

Standard Operating Procedure IT Escalation Routes - Primary Care

Greenhouse Practice

Service	Escalation
	Requests should go to ITS Digital
Network / Wi-Fi	(<u>support@itsdigital.co.uk</u> / 01234383030).
	If anything needs to be escalated, there is an escalation route via the Helpdesk Manager
	(<u>helpdesk.manager@itsdigital.co.uk</u> / call the same number and ask to speak to the manager).
Mobile phones	Requests should go to the ELFT service
	 → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Desk phones	Requests should go to ITS Digital (<u>support@itsdigital.co.uk</u> / 01234383030).
	If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (<u>helpdesk.manager@itsdigital.co.uk</u> / call the same number and ask to speak to the manager).
Clinical systems (EMIS Web)	Call raised directly with TPP → 0113 205 0099 Call raised directly with EMIS → 0330 024 1270 → Raise a ticket via <u>https://www.emisnow.com/csm</u> If the problem is identified as a network issue, they need to refer to their network support provider. If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC.



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	 Requests should go to the ELFT service desk → Raise a request on the service desk portal, or → Call the service desk at 02076554004
	ICB Devices Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030). If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).
Prescription / General / Brother printing	 Requests should go to the ELFT service desk → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Apogee Printers	Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site. Tel : 03453009955 E-mail : Callcentre@apogeecorp.com



Leighton Road Grovebury & GPSU

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		02076554004
	Clinical systems (EMIS Web)	Call raised directly with TPP
		→ 0113 205 0099
Call raised directly with EMIS		-
 → 0330 024 1270 → Raise a ticket via 		
https://www.emisnow.com/csm		
If the problem is identified as a network		
issue, they need to refer to their network		•
support provider.		
If the problem is identified as a hardware		•
issue, they need to refer to whoever		
supports the laptop/PC Hardware support ELFT Devices	Hardware support	
Requests should go to the ELFT service desk		



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	 Raise a request on the service desk portal, or
	Call the service desk at
	02076554004
	ICB Devices
	Requests should go to ITS Digital
	(<u>support@itsdigital.co.uk</u> / 01234383030).
	If anything needs to be escalated, then they have an escalation route via their Helpdesk Manager
	(<u>helpdesk.manager@itsdigital.co.uk</u> / call the same number and ask to speak to the manager).
Prescription / General / Brother printing	Requests should go to the ELFT service desk
	Raise a request on the service desk portal, or
	→ Call the service desk at
	02076554004
Apogee Printers	Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.
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Cauldwell Medical Centre

Service	Escalation
Network / Wi-Fi	 ELFT network: Requests should go to the ELFT service desk → Raise a request on the service desk portal, or → Call the service desk at 02076554004
	ITS network: Requests should go to ITS Digital (<u>support@itsdigital.co.uk</u> / 01234383030).
	If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (<u>helpdesk.manager@itsdigital.co.uk</u> / call the same number and ask to speak to the manager).
Mobile Phone	 Requests should go to the ELFT service desk → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Desk phones	Requests should go to ITS Digital (<u>support@itsdigital.co.uk</u> / 01234383030).
	If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (<u>helpdesk.manager@itsdigital.co.uk</u> / call the same number and ask to speak to the manager).
Clinical systems (EMIS Web)	Call raised directly with TPP → 0113 205 0099 Call raised directly with EMIS → 0330 024 1270 → Raise a ticket via https://www.emisnow.com/csm
	If the problem is identified as a network issue, they need to refer to their network support provider.



