

## PURPOSE

This reference guide will cover detailed use directions for new IT Peripheral order form, changes to hardware item categories, changes to the onboarding order guide and an example of the ship notification email for new hardware request.

## OVERVIEW

- Coupa, a new procurement application, will be deployed Jan 31.
  - Operations will still request IT hardware through ServiceNow.
  - IT procurement will input orders into Coupa.
- ServiceNow Portal related changes. Specifically:
  - Streamlined IT hardware ordering process using a single hardware request form.
  - Cost center manager approvals will transition to Coupa for most hardware items.
  - Simplified Hardware categories.
  - Changes to the onboarding order guide.
  - Updated ship notification process.

Old Categories	New Categories																																																																		
<table> <tr><th>Categories</th><th></th></tr> <tr><td>Application Access</td><td>40</td></tr> <tr><td>Business Application Requests</td><td>3</td></tr> <tr><td>Employee Onboarding/Offboarding</td><td>3</td></tr> <tr><td>EMR Requests (Do Not Use for Ap...</td><td>3</td></tr> <tr><td>General Requests</td><td>3</td></tr> <tr><td>Hardware Requests</td><td>47</td></tr> <tr><td>Laptop Accessories</td><td>14</td></tr> <tr><td>Laptop/Tablet Requests</td><td>6</td></tr> <tr><td>Office Equipment</td><td>9</td></tr> <tr><td>Miscellaneous Office Equip...</td><td>3</td></tr> <tr><td>Printer/Scanner/Fax</td><td>6</td></tr> <tr><td>Tablet Accessories</td><td>10</td></tr> <tr><td>Telephone Headsets</td><td>8</td></tr> <tr><td>Desk Phones Headsets</td><td>5</td></tr> <tr><td>Soft Phones Headsets</td><td>3</td></tr> </table>	Categories		Application Access	40	Business Application Requests	3	Employee Onboarding/Offboarding	3	EMR Requests (Do Not Use for Ap...	3	General Requests	3	Hardware Requests	47	Laptop Accessories	14	Laptop/Tablet Requests	6	Office Equipment	9	Miscellaneous Office Equip...	3	Printer/Scanner/Fax	6	Tablet Accessories	10	Telephone Headsets	8	Desk Phones Headsets	5	Soft Phones Headsets	3	<table> <tr><th>Categories</th><th></th></tr> <tr><td>Application Access</td><td>41</td></tr> <tr><td>Business Application Requests</td><td>3</td></tr> <tr><td>Employee Onboarding/Offboarding</td><td>3</td></tr> <tr><td>EMR Requests (Do Not Use for Ap...</td><td>4</td></tr> <tr><td>General Requests</td><td>3</td></tr> <tr><td>Hardware Requests</td><td>26</td></tr> <tr><td>Laptop/Tablet Requests</td><td>6</td></tr> <tr><td>Peripheral / Hardware Request</td><td>1</td></tr> <tr><td>Staples</td><td>18</td></tr> <tr><td>Laptop Accessories</td><td>7</td></tr> <tr><td>Miscellaneous Office Equip...</td><td>2</td></tr> <tr><td>Tablet Accessories</td><td>9</td></tr> <tr><td>Tablet Case for Samsung Galax...</td><td>1</td></tr> <tr><td>Infrastructure Requests</td><td>6</td></tr> <tr><td>Software Requests</td><td>3</td></tr> <tr><td>Telecom Requests</td><td>6</td></tr> </table>	Categories		Application Access	41	Business Application Requests	3	Employee Onboarding/Offboarding	3	EMR Requests (Do Not Use for Ap...	4	General Requests	3	Hardware Requests	26	Laptop/Tablet Requests	6	Peripheral / Hardware Request	1	Staples	18	Laptop Accessories	7	Miscellaneous Office Equip...	2	Tablet Accessories	9	Tablet Case for Samsung Galax...	1	Infrastructure Requests	6	Software Requests	3	Telecom Requests	6
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### HARDWARE CATEGORY REORGANIZATION

- Hardware ordered in Coupa by IT Procurement requested here.
- Staples: These are information items that must be ordered from Staples.
- One Tablet case cannot be ordered through Coupa. Request that here.
- Software process is unchanged. Cost Center manager approvals still required in ServiceNow.

