

A large, solid red right-pointing chevron shape is positioned diagonally across the page, starting from the bottom left and ending near the top right.

High performance. Delivered.

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===== Please scroll down for English version =====

## 台式机申请-中文版本：

1. 请打开 [PC Request](#)申请表格界面，提交申请。
  2. 根据网站申请表格界面需求，你需要填写必要申请信息来完成申请。
- 1) **Project Name:** 需要填写准确的项目名，**项目名和approver是对应的，项目名正确，才能找到对应的approver**。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- 2) **Workstation Details:** 需填写楼号、座位号和联系电话
- 3) **Business Unit:** BPO-Accenture Operations; ATCC-DCN tech
- 4) **Approver EID:** **需要Level 7 或以上**. 批准人会收到一封来自于系统的提醒邮件，可以通过邮件获悉如何申请并查看提交人填写的相关申请信息等
- 5) **WBS Element:** 一个有效的WBS code.
- 6) **Reason for Request:** 根据您的申请需求，选择对应的选项。不同的选项，网站会跳转出不同的申请表格。
  - 如果您想要**申请一个台式机**，请在**Reason for Type**选择 “**New Roll in/Internal Transfer**”
  - 如果您想要**额外申请一个台式机/租赁电脑**），请在**Reason for Type**选择 “**Extra Desktop**” . 同时，请在**Comments**区域，描述清楚您的具体需求。
  - 如果您打算**租赁一台机器**，请填写下表信息，并将其复制黏贴到**Comments**区域
- 7) **Rebuild Location:** Project
- 8) **Comments:** 如果您打算租赁一台机器，请填写下表信息，并将其复制黏贴到**Comments** 区域；如果您有 PO number, 请也填写到 **Comments** 区域。

User EID

Leasing Start Day	
Leasing End Day	
WBS Code	
Building number	

User Details

\* Requested For: xinyu.zhang

\* Project Name: 1

If you do not see your Project Name / Approver Name in the list, Please have your Project Manager contact the Project Technology Service Manager / Account Manager / Facility IT Lead to get the list updated.

\* Business Unit: 3

\* Approver EID/ Sponsor: 4

\* Date Required: 03-28-2018

\* Location: Dalian Dgtl Rd

\* Workstation Details: 2

\* Shift Schedule: Regular

\* WBS Element: 5

\* Date required: 10-24-2018

\* Approver EID/ Sponsor: 申请自己第一台电脑

\* Date required: 10-24-2018

\* Approver EID/ Sponsor: 申请额外的电脑/租赁

\* Rebuild Location: 7

Comments: 8

9) 从页面上方，下载**Request for a Desktop.xlsx**, 然后填写必填信息。 (excel表格要求必填信息不得少于一行。如果上传excel附件后，填写的信息有任何错误，会导致申请表格无法成功提交)

#### Guidance

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can contain a maximum of only 100 records.
- Data file will not be partially processed i.e. if there are any errors during file

<a href="#">Link to download template</a>
Request for Desktop.xlsx

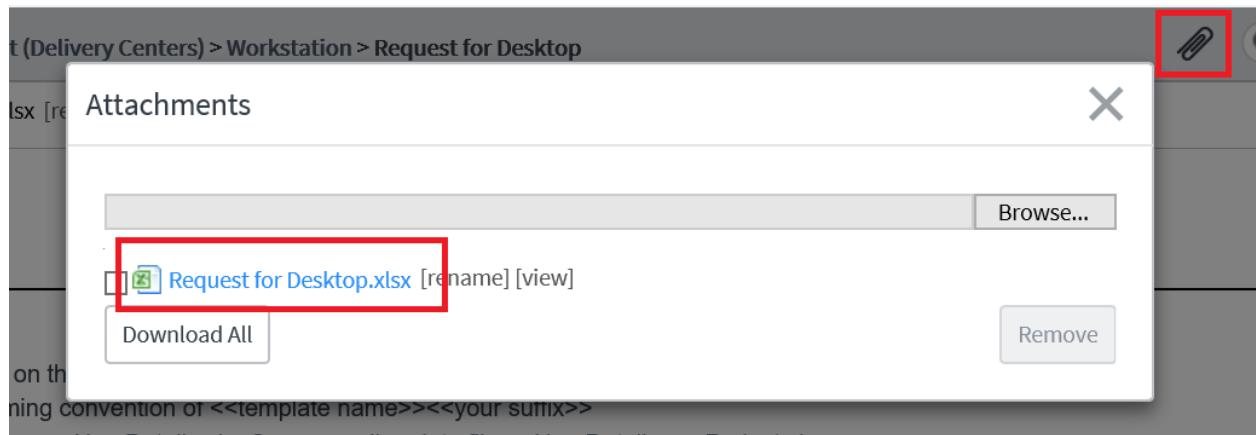
[Validate Attachment](#)

