Laptop Request Catalog Item

1. Introduction

The Laptop Request Catalog Item provides a structured method for employees to request laptops required for business operations. This ensures standardized device provisioning, cost management, and alignment with organizational IT asset policies.

2. Objectives

• Ensure employees receive appropriate laptops based on their job responsibilities.
• Maintain accurate asset inventory and ownership tracking.
• Enforce approval workflows for accountability and governance.
• Support seamless fulfillment through IT Service Management processes.

3. Request Workflow Overview

1. Employee submits the laptop request form via the Service Portal.
2. Manager reviews and approves the request.
3. IT Asset Management validates stock availability and assigns device.
4. Employee receives the laptop and acknowledges receipt.
5. System updates asset ownership records.

4. Laptop Options

• Standard Laptop – for general business users.
• High-Performance Laptop – for engineering, analytics, and high workload roles.
• MacBook – for design, product, and specialized development teams.

5. Form Fields Included

• Employee Name, ID, and Department
• Manager Name
• Laptop Category Selection
• Business Justification
• Delivery / Pickup Location

6. Approval Matrix

• Manager Approval: Required for all requests.
• IT Asset Team Approval: Validates device availability and standards compliance.
• Finance Approval: Required when cost exceeds standard allocation or for premium devices.

7. SLA and Processing Timelines

• Standard laptop provisioning: 3–5 business days depending on availability.
• High-performance or custom laptop requests: 5–10 business days.
• Requests requiring procurement may exceed 10 days based on vendor lead time.

8. Asset Tracking & CMDB Updates

Once the laptop is issued, the asset record is updated in the Configuration Management Database (CMDB). The device is linked to the employee's profile for lifecycle tracking, warranty reference, and service history.

9. Replacement and Upgrade Policy

Employees may request a laptop replacement under the following conditions:
• Device malfunction confirmed by IT Support.
• Hardware performance insufficient for new job responsibilities.
• Device at end of lifecycle (typically 3–4 years).

10. Return Policy on Exit / Role Change

Employees must return assigned laptops when resigning, transferring departments, or moving to roles that do not require the device. Asset return is verified during the clearance process.

11. Conclusion

The Laptop Request Catalog Item promotes efficient laptop provisioning, supports operational continuity, and enforces IT asset governance. This structured workflow ensures transparency, accountability, and standardization across the organization.