

# Hardware Requests

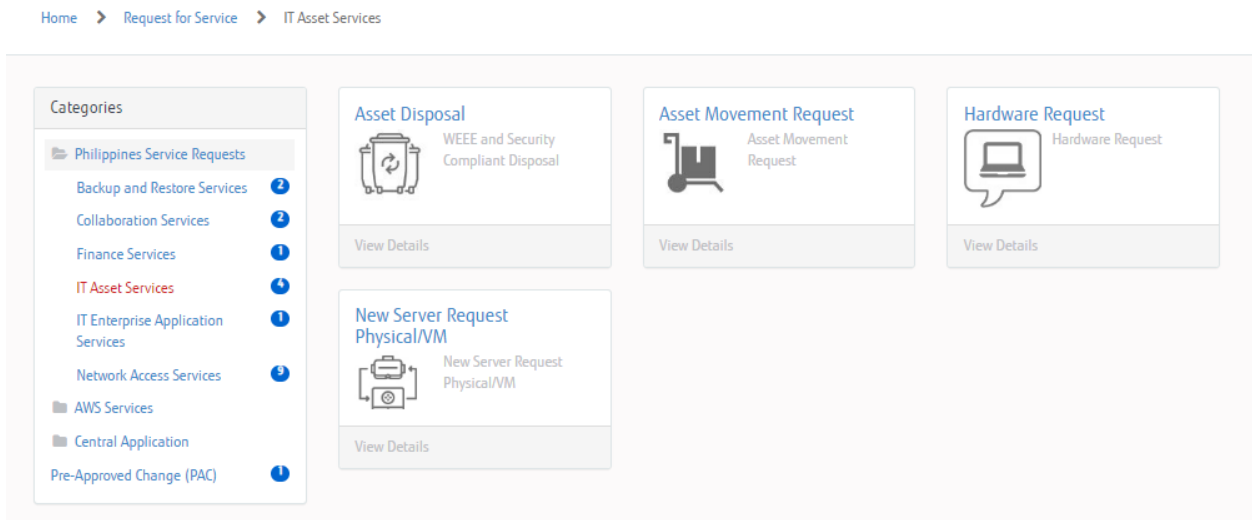
This catalogue is for service requests to requests hardware such as laptops, desktops, mouse, combination lock, headset, external keyboard, external monitor, iPad and more. Kindly coordinate with your Asset Custodian before filing a ticket to check your inventory.

## How to create a ticket under Hardware Requests?

1. Access FJGlobal link – [https://fjglobal.service-now.com/fjglobal\\_csm](https://fjglobal.service-now.com/fjglobal_csm).
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippine Service Requests then Hardware Requests. You may also go to IT Asset Services to find this catalogue.



## 5. Fill in the required information.

**Requested For User** should be filled out with the name of user to whom the asset will be allocated.

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### Hardware Request

Hardware Request

This is for raising a new/defective replacement/repair asset (Laptop, Desktop, Keyboard, Mouse, Deskphone , Others)

1. Requisition of new assets.

I accept responsibility for managing the use of the asset. If this asset is no longer being used, I take responsibility to handover the asset back to MIS Team. If I do not respond to the extension notice within 30 days, the account will be deleted with immediate effect.

Kindly attach Manager's Approval for completing this request

\* Requested For User:

Krizza Tolento

Account Type

IT Hardware Request

\* Request Type Details

Add Remove All

Actions	Issue Type	Item Name
No data to display		

Click Add.

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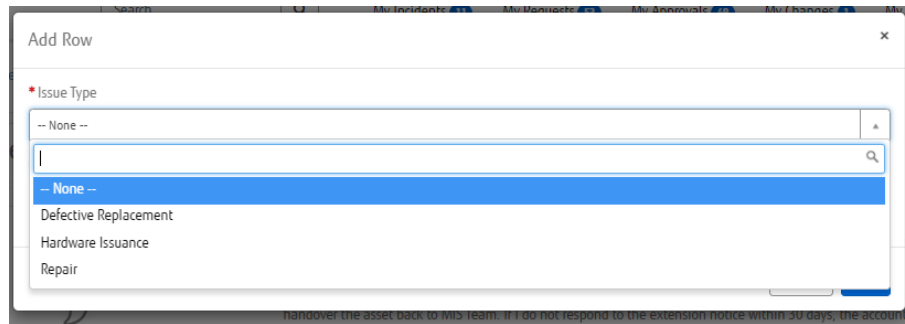
Actions	Issue Type	Item Name
No data to display		

Select for Issue Type.

Defective replacement – for asset that needs to be replaced if reported as defective

Hardware issuance – for asset to assign or allocate, user has no existing asset to replace

