

Global Service Standards

How to use Generic Codes for IT Product Issues

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DOCUMENT INFORMATION

General Information

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Document History

Version	Reason for change	Date (mm/dd/yyyy)
1.0	first release started with v6.0 to be compliant with Global Service Standard versions	As of last approval

Distribution

Department / Area / Function
via DMT homepage

Purpose

The purpose of this document is to provide additional information for local service organizations on how to use Global Service Standard codes when reporting IT product problems fixed by service specialists.

Provision of this additional “How to use –“ information is needed to ensure that all country organizations use Global Service Standards in their local CRM tools in such a way as to provide comparable reporting output, to enable us to utilize this information to improve our products.

Mandatory Problem Description Reporting

If the First Classification Code (which documents the customer allegation) classifies the respective case as complaint it is mandatory to provide a coded problem description. This can be done either with

- Application codes,
- Hardware codes or
- IT / Software codes (which are described in this document)

Complaint-type First Classification codes are

- Assay Performance,
- Instrument Malfunction,
- Software Malfunction,
- Labeling / Documentation / Packaging or
- DC-Assessment

and a proper problem description reporting is a must for these cases.

In all other cases it is ok to leave the problem description codes as “Please Specify”. This especially applies to “Roche initiated activities” (like PM or installations), for “Information Requests” additional information might be helpful therefore it is recommended to also use these codes for this type of cases.

How to use the codes – the three parts

All problem description codes are split in three parts:

1. IT Category code – in what area did the problem show itself
2. IT Cause code – what was the root cause of the problem
3. IT Remedial code – what did Roche do to remedy the situation

IT Category Codes

Code	Description	Definition
K00	Please Specify	Default selection in Clarify
K01	Connections	Communication with an external system
K02	Result Data	Result data related problems
K03	Printing and Reporting	Printing and reporting related problems
K04	System Application	Failure of system application or modules
K05	Information Request	Non-performance related customer questions
K06	No Problem Found	No problems found, problem not reproducible
K07	Performance and Preventive Tasks	Proactive tasks to improve system performance
K97	Empty Field	for internal data processing, not to be used in Clarify
K98	Not Global	for internal data processing, not to be used in Clarify
K99	Not Applicable	for internal data processing, not to be used in Clarify

IT Cause Codes

Code	Description	Definition
L00	Please Specify	Default selection in Clarify
L01	Database	Problems caused by OTS database programs
L02	Operating System	Problems caused by OTS operating systems
L03	Roche Application Software	Roche developed software
L04	Server Hardware	Hardware related to the server
L05	Client Hardware / PC	Hardware related to the connected clients
L06	Peripheral Hardware	Hardware related to the connected peripherals
L07	Network	Problems with network infrastructure
L08	Operator Handling	User handling errors, incorrect use, etc.
L09	Configuration	Improper product configuration
L10	System Documentation	Incorrect system documentation or specification
L12	No Cause Found	No cause found, e.g. failure could not be reproduced or verified
L13	Non-Roche Instruments	Communication with non-Roche instruments
L14	Non-Roche Application Software	Failures in non-Roche developed software
L15	LIS/HIS	Laboratory/hospital information system

Code	Description	Definition
L16	Roche Instruments	Communication with Roche instruments
L17	Customer Expectation	Product is within specifications, but the customer expectation is not met
L18	Environmental	Issues related to the laboratory environmental conditions
L19	Security Issue	Failure due to a worm/virus or hacker attack
L20	Upgrade	Issues caused by version upgrades of an IT product
L97	Empty Field	for internal data processing, not to be used in Clarify
L98	Not Global	for internal data processing, not to be used in Clarify
L99	Not Applicable	for internal data processing, not to be used in Clarify

