

GSD. General - How to Handle Issues with SCCM

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General Information:

Possible symptoms/errors:

How to Handle Issues with SCCM.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Overview

The Software Center or SCCM is crucial for installing important applications. In case SCCM encounters some problems, service desk agents should be able to know how to handle these issues.

Details:

1. Take note of the user's issues on SCCM and log a ticket.2. Escalate the ticket to Ext_WW_Physical-Workplace_SLS_Capgemini if the issue is related to installation issues or errors.Note: The Client Management team does not offer application support. They do not handle runtime errors as well.

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A: