

Support service desk

Purpose

This page lists the different tasks/incidents related to the support.

Roles

Role	Agent	Description
Solvay Product/ Business Owner	Philippe Sinon	Facilities owner of the application
SBS Application owner	Luc Ruault	IT Owner of the application
Solvay Key users	Véronique Cock & Frédéric Rasson	
Integrator	Loïc Desjardins - Aremis	Maintenance, support

Tasks/incidents

Task/incident	Agent	Comment
User creation	Philippe Sinon	Procedure
Resident missing in Archibus	???	Check that the resident is not affected to another site
Application down		
Gudsis data not updated in Archibus		
Dashboard issue		
Features issues in Archibus (space calculation,...		
Question about the use of Archibus		
Evolution		