IT Remedial Codes

Code	Description	Definition
M00	Please Specify	Default selection in Clarify
M01	Replace	hardware replacement (e.g. hard drive, etc.)
M02	Upgrade	optional, chargeable/can be billed to customer, new features
M03	Forward to Development Team	dispatch the issue or a request for new features or corrections to the development team
M04	No Fix	no remedial action done due to not reproducible problem
M05	Forward to Third Party	dispatch to external developer or service supplier
M06	Reboot	system shut down and controlled start up
M07	Training Update	Additional Training on Site / inhouse / via phone
M08	Update/Hot Fix	FOC, mandatory, including hot fixes, drivers, graphic cards
M09	Reinstall	deinstall and reinstall software
M10	Deinstallation and Removal	remove component from site
M11	Provide Information	provide advice or information on customer request (including product bulletins and software releases)
M12	Reconfiguration	network IP address, changing rules, master files, QC files
M13	Hardware Installation	add new hardware to the existing system
M14	Run Software Utility Tool	fix for a virus attack, defragmentation, database clean up, expand database, back-up software

Code	Description	Definition
M97	Empty Field	for internal data processing, not to be used in Clarify
M98	Not Global	for internal data processing, not to be used in Clarify
M99	Not Applicable	for internal data processing, not to be used in Clarify

IT Category & Cause Code Matrix	K00 - Please Specify	K01 - Connections	K02 - Result data	K03 - Printing and reporting	K04 - System application	K05 - Information request	K06 - No problem found	K07 - Performance and preventive tasks
L00 - Please Specify	X	X	X	X	X	X	X	X
L01 - Database				X	X	X		X
L02 - Operating system					X	X		
L03 - Roche application software		X	X	X	X	X		X
L04 - Server hardware		X				X		
L05 - Client hardware		X				X		
L06 - Peripheral hardware		X		X		X		
L07 - Network		X		X	X	X		X
L08 - Operator handling		X	X	X	X	X		
L09 - Configuration		X	X	X	X	X		X
L10 - System documentation		X	X	X	X	X		X
L12 - No cause found		X	X	X	X		X	X
L13 – Non-Roche instruments		X	X			X		
L14 - Non-Roche application software		X	X		X	X		
L15 - LIS/HIS		X	X	X	X	X		
L16 - Roche instruments		X	X		X	X		
L17 - Customer expectation							X	
L18 - Environmental		X			X	X		
L19 - Security issue		X		X	X	X		
L20 - Upgrade		X	X	X	X	X		

IT Category Code Expanded Definition

K00	Please Specify	Default selection in Clarify
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Code K00 Please Specify. This code must not be used in a problem description visits (see above list of activities)! It is only available as a default code prior to selecting the actual IT category code.

Note1: In exceptional circumstances, e.g. where the problem to be described in a problem description visit can not be assigned to an existing IT Category Code, the event should be recorded and forwarded to the local member of the DMT for the appropriate change request

K01	Connections	Communication with an external system
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Code K01 Connections, is to be used to report problems associated with connections to an external system. Typically this could be a communication problem (at any layer) between the Roche IT product and a connected external system (e.g. host, laboratory, medical devices, teleservice, modem, peripheral hardware, cables, etc.)

The type of problem could be detecting erroneous data characters, communication timeouts, problem in detecting connected instruments, etc.

K02	Result Data	Result data related problems
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Code K02 Result Data, is to be used to report problems associated with erroneous result data. Typically this would be when detecting issues based on implemented decision rules (e.g. rule derived results are not realistic), questionable or invalid parameter combinations, or any other result validation issues (e.g. different results displayed on IT product and analyzer)

K03	Printing and Reporting	Printing and reporting related problems
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Code K03 Printing and Reporting, is to be used to report problems associated with erroneous printing and reporting features, like printing of test or QC results (e.g. results are printed in the wrong fields), working list, barcodes (e.g. produced barcode is not readable), etc.

IT Category Code Expanded Definition continued

K04	System Application	Failure of system application or modules
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Code K04 System Application, is to be used to report any problems caused by system application failures like frozen screen, software module not working, missing or incorrect function, problems with peripheral drivers, etc.

K05	Information Request	Non-performance related customer questions
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Code K05 Information Request, is to be used to record all non-performance related customer requests. Typically these could be questions regarding price, system configuration, specification, documentation, handling, consultation, etc.

K06	No Problem Found	No problems found, problem not reproducible
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Code K06 No Problem Found, is to be used when a reported IT product problem could not be found or reproduced.

