



MONTCLAIR STATE UNIVERSITY

Requesting a Computer Through the Computer Lifecycle Replacement Program

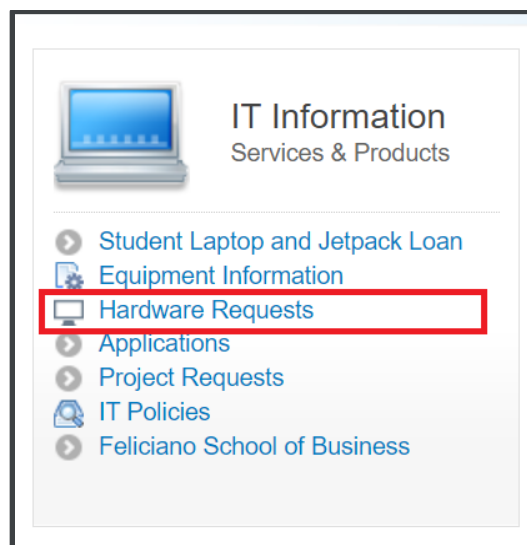
The University provides a standard laptop for all Fulltime Faculty and Staff and approved specific computer configurations for computer labs and adjunct spaces under our Computer Lifecycle Replacement Program. For a full understanding of the program, please go to our Information Technology [website](#). The University has standardized across the board on a standard PC Laptop. In some cases, an additional justification can be submitted for review.

- [New Hire Computer Requests](#)
 - [Replacement of Current Computers \(Asset Renewals\)](#)
 - [Submitting a Justification for Non-Standard Computer](#)
 - [Department Purchases](#)
 - [Asset Approvals \(For Approvers\)](#)
-


New Hire Computer Requests

Please Note: You cannot request a computer for a new hire until they have claimed their NetID. A NetID is required to log into all machines on campus. If they do not have a NetID, please wait before following the steps below.

1. Go to: <https://montclair.service-now.com/ess/>
2. Select “**Hardware Requests**” on the Service Now page.




3. Click on “**Asset Request**”.




Hardware Requests

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items


Asset Request
 Use this catalog item to request an asset.


Department Purchased Asset
 Use this catalog to request Department Purchased Asset to be imaged with the IT image and added to ServiceNow.

- Fill out the asset form. *(Please Note: If you are filling out a request on someone's behalf, you will have to check off the box to declare this and then enter a current, active NetID in the field that appears.)*

Use this catalog item to request an asset.

☒ Please check here if you are requesting an asset on someone else's behalf.

* Request on behalf of (only active MSU NetID)

* Is this request for a New Hire?

* Please choose device(s) assignment

* Type of Request

* Device

* Location

☐ I have read the Policies listed above and agreed to the terms.

PLEASE NOTE: For any Computer Peripherals such as Monitors, Additional Power Adapters, Computer Docks, etc., please visit the Lenovo Punch-out that is set up in WorkDay for our recommended standard equipment.

If the **request is for a New Hire**, you must enter their Start Date. The device assignment will auto-populate to *Primary Machine* and *New Asset Request*. You will only then have to choose the type of device and location the equipment will primarily be in.

☒ Please check here if you are requesting an asset on someone else's behalf.

* Request on behalf of (only active MSU NetID)

* Is this request for a New Hire?

* New Hire start date

* Please choose device(s) assignment

* Type of Request

* Device

* Location

5. Once you have selected the Asset type of your choosing, you will need to scroll down to read them and acknowledge our policies. (**Please Note:** If you request a non-standard computer, the justification process will need also need to be completed. Directions for non-standard can be found below.)

Please read the following polices and acknowledge below that you have read them:

- [Computer Lifecycle Policy](#)
- [Nondefault Workstation Request Process](#)
- [Protocol for Workstation Approval](#)
- [Data Retention Policy](#)

☐ I have read the Policies listed above and agreed to the terms.

6. Once you finish completing the location, select Request this Asset. and it will start the approval process.
7. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.