## 附件填写样本

Request a Desktop - Excel						
File		Home		Insert		
Clipboard	Cut	Font	Font	Protection	Number	Cells
B21	⋮	X	✓	f		
	Data Classification: Not set			Unrestricted	Confidential	Highly Confidential
1	Enterprise ID	B	C	D	E	F
2	hang	Dedicated	NA	Yes	Windows 10	Dir
3						NA
4						

\*\* 注意: 请不要将Excel重命名. 如果填写在Excel里的信息有任何错误, 在点击完 validate attachment, 你会在下载该Excel的位置下方, 看见网站自动提供的报错信息.

- 10) Excel填写完毕后, 请上传到网页上, 然后点击Validate Attachment. 一旦您在页面上看见 "Data has been validated successfully for data file" , 请点击Submit



The screenshot shows a 'Attachments' dialog box with a single file listed: 'Request for Desktop.xlsx'. A red box highlights the file name. Below the file list are 'Download All' and 'Remove' buttons. At the top right of the dialog box is a red box around a paperclip icon.

**Guidance**

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can contain a maximum of only 100 records.
- Data file will not be partially processed i.e. if there are any errors during file validation

Link to download template	
Request for Desktop.xlsx	

A red box highlights the 'Validate Attachment' button at the bottom left of the page.

 Data has been validated successfully for data file

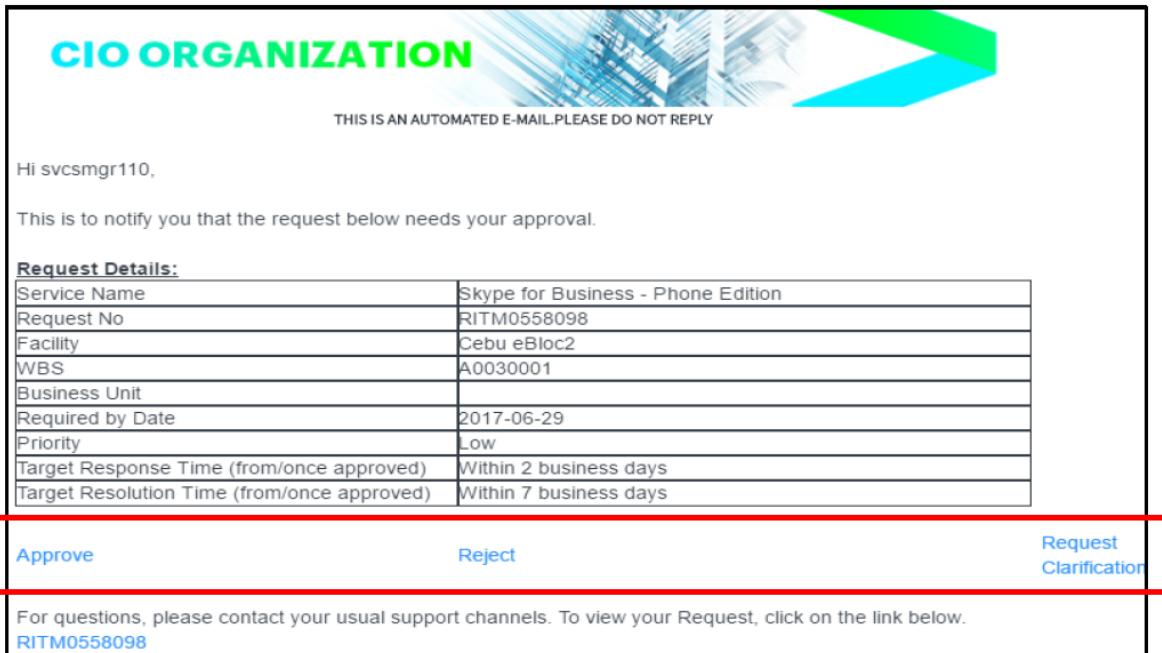
< Service Catalog > Client Delivery Enablement (Delivery Centers) > Workstation > Request for Desktop

Manage Attachments (1):  Request for Desktop.xlsx [rename][view]