K07	Performance and Preventive Tasks	Proactive tasks to improve system performance
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Code K07 Performance and Preventive Tasks, is to be used to record all preventive activities related to performance improvements. Typically these activities could be reported as slow response issues, the proactive tasks might be cleaning up databases, expand databases, resolve network conflicts, etc.

K97	Empty Field	for internal data processing, not to be used in Clarify
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Code K97 Empty Field. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.
An IT Category Code will be set to K97 Empty Field if the respective code field does not contain any information.

IT Category Code Expanded Definition continued

K98	Not Global	for internal data processing, not to be used in Clarify
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Code K98 Not Global. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Category Code will be set to K98 Not Global if the coded information received is not available in the list of global codes

K99	Not Applicable	for internal data processing, not to be used in Clarify
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Code K99 Not Applicable. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Category Code will be set to K99 Not Applicable if

- the current code setting is K00 Please Specify and
- a valid and released Instrument Function Code or Problem Category Code is used in this case (problem is described with generic Hardware or application codes)

IT Cause Code Expanded Definition

L00	Please Specify	Default selection in Clarify
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Code L00 Please Specify. This code must not be used in a problem description visits (see above list of activities)! It is only available as a default code prior to selecting the actual cause code.

Note1: In exceptional circumstances, e.g. where the problem to be described in a problem description visit can not be assigned to an existing IT Category Code, the event should be recorded and forwarded to the local member of the DMT for the appropriate change request

L01	Database	Problems caused by OTS database programs
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Code L01 Database, to be used to record problems (faults or incompatibilities) caused by the commercial databases embedded with the Roche IT product. Typically these are off-the-shelf database programs like Oracle, Cache, MUMPS, etc.

L02	Operating System	Problems caused by OTS operating systems
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Code L02 Operating System, to be used to record problems (faults or incompatibilities) caused by commercial operating systems supporting the Roche IT product, like Windows XP, UNIX, etc.

L03	Roche Application Software	Roche developed software
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Code L03 Roche Application Software, to be used to record problems caused by parts of the software developed by Roche. Product examples here are LSM, OMNILINK, cobas IT 1000 / 3000 / 5000, etc.

Note1: Please do not report database, operating system or configuration issues within these products against this code. These kinds of problems have to be reported against the codes L01, L02 or L09 respectively.

L04	Server Hardware	Hardware related to the server
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Code L04 Server Hardware, to be used to record problems caused by hardware components embedded within the primary server that supports the Roche IT product, like hard disks, processors, etc.

IT Cause Code Expanded Definition Continued

L05	Client Hardware / PC	Hardware related to the connected clients
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Code L05 Client Hardware, to be used to record problems caused by units (or components therein) acting as connected clients of the Roche IT system. Typically this could be PCs, terminals, tablet PCs, etc.

L06	Peripheral Hardware	Hardware related to the connected peripherals
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Code L06 Peripheral Hardware, to be used to record problems caused by peripheral hardware components. Typically these could be problems with printers, monitors, scanners, mouse, UPS etc.

Note1: Please note that network hardware problems should not be reported with this code, in these cases please use code L07 – Network.

L07	Network	Problems with network infrastructure
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Code L07 Network, to be used to record problems caused by network infrastructure components, including hardware and configuration software. Typically these could be problems with cables, IP addresses, routers, xyplex, multiplexer, DHCP, ISDN-PROMS, MOXA-boxes, drivers, etc.

L08	Operator Handling	User handling errors, incorrect use, etc.
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Code L08 Operator Handling, to be used to record problems caused by laboratory personnel. Typically this would be accidental or uninformed misuse of the product during routine operation.

L09	Configuration	Improper product configuration
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Code L09 Configuration, to be used to report problems caused by wrong configuration parameters within the Roche IT product. Typically these are interface settings, user defined result rules, printout definition, etc.

L10	System Documentation	Incorrect system documentation or specification
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Code L10 System Documentation, to be used to record problems caused by the use of incorrect IT product information originating from Roche. Typically these could be training course instruction and materials, user manuals, specification documents, etc.

IT Cause Code Expanded Definition Continued

L12	No Cause Found	No cause found, e.g. failure could not be reproduced or verified
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Code L12 No Cause Found, to be used with IT category code K06 (No Problem Found), when a reported IT product problem could not be reproduced or verified.

