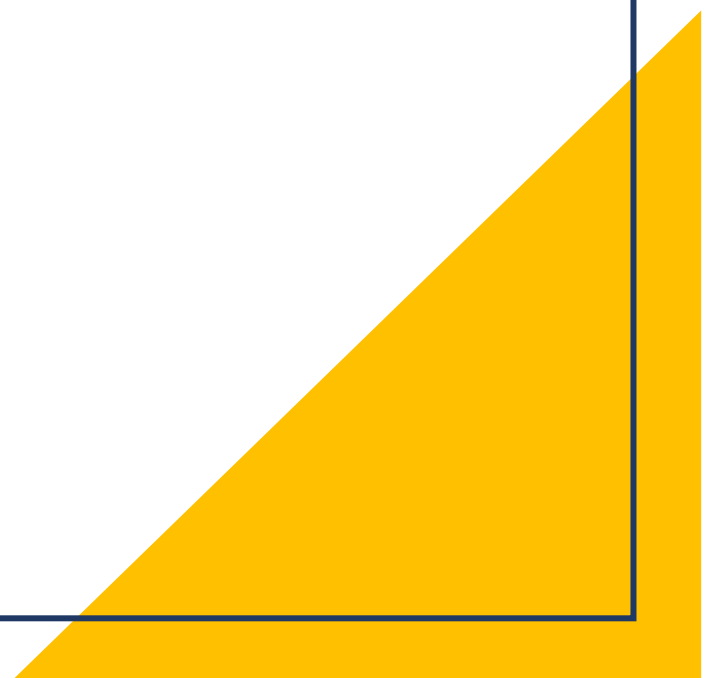


FLUXOGRAMA CENTRAL SERVIÇOS DE TI

Tecnologia da Informação



Grupo 01

Integrantes

Caique Gomes

Clara Salomão de Faria

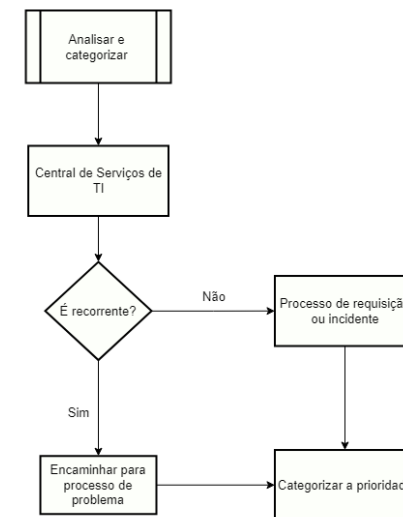
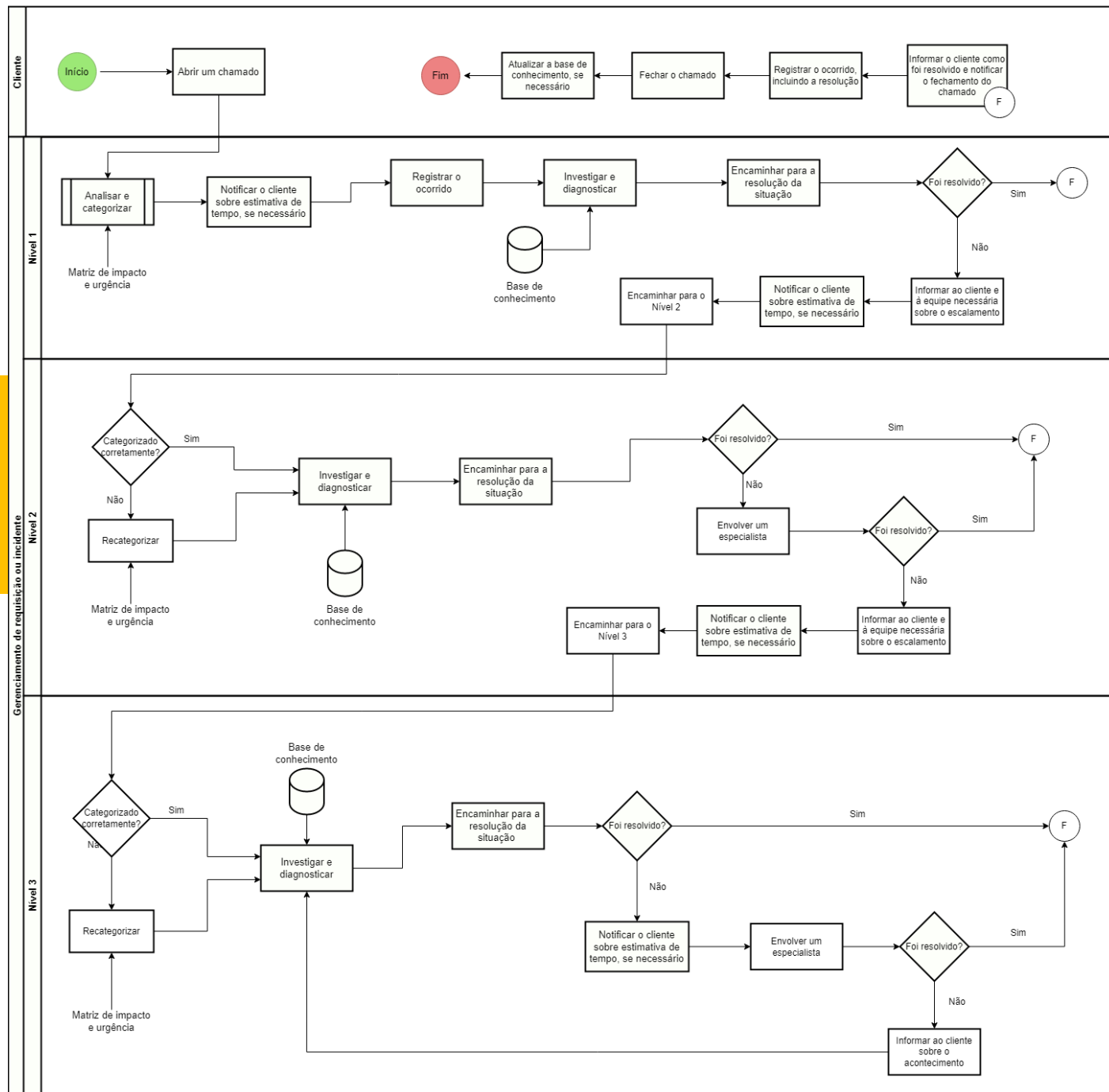
Gabriel Vilas Boas