Request for a Desktop

### 3. 批准申请

a) 申请提交完毕后，批准人会自动收到一封来自于CIO Organization的系统邮件

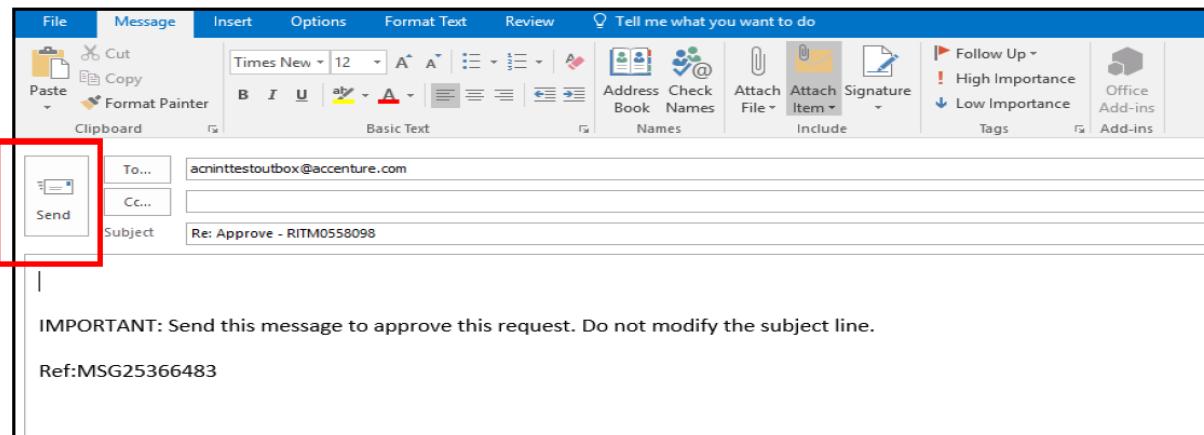
  
CIO ORGANIZATION  
THIS IS AN AUTOMATED E-MAIL..PLEASE DO NOT REPLY  
  
Hi svcsmgr110,  
  
This is to notify you that the request below needs your approval.  
  
**Request Details:**

Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

**Approve** **Reject** **Request Clarification**

For questions, please contact your usual support channels. To view your Request, click on the link below.  
[RITM0558098](#)

- b) 批准人根据邮件内容里涉及的申请信息，可以选择**Approve, Reject, or Request Clarification**



c) 一旦PC准备完毕或者需要您更新额外信息去准备机器，您会收到一封来自于CIO Organization的系统提醒邮件，具体可以参照下图：

AS Accenture Support  
Reminder: RITM2236310 - Request for Desktop - Awaiting User Info

To: [Liangyu Jiang](#)  
Archive 11/30/2018

**CIO ORGANIZATION**

THIS IS AN AUTOMATED E-MAIL.PLEASE DO NOT REPLY

Hi [Liangyu Jiang](#),

This is to notify that the request submitted needs additional information.

**Request Details:**

Service Name	Request for Desktop
Clarification details	PC is ready
Request No	RITM2236310
Facility	Dalian Dgtl Rd
WBS	EC2051001
Business Unit	Intelligent Operations Centers
Priority	Low
Assigned To	<a href="#">Liangyu Jiang</a>
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

For questions, please contact your usual support channels. To view your Request, click on the link below.  
[RITM2236310](#)

===== 中文版本, 请参阅上文 =====

## Request a Laptop- English Version :

1. Go to PC Request, then fill in the required information on this page.
2. Approver **EID / Sponsor /WBS Element**
  - 1) **Project Name:** Correct project name is required (ATC/BPO Dalian XXX)
  - 2) **Workstation Details:** fill in contact number, building number and seat number.
  - 3) **Business Unit:** BPO-Accenture Operations; ATCC-DCN tech
  - 4) **Approver EID: Level 7 or above.** The approver will receive an email request with details on how to review and approve.
  - 5) **WBS Element-**A WBS is required for both individual and bulk requests. The WBS element will be validated immediately to confirm that the code inputted is enabled and open. You will not be able to submit the request if the WBS element is not validated successfully.
  - 6) **Reason for Request**-select the related option you needed. Different option, you will be directed to different necessary form.
    - If you would like to apply for a desktop, please select “**New Roll in/Internal Transfer**” in **Reason for Type**
    - If you would like to **request another PC/Rent desktop**, please select “**Extra Desktop**”. Meanwhile, please notice us that you would like to request another PC/Rent laptop/desktop in **Comments** field.
    - If you rental a PC, please fill in below table, then update it in **Comments Field**
  - 7) **Rebuild Location:** Project
  - 8) **Comments:** For PC rental, please fill in below table, then update it in **Comments Field**. If you have **PO number**, please fill into the Comments field as well.

