

Phoenix Computer Specialists

Service Ticket #37237: Scheduled Desktop Support 2013

Service Ticket

Details	
Company: Town of Cave Creek	Service Board:
Contact: Carrie Dyrek	Status: Closed
Phone: 480-488-6613	Service Type: Proactive
Email: cdyrek@cavecreek.org	Source: Phone
Site Name: Town	Service Location:
Address: 37622 N Cave Creek Rd Cave Creek, AZ 85331	Team: Service Team
	Agreement:
	Severity: Low
Reqd. Date:	Impact: Low
	Priority: Priority 4 - Scheduled Maintenance
Account Mgr: Brian Poore	
Account Tech:	Entered By/Date: 05/29/2013
Assigned By: Roger Gladhart	Closed By/Date: Dave Poore 06/13/2013
Summary: Scheduled Desktop Support 2013	
Detail Description: Wednesday 05/29/2013 12:02am/ template117- Update, maintain desktop and user environments for ToCC systems	
Resolution: Wednesday 06/12/2013 10:00am/ Brian Poore- * Prepped Town Manager's PC for use by interim Town Manager; saved Usama's data to a CD and deleted his email account. * Assisted Mike Rigney with configuration of Usama's new phone (away from a town owned phone). * Assisted Roxie with Caselle access issues. * Cleaned up PC for re-deployment. * Woked on Exchange issues, attempting to prevent Out-of-Office replies against AVG spam. No solution found.	

Open Resources
There are no resources for this service record.

Configurations			
Type	Name	Serial No.	Contact
Managed Server	TOCC-SRV-SBS08	2562-4622-0401-6473-1581-3719-68	
Managed Workstation	CC-ADMIN-01	D1T4FK1	
Managed Workstation	CC-BLDG-TR	1YFLPS1	
Managed Workstation	CC-UTIL-00	BJFGYQ1	

Open Tasks
There are no tasks for this service record.

Attached Documents

Products							
Item ID	Item Description	Quantity	UOM	Unit Price	Total	Bill	Taxable
Trip Charge	Trip Charge	1.00	Each	25.00	25.00	B	N
Description:		Trip Charge					
					Total:	25.00	

Open Activities
 There are no activities for this service record.