

# Desktop - New Laptop/Desktop Setup or configuration

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**Author:** {'link':

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Title

Desktop - New Laptop/Desktop Setup or configuration

Purpose:

Follow this procedure when a user requests a new Laptop/Desktop computer setup.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Please document following Device specific and other details in Description field-

Model Name/NumberIP AddressSerial Number/Service TagPreferred day/time to contact

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Windows Laptop/End User Windows Desktop/Clinic (Specific)

Service

Not found in Service Now

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Windows Laptop/End User Windows Desktop/ Clinic (Specific)

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Desktop - L1.5

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