Guilherme Ribeiro

Thiago Serafim

Calebe Marques

Fluxograma de requisição e incidente



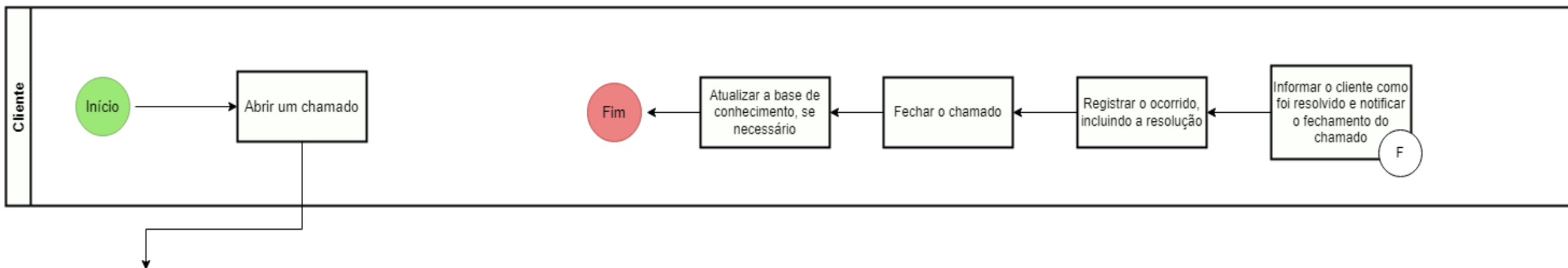
Fluxograma de requisição e incidente

Sessão do cliente

Raia 1

