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台式机带出和带入申请-中文版本

1. 请打开[Home Use Desktop Pull Out Request Form](#), 并在此界面填写必要信息.
2. 必要信息填写重点如下：
 - a) **Project Name**: 需要填写准确的项目名，只有填写了正确的项目名，才能找到对应的Approver。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
 - b) **Workstation Details**: 需填写楼号、座位号和联系电话
 - c) **Business Unit**: BPO-Accenture Operations; ATC-DCN tech
 - d) **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
 - e) **WBS Element**：一个有效的WBS Code
 - f) **Request Type**-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。
 - a) 如果您想带台式机电脑回家办公，请在**Request Type**选择“Pull Out a Device”，参照下图填写必要信息
 - b) 如果您想带台式电脑回公司办公，请在**Request Type**选择“Return a Device”，然后参照下图填写必要信息
 - g) **Assigned EID**-填写实际要带台式回家办公员工的EID，支持批量填写，最大可以写入15个EID

- h) 在表格中，**勾选实际要带回家的台式电脑**，并在Cube Location位置写上楼号，选择对应的Lease Type即可

Home Use Desktop Pull Out & Return
Request to pull out desktop(s) to work from home

User Details

* Requested for: * Location:

* Project name: * Workstation details:

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: * Shift schedule:

* Approver EID/ Sponsor: * Shift Starts 9am onwards

* Date required: * WBS element:

Request Details

* Request Type: * Home address:

* Assigned Eid:

Asset Table

Assigned To	Asset Type	Asset Tag	Serial Number	Asset Status	Asset Substatus	From cube location	Lease type
<input type="checkbox"/> x.jiang	Computer	DLB0005H9GYW2D	5H9GYW2	Installed	installed_end_user	<input type="text" value="B24"/>	<input type="text" value="Dedicated"/>
<input type="checkbox"/> g.sun	Computer	DLB0005FZDYW2D	5FZDYW2	Installed	installed_end_user	<input type="text" value="B29"/>	<input type="text" value="Dedicated"/>
<input type="checkbox"/> n.sun	Computer	DLB0005GKHYW2D	5GKHYW2	Installed	installed_end_user	<input type="text" value="B28"/>	<input type="text" value="Dedicated"/>
<input type="checkbox"/> yu	Computer	DLB0005GFFYW2D	5GFFYW2	Installed	installed_end_user	<input type="text" value="B24"/>	<input type="text" value="Dedicated"/>
<input type="checkbox"/> jiang	Computer	DLB000HSH4BV2D	HS4BV2	Installed	installed_end_user	<input type="text" value="B27"/>	<input type="text" value="Dedicated"/>

3. Comments

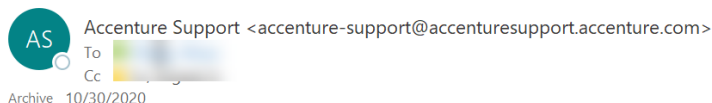
您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

例如: **您好，申请带台式电脑回家办公，忘请批准！**

4. 提交申请

一旦您的申请表格提交后，您的会自动收到一封系统邮件。

RITM9823643 - Home Use Desktop Pull Out & Return request has been opened



Hello [redacted]

On 2020-09-29 18:03:54 PDT you contacted Accenture Support. A new request has been created.

Here are the details:

Service Name: Home Use Desktop Pull Out & Return

Request No: RITM9823643

Facility: Dalian Dgtl Rd

WBS: [redacted]

Business Unit: Advanced Technology Centers

Required by Date: 2020-09-30

Priority: Medium

Target Response Time (from/once approved): Within 2 business days

Target Resolution Time (from/once approved): Within 3 business days

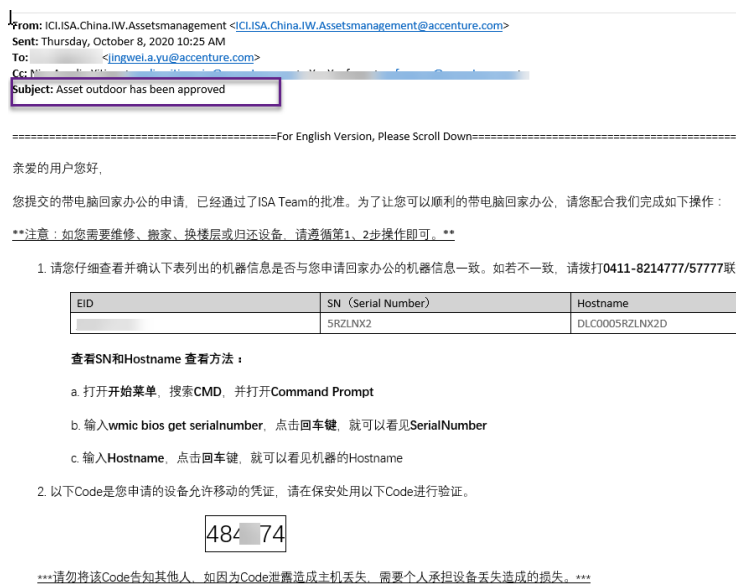
For questions please contact your usual support channels. To view your Request, click on the link below.

