Service Operations

EOHHS-IT POLICY & PROCESS DOCUMENTATION

Work Instructions

Reclaim from Staff Member

8.9.22

EOHHS-IT

IT-CORE INFRASTRUCTURE

Proudly Servicing EOHHS

Reclaim from Staff Member Leaving Service

1. Staff Member returns device(s) to Supervisor/Manager upon last day of service.
2. Supervisor/Manager contacts Service Desk, Service Desk opens a change order to begin reclamation process.
3. Depot updates CI in CA to show no longer with Staff Member and Staff Member location and reflects being available for the Depot location as a spare.
    a. Depot confirms all devices assigned in CA are returned. Anything missing, Supervisor/Manager is notified to collect missing device(s). This includes ensuring the device charger is returned with the device.
4. Depot wipes image on device and prepares for next Intune image.
5. Depot sanitizes device for next persons use.
6. Depot stores device to be used for next device ticket need.