Início do fluxograma

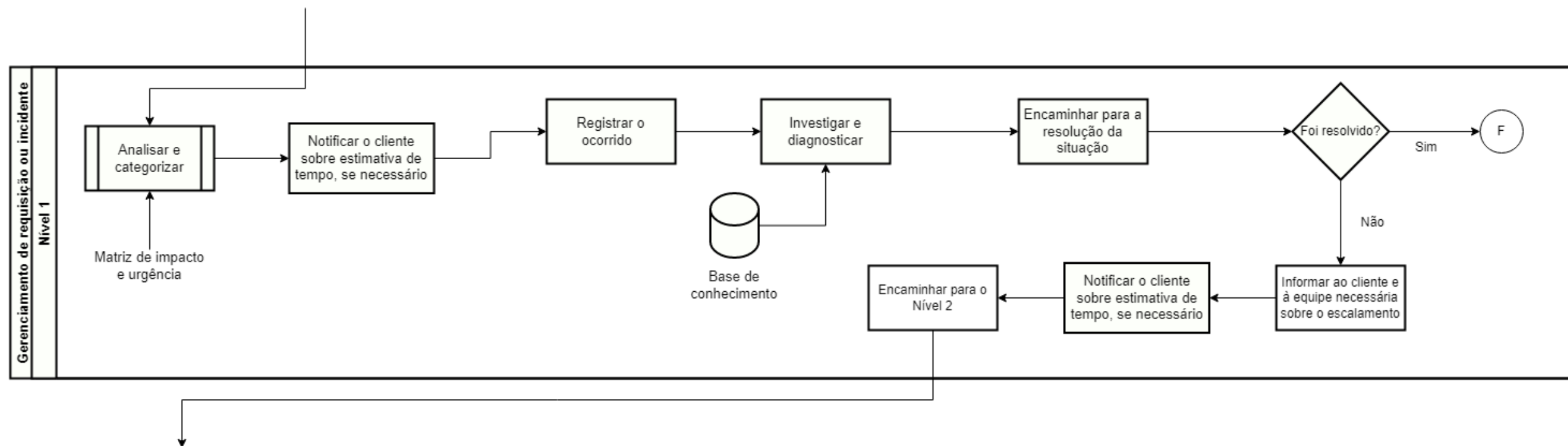
Fim do fluxograma



Fluxograma de requisição e incidente

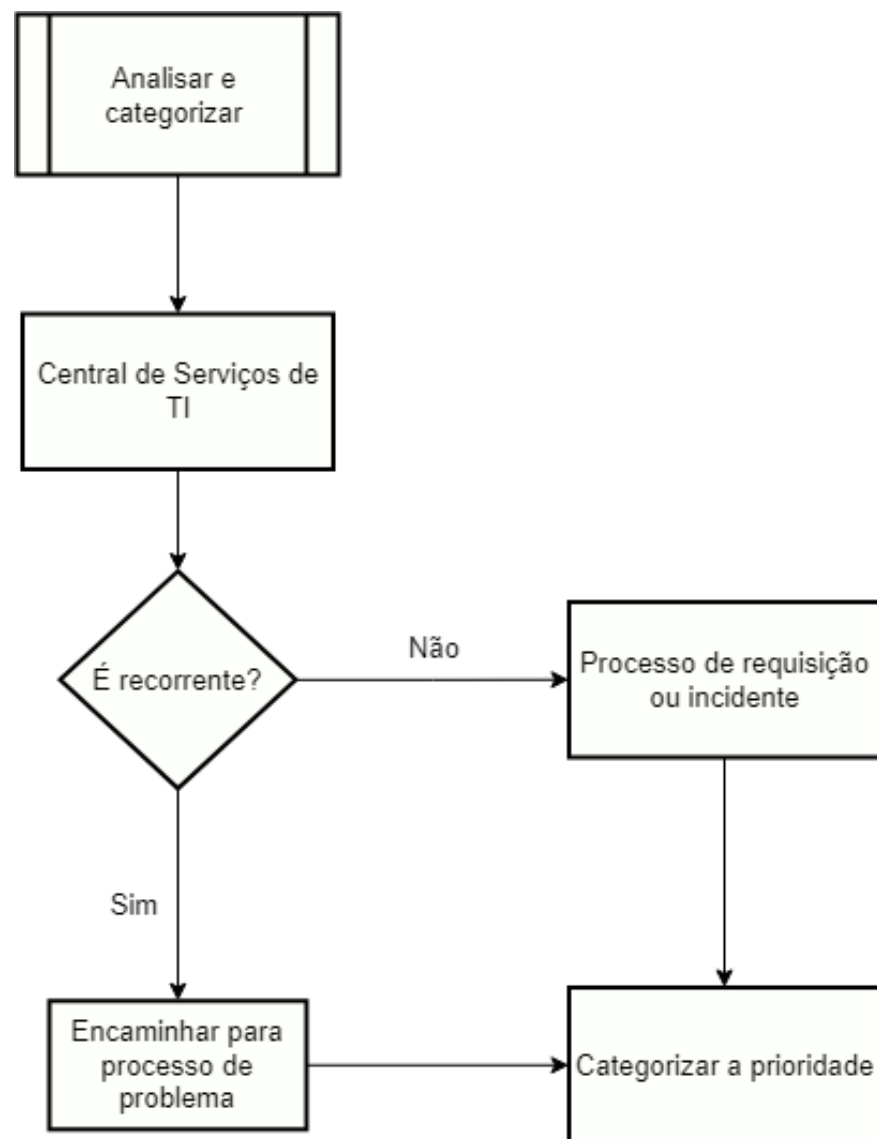
Nível 1

Raia 2