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	If the problem is identified as a hardware
	issue, they need to refer to whoever
	supports the laptop/PC
Hardware support	ELFT Devices
	Requests should go to the ELFT service desk
	Raise a request on the service desk
	portal, or
	→ Call the service desk at
	02076554004
	ICB Devices
	Requests should go to ITS Digital
	(support@itsdigital.co.uk / 01234383030).
	If anything needs to be escalated, there is
	an escalation route via the Helpdesk
	Manager
	(helpdesk.manager@itsdigital.co.uk / call
	the same number and ask to speak to the
	manager).
Prescription / General / Brother printing	Requests should go to the ELFT service
	desk
	Raise a request on the service desk
	portal, or
	Call the service desk at
	02076554004
Apogee Printers	Each printer has a sticker on the side with
	an ID and contact details for Apogee. Users
	will have to call or e-mail Apogee with the
	printer ID and Apogee will investigate the
	fault remotely and if required assign an
	engineer to visit the site.
	Tel : 03453009955
	E-mail: Callcentre@apogeecorp.com



Newham Transitional Practice

Service	Escalation
	Requests should go to the ELFT service
Network / Wi-Fi	desk
	➔ Raise a request on the service desk
	portal, or
	→ Call the service desk at
	02076554004
Mobile Phones	Requests should go to the ELFT service desk
	 Raise a request on the service desk portal, or
	→ Call the service desk at
	02076554004
Desk Phones	Requests should go to the ELFT service desk
	→ Raise a request on the service desk
	portal, or
	→ Call the service desk at
	02076554004
Clinical systems (EMIS Web)	Call raised directly with TPP
	→ 0113 205 0099
	Call raised directly with EMIS
	→ 0330 024 1270
	➔ Raise a ticket via
	https://www.emisnow.com/csm
	If the problem is identified as a network
	issue, they need to refer to their network
	support provider.
	If the problem is identified as a hardware
	issue, they need to refer to whoever
	supports the laptop/PC.
Hardware support	ELFT Devices
	Requests should go to the ELFT service desk
	Raise a request on the service desk
	portal, or
	➔ Call the service desk at
	02076554004
Prescription / General / Brother printing	Requests should go to the ELFT service desk
	➔ Raise a request on the service desk
	portal, or
	→ Call the service desk at
	02076554004



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Apogee Printers	Each printer has a sticker on the side with
	an ID and contact details for Apogee. Users
	will have to call or e-mail Apogee with the
	printer ID and Apogee will investigate the
	fault remotely and if required assign an
	engineer to visit the site.
	Tel: 03453009955
	E-mail: Callcentre@apogeecorp.com



Health E1

Service	Escalation
	Requests should go to the ELFT service
Network / Wi-Fi related issues	desk
	Raise a request on the service desk
	portal, or
	➔ Call the service desk at
	02076554004
Mobile Phones	Requests should go to the ELFT service desk
	Raise a request on the service desk
	portal, or
	➔ Call the service desk at
	02076554004
Desk Phones	Requests should go to the ELFT service
	desk
	Raise a request on the service desk
	portal, or
	Call the service desk at
	02076554004
Clinical systems (EMIS Web)	Call raised directly with TPP
	→ 0113 205 0099
	Call raised directly with EMIS
	→ 0330 024 1270
	Raise a ticket via
	https://www.emisnow.com/csm
	If the problem is identified as a network
	issue, they need to refer to their network
	support provider.
	If the problem is identified as a hardware
	issue, they need to refer to whoever
-	supports the laptop/PC.
Hardware support	ELFT Devices
	Requests should go to the ELFT service desk
	➔ Raise a request on the service desk
	portal, or
	→ Call the service desk at
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Prescription / General / Brother printing	Requests should go to the ELFT service
	desk
	Raise a request on the service desk nortal or
	portal, or → Call the service desk at
	• Call the service desk at 02076554004
	02070334004



	NHS Foundation Trust
Apogee Printers	Each printer has a sticker on the side with
	an ID and contact details for Apogee. Users
	will have to call or e-mail Apogee with the
	printer ID and Apogee will investigate the
	fault remotely and if required assign an
	engineer to visit the site.
	- 1 00 45000055
	Tel : 03453009955
	E-mail: Callcentre@apogeecorp.com