

Team Processes

Client Change Name Process

1. Client informs the HD that they have or will change their business name
2. [Help Desk] Create Mantis
3. [Help Desk] Update the client's name in Logmein, Hamachi, Teamviewer lists
4. [Help Desk] Update client base
 - a. Mantis will be automatically updated
 - b. MSCS will be automatically updated
5. [Help Desk] Provide Mantis to the SysOps team
6. [SysOps] change server name in config.xml
7. [SysOps] check if there are changes for administrator.cirms
8. [Help Desk] Inform the accounting and externals departments (if change 2303)
 - a. Externals will apply for new PTU (if necessary)
 - b. Accounting will update their documents
9. [Help Desk] Inform the salesman so they can update their records

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Author: Mary Nicole Quirabu

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