Fluxograma de requisição e incidente

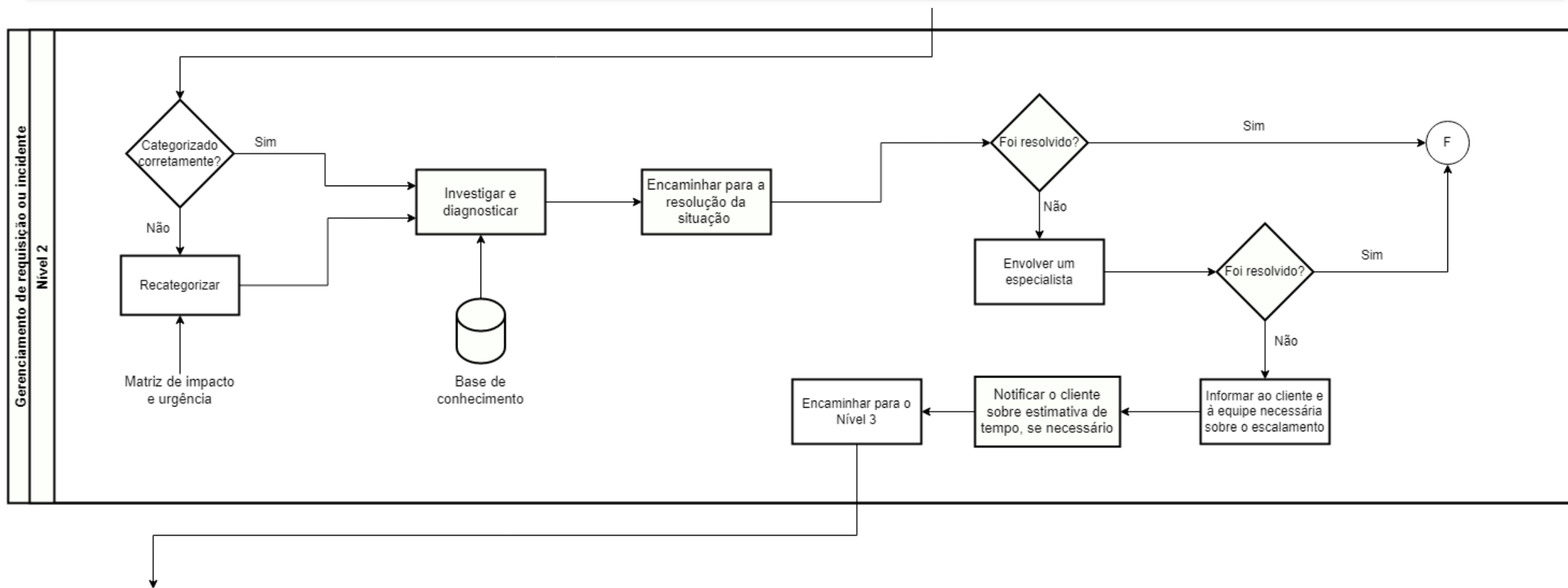
Subcategoria –
Analisar e categorizar



Fluxograma de requisição e incidente

Nível 2

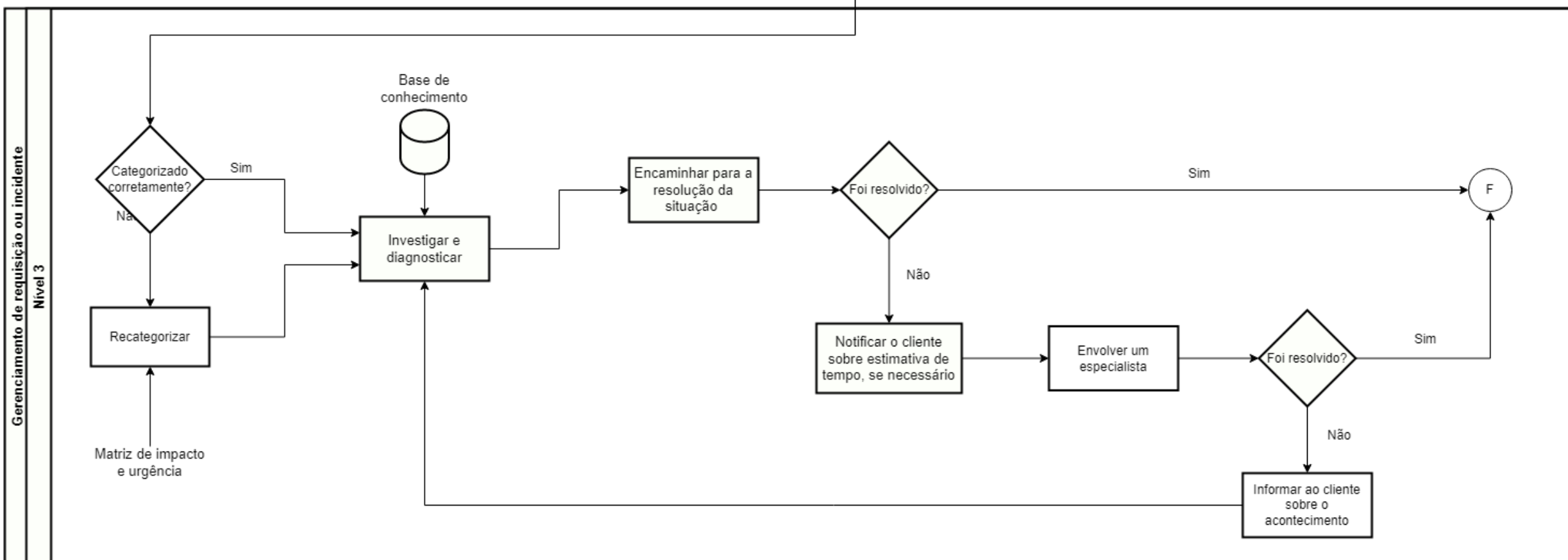
Raia 3



