

Laptop Request - Catalog Item

Objective

The objective of the Laptop Request catalog item is to simplify and streamline the process of requesting laptops for official, academic, or research use. This ensures that all requests are properly tracked, approved, and fulfilled in accordance with organizational IT policies. The system helps maintain transparency, avoids duplication, and provides an efficient way to allocate IT resources.

Scope

This catalog item applies to all employees, interns, and students who require a laptop to perform their daily tasks, participate in projects, or conduct research. It covers requests for both new and replacement laptops. The scope also includes configuration upgrades and temporary laptop allocations for short-term use.

Pre-Requisites

- The requester must have a valid employee or student ID.
- The requester should obtain prior approval from their reporting manager or department head.
- A valid business or academic justification must be provided in the request form.
- The requester must review the available laptop configurations and select one that meets their project needs.
- Ensure the requester has completed all mandatory IT onboarding or security compliance requirements.

Process Steps

1. Log in to the IT Service Portal using your organization credentials.
2. Navigate to the "IT Assets and Equipment" section.
3. Select the "Laptop Request" catalog item.
4. Provide details including laptop type, specifications, purpose, and justification.
5. Submit the request for managerial approval.
6. Once approved, the IT Asset Management team reviews stock availability and assigns the laptop.
7. The requester receives an automated notification regarding approval and expected delivery date.
8. Upon delivery, the requester signs the acknowledgment and verifies configuration details.

Laptop Options

- **Standard Laptop:** 8GB RAM, 512GB SSD, Intel i5 Processor – Suitable for administrative and office use.
- **Advanced Laptop:** 16GB RAM, 1TB SSD, Intel i7 Processor – Recommended for developers and analysts.
- **High-Performance Laptop:** 32GB RAM, 1TB SSD, Intel i9 Processor – For AI/ML engineers, designers, or heavy computational tasks.
- **Custom Configuration:** Available upon special approval from the IT Head based on project requirements.

Approval Workflow

1. Requester submits the laptop request.
2. Request automatically routes to the reporting manager for approval.
3. Upon manager approval, IT Asset Management verifies stock and configuration.
4. If approved, request moves to IT Procurement (if new laptop purchase required).
5. Asset assigned and tagged in the inventory management system.
6. Requester notified for pickup or delivery.
7. System updates ticket status to "Fulfilled."

Post-Request Actions

- IT team ensures all software installations and network configurations are completed.
- Requester acknowledges receipt and verifies system performance.
- IT updates the central asset register and warranty information.
- In case of issues, the requester can raise a "Laptop Support" ticket under IT Services.
- Periodic audit ensures laptops are used as per compliance and asset policies.

Expected Delivery Time

The standard turnaround time is **5–7 working days** after approval. However, this may vary depending on stock availability or additional procurement requirements. Urgent requests can be prioritized upon manager's recommendation.

Support Contact

For any issues or clarifications, please reach out to the IT Helpdesk:

- ■ Email: support@company.com
- ☎ ■ Phone: +91-44-1234-5678 (Extension 1234)
- ■ Support Hours: Monday to Friday, 9 AM to 6 PM

Additional Information

- All laptops remain the property of the organization and must be returned upon project completion, resignation, or graduation.
- Data security and privacy policies must be strictly followed.
- Unauthorized software installation is prohibited.
- Periodic updates and maintenance will be handled by IT Support.
- In case of laptop loss or damage, a separate incident report must be raised immediately.