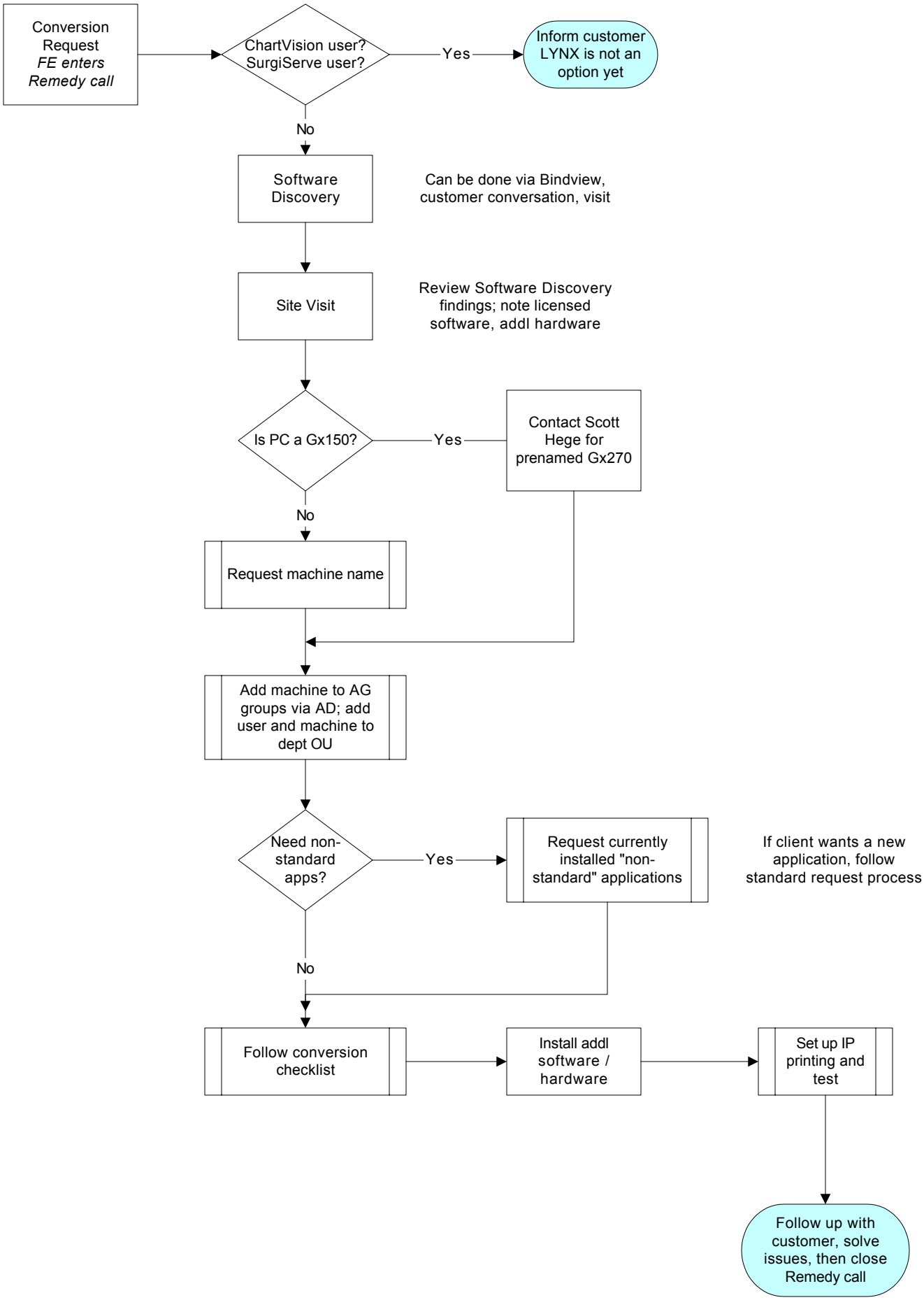
Conversion Request
FE enters Remedy call
ChartVision user? SurgiServe user?
Yes
Inform customer LYNX is not an option yet
No
Software Discovery
Can be done via Bindview, customer conversation, visit
Site Visit
Review Software Discovery findings; note licensed software, addl hardware
Is PC a Gx150?
Yes
Contact Scott Hege for prenamed Gx270
No
Request machine name
Add machine to AG groups via AD; add user and machine to dept OU
Need non-standard apps?
Yes
Request currently installed "non-standard" applications
If client wants a new application, follow standard request process
No
Follow conversion checklist
Install addl software / hardware
Set up IP printing and test
Follow up with customer, solve issues, then close Remedy call