L13	Non-Roche Instruments	Communication with non-Roche instruments
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Code L13 Non-Roche Instruments, to be used to report problems caused by a deficiency (at any level) wholly within a connected non-Roche analyzer.

Note1: Please do not use this code for non-analytical systems, such issues should be reported against code L06 – Peripheral Hardware.

L14	Non-Roche Application Software	Failures in non-Roche developed software
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Code L14 Non-Roche Application Software, to be used to report problems (faults or incompatibilities) caused by co-residing non-Roche developed application software. Typically this would be standard off-the-shelf software like Crystal Report, Norton Antivirus, Microsoft Word, etc.

Note1: Please do not report database, operating system or configuration issues within these products against this code. These kinds of problems have to be reported against the codes L01, L02 or L09 respectively.

L15	LIS/HIS	Laboratory/hospital information system
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Code L15 LIS/HIS, used to record causes of problems (faults or incompatibilities) associated with the connected LIS or HIS system, together with Instrument / host interfacing failures. Typically this would include dedicated interface electronics, cabling, connectors, and software.

L16	Roche Instruments	Communication with Roche instruments
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Code L16 Roche Instruments, to be used to report problems caused by a deficiency (at any level) wholly within a connected Roche instrument.

Note1: Please note that instrument failures should not be reported in an IT product case. Please create a separate case to for a detailed report of an instrument failure.

IT Cause Code Expanded Definition Continued

L17	Customer Expectation	Product is within specifications, but the customer expectation is not met
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Code L17 Customer Expectation, to be used to record customer dissatisfaction with the product, even if the product specification is fulfilled. Deviation between customer expectation and product specification may result in a request for additional features.

C18	Environmental	Issues related to the laboratory environmental conditions
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Code L18 Environmental, to be used to report problems associated with the environmental conditions. Typically this could be caused by the laboratory room temperature, humidity, dust, electricity / power supply, etc.

L19	Security Issue	Failure due to a worm/virus or hacker attack
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Code L19 Security Issue, to be used to report a damage of the Roche IT product software due to a virus /worm infection or illegal access to private data stored in a Roche IT application.

Note1: Activities done to prevent further damages because of the reasons mentioned above should also be reported against this code.

L20	Upgrade	Issues caused by version upgrades of an IT product
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Code C20 Upgrade, to be used to record causes of problems associated with a version upgrade of a Roche IT product. Typically this could be issues incorporated by new features, updates not fixing all known issues, or incompatibilities with connected instruments or additional IT applications.

L97	Empty Field	for internal data processing, not to be used in Clarify
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Code L97 Empty Field. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Cause Code will be set to L97 Empty Field if the respective code field does not contain any information.

IT Cause Code Expanded Definition Continued

L98	Not Global	for internal data processing, not to be used in Clarify
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Code L98 Not Global. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Cause Code will be set to L98 Not Global if the coded information received is not available in the list of global codes

L99	Not Applicable	for internal data processing, not to be used in Clarify
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Code L99 Not Applicable. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Cause Code will be set to L99 Not Applicable if

- the current code setting is L00 Please Specify and
- a valid and released Instrument Cause Code or Application Cause Code is used in this case (problem is described with generic Hardware or application codes)

IT Remedial Code Expanded Definition

M00	Please Specify	Default selection in Clarify
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Code M00 Please Specify. This code must not be used in a problem description visits (see above list of activities)! It is only available as a default code prior to selecting the actual IT remedial code.

Note1: In exceptional circumstances, e.g. where the problem to be described in a problem description visit can not be assigned to an existing IT Category Code, the event should be recorded and forwarded to the local member of the DMT for the appropriate change request

M01	Replace	Replacement of Hardware
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Code M01 Replace, to be used to record a fix made by replacing hardware components of the IT product. Typically this would be exchange of a hard disk drive, memory, etc.

Note1: Please note that this code should only be used for hardware replacements. Fixes due to software updates have to be reported by codes M02 (Upgrade) or M08 (Update / Hot Fix) respectively. Fixes by adding additional hardware have to be reported by code M13 (Hardware Installation).

