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Quality assurance –documentation and diagnostics during interventions

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Diagnostics and follow-up of interventions including the final sign-off and documentation are key elements to quality assurance both for the requestor and the service responsible for interventions.

The presentation will give an overview of the workflow used in the infrastructure domain seen from the CCC, high-light advantages and weak areas with the current set-up and will give hints to how other areas of the department might benefit from a similar procedure.

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