## CONSOLIDATED IT PERIPHERAL REQUEST

Home > Service Catalog > Hardware Requests > Peripheral / Hardware Request

Peripheral / Hardware Request

IT Peripheral / Hardware Request

This form is divided into five optional categories. For each category follow the below steps.

- 1) - Click the "Add" button to view a list of available items for the selected category.
- 2) - Click the drop down and select an item; Update quantity if needed.
- 3) - Click the "Add" button to add the item to the list.

\* Requested for: Novera Monwar

\* Opened by: Greg Cambrell

Laptop Accessories

Add Remove All

Actions	Laptop Accessories	Quantity
No data to display		

Soft Phones Headsets

Add Remove All

Actions	Soft Phones Headsets	Quantity
No data to display		

Delivery Time: 0 Days

Add to Cart

Order Now

Required Information

Requested for

## USING THE IT PERIPHERAL REQUEST FORM

1. Follow the on screen directions to request items.
2. Select items that are needed from each group on the form. Update quantity if needed.
  - Multiple items can be added from each group.
  - Power adaptors are provided for ordered docking stations and laptops.

IT Peripheral / Hardware Request

This form is divided into five optional categories. For each category follow the below steps.

- 1) - Click the "Add" button to view a list of available items for the selected category.
- 2) - Click the drop down and select an item; Update quantity if needed.
- 3) - Click the "Add" button to add the item to the list.

\* Requested for: Novera Monwar

\* Opened by: Greg Cambrell

\* Select the laptop: Dell Latitude 5420 - 74WP8CS

☐ Laptop not listed / I could not find the laptop in the lookup

Laptop Accessories

Add Remove All

Actions	Laptop Accessories	Quantity
No data to display		

Soft Phones Headsets

Add Remove All

Actions	Soft Phones Headsets	Quantity
No data to display		

Delivery Time: 0 Days

Add to Cart

Order Now

Required Information

Requested for

1.

2.

Add Row

\* Laptop Accessories

-- None --

None --

Dock

Keyboard and mouse set - Ergonomic

Keyboard and mouse set - Standard

Monitor

Power Adapter for Dock (Replacement Only)

Power Adapter for Laptop (Replacement Only)

\* Quantity: 1

Cancel Add

\* Requested for: Novera Monwar

\* Opened by: Greg Cantrell

Delivery Time: 0 Days

Add to Cart

Order Now

\* Select the laptop: Dell Latitude 5420 - 74WP8C3

☐ Laptop not listed / I could not find the laptop in the lookup

Laptop Accessories

Add Remove All

Actions	Laptop Accessories	Quantity
	Dock	1
	Keyboard and mouse set - Ergonomic	1

Soft Phones Headsets

Add Remove All

Actions	Soft Phones Headsets	Quantity
	1-ear wired headset	1

Desk Phones Headsets (Cable will be included)

Add Remove All

Actions	Desk Phones Headsets	Quantity
No data to display		

3. Laptop must be identified for certain items (docking station).
4. Items requested will show up in the section table as they are added.

## ONBOARDING ORDER GUIDE CHANGES

User Onboarding

Provision a new employee

Describe Needs Choose Options Summary

Use this form to input all necessary information relating to the new employee or contractor.

User Onboarding (Application Permissions, IT Hardware and Software)

Use the form below to input all necessary information relating to your new employee or contractor. Ensure that the information on this screen is accurate before proceeding.

**Note: Select the User Type that most appropriately fits the user as described below:**

- Contractor** - The user requires an email account and hardware, but is not an employee. IT onboarding started on this form.
- Employee** - The user is an employee in Workday and requires an email account and IT hardware. This form cannot be submitted until hiring process in Workday is complete. Hiring manager will receive IT onboarding instructions from ServiceNow after Workday hire process is complete.

