



**High performance. Delivered.**

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

## 软件安装/卸载申请-中文版本

1. 请打开 [Hardware installation/uninstallation request](#) , 填写必要信息, 可参考下图, 重点部分请注意下面的语言描述:

The screenshot shows a web form for hardware installation/uninstallation requests. The form is divided into two main sections: 'Request Details' and 'Requester Information'. The 'Request Details' section includes fields for 'Hardware Type' (set to 'Installation'), 'Device to be Installed' (set to 'Others'), and 'Additional Details' (containing 'Hard drive/memory/other'). The 'Requester Information' section includes fields for 'Requested for' (set to 'zhang'), 'Project name' (set to 'SA'), 'Location' (set to 'Dalian Dgtl Rld'), 'Business unit' (set to 'Advanced Technology Centers'), 'Approver EID/ Sponsor' (set to 'ia'), and 'Date required' (set to '12-06-2019').

Annotations in red text and arrows point to specific fields:

- An arrow points to the 'Approver EID/ Sponsor' field with the text: **level 7 or above**
- An arrow points to the 'Workstation details' field (containing 'building number&at number&contact number') with the text: **这个位置必填, 需要有座位号/楼号和联系电话便于及时联系**
- An arrow points to the 'Additional Details' field with the text: **根据自己实际安装的硬件填写**

## Approver EID / Sponsor /WBS Element

- 1) **Project Name:** 需要填写准确的项目名，**项目名选对，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; CDC-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) **Additional approver-** **Level 7或以上**
- 7) **Hardware Type:** 根据需求选择，安装硬件，请选择**Installation**; 拆除硬件，请选择**Uninstallation**
- 8) 选择**Installation**的话，会出现**Device to be installed**的选项，可以选**Others**,然后**Additional Details**里手动写入自己要安装的硬件。  
**例如：硬盘-SSD/Hard Drive; 内存-memory**
- 9) **Comments** 您需要将您的申请需求，简要的在这个位置描述下，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：需要安装xxx硬件到机器上**

2. 下载 **Hardware Installation or Uninstallation.xlsx**, 然后填写必填信息，具体可以参照下面的图片填写。（**注意：填写的信息不能低于一行，并且下载的这个excel文件不能改名，填写完毕保存上传后，必须验证成功才能完成提交申请**）

Service Catalog > Asset Management & Procurement > Asset Management Products > Hardware Installation or Uninstallation

Assistance to install or uninstall a hardware component on workstation. Items should be procured thru Accenture Procurement / Ariba.

**Instructions**

- Download the template by clicking on the link in table below.
- Save it locally using the naming convention of <<template name>><<your suffix>>
  - Example template name – UserDetails.xls; Corresponding data file -> UserDetails\_myProject.xls
- Do not alter template headers. Altering the headers will result in errors during file validation.
- Fill in the relevant information and upload the attachment by clicking on the attachment icon found on the top right hand corner of this form.
- Once the relevant data files are attached, click the "Validate Attachment" button.
- For validation to be successful, all the data files must pass all the required validations.
- If there are errors in validation, remove the uploaded file. Fix the errors in the data file locally on your machine. Re-attach the updated data file and click on "Validate failed attachments".
- Once the validation is done, you may click "Order Now" or "Submit" to submit the request.

**Guidance**

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can only contain a single record.
- Data file will not be partially processed i.e. if there are any errors during file validation, records with valid data will also not be submitted.

Link to download template	Mandatory	Template Details
Hardware Installation or Uninstallation.xlsx	Yes	Hardware Installation or Uninstallation

Validate Attachment

### 填写样本：

AutoSave Hardware Installation or Uninstallation - Saved

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

B11 机器名

	B	C	D	E	F
1	Asset Tag	Service Tag/Serial Number	Enterprise ID	Contact Number	Workstation Details
2	DLC	ILD	5q Im	35	NA
					Shift Schedule
					Regular

3. 下载的Excel填写完毕后，请点击页面右上方的“曲别针”按钮，将文件上传至网站上。一旦上传完毕，请点击页面左上方的**Validate Attachment**按钮。如果验证通过，会在**Validate Attachment**下方出现提示“Data has been validated successfully for data file”。若Excel信息填写有误导致验证失败，您也会看到的提示：“Data has been validated failed”，并能在下载Excel文件下方的位置，看见系统给您的具体的错误提醒。可以根据这个错误提醒，重新修改excel的填写内容，再次上传并验证，直到完成验证。

