Tivoli. software

IBM®

Service Desk Self Service Solution

Site:

Frequency of Solution Application

Solution	Description	Classification	# of Times Applied
1021	Setup Email Archiving		2
1008	Keyboard - Keys Not Striking Correctly	End User Issue \ Hardware	1
1007	Keyboard Not Functioning - Desktop	End User Issue \ Hardware \ Desktop \ Keyboard	1
1017	Printer Not Working	End User Issue \ Hardware \ Printer	1
1013	MS Outlook Offline	End User Issue \ Software	1
1020	Can't Open PDF	End User Issue \ Software	1
1012	Windows Blue Screen		1

Service Desk Self Service Solution

Site:

Frequency of Solution Application

Solution	Description	Classification	# of Times Applied

Service Desk Self Service Solution

Site: BEDFORD

Frequency of Solution Application - Site BEDFORD

Solution	Description	Classification	# of Times Applied
1007	Keyboard Not Functioning - Desktop	End User Issue \ Hardware \ Desktop \ Keyboard	1