

[illegible]

TOI Incident Selections (Used for Break Fix)

Classification	Sub Classification	Component
Application	Application_8x8	Application_Access Issue - Reset/Unlock
	Application_Brivio_Keycard	Application_ChartMerging
	Application_Chrome	Application_dial/receivingcalls
	Application_Docebo	Application_Freezing
	Application_Dragon	Application_Kicked Out
	Application_Efax_1	Application_Not Loading
	Application_IKM	
	Application_Outlook	
	Application_QS1	
	Application_RingCentral	
	Application_Sage	
	Application_Sharepoint	
	Application_Teams	
	Application_TPX	
Hardware	Hardware_DeskPhone	Hardware_Missing/Locate
	Hardware_Desktop	Hardware_Not Connecting
	Hardware_DockingStation	Hardware_Replacement
	Hardware_Headset	Hardware_Vendor Services
	Hardware_Ipad	
	Hardware_Keyboard	
	Hardware_Laptop	
	Hardware_MobilePhone	
	Hardware_Monitor	
	Hardware_Printer	
	Hardware_Scanner	
Outage	Outage_Centricity	
	Outage_IKM	
	Outage_ISP	
	Outage_Network	
	Outage_Outlook_Exchange	
	Outage_Parallels	
	Outage_Power	
	Outage_RD-Pharma	
	Outage_UPS	
Software	Software_Adobe_Creative	Software_Not Receiving
	Software_Efax	Software_Other
	Software_Email	Software_Phish Exercise
	Software_Microsoft_Office	Software_Phish/Spam Email
	Software_Mimecast	
	Software_MSProjects	
	Software_Onedrive	
	Software_Proofpoint	
	Software_Salesforce	
	Software_Smartsheet	
	Software_Snagit	
	Software_VPN	

TOI Service Request Selections (Used for Planned Maintenance)

Type	Subtype	Component
Access	Access_8x8	Access_Add
	Access_AD	Access_ExtendLicense
	Access_Brivio	Access_ModifyRole
	Access_Centricity	Access_NewSetup
	Access_Distribution_List	Access_Password
	Access_Docebo	Access_Remove
	Access_Docusign	
	Access_Dragon	
	Access_Efax	
	Access_IKM	
	Access_Lynx	
	Access_MapDrives	
	Access_Onedrive	
	Access_PowerBi	
	Access_Qs1	
	Access_Sage	
	Access_VPN	
Call Forwarding Request	CallForward_3CX	Call Forward Emergency
	CallForward_RingCentral	Call Forward Holiday
	CallForward_Spectrum	Call Forward Townhall
	CallForward_TPX	
Hardware	Hardware_DeskPhone	Hardware_New Install/Setup
	Hardware_Desktop	Hardware_Refresh
	Hardware_DockingStation	Hardware_Upgrade
	Hardware_Ipad	
	Hardware_Keyboard	
	Hardware_Laptop	
	Hardware_Laptop_Backpack	
	Hardware_Laptop_Briefcase	
	Hardware_MobilePhone	
	Hardware_Monitor	
	Hardware_Printer	
	Hardware_Scanner	
LOA (Leave of Absence)	LOA	
Provision New Account	Provision New Account	
Software	Software_Smartsheet	Software License