Service Catalog > Asset Management & Procurement > Asset Management Products > Hardware Installation or Uninstallation

Manage Attachments (1) Hardware Installation or Uninstallation.xlsx [rename][view]

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**Attachments**

Choose file No file chosen

Hardware Installation or Uninstallation.xlsx [rename] [view]

Remove

点此上传附件

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Link to download template	Mandatory	Template Details
Hardware Installation or Uninstallation.xlsx	Yes	Hardware Installation or Uninstallation

**Validate failed attachments**

4. 如果验证附件通过，如下图：

① Data has been validated successfully for data file **在页面最上方看见此句话，证明验证通过**

5. 如果验证附件不通过，会在下图位置看见报错信息提醒，需根据提醒修改附件内容重新上传附件

Link to download template	Mandatory	Template Details
Hardware Installation or Uninstallation.xlsx	Yes	Hardware Installation or Uninstallation

**Validate failed attachments**

**报错提示excel附件里填写的eid和机器名有误**

Invalid: Enterprise ID, Asset Tag

Asset Tag	Service Tag / Serial Number	Enterprise ID	Contact Number	Workstation Details	Shift Schedule
dic5c94263xmb1b	5c94263xmb	xinyu.zhang	NA	NA	Regular

## 6. Approve Request

一旦您的申请表格提交后，您的**批准人**会自动收到一封系统邮件。

**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](#)

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.**

File Message Insert Options Format Text Review Tell me what you want to do

Paste Copy Format Painter Clipboard Basic Text Names Include Tags Add-Ins

To... acninttestoutbox@accenture.com

Cc...

Subject Re: Approve - RITM0558098

Send

IMPORTANT: Send this message to approve this request. Do not modify the subject line.

Ref:MSG25366483

===== 中文版本，请参阅上文 =====

## Hardware installation/uninstallation request-English Version:

1. Go to [Hardware installation/uninstallation request](#), then fill in all the mandatory field

The screenshot shows a web form for hardware installation/uninstallation requests. The form is divided into two main sections: 'User Details' and 'Request Details'.

**User Details:**

- \* Requested for:** A text field containing 'hang'.
- \* Project name:** A text field containing 'CRM'.
- \* Workstation details:** A text field containing 'Building Number;Seat number;Contact Number'.
- \* Shift schedule:** A dropdown menu set to 'Regular'.
- \* WBS element:** A text field containing '101'. A red arrow points to this field with the text 'invalid wbs code'.
- \* Location:** A text field containing 'Dalian Dgtl Rd'.
- \* Business unit:** A dropdown menu set to 'Advanced Technology Centers'.
- \* Approver EID/ Sponsor:** A text field containing 'xia'. A red arrow points to this field with the text 'level 7 or above'.
- \* Date required:** A text field containing '12-06-2019'.

**Request Details:**

- \* Hardware Type:** A dropdown menu set to 'Installation'.
- \* Device to be Installed:** A dropdown menu set to 'Others'.
- \* Additional Details:** A text field containing 'Hard drive/memory/other'.

**Comments:**

I need to install additional RAM/Hard drive/xxx on my PC



## Approver EID / Sponsor /WBS Element

- 1) **Project Name:** Correct project name is required
- 2) **Workstation Details:** fill in contact number
- 3) **Business Unit:** BPO-Accenture Operations; CDC-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) **Additional approver- *Level 7 or above*.**
- 7) **Hardware Type:** Select as your requirement.

2. Download **Hardware Installation or Uninstallation.xlsx**, then fill in the required data in this excel. (data file must at least 1 row; Excel can't be renamed; if there is any error inputted, records with valid data will also not be submitted)

Service Catalog > Asset Management & Procurement > Asset Management Products > Hardware Installation or Uninstallation

