

Asset Replacement Request Guide

(Items required for Asset Replacement)

●How to Report an Asset Incident/Asset Issue

1. User will raise an incident ticket via [FJGlobal](#) or [IT Mate](#).

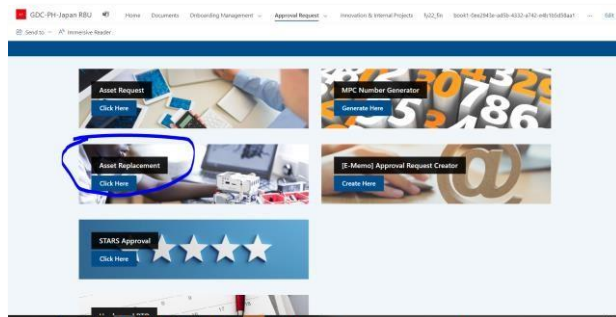


2. **IT-EUS/ IT-RDS** will support ticket and contact user for assistance.
3. If issue is not resolved, **IT EUS/IT RDS** will assist and will provide **Machine Service Report (MSR)** via email including Asset Replacement (**CC: DL (JPRBU Asset)**). At the other hand, if issue is resolved successfully, tickets will be confirmed to be closed.

📌 See **References** below for example of an email with **Machine Service Report**. ●How

to Request for an Asset Replacement Approval

1. User will proceed to **Request for Asset Replacement Approval Form**.

A screenshot of the 'Request for Asset Replacement Approval' form. It includes a title bar, a subtitle 'Please fill out the following', and a section for '1. Department' with a dropdown menu. Below that is a section for '2. Name' with a text input field. The form is set against a background image of a desk with a keyboard, pens, and a notebook.

- While filling in the form, user should attach a Machine Service Report (MSR) and write a proper reason and recommendation from IT EUS Team.

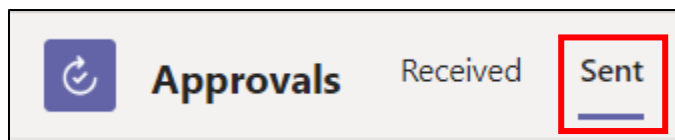
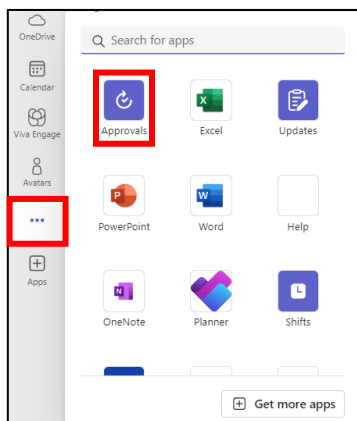
A screenshot of the 'MSR (Machine Service Report)' form. It includes a title bar, a subtitle 'Please fill out the following', and a section for '1. Department' with a dropdown menu. Below that is a section for '2. Name' with a text input field. The form is set against a background image of a desk with a keyboard, pens, and a notebook.

📌 See **References** below for example of an email with **Machine Service Report** subject to attach on the screenshot.

2. User will wait for the approved request.
 - In the instance of delay approval, please send follow-up (PM) or refer to the “**How to follow-up approvals on Teams**” guide document.

🔗 See **References** below for the “How to follow-up approvals on Teams” guide document.

3. How to check if request has been approved.
 - Go to Approvals tab in MS Team, under Sent. There should be 2 approvals for your request.



4. If the request is already approved, user will proceed to raise a **Hardware Request** via **FJGlobal**.

● How to Raise Hardware Request for Replacement Asset

1. User will create/raise a hardware request via FJGlobal.

FJGlobal > Request for Service > Hardware Request

🔗 See **References** below for “How to file a hardware request on FJGlobal” guide document.

Note: For **Asset Replacement**, please indicate “**Defective Replacement**” on the **Request Type Details**. If **Hardware Issuance** is placed, the ticket might be cancelled as this request is for additional assets only.

- Ticket must have 2 attachments:
 - Approval from BU Head and Manager (Approval Card from Asset Request Approval Form).
 - Machine Service Report Copy (IT EUS Replacement Recommendation from the email).

📌 See **References** below for example of an email with **Machine Service Report** and **Approval Card** subject to attached.

2. IT EUS Lead (Sir Jomari Inola, Asset Specialist) will approve ticket and assign new asset.

- If laptops are subject for replacement, IT EUS will configure the laptop. After configuration, user will perform cache on new laptop (details will be provided via Email). Lastly, the member will receive another email when ready for pickup.
- If accessories such as headset, mouse, charger, and laptop lock are subject for replacement, the member will receive an email when ready for pickup.

●References

LINKS:

FJGlobal - https://figlobal.service-now.com/figlobal_csm/

IT Mate - <https://fujitsu.sharepoint.com/sites/gd-in-it/GDITMate/SitePages/ITMateGDC.aspx>

ATTACHMENTS:

Guide Document - [Full email with Machine Service Report from IT EUS Team](#)

Guide Document - [How to follow-up approvals on Teams](#)

Guide Document - [How to file a hardware request](#)

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