⑥ Application/Hardware Requests
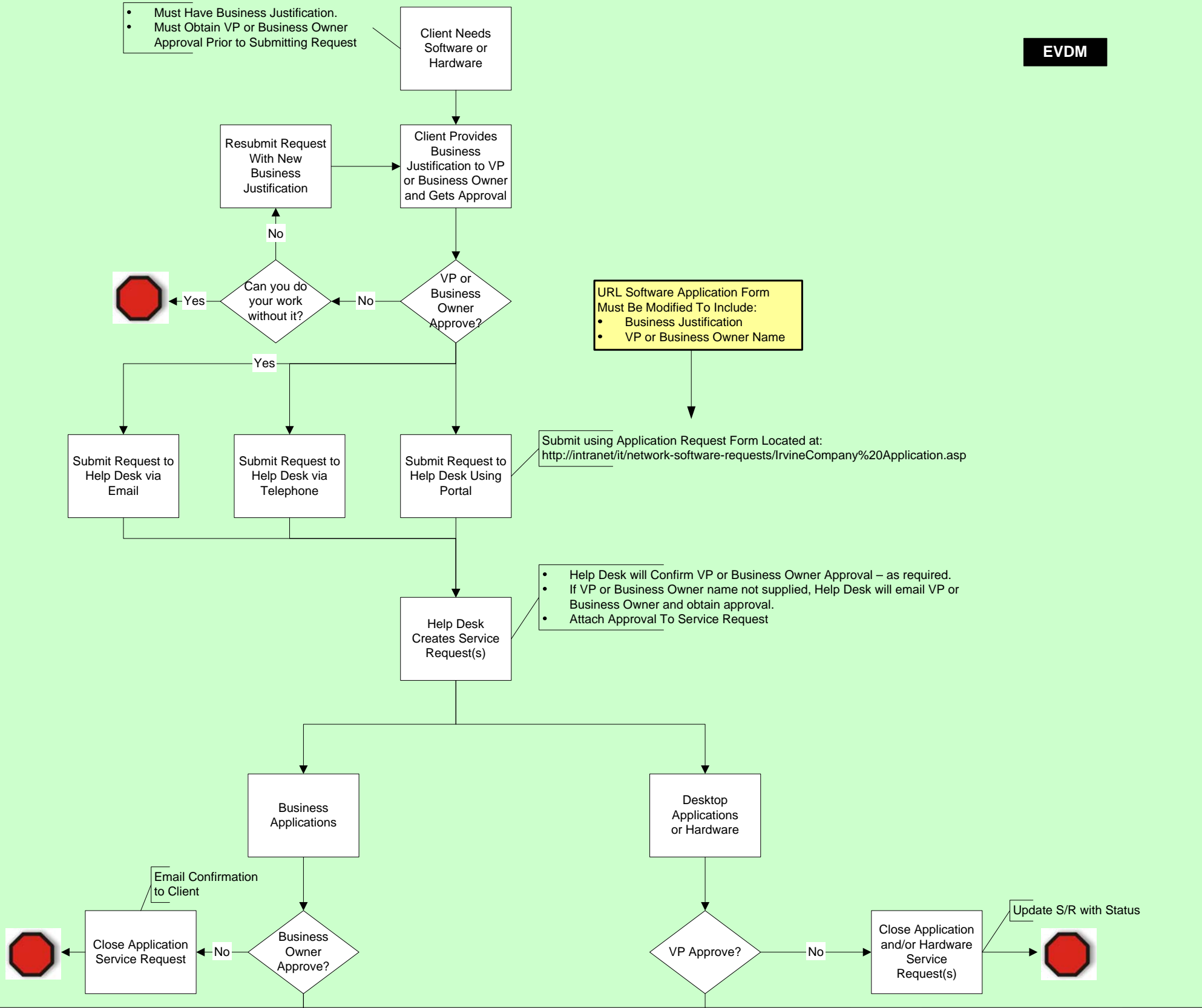
- Must Have Business Justification.
- Must Obtain VP or Business Owner Approval Prior to Submitting Request

EVDM

Client Needs Software or Hardware

Resubmit Request With New Business Justification

Client Provides Business Justification to VP or Business Owner and Gets Approval

No

Can you do your work without it?

No

VP or Business Owner Approve?

Yes

Yes

URL Software Application Form Must Be Modified To Include:
- Business Justification
- VP or Business Owner Name

Submit Request to Help Desk via Email

Submit Request to Help Desk via Telephone

Submit Request to Help Desk Using Portal

Submit using Application Request Form Located at:
http://intranet/it/network-software-requests/IrvineCompany%20Application.asp

Help Desk Creates Service Request(s)

- Help Desk will Confirm VP or Business Owner Approval – as required.
- If VP or Business Owner name not supplied, Help Desk will email VP or Business Owner and obtain approval.
- Attach Approval To Service Request

Business Applications

Desktop Applications or Hardware

Email Confirmation to Client

Close Application Service Request

No

Business Owner Approve?

VP Approve?

No

Close Application and/or Hardware Service Request(s)

Update S/R with Status

Yes

Yes

ITG

Create Server_Admin Service Request

Create Biz_Apps Service Request

Create Desktop Service Request

Is Purchase Required?

