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1. [WO/2017/046549](#) SYSTEM AND METHOD FOR MANAGEMENT OF OPERATIONAL INCIDENTS BY A FACILITY SUPPORT SERVICE WO - 23.03.2017

Int.Class [G06Q 10/06](#)  Appl.No PCT/GB2015/052679 Applicant [COMPUTACENTER UK LTD.](#) Inventor RAYNER, Steve


There is disclosed a computer-implemented incident management system comprising a first interface for receiving details of an incident, a ticketing module arranged to generate a first electronic ticket in accordance with said details received via the first interface, and a second interface for providing information relating to the incident to a user. The second interface provides the information relating to the incident in conjunction with an associated user input element and in response to activation of the associated user input element, the system forwards data identifying the user and the incident to the ticketing module. In response to receipt of said data identifying the user and the incident, the ticketing module is arranged to generate a second electronic ticket in association with the first electronic ticket.

2. [20180204167](#) SYSTEM AND METHOD FOR MANAGEMENT OF OPERATIONAL INCIDENTS BY A FACILITY SUPPORT SERVICE US - 19.07.2018

Int.Class [G06Q 10/06](#)  Appl.No 15922690 Applicant [Computacenter UK Ltd.](#) Inventor Steve RAYNER

There is disclosed a computer-implemented incident management system comprising a first interface for receiving details of an incident, a ticketing module arranged to generate a first electronic ticket in accordance with said details received via the first interface, and a second interface for providing information relating to the incident to a user. The second interface provides the information relating to the incident in conjunction with an associated user input element and in response to activation of the associated user input element, the system forwards data identifying the user and the incident to the ticketing module. In response to receipt of said data identifying the user and the incident, the ticketing module is arranged to generate a second electronic ticket in association with the first electronic ticket.

3. [3761167](#) SYSTEM AND METHOD FOR IMPLEMENTING SOFTWARE UPDATES EP - 06.01.2021

Int.Class [G06F 8/65](#)  Appl.No 19183742 Applicant [COMPUTACENTER UK LTD](#) Inventor

There is disclosed a computer-implemented method of updating a software application within a computing environment comprising a plurality of client devices and a plurality of users. The method comprises, for each user, generating a score based on the extent of use of the software application on one of the plurality of client devices. Test users and corresponding test client devices are then identified using the generated scores, and the software application for the test client devices is updated. The performance of the test client devices is then monitored to identify any impact from the update so that remedial actions can be promptly taken.

4. [3350755](#) SYSTEM AND METHOD FOR MANAGEMENT OF OPERATIONAL INCIDENTS BY A FACILITY SUPPORT SERVICE EP - 25.07.2018

Int.Class [G06Q 10/06](#)  Appl.No 15777991 Applicant [COMPUTACENTER UK LTD](#) Inventor RAYNER STEVE

There is disclosed a computer-implemented incident management system comprising a first interface for receiving details of an incident, a ticketing module arranged to generate a first electronic ticket in accordance with said details received via the first interface, and a second interface for providing information relating to the incident to a user. The second interface provides the information relating to the incident in conjunction with an associated user input element and in response to activation of the associated user input element, the system forwards data identifying the user and the incident to the ticketing module. In response to receipt of said data identifying the user and the incident, the ticketing module is arranged to generate a second electronic ticket in association with the first electronic ticket.

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