Repair – for asset that will be assign or allocate and can still be repaired

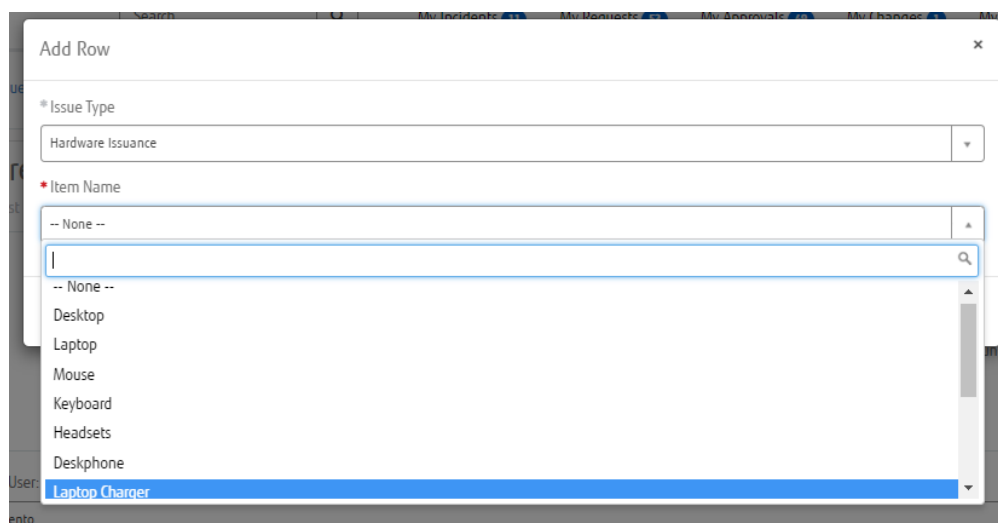


The screenshot shows a window titled "Add Row" with a close button (X) in the top right corner. Inside the window, there is a field labeled "\* Issue Type". Below this field is a dropdown menu that is currently open, displaying the following options: "-- None --", "Defective Replacement", "Hardware Issuance", and "Repair". The "-- None --" option is highlighted in blue. The background of the window shows a blurred view of a service catalogue interface.

Select Item Name.

Item names are the asset to allocate

- Desktop
- Laptop
- Mouse
- Keyboard
- Headsets
- Desk phone
- Laptop charger
- Laptop lock
- CPU
- Monitor
- Speaker
- Tablet
- Printer



The screenshot shows the same "Add Row" window. The "Issue Type" field now has "Hardware Issuance" selected. Below it, the "\* Item Name" field has a dropdown menu open, displaying a list of item names: "-- None --", "Desktop", "Laptop", "Mouse", "Keyboard", "Headsets", "Deskphone", and "Laptop Charger". The "Laptop Charger" option is highlighted in blue. The background of the window shows a blurred view of the service catalogue interface.

Once Item Name has been chosen, click Add.



The 'Add Row' dialog box is shown with the following fields:

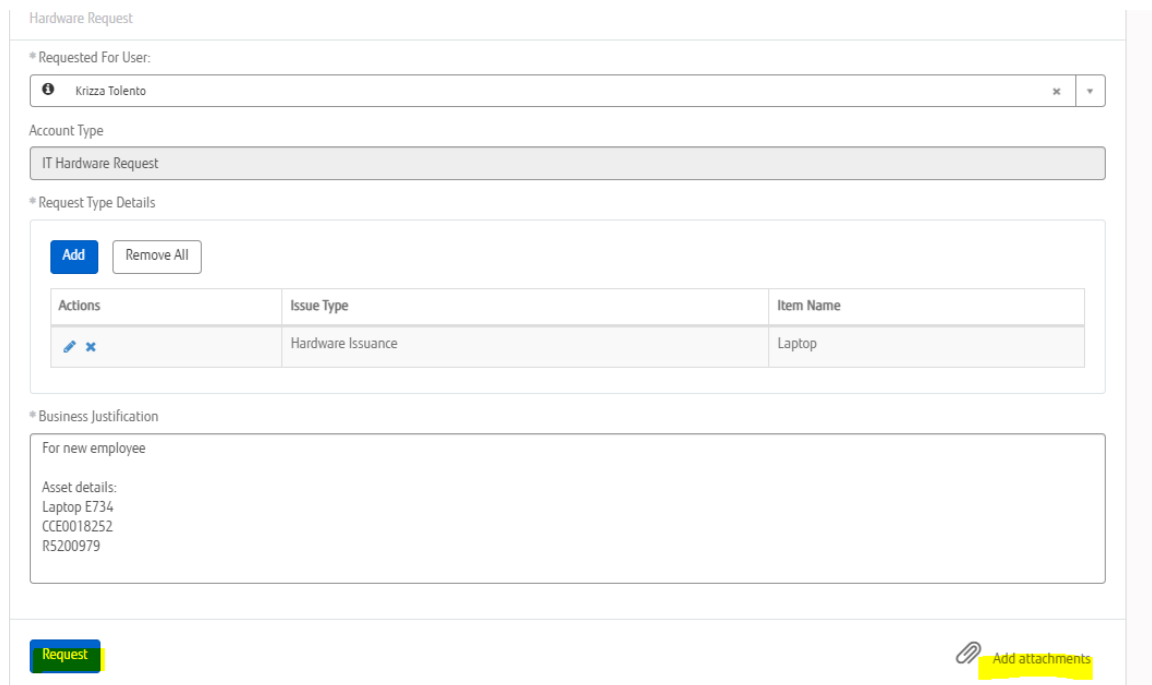
- \* Issue Type: Hardware Issuance
- \* Item Name: Laptop

Buttons: Cancel, Add

Add Business Justification. Should include the following details.

- Justification on why to allocate asset
- Asset details of hardware to allocate (model, serial number, asset tag)

Please note that without these details, ticket will be rejected.



The 'Hardware Request' form contains the following sections:

- \* Requested For User: Krizza Tolento
- Account Type: IT Hardware Request
- \* Request Type Details:
  - Buttons: Add, Remove All
  - Table:

Actions	Issue Type	Item Name
	Hardware Issuance	Laptop
- \* Business Justification:
  - For new employee
  - Asset details:
    - Laptop E734
    - CCE0018252
    - RS200979

Buttons: Request, Add attachments

Please note to add attachments for the following requests,

Defective replacement

- Attach Machine Service Request or MSR endorsed by IT
- Attach RBU Head approval for unit replacement

Hardware issuance

- Attach RBU Head approval for unit issuance

Repair

- Attach RBU Head approval for repair of asset

Please note that without these details, ticket will be rejected.

6. Once all details are provided, submit ticket by clicking Request.
7. Ticket will be routed to IT Workplace Lead for approval.
8. Once approved, ticket will be forwarded to BPS Asset Team to allocate asset.
9. IT Team will send an email once asset is ready for deployment.