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I. PURPOSE

Standardize guidelines for moving computers, printers, and telephone equipment.

II. SCOPE

This document applies to the Central campus, Fort Hood, Gatesville, and the service area campuses.

III. PROCEDURE

1. Submit a memorandum, approved by the employee's Dean or Division Director, to the Director of IT Customer Service requesting the move. Include the following:
 - a. Type of equipment to be moved (computer, telephone, printer).
 - b. Requested date/time of move.
 - c. Name and title of person moving.
 - d. Employee's position code (Equipment is associated with the position for IT inventory purposes.).
 - e. Current location (building and room number) of equipment and destination.
 - f. Contact number.
 - g. Computer/printer serial number(s) or the telephone extension number(s) for person(s) requesting the move.
 - h. Availability of furniture, data ports, electrical outlets, and telephone ports prior to the move.
2. The Director of IT Customer Service will review the memorandum for completeness and then forward it to the IT Help Desk Manager.
3. The IT Help Desk Manager will create a service ticket for tracking purposes and assign it a pending status.
4. The IT Desktop Technology Services Manager or the IT Network Manager, whoever is appropriate, will review the IT calendar to verify the date. If a scheduling conflict occurs, the IT Help Desk will contact the initiator of the memorandum to schedule an alternative date/time.
5. The IT Help Desk Manager will update the service ticket to scheduled status. **NOTE: The person(s) moving must be present during the move.** If the person moving is unavailable, the IT Help Desk must be contacted to reschedule the move.

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6. The IT Technician will move the equipment on the scheduled date and time.
7. After moving the equipment, the IT Technician will close the service ticket and place the closed ticket in the IT Desktop Technology Services Manager or the IT Network Manager's box.
8. The IT Desktop Technology Services Manager or the IT Network Manager will update the inventory database.

IV. COMPUTER AND TELEPHONE EQUIPMENT MOVE FLOWCHART