Fluxograma de requisição e incidente

Nível 3

Raia 4



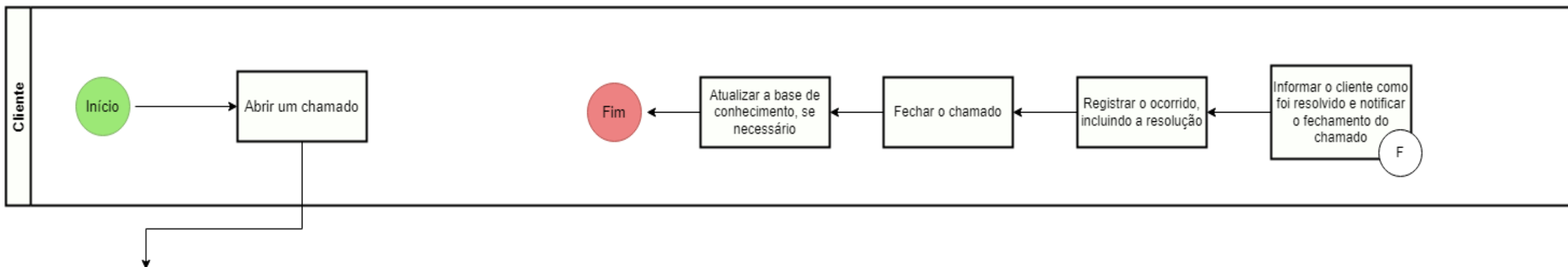
Fluxograma de problemas

Sessão do cliente

Raia 1

Início do fluxograma

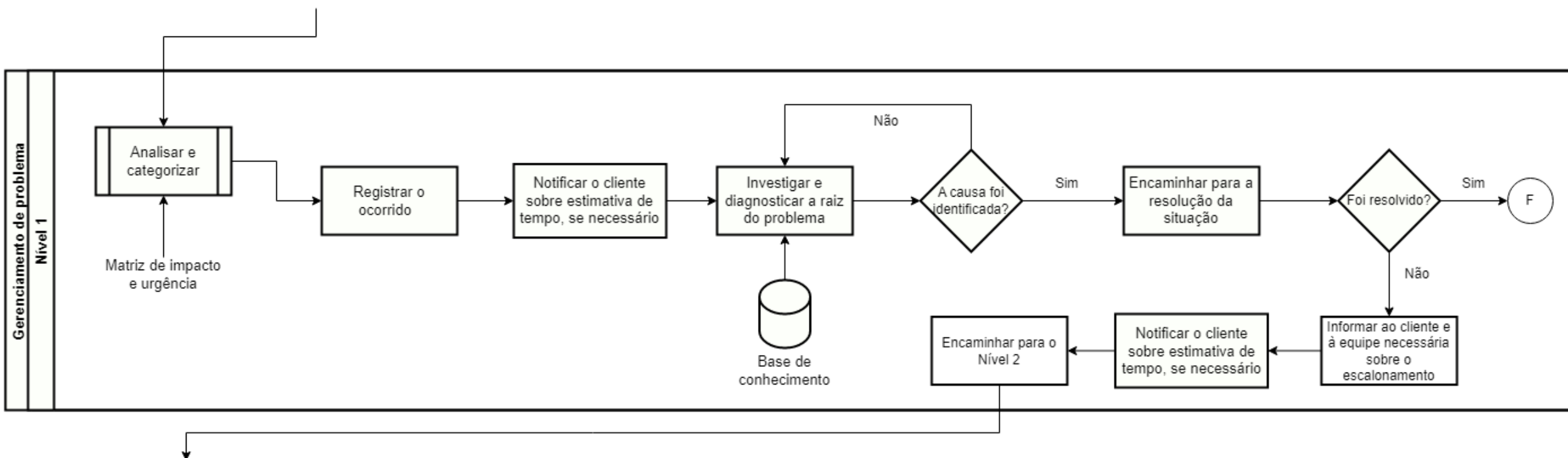
