# IT 202 Project Two Five Tickets

This document contains the five ticket submissions received by the help desk that you work for. The information in these tickets is fictional to provide you with practice as to what an actual IT help desk ticket looks like in the profession. While some of the information on the tickets is necessary for you to troubleshoot, other information is for additional context.

## Ticket number INC0352668

The image displays the content of ticket number INC0352668, which looks similar to an authentic help desk ticket. On the left side, the ticket includes the following information: the caller type is internal; the contact type is help line; the requestor's name is Vinson, Robert Vinson (e116373); the best call back number is 281-233-1941; the airport location is IAH; the campus building is IDO Building; the service name is Enterprise Applications; and the category and subcategory are SharePoint. Nothing is noted for the host name. 
On the right side, the ticket includes the following information: the ticket was created on 04-20-2020, 08:38:31 a.m., by Sims, Alan (e122064); the state is work in progress; the impact is 3 - low; the urgency is 3 - low; the priority is 4 - low; the SLA due is 04-22-2020, 02:38:31 p.m.; the assignment group is HAS IT Application Services; and the ticket is assigned to Govil, Ashish (e127529). 
At the bottom of the ticket, the short description is: User can't access SharePoint website.


## Ticket Number INC0354837

The image displays the content of ticket number INC0354837, which looks similar to an authentic help desk ticket. On the left side, the ticket includes the following information: the caller type is internal; the contact type is help line; the requestor's name is Keel,  Kim (e153536); the best call back number is (281) 233-1509; the airport location is IAH; the service name is hardware; the category is work station; and the subcategory is hardware fault.
On the right side, the ticket includes the following information: the state is open, the impact is 3 - low, the urgency is 3 - low, the priority is 4 - Low, the SLA due is unknown, and the assignment group is HAS Desktop. The ticket has not been assigned yet.
 
At the bottom of the ticket, the short description is: When I boot my desktop, I get a blue screen. The help desk upgraded my machine yesterday to Windows 10. What do I need to do? Please send someone to my desk. I'm on the 3rd floor at the main building.

## Ticket Number INC0352699

The image displays the content of ticket number INC0352699, which looks similar to an authentic help desk ticket. On the left side, the ticket includes the following information: the caller type is internal; the contact type is help line; the requestor's name is Heidel, Joseph (cavjheid); the best call back number is 281-233-1642; the airport location is HOU; the service name is Technology Infrastructure; the category is physical security; and the subcategory is Prowatch/Maxpro. 
On the right side, the ticket includes the following information: the ticket was created on 04-20-2020, 09:17:43 a.m., and was created by Heidel, Joseph (cavjheid); the state is work in progress; the impact is 3 - low, the urgency is 3 - low; the priority is 4 - low; the SLA due is 04-22-2020, 03:17:43 p.m.; the assignment group is Maxpro/Prowatch; and the ticket has been assigned to Heidel, Joseph (cavjheid). 
At the bottom of the ticket, the short description is: HOU Security Console is not allowing login. 

## Ticket Number INC0352723

The image displays the content of ticket number INC0352723, which looks similar to an authentic help desk ticket. On the left side, the ticket includes the following information: the caller type is internal; the contact type is email; and the requestor's name is Hill, Scott (e136614).
On the right side, the ticket includes the following information: the ticket was created on 04-20-2020, 09:45:06 a.m., and was created by Hill, Scott (e136614); the state is open; the impact is 3 - low; the urgency is 3 - low; the priority is 4 - low; the SLA due is 04-22-2020, 03:45:06 p.m.; and the assignment group is HAS Service Desk. 
At the bottom of the ticket, the short description is: DocuSign - Capabilities. The description is: Hello. May we add the capabilities to my DocuSign account for me to be able to send documents for signatures? Thank you.

## Ticket Number INC035946

The image displays the content of ticket number INC035946, which looks similar to an authentic help desk ticket. On the left side, the ticket includes the following information: the caller type is internal; the contact type is help line; the requestor's name is Keel, Kim (e153536); the best call back number is (281) 233-1509; the airport location is EFD; the service name is hardware; the category is work station; and the subcategory is hardware fault. 
On the right side, the ticket includes the following information: the state is open, the impact is 3 - low, the urgency 3 - low, the priority is 4 - low, the SLA due is unknown, and the assignment group is HAS Desktop. 

At the bottom of the ticket, the description is: When I turn on my PC, I receive this error on my screen: "Error loading Operating System.' Can someone remote to my machine or come by to see what is going on?