

PROCESS REGARDING TECHMOJO IT ASSET

*Request regarding **Laptop, Desktop, Monitor.***

For New Employee\Existing User:

- Every user\Employee must raise a request for Techmojo IT Assets through email communication only.
- Employees\user must send a email to Techmojo IT helpdesk (it-helpdesk@techmojo.in)
- **Any Employee must mark CC of** Project Manager\Team Lead If they already allocated to project all or else HR Team approval is must If project allocation not yet done.
- After receiving email from user with proper approval, based on availability and priority IT Team will issue Inventory assets to employees.

Note:

- * User should not communicate directly with IT team through Teams\calls regarding Assets allocation.
- * Direct Mails from Managers\Team leads without user initiation can't be taken into consideration.
- * IT Team will Issue Techmojo related Inventory assets only but not Client related assets.
- * User\Employee is responsible for handling the IT Inventory asset carefully.
- * If any physical damage\parts replaced (without intimation) observed while asset handover to IT Team or any damage during assets transfer (by user) observed by IT Team, then action will be taken as per Company norms.

For Existing Employee\User:

- Mail coordination is mandatory If you face any severe issues with IT Assets.
- User must send the mail to IT helpdesk (it-helpdesk@techmojo.in), then IT team will coordinate with user and will replace the asset if it is necessary based on issue severity.

Note:

- * User should not communicate directly with IT team through Teams\calls regarding IT issues.
- * Reference Mails or Approval Mails from Managers\Team leads can't be taken into consideration regarding Assets replacements.
- * User\Employee is responsible for handling the IT asset carefully.

* If any physical damage observed while asset handover to IT Team or during assets transfer or asset issues rectification by IT Team then action will be taken as per Company norms.

*.Request regarding **Mobile Devices**.*

For Existing Employee\New Employee:

- Based on Project\Client Requirements, IT Team will Issue Mobile devices to Employee\user.
- Mail coordination with proper approval from Team Manager\Team Lead is mandatory for this request.
- User must send the mail to IT helpdesk (it-helpdesk@techmojo.in) or IT support (itsupport@techmojo.in). IT Team will distribute Assets based on availability and priority after receiving email approval.

Note:

- * User should not communicate directly with IT team through Teams\calls regarding Assets allocation.
- * User\Employee is responsible for handling the IT Asset carefully.
- * If any physical damage observed while asset handover to IT Team\during assets transfer and parts replacement(without intimation) done then action will be taken as per Company norms.