Refer to Hardware or Software List

Yes

Purchasing Order

Update PO with Status

No

Set Up Server Accounts

Set Up Business Application Accounts

Install
- Server Admin
- Desktop

Update S/R

Received By ITG Group

Purchasing Gets Packing Slip

Close Server_Admin Service Request

Close Biz_Apps Service Request

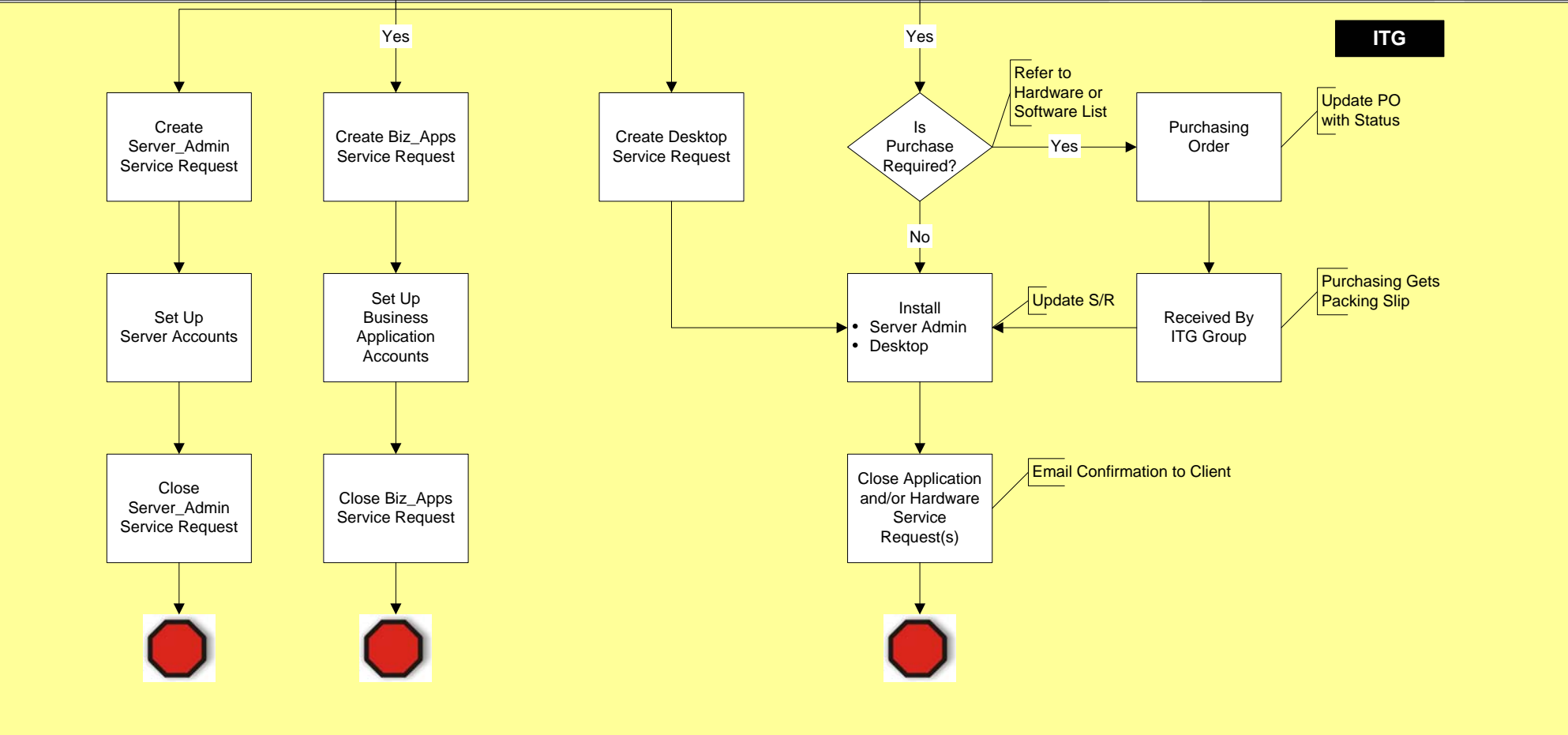Close Application and/or Hardware Service Request(s)

Email Confirmation to Client

⑥ | Application/Hardware Requests

- Must Have Business Justification.
- Must Obtain VP or Business Owner Approval Prior to Submitting Request

Client Needs Software or Hardware

Resubmit Request With New Business Justification

Client Provides Business Justification to VP or Business Owner and Gets Approval

Can you do your work without it? — Yes → ⬛ (stop)

No ↑ — **Resubmit Request With New Business Justification**

VP or Business Owner Approve? — No → **Can you do your work without it?**

Yes →

URL Software Application Form Must Be Modified To Include:
- Business Justification
- VP or Business Owner Name

Submit Request to Help Desk via Email

Submit Request to Help Desk via Telephone

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Help Desk Creates Service Requests

- Help Desk will Confirm VP or Business Owner Approval – as required.
- If VP or Business Owner name not supplied, Help Desk will email VP or Business Owner and obtain approval.
- Attach Approval To Service Request

Business Applications

Desktop Applications Or Hardware

Email Confirmation to Client

Close Application Service Request

Business Owner Approve? — No → **Close Application Service Request** → ⬛ (stop)

Yes ↓

VP Approve? — No → **Close Application and/or Hardware Service Request** → ⬛ (stop)

Update S/R with Status

Yes ↓

Is Purchase Required? — Yes → **Purchasing Order Software**

Refer to Hardware or Software List

No ↓

Create Desktop Service Request →

Install
- Server Admin
- Desktop

Update S/R ← **Received By ITG Group** ← **Purchasing Order Software**

Close All Service Requests

Email Confirmation to Client

⬛ (stop)