



STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT Capita South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE	IT Hardware Request	Page 1 of 2

APPENDIX – E

IT Hardware Request	
Request Initiation	<ol style="list-style-type: none"> 1. An official email will be sent by the HR department to the IT department asking for a new IT device for the upcoming joiner (New/Replacement) with information about the device type (laptop/desktop) 2. In terms of device replacement End-users will submit an IT Device Request Form to the IT Support Team. The form includes details such as the type of device needed, specifications, and any special requirements, as well as reasons for replacement. (See Appendix-B)
Needs Assessment	<ol style="list-style-type: none"> 1. The IT Support Team reviews the request to assess technical requirements. 2. Collaborate with end-users to clarify specifications and determine compatibility. 3. End User will take hard copy requisition approval from Business Head and provide it to IT Support personal for further process. 4. IT will crosscheck
Purchase Request (PR) Submission	<ol style="list-style-type: none"> 1. Complete a Purchase Requisition in EBS attaching relevant documents (Quotations, Approval Copy, Mail reference, etc.) 2. Submit the PR for approval or review through EBS channels,
Vendor Selection and Order Placement	<ol style="list-style-type: none"> 1. IT and procurement departments collaborate to select vendors based on pricing, reputation, and reliability. 2. Procurement department obtains necessary approvals from management for significant purchases. 3. Ensure compliance with budget constraints and management approved IT procurement policies. 4. Once a vendor is selected, the procurement department places the order
Order Tracking	<ol style="list-style-type: none"> 1. The procurement department monitors the status of the order. 2. Communicate expected delivery timelines to the IT Support Team and end-users.
Goods Receipt Note (GRN) and Quality Check	<ol style="list-style-type: none"> 1. Upon delivery, the IT Support Team generates a Goods Receipt Note (GRN) to confirm receipt.

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	2. Conduct a quality check to verify that delivered items match specifications and are free from damage.
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IT Hardware Request	
Approved by: Sign & Date	
Authorized by: Sign & Date	