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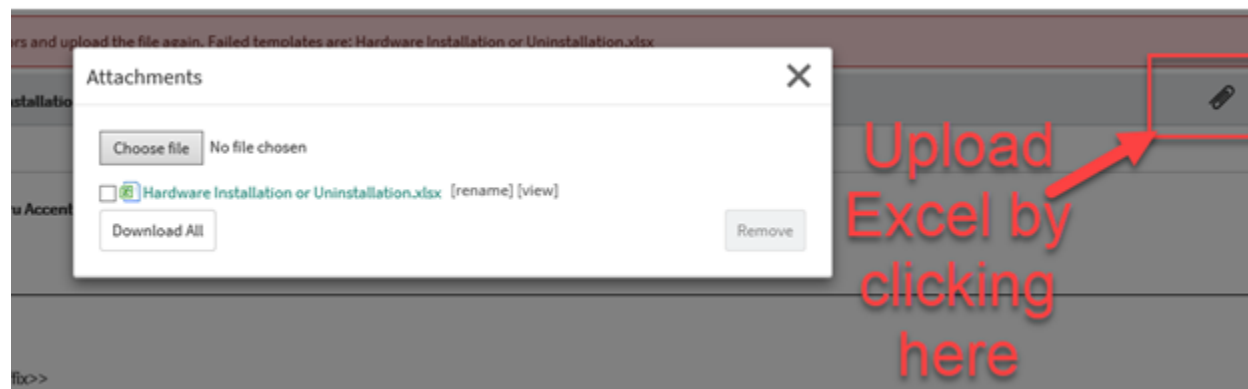
Link to download template	Mandatory	Template Details
<a href="#">Hardware Installation or Uninstallation.xlsx</a>	Yes	Hardware Installation or Uninstallation

Validate Attachment

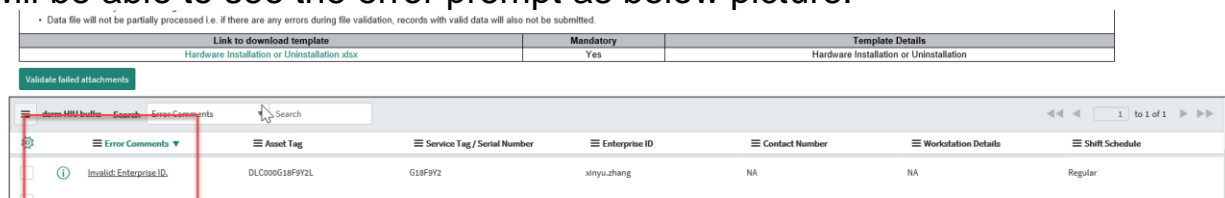
## Excel Sample:

Data Classification: Not set					
Asset Tag	Service Tag/Serial Number	Enterprise ID	Contact Number	Workstation Details	Shift Schedule
DL	G1	.zhang	NA	NA	Regular

3. 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, the “**Submit**” button will appear in the bottom right corner of the page.



4. If there is any incorrect information in the excel you uploaded, you will be able to see the error prompt as below picture.



5. If you pass the validation, you will be able to see the message as below.



## 6. Comments

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

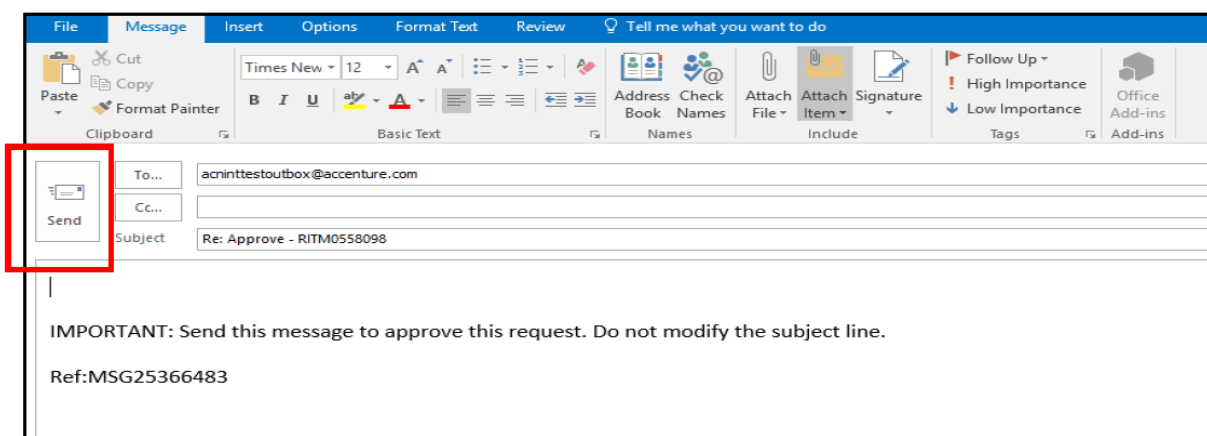
## 7. Approve Request

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.**



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