

Documentation – Résolution de ticket support utilisateur



Classe : BTS SIO
25.1

Nom : Anthony
CLAIRON

Ticket de remplacement

Dans le cadre de mon alternance dans le groupe Atos je dois remplacer du matériel.

Il faut d'abord ouvrir le ticket :

Atos

All
Favorites
History
Workspaces

Requested Item

RITM1502750

Search

Discuss
Follow
Save
Update

Open

Approval

Fulfillment

Order Acceptance

Closed

Number

Item

Request / Replace PC

Opened by

Requested For

Organization

France

Service Area

IT

Service Group

Digital Workplace Services

Business Service

PC Hardware & Accessories

Category

Physical Hardware

Subcategory

Other Device

Configuration Item

DESKTOP

Contact type

Self-service

Priority

3 - Moderate

Stage

Order Acceptance

State

Resolved

Approval

Approved

Assignment Group

FROSS.Bezeos

Assigned To

Due date (dd-MM-yyyy HH:mm:ss)

30-01-2025 16:28:28

Created (dd-MM-yyyy HH:mm:ss)

30-01-2025 16:28:28

Estimated delivery (dd-MM-yyyy HH:mm:ss)

Closed (dd-MM-yyyy HH:mm:ss)

* Short description

Request / Replace PC

Description

Request / Replace PC - Replace PC - Windows 11 - Pc non compatible à remplacer - Demande IT

Acceptance

None --

Order Rejection Comments

Close Notes

On identifie les problèmes et les tâches :

SCTASK1701161	3 - Moderate	On Hold	Deliver new asset and update CMDB	FR.OSS.Bezons
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Il suffit d'ouvrir la tâche, se l'attribuer :

Open

Work In Progress

Pending

Closed

Number

SCTASK1701161

Request Item

RITM1558312

Opened by

ANTHONY CLAIRON

Requested For

Location

Priority

3 - Moderate

* State(install_status)

In stock

* Substate

Reserved

State

On Hold

* On hold reason

Pending Customer Input

* Assignment Group

FR.OSS.Beizons

* Assigned To

ANTHONY CLAIRON

* Service Area

IT

Service Group

Digital Workplace Services

Business Service

PC Hardware & Accessories

Configuration Item

ThinkPad L16 Gen 1

Parent RITM Created On (dd-MM-yyyy HH:mm:ss)

11-04-2025 14:34:23

Order Number

Avec les informations on lui réserve un poste comme demandé.

Variables

Selected Model Display Name
LENOVO ThinkPad L15

* Requested for ⓘ
▼ More information
When searching for full text, please always start with a *** for the search text
[Redacted] ⓘ

* New or Replacement ⓘ
Replacement

Type of employee
Internal

Trainee / Temporary contract
No

Replacement Reason
Scheduled retirement (End of lifecycle or lease end)

Justification
Replace PC - Windows 11 - Pc non compatible à remplacer - Demande IT

Current assigned device
▼ More information
When searching for full text, please always start with a *** for the search text
[Redacted] ThinkPad L570 ⓘ

Serial number
[Redacted]

Une fois le poste préparé et attribuer on peut prévenir l'utilisateur que son nouveau poste est prêt.

Notes | Closure Information | Additional Variables | Metrics | Integration

* Short description ⓘ Deliver new asset and update CMDB ⓘ ⓘ

Description Poste prêt attente de l'utilisateur

Additional comments (Customer visible) Additional comments (Customer visible) ⓘ

☐ Work notes

Activities: 4

AC ANTHONY CLAIRON
L'utilisateur est invité à venir récupérer le poste au support IT de Bezons
Additional comments • 11-04-2025 14:45:01 ⓘ

AC ANTHONY CLAIRON
Configuration item C1 [Redacted] ThinkPad L16 Gen 1
Field changes • 11-04-2025 14:43:56