

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE	HR LAPTOP/DESKTOP REQUEST TO IT PROCESS FLOW	Page 1 of 1

HR LAPTOP/DESKTOP REQUEST TO IT PROCESS FLOW

1. **HR Request Initiation:**
HR receives a new hire request and identifies the need for a laptop/desktop for the new employee.
2. **Completion of New Hire Form:**
HR completes a new hire form, including the details of the new employee, their role, and the requirement for a laptop/desktop.
3. **Email Request to IT:**
HR sends an email to the IT department, subject: "New Hire Equipment Request," detailing the new employee's information and the need for a laptop/desktop.
4. **IT Acknowledgment:**
IT acknowledges the request upon receiving the email, confirming receipt and assigning a unique request ID.
5. **Verification and Approval:**
IT verifies the request against the company's policies and ensures the necessary approvals are in place (if any).
6. **Inventory Check:**
IT checks the current inventory to determine if there are available laptops/desktops or if new equipment needs to be procured.
7. **Procurement (if needed):**
If a new laptop/desktop is required, IT initiates the procurement process, including obtaining quotes, purchase approvals, and order placement.
8. **Configuration and Setup:**
Once the equipment is available, IT configures and sets up the laptop/desktop with the necessary software, security protocols, and user accounts.
9. **Notification to HR and User:**
IT notifies HR and the new employee that the laptop/desktop is ready for pickup or delivery.
10. **Handover or Delivery:**
HR coordinates the handover or delivery of the laptop/desktop to the new employee, ensuring a proper handover process is followed.
11. **Documentation and Record Keeping:**
IT maintains detailed records of the equipment issuance, including the user, configuration details, and any additional information.