

- **Milestones**
  - Task List
    - Task
      - Subtask
- Access the Machine
  - Get the Machine Online
  - Install a Remote Access Support Session
  - Install a Remote Access Access Session
  - Create the Local Admin via Command Line Interface script
  - Rename the machine following their existing naming convention
    - Restart the computer
- Basic Program Installation
  - Install Google Chrome
    - Set the homepage to Company website
  - Install Firefox
  - Install Adobe DC Reader
  - Change the Default Programs
    - Make Google Chrome a default
    - Make Adobe Reader DC a default
  - Install Peripheral Drivers
    - Install Printer Drivers
- Update and Patches
  - Update Internet Explorer
  - Update Windows – through the HelpDesk Software or manually if they are not a HelpDesk Software customer
  - Update Microsoft Office
- Documentation and Data Entry
  - If it's a HelpDesk Software customer, run the Configuration Management DataBase Import procedure; otherwise, document it manually
  - Ensure the Contact is documented in CRM/ERP and Configuration Management DataBase
  - Make sure the device is related to the Contact