\* User Type: Employee

\* Requested for: Novera Monwar

\* Opened by: Greg Cantrell

Select Items required for onboarding employee

☐ Laptop

☐ Tablet

☐ Application and Telecom Access

The following items are optional and all are expensed to the branch. Cost center manager approval will be required.

☐ Laptop Accessories (Monitors, Keyboards, Docking Stations)

☐ Office Equipment (Phone Headsets)

☐ Software (Adobe, Microsoft Applications)

The old hardware checkbox items have been removed and replaced with the single IT Peripherals selection.

\* User Type  
Employee

\* Requested for  
Novera Monwar

\* Opened by  
Greg Cantrell

Select Items required for onboarding employee

☐ Laptop

☐ Tablet

☐ Application and Telecom Access

**'Describe Needs' NEW form**

The following items are optional and all are expensed to the branch. Cost center manager approval will be required.

☐ IT Peripherals (laptop accessories, phone headsets, office equipment)

☐ Software (Adobe, Microsoft Applications)

## SHIPMENT EMAIL NOTIFICATIONS

Email notifications will be sent to detail the shipping information for each item ordered.

- Multiple notifications might be sent if shipment information is available at different times. Item fields still waiting shipment information will be BLANK.
- If, for some reason items are cancelled, this will be communicated as shown above. For example, an item was rejected by cost center manager during the Coupa purchase process.

Click here to view details [LINK](#)

Number: REQ0153277

Opened: 2022-01-19 13:16:17 CST

Approval: Approved

### Shipping Information

Item	Coupa Request number	Shipping Company	Shipment Tracking Number	Shipping Information Sent
Keyboard and mouse set - Ergonomic	123456	Amazon	13648	Yes
Dock	123345	Amazon	987456321	Yes
Monitor	012	FedEx	31236975458	Yes
1-ear wired headset	464	Canceled	Canceled	Yes

Ref:MSG5917244

## GET REQUEST STATUS FROM PORTAL

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Request IT Services or Equipment IT Project Request Report an Issue Requests Delegates Asset Reports Cart Amy Stone

**Request IT Services or Equipment**  
Browse the catalog for services and items you need

**Knowledge Base**  
Browse and search for articles

**Report An Issue**  
Report an IT service that is not working correctly

**Publications**  
Article not found

**Current Status**  
No system is reporting an issue

**Top Rated Articles**  
Registering for Multifactor Authentication and Self-Service Password reset -without MS Authenticator ★★★★★

**My Open IT Project Requests**  
Growth Enablement Analytics Automation  
DMND0001991 - Submitted - Allen Bryan  
HCHB Hierarchy Redesign  
DMND0001988 - Approved - Jaime Hartpence

**My Surveys**  
You have no surveys to take

**My Approvals**  
You have no pending approvals

**My Service Requests**  
IT Peripheral / Hardware Request  
REQ0153313 - 33m ago - Requested - Amy Stone  
IT Peripheral / Hardware Request  
REQ0153310 - about an hour ago - Approved - Amy Stone

Submitted : 2022-01-24 15:08:14  
Request Number : REQ0153313  
Requestor : Amy Stone  
Estimated Delivery : 2022-01-24  
Approval Status : Requested  
Waiting Approval : Semone Neuman

Item	Delivery Date	Stage	Price (ea.)	Quantity	Total
IT Peripheral / Hardware Request	2022-01-24		\$870.00	--	\$870.00
					Total: \$870.00

Number: RITM0200891 Created: 37m ago Updated: 37m ago State: Open

### IT Peripheral / Hardware Request

Item: IT Peripheral / Hardware Request Requested for: Amy Stone

Stage: Requested

**Additional Details**

Activity Attachments Additional Details

Requested for: Amy Stone

Opened by: Edwin Fuller

Select the laptop: Dell Latitude 7300 - HPPF333

What is the Serial Number of the laptop: N/A

Laptop not listed / I could not find the laptop in the lookup: false

Laptop Accessories: [Click to view](#)

Soft Phones Headsets: [Click to view](#)

## Revision History

0001	01/25/2022	G Cantrell/M McCoy