



Service Operations

EOHHS-IT POLICY &
PROCESS DOCUMENTATION



Work Instructions

Schedule a Diagnosis at Depot 8.9.22



IT-CORE INFRASTRUCTURE
Proudly Servicing EOHHS

Schedule a Diagnosis at a Depot

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1. End User will open an Incident ticket with the Service Desk. If not resolved ticket will be assigned to Tier 2.
2. 2. Site ITSM schedules a meeting time with End User to physically inspect laptop for HW failure.
 - a. If determined HW failure, Site ITSM sends End User a Booking Link email.
3. End User schedule pickup with Depot Mgmt. via ["Bookings Link"](#)
4. End User travels to Depot and receives new laptop and setup documentation and drops off failed laptop.
5. Depot Mgmt. request shipping box from Vendor Services and returns failed device to vendor.

Depot Mgmt. updates Configuration Item in CA