

Title	<b>BADGER OUT OF HOURS IT EQUIPMENT FAULT REPORTING</b>			Number	<b>A05</b>
Effective From:	19.05.09	Duration:	3 years	Review:	01.09.26
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Other Ref:					
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## Version Control

(Only last 3 versions, earlier versions can be found in the appropriate Archive directory for the document)

<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
19.05.16	Reviewed, no changes.	PM
24.09.21	Removed HEFT, Added UTC's, CSU IT and Mental Health Trust contacts,	KK / TP
06.10.23	Changed Contacts, UTC's and UHB Contact method amended. Removed Hurst Lane, Slade Road Treatment Centres.	KK

## Overview

The purpose of this document is to provide clarity on the BADGER IT / CSU IT / Mental Health Trust equipment across the BADGER Treatment Centres.

In the past all IT faults were directed to Aadastra, however with the changes that have been carried out Advanced will only support Aadastra software.

Since June 2021, The Majority of Badger Equipment is at The Call Centre at Bourne Road, and the Head Office at Glover Street. The Treatment Centres at Stockland Green, Erdington, and at Hurst Lane, Castle Bromwich, have been supplied by the Midlands and Lancashire CSU Service Desk (CSU IT). The equipment at the Slade Road Treatment Centre has been supplied by the Mental Health Trust.

Outlined below is the revised process for fault reporting.

## Fault Reporting - Software

All software issues relating to Aadastra are to be directed to Advanced using the contact number listed below.

Helpdesk Tel: 01233 722707  
Helpdesk e-mail: [support@oneadvanced.com](mailto:support@oneadvanced.com)

The helpdesk will require the following information:

- Detailed explanation of the fault you are reporting
- Your location (Treatment Centre / Glover Street / Bourne Road)
- Details of any error messages shown on the screen
- Your contact number

Advanced will provide you with a reference number for the IT Incident; this number will need to be passed onto the duty supervisor to be documented onto the duty Team Leader shift report along with brief details of the fault reported.

Advanced may be in a position to talk the user through resolving the issue/error or they may arrange a visit to the site to establish a resolution.

## **Fault Reporting - Hardware**

In the first instance, BADGER users will need to contact the duty Team Leader to report the fault for it to be documented onto the duty Team Leader shift report. The duty Team Leader will then be in a position to investigate and establish how to address resolution action using the guide below.

### **BADGER - Hardware**

If the fault is determined to be with BADGER owned hardware and /or peripherals, BADGER IT Support will make all arrangements to repair or replace any Faulty Equipment.

### **CSU IT Hardware - Stockland Green Treatment Centre & Dorridge Surgery**

If the fault is subsequently determined to be with CSU IT owned desktop hardware and /or peripherals, this should be reported to The CSU Service Desk using the contact methods below.

Contact details for CSU Service Desk IT (available 24x7x365)

CSU Service Help Desk: 0300 555 0212  
CSU Service Desk Email: [MLCSU.servicedesk@nhs.net](mailto:MLCSU.servicedesk@nhs.net)

When communicating with the CSU, please use the department code of : Y01866  
They will ask for your NHS Email address to send you the ticket of the incident.

### **University Hospitals Birmingham (UHB) - Solihull Urgent Treatment Centre**

If the fault is subsequently determined to be with U,H,B's IT owned hardware and /or peripherals, this should be reported to The U.H.B's Service Desk using the contact methods below.

Contact details for UHB IT

University Hospital's Brimingham Help Desk: Ext 41130 from the phones at Solihull Hospital.