USER SCENARIOS

User Onboarding

Scenario:

A new IT administrator has joined the company and needs to set up their account in the IT asset management system.

Steps:

- Log in to the system.
- Navigate to the user management section.
- Create a new user profile for the new IT administrator, specifying their role and access permissions.
- Assign assets and responsibilities to the new user.

Procurement Request

Scenario:

The IT department identifies the need for new laptops and initiates a procurement request.

Steps:

- The IT department identifies the need for new laptops and initiates a procurement request.
- Creates a new procurement request specifying the quantity, type, and specifications of the laptops needed.
- Submits the procurement request for approval.

Procurement Approval

Scenario:

The procurement request undergoes an approval process before the purchase is authorized.

Steps:

- The system notifies the relevant approver(s) about the new procurement request.

- Approvers review the request, considering budget constraints and departmental needs.
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Purchase Order Generation

Scenario:

Upon approval, the system generates a purchase order for the approved procurement request.

Steps:

- The system automatically generates a purchase order with details such as vendor information, item specifications, and quantities.
- The purchase order is sent to the selected supplier for fulfillment.

Asset Registration

Scenario:

The inspected laptops are now ready to be registered in the asset management system.

Steps:

- The IT administrator logs in to the system.
- Accesses the asset registration module.
- Enters details for each laptop, including serial number, model, purchase date, and other relevant information.
- Associates the laptops with the procurement request, linking them to the corresponding purchase order.

Deployment

Scenario:

The registered laptops are now ready for deployment to end-users or specific departments.

Steps:

- The IT administrator updates the deployment status of each laptop in the system.
- The IT administrator updates the deployment status of each laptop in the system.
- Generates deployment reports for tracking and future reference.

Asset Documentation

Scenario:

New software is installed on a server, and the IT team needs to document the details of the installation for future reference.

Steps:

- The IT administrator logs in to the system.
- Navigates to the asset documentation section.
- Attaches any relevant installation documentation or licenses to the asset record.

Asset Maintenance

Scenario:

A network printer undergoes routine maintenance, and the IT team needs to document the maintenance activities.

Steps:

- The IT administrator accesses the asset documentation module.
- Selects the network printer in question.
- Adds entries for the maintenance activities, including the date, type of maintenance performed, and any replacement parts.

Employee Transfer

Scenario:

An employee is transferred to another department, and their assigned laptop needs to be transferred to the new department.

Steps:

- The IT administrator logs in to the system.
- Navigates to the asset transfer module.
- Selects the employee's laptop for transfer.
- Specifies the new owner (employee or department) and confirms the transfer.

Asset Disposal

Scenario:

A server has reached the end of its operational life, and the IT team needs to decommission and dispose of it properly.

Steps:

- The IT administrator logs in to the system.
- Accesses the asset disposal module.
- Selects the server for decommissioning.
- Specifies the reason for disposal and any relevant documentation.
- Confirms the disposal, removing the server from active inventory.

Asset Salvage

Scenario:

Some components of a decommissioned server are salvageable and can be reused for other purposes.

Steps:

- The IT administrator accesses the asset disposal module.
- Identifies the server with salvageable components.
- Removes and logs these components separately for potential reuse by updating the system.