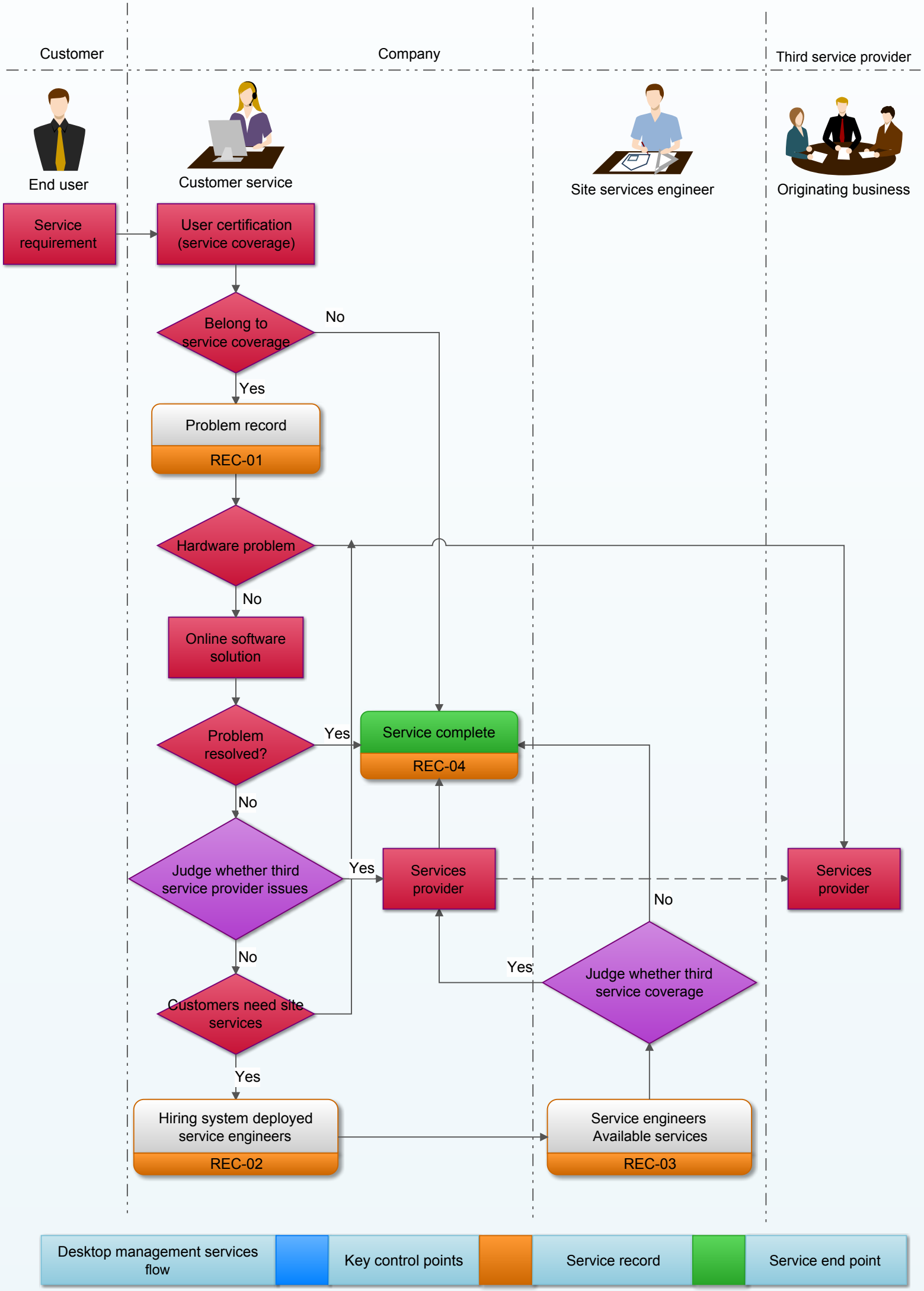
Customer
Company
Third service provider
End user
Customer service
Site services engineer
Originating business
Service requirement
User certification (service coverage)
Belong to service coverage
No
Yes
Problem record
REC-01
Hardware problem
No
Online software solution
Problem resolved?
Yes
Service complete
REC-04
No
Judge whether third service provider issues
Yes
Services provider
Services provider
No
No
Yes
Judge whether third service coverage
Customers need site services
Yes
Hiring system deployed service engineers
REC-02
Service engineers Available services
REC-03
Desktop management services flow
Key control points
Service record
Service end point