

GSD. Hardware General KBA (UK & Ireland)

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General Information:

Possible symptoms/errors:

Blue Screen of Death (BSoD) error occurring on user's PC.Hardware device

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

To order hardware of any kind, Lost, Stolen & Broken SD should create and document the ticket with issue description (which device, device name, serial no, office or personal device, impact) assign it to Int_UK_Local-Infrastructure_SLS_FDT team for UK & Ireland users as they do not have access to any SSP portal to raise their own request.

Incase of new hardware device needed or stolen, the new device will be deliver to the end user by UK IT team from their stock which also installs the image as well & notebooks are delivered by DELL, it does not require an image.

If user reports that their PC keeps crashing and giving a critical error known as Blue Screen of Death (BSoD), that means there might be a problem with the hardware or drivers or the operating system. Such issue needs to be investigated by the hardware team. Gather the following information from the affected user and assign the ticket to the Int_UK_Local-Infrastructure_SLS_FDT team in ServiceNow.

Dell service tag number (it's a 7 digit alpha numeric code if a laptop) Detailed problem description Since when the issue has been occurring How often the issue occurs What was already tried to resolve the issue Error message Contact information (phone number) and user's location

Assignment Group:

Int_UK_Local-Infrastructure_SLS_FDT

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A