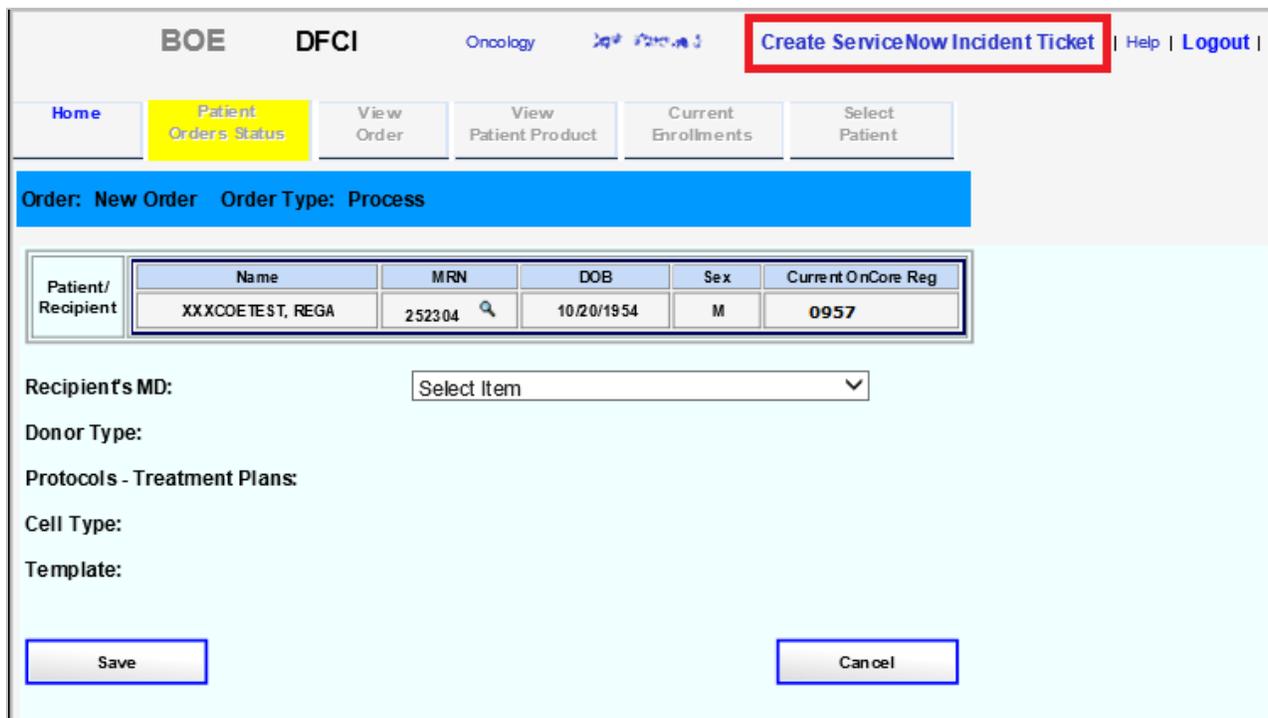


## Reporting a Problem with a Biotherapy Application

As of September 18, 2020, an enhancement to the suite of Biotherapy applications allows users to create and send an incident ticket to ServiceNow directly from the application. A few clicks capture all of your contact information, as well as data and a screen shot for the process in progress. All you need to do is indicate how you would prefer to be contacted, and include any additional information you think is relevant.

### Sending an incident ticket to ServiceNow

1. If you have a problem in a Biotherapy application, click the **Create ServiceNow Incident Ticket** link on the application header, or  on a popup window.



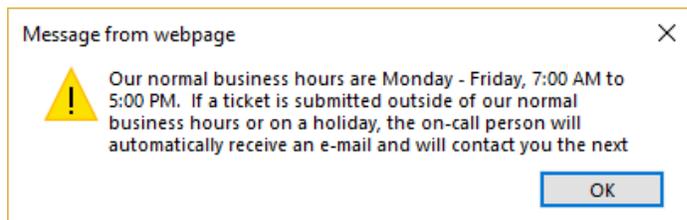
The screenshot shows the application header with 'BOE DFCI Oncology' and a red box around the 'Create ServiceNow Incident Ticket' link. Below the header are navigation tabs: 'Home', 'Patient Orders Status', 'View Order', 'View Patient Product', 'Current Enrollments', and 'Select Patient'. A blue bar indicates 'Order: New Order Order Type: Process'. A table lists patient information:

Patient/Recipient	Name	MRN	DOB	Sex	Current OnCore Reg
	XX XCOETEST, REGA	252304	10/20/1954	M	0957

Below the table are fields for 'Recipient's MD' (a dropdown menu), 'Donor Type', 'Protocols - Treatment Plans', 'Cell Type', and 'Template'. At the bottom are 'Save' and 'Cancel' buttons.

*Link on the BOE header (outlined in red)*

2. After reading the message on response time, click the **OK** button.



The normal business hours for supporting Biotherapy are 7 a.m. to 5 p.m. Monday through Friday, excluding holidays. You'll be contacted the next business day if your ticket is submitted outside those hours.

Continued on next page

## Reporting a Problem with a Biotherapy Application

3. Select an option from the Preferred Contact Type drop-down list: Email, Work Phone, or See user comments in the description section.
4. Type a description of the problem, and if applicable, how you would prefer the support team respond to you if your email or a work phone are not suitable.

*Completed Incident request – your name and contact info automatically added*



Completed Incident request – your name and contact info automatically added

Create ServiceNow Incident Request -- Webpage Dialog

**Ticket Entered By:**  
[Name]

**Your Preferred Contact Type:**  
[Dropdown]

**Contact Information:**  
Organization: [Org]  
[Email]  
[Phone]-3428(work)

**Description of the Problem:**  
[Text Area]

The important information about the page (including patient identifiers, if appropriate) will automatically be captured in the ServiceNow Incident Ticket. A screen capture of the page that you were currently working on will also be available to the support staff.

Create Incident Ticket Cancel

5. Click the **Create Incident Ticket** button
6. Check the message for the ServiceNow incident ticket ID, and then click the **OK** button.

Message from webpage

! Incident Ticket INC1990137 was successfully created. The on-call support person will automatically get paged and receive an e-mail.

If a ticket is submitted outside of our normal business hours Monday - Friday, 7:00 AM - 5:00 PM or on a holiday, the on-call support person will automatically receive an e-mail and will contact you the next business day.

OK

On-call support is automatically paged and sent an email after your ticket request is submitted.