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Fluxograma de problemas

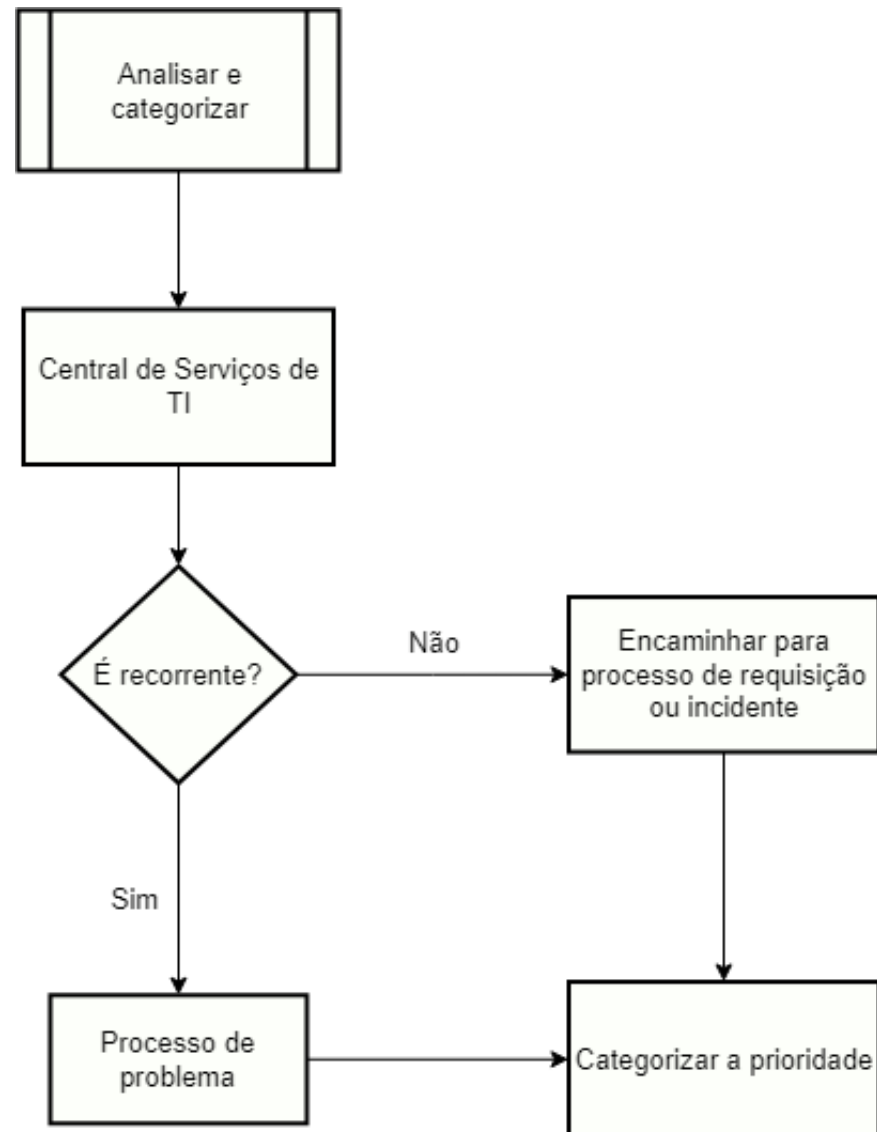
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Raia 2