[RITM9823643](#)

5. IT处理及合规性排查

Request 提交完毕后，会被自动分配给本地的IT Support。IT 收到case后，会从后台查询申请表格里填写机器是否处于合规状态。处理结果分为以下2种：

- a) **合规**——IT会在case上标记确认结果，Request 状态会变为**Waiting for Approval**，并且Approver会收到邮件。一旦Approver批准，申请带台式电脑回家办公的用户会收到如下邮件：



b) **不合规**—— IT在case上标记不合规，用户本人会收到如下邮件，并需要带着不合规的机器到IT 办公室修复合规性问题。**一旦不合规问题被修复，参照步骤 a)**

From: ICI.ISA.China.IW.Assetsmanagement <ICI.ISA.China.IW.Assetsmanagement@accenture.com>
Sent: Thursday, September 17, 2020 4:45 PM
To: I
Subject: SIT_Asset outdoor has not been approved

=====For English Version, Please Scroll Down=====

亲爱的用户您好，

经ISA Team后台查询，您的机器处于**不合规 (Non-Compliance)** 状态，所以，需要您配合完成如下操作：

****注意：如您需要维修、搬家、换楼层或归还设备，请遵循第1、3步操作即可。****

1. 请确认下表列出的机器信息是否与您申请带回家的机器信息一致。如若不一致，请拨打0411-8214777/57777联系我们。

EID	SN (Serial Number)	Hostname
	5QFLNX2	DLC0005QFLNX2D

SN和Hostname 查看方法，具体如下：

- 打开开始菜单，搜索CMD，并打开Command Prompt
- 输入wmic bios get serialnumber，点击回车键，就可以看见SerialNumber
- 输入Hostname，点击回车键，就可以看见机器的Hostname

===== 中文版本，请参阅上文 =====

Desktop Pull Out Request-English Version

1. Go to [Home Use Desktop Pull Out Request Form](#), then fill in the required field on this page.
2. Approver EID / Sponsor /WBS Element
 - a) **Project Name:** Correct project name is required
 - b) **Workstation Details:** fill in contact number
 - c) **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
 - d) **Approver EID: Level 7 or above.** The approver will receive an email request with details on how to review and approve.
 - e) **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.
 - f) **Request Type**-select the related option you needed. Different option, you will be directed to different necessary form.
 - a) If you would like to **take Accenture owned Desktop out of Office**, please select “**Pull Out a Device**” in **Request Type**, then fill in the form as below picture.
 - b) If you would like to **take Accenture owned Desktop back to Office**, please select “**Return a Device**” in **Request Type**, then fill in the form as below picture.
 - g) **Assigned EID**-Type the user EID who wants to take Desktop machine out of Office. Please be noted that multiple user EID can be entered this field (only 15 users can be added
 - h) **Check the box** of the user EID you would like to pull out, then enter the Cube information and select the Lease Type , then the request form can be submitted.

Home Use Desktop Pull Out & Return
Request to pull out desktop(s) to work from home

User Details

*Requested for: *Location:

*Project name: *Workstation details:

Business Unit

*Business Unit: *Shift schedule:

*Approver EID/ Sponsor: *WBS element:

*Date required: *You have a valid charge code

Request Details

*Request Type: *Home address:

*Assigned EID:

Assigned To	Asset Type	Asset Tag	Serial Number	Asset Status	Asset Substatus	From cube location	Lease type
<input type="checkbox"/>	Computer	DLB000SHGYWZD	SHGYWZ	Installed	installed_end_user	B24	Dedicated
<input type="checkbox"/>	Computer	DLB000SFZDYWZD	SFZDYWZ	Installed	installed_end_user	B29	Dedicated
<input type="checkbox"/>	Computer	DLB000SGKHYYWZD	SGKHYYWZ	Installed	installed_end_user	B28	Dedicated
<input type="checkbox"/>	Computer	DLB000SGFFYYWZD	SGFFYYWZ	Installed	installed_end_user	B24	Dedicated
<input type="checkbox"/>	Computer	DLB000SHH4BVZD	HH4BVZ	Installed	installed_end_user	B27	Dedicated

3. Comments

You can input additional information to help your approver validate your request in the free text box at bottom of form.