User EID	
Leasing Start Day	
Leasing End Day	
WBS Code	
Building number	

The screenshot shows a form titled 'Request for a Desktop'. It includes sections for User Details, Location, Workstation Details, Shift Schedule, WBS Element, Business Unit, Approver EID/Sponsor, Date Required, and Comments. Red numbers 1 through 8 are overlaid on specific fields and sections:

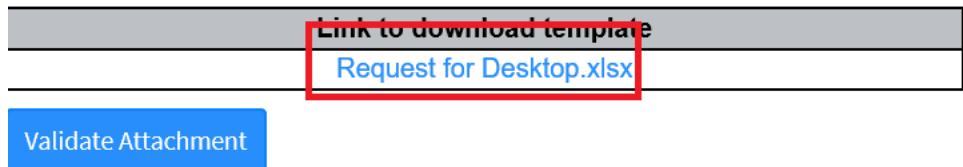
- 1**: Project Name field.
- 2**: Location field.
- 3**: Business Unit dropdown menu.
- 4**: Approver EID/Sponsor field.
- 5**: WBS Element field.
- 6**: Business Unit dropdown menu showing options like 'New Joiner/External Hire' and 'Extra Desktop'.
- 7**: Rebuild Location dropdown menu set to 'Project'.
- 8**: Comments text area.

Red boxes highlight certain fields: 'Extra Desktop' in the Business Unit dropdown and 'Request for Desktop.xlsx' in the comments area.

- 9) Download **Request for a Desktop.xlsx** at the top of the page, then fill in the required data in this excel. (data file must at least 1 rom; if there is any error inputted, records with valid data will also not be submitted)

#### Guidance

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can contain a maximum of only 100 records.
- Data file will not be partially processed i.e. if there are any errors during file

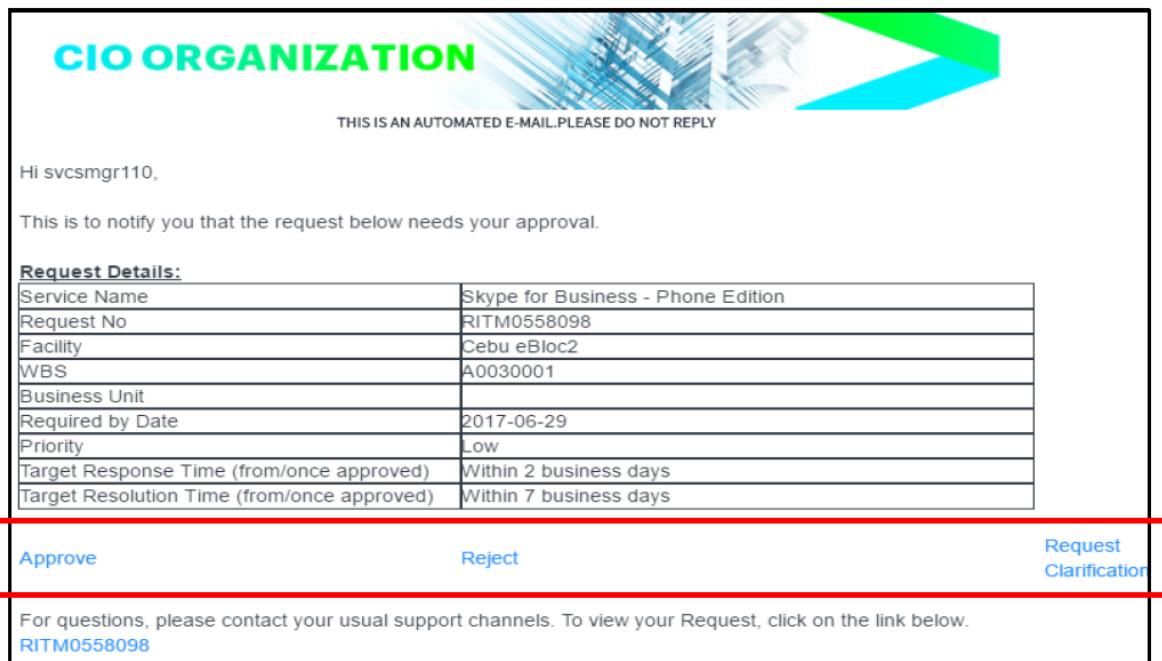


- 10) After excel fulfilled, upload it to the website, then click **Validate Attachment**. Once you see the “Data has been validated successfully for data file” in the website, you’ll be able to click **Submit**