Fluxograma de problemas

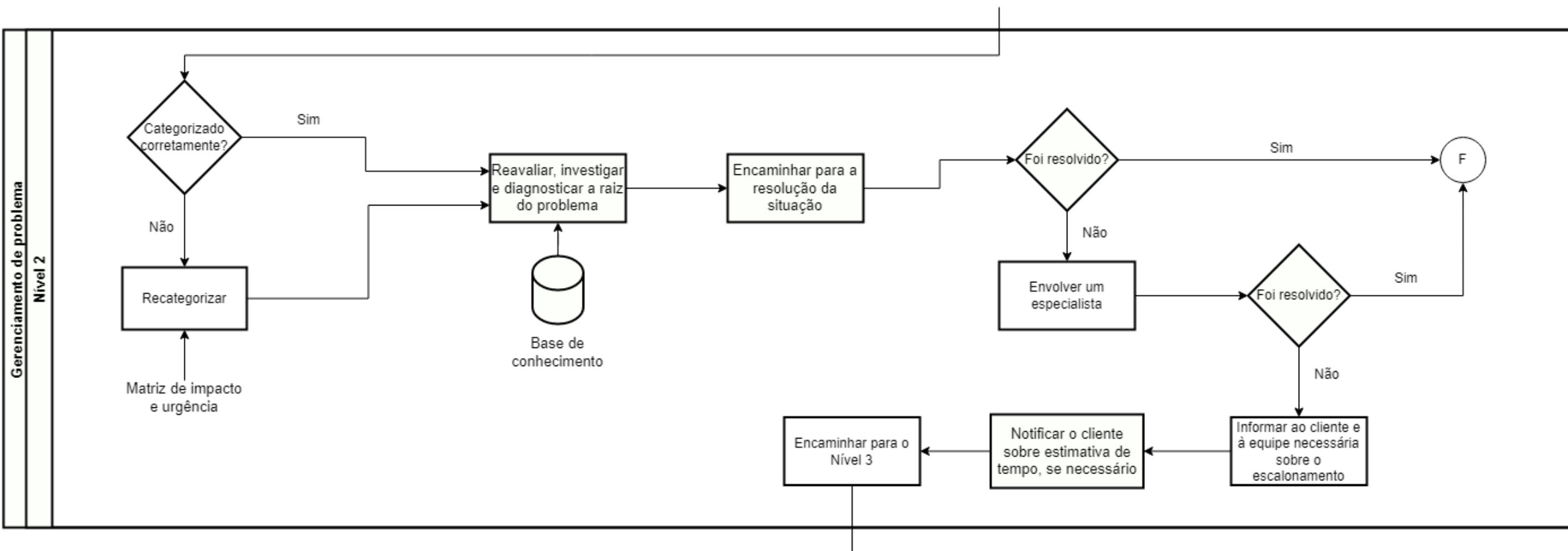
Subcategoria –
Analisar e categorizar



Fluxograma de problemas

Nível 2

Raia 3



Fluxograma de problemas

Nível 3

Raia 4