For example: ***I would like to take PC out of office, could you please provide your approval?***

4. Submit the Request

Once request submitted, the end user will receive a notification email automatically

RITM9823643 - Home Use Desktop Pull Out & Return request has been opened

AS Accenture Support <accenture-support@accenturesupport.accenture.com>
To: [redacted]
Cc: [redacted]
Archive 10/30/2020
Hello [redacted]

On 2020-09-29 18:03:54 PDT you contacted Accenture Support. A new request has been created.

Here are the details:

Service Name: Home Use Desktop Pull Out & Return

Request No: RITM9823643

Facility: Dalian Dgtl Rd

WBS:

Business Unit: Advanced Technology Centers

Required by Date: 2020-09-30

Priority: Medium

Target Response Time (from/once approved): Within 2 business days

Target Resolution Time (from/once approved): Within 3 business days

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

[RITM9823643](#)

5. IT Assist and Compliance Check

Once request submitted, the case will be auto assigned to local IT Support. Once IT received the case, they will check the compliance status of PC submitted by users. Base on the compliance checking result, there 2 different 2 categories:

- a) **Compliant**——IT will mark the PC as “Compliant”, Request status will be changed to “Waiting for Approval”, and Approver will receive one notification email automatically. Once approved, user will be allowed to take PC out of office and receive following email.

From: ICLISA.China.IW.Assetsmanagement <ICLISA.China.IW.Assetsmanagement@accenture.com>
Sent: Thursday, October 8, 2020 10:25 AM
To: <tingeola.yu@accenture.com>
Cc: <tingeola.yu@accenture.com>
Subject: Asset outdoor has been approved

=====For English Version, Please Scroll Down=====

亲爱的用户您好,

您提交的带电脑回家办公的申请, 已经通过了ISA Team的批准。为了让您可以顺利的带电脑回家办公, 请您配合我们完成如下操作:

****注意: 如您需要维修、搬家、换楼层或归还设备, 请遵循第1、2步操作即可。****

1. 请您仔细查看并确认下表列出的机器信息是否与您申请回家办公的机器信息一致。如若不一致, 请拨打0411-8214777/57777联系我们。

EID	SN (Serial Number)	Hostname
	SRZLNK2	DL00005RZLNK2D

查看SN和Hostname 查看方法:

- 打开开始菜单, 搜索CMD, 并打开Command Prompt
- 输入wmic bios get serialnumber, 点击回车键, 就可以看见SerialNumber
- 输入Hostname, 点击回车键, 就可以看见机器的Hostname

2. 以下Code是您申请的设备允许移动的凭证。请在保安处用以下Code进行验证。

48474

请勿将该Code告知其他人, 如因为Code泄露造成主机丢失, 需要个人承担设备丢失造成的损失。

- b) **Incompliant** —— IT will mark the PC as “Incompliant”, user will receive following email and he/she needs to take PC to IT office for fixing non-compliance issue of PC. Once compliance issue fixed, please follow step a)

From: ICLISA.China.IW.Assetsmanagement <ICLISA.China.IW.Assetsmanagement@accenture.com>
Sent: Thursday, September 17, 2020 4:45 PM
To: <tingeola.yu@accenture.com>
Cc: <tingeola.yu@accenture.com>
Subject: SIT_asset outdoor has not been approved

=====For English Version, Please Scroll Down=====

亲爱的用户您好,

经ISA Team后台查询, 您的机器处于**不合规 (Non-Compliance)** 状态, 所以, 需要您配合完成如下操作:

****注意: 如您需要维修、搬家、换楼层或归还设备, 请遵循第1、3步操作即可。****

1. 请确认下表列出的机器信息是否与您申请带回家的机器信息一致。如若不一致, 请拨打0411-8214777/57777联系我们。

EID	SN (Serial Number)	Hostname
	SQFLNK2	DL00005SQFLNK2D

SN和Hostname 查看方法, 具体如下:

- 打开开始菜单, 搜索CMD, 并打开Command Prompt
- 输入wmic bios get serialnumber, 点击回车键, 就可以看见SerialNumber
- 输入Hostname, 点击回车键, 就可以看见机器的Hostname

Note: Approver also approve through Accenture Support. Click **Tickets** and then **Approvals** to view and take action on outstanding approvals.