The screenshot shows a software interface for managing attachments. At the top, there's a header bar with the path "t (Delivery Centers) > Workstation > Request for Desktop". Below this is a modal window titled "Attachments". Inside the modal, there's a list of attachments with one item selected, "Request for Desktop.xlsx [rename] [view]", which is highlighted with a red box. To the right of this list are buttons for "Browse...", "Download All", and "Remove". Above the attachment list is a "Guidance" section containing a bulleted list of validation rules. Below the guidance is a table with a single row labeled "Link to download template" and "Request for Desktop.xlsx". At the bottom of the modal is a blue button labeled "Validate Attachment" with a red box around it. A green success message box contains the text "Data has been validated successfully for data file" with a checkmark icon. The background of the main application window shows some text about file naming conventions and project details.

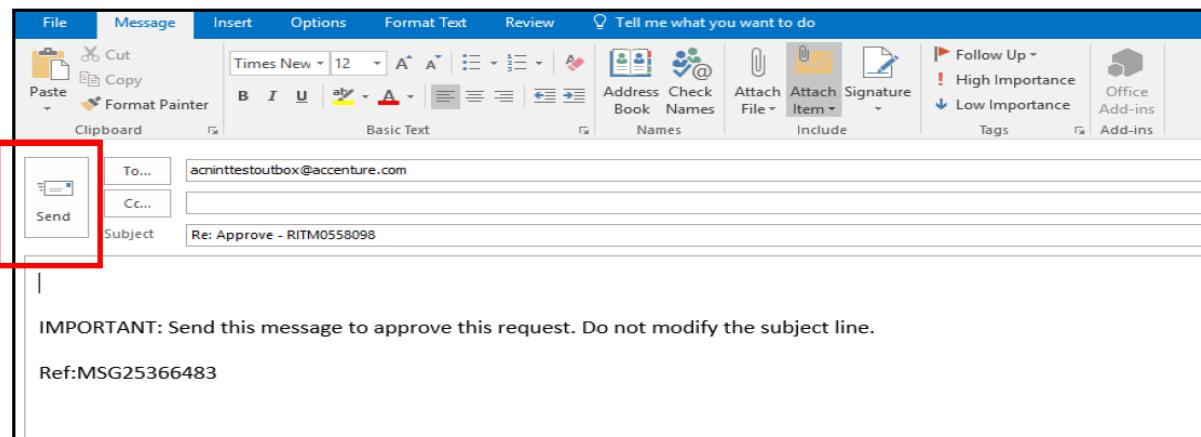
### 3. Approve Request

The **Approver** will receive an automated email notification from the CIO Organization once the request is submitted.

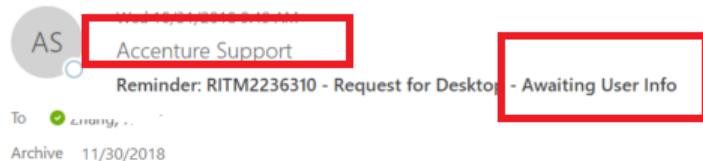


The email will include details on the request. Upon reviewing, approver may choose to Approve, Reject, or Request Clarification. Click the appropriate link directly in the email.

Upon clicking link, an email will automatically generate based on approver's decision. The Approver need to click Send for the decision to process.



4. Once PC is ready for picking up or need additional information from user end, you will receive an automated email notification from the CIO Organization (Accenture Support) with information as below screenshot.



## CIO ORGANIZATION

THIS IS AN AUTOMATED E-MAIL.PLEASE DO NOT REPLY

Hi x... LiangJ,

This is to notify that the request submitted needs additional information.

### **Request Details:**

Service Name	Request for Desktop
Clarification details	PC is ready
Request No	RITM2236310
Facility	Dalian Dgtl Rd
WBS	E020-1221
Business Unit	Intelligent Operations Centers
Priority	Low
Assigned To	LiangJ...
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

For questions, please contact your usual support channels. To view your Request, click on the link below.

[RITM2236310](#)

**Note:** User also through Accenture Support to update your comments. Click **RITMXXX** with the hyperlink button and then input your comments in **Comments** field. Once you click update, IT will be able to see your comments.

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