



Service Operations

EOHHS-IT POLICY &
PROCESS DOCUMENTATION



Work Instructions

Replenish Depot 8.25.22



EOHHS-IT
IT-CORE INFRASTRUCTURE
Proudly Servicing EOHHS

Updated as of 8/25/22

Replenish Depot Stock

1. Depot ITSM opens a request with Helpdesk with a count of laptop/devices needed.
 - Ticket includes the following:
 - Type of Asset being requested.
 - Quantity of Assets
 - Driver for number of assets being requested, e.g.
 - # of tickets in pipeline
 - Inventory Threshold status.
 - New Hire report from Business impacting supply.
 - # of assets pending wiping for re-deployment or in break/fix pile
 - Requested delivery week/day if required.
 - 3-week lead time is needed for all requests
 - # of assets pending salvage pick up
2. Helpdesk creates a change order and assigns to ENT ASSET MGMT
3. Workflow Task that needs Completions:
 - Upper Management Approves Seq TR Unit Director Approval)
 - Upper Management Approves Seq TR CIO/SIO Approval)
 - ITAM validates Depot need based on CA data.
4. ITAM places order with Warehouse Vendor and schedules delivery
5. ITAM emails Depot ITSM with delivery date/time
6. ITAM submits bulk configuration change for location to CA administrators.
7. CA Administrators process bulk requests.