M02	Upgrade	Optional / chargeable upgrade
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Code M02 Upgrade, used to record a fix made by upgrading the IT product to a new version. This is an optional and chargeable upgrade including new features which can be billed to the customer.

M03	Forward to Development Team	Dispatch to an Roche-internal development team
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Code M03 Forward to Development Team, to be used to indicate that the issue must be forwarded / dispatched to the development team for correction. Typically this could be for further investigations, to fix the reported problems, or to add new features.

Note1: The development team here is a group of Roche-internal employees, problems dispatched to a third party supplier have to be reported under code M05 (Forward to Third Party).

IT Remedial Code Expanded Definition Continued

M04	No Fix	No remedial action done due to not reproducible problem
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Code M04 No Fix, to be used in conjunction with IT Cause code L12 (No Cause Found) when no remedial action was done as the reported failure was not found / could not be reproduced.

M05	Forward to Third Party	Dispatch to external developer or service supplier
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Code M05 Forward to Third Party, to be used to indicate that the issue must be forwarded / dispatched to an external development team for correction. Typically this could be for further investigations, to fix the reported problems, or to add new features.

Note1: The development here is third party supplier, problems dispatched to an internal development team have to be reported under code M03 (Forward to Development Team).

M06	Reboot	System shut down and controlled start up
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Code M06 Reboot, to be used to indicate that the problem repair was done by shutting down the system followed by a controlled start up.

M07	Training Update	Additional Training on Site / inhouse / via phone
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Code M07 Training Update, to be used to indicate that additional, unplanned training took place on site, at a Roche site or via phone.

M08	Update/Hot Fix	Mandatory update, free of charge
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Code M08 Update/Hot Fix, used to record a fix made by version update / installing a hot fix, e.g. these could be new drivers for graphic cards, etc. This is a mandatory update which will be free of charge for the customer.

IT Remedial Code Expanded Definition Continued

M09	Reinstall	Deinstall and reinstall software
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Code M09 Reinstall, to be used to indicate repair was done by a system or application software reload.

M10	Deinstallation and Removal	Remove component from site
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Code M10 Deinstallation and Removal, to be used to record a fix made by removing / deinstalling a failed component from the customers IT product that does not need replacing.

M11	Provide Information	Provide informal advice or information on customer request
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Code M11 Provide information, used to record a fix made by providing instructional information or advice to the customer, typically this could be in the form of product operating tip's and techniques, or alternatively in the form of product bulletins, or software release information.

M12	Reconfiguration	Reconfigure IT product or components
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Code M12 Reconfiguration, to be used to record a fix made by a reconfiguration of static data. Typically this could include network IP address, changing result rules, master files, QC files, etc.

M13	Hardware Installation	Add new hardware to the existing system
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Code M13 Hardware Installation, to be used to record a fix made by adding new hardware components to the IT product. Typically this could be adding more memory, disk space, etc.

Note1: Please note that this code should only be used for adding hardware. Fixes made by hardware replacements updates have to be reported by code M01 (Replace).

IT Remedial Code Expanded Definition Continued

M14	Run Software Utility Tool	Standard software tools for virus fixes or to improve performance
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Code M14 Run Software Utility Tool, to be used to record a fix made by running special software utility tools. Typically this could be a virus clean-up as well as performance-related fixes like disk defragmentation, database clean up, database expansion, etc.

M97	Empty Field	for internal data processing, not to be used in Clarify
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Code M97 Empty Field. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Remedial Code will be set to M97 Empty Field if the respective code field does not contain any information.

M98	Not Global	for internal data processing, not to be used in Clarify
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Code M98 Not Global. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Remedial Code will be set to M98 Not Global if the coded information received is not available in the list of global codes

M99	Not Applicable	for internal data processing, not to be used in Clarify
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Code M99 Not Applicable. This code should neither be used nor seen in Clarify. It is only needed for internal data processing.

An IT Remedial Code will be set to M99 Not Applicable if

- the current code setting is M00 Please Specify and
- a valid and released Instrument Cause Code or Application Cause Code is used in this case (problem is described with generic Hardware or application codes)