



Service Operations

EOHHS-IT POLICY &
PROCESS DOCUMENTATION



Work Instructions

Break Fix Replacement of Laptop – End User

8.8.22

Workflow for Break/Fix Replacement of Laptop – End User

End User Process

1. User calls helpdesk to create Incident ticket for broken laptop/device and if it can't be resolved by the helpdesk, the ticket will be transferred to Site's ITSM.
2. Site's ITSM determines if laptop needs to be replaced due to a physical problem.
3. Site's ITSM reassigns ticket to Local Depot Analyst and Depot Analyst will send the user a [Booking Link](#).
4. Depot Analyst will open a Change order for Device Replacement and assign ticket to EHS. Vendor Services Group
5. User schedule's laptop /device swap with Depot ITSM via Bookings.