Thank you, your request has been submitted
✕

Order Placed: 01/28/2022 10:08:27 AM
 Request Number: REQ0208208 ☆

Estimated Delivery Date of Complete Order: 01/29/2022

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Use this catalog item to request an asset.	01/29/2022	▶ ✔ ✔ ○ ○ ○	-	-	-
Total					-

8. You will also receive an email confirmation that your request has been submitted as shown below.

Dear John Osmak,

Your request RITM0182625 has been successfully submitted. You will be notified once this request has been advanced to the next step of the process.

If you have any questions, please feel free to contact the IT Service Desk at 973-655-7971, option 1 and reference this request.

Thank you,

IT Service Desk

Ref:MSG2269403

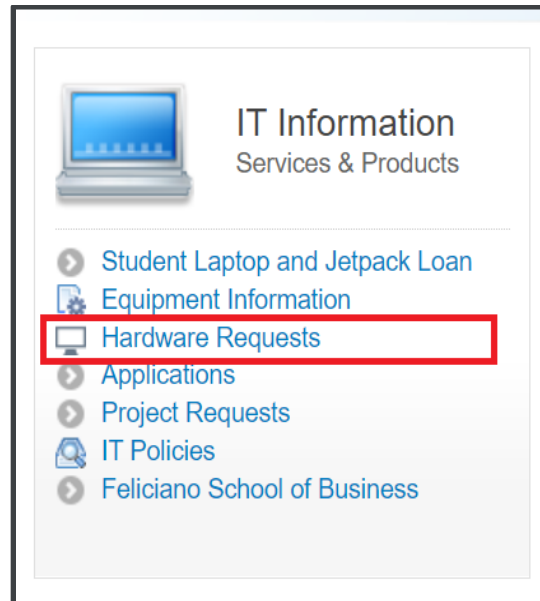
9. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.

Please Note: After approvals, the computer distribution will be based on what we have in stock and how long it takes to image and deploy. Please request at least 2-4 weeks prior to the New Hire starting.

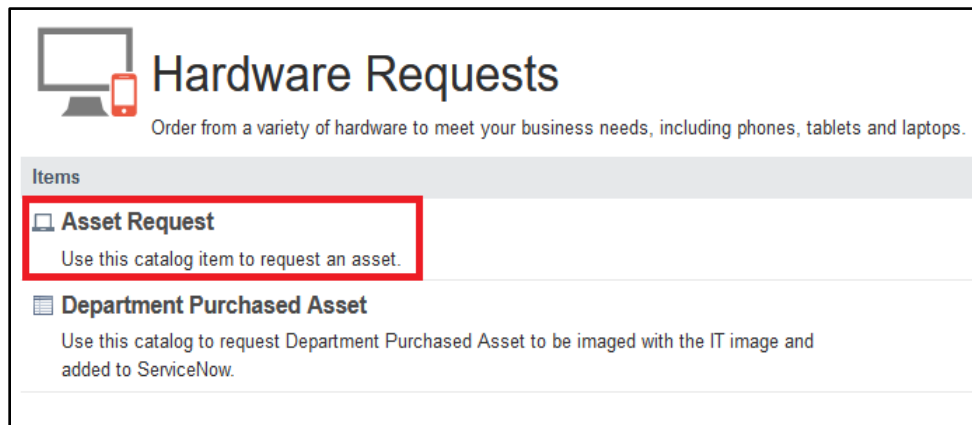


Replacement of Current Computers (Asset Renewals)

1. Go to: <https://montclair.service-now.com/ess/>
2. Select “**Hardware Requests**” on the Service Now page.



3. Click on “**Asset Request**”.



4. You must click the magnifying glass to select the current equipment you wish to renew from the list of assets assigned to the person requesting the renewal.

Please Note: You can check your equipment status here: https://montclair.service-now.com/ess/order_asset_info.do ****If there are no assets assigned or the asset you believe is due for replacement does not appear, please contact the IT Service Desk at itservicedesk@montclair.edu or call (973) 655-7971, option 1 to ensure that your information is updated.****

Use this catalog item to request an asset.

☐ Please check here if you are requesting an asset on someone else's behalf.

* Is this request for a New Hire?
No

* Please choose device(s) assignment
Primary machine

* Type of Request
Asset Renewal

* Select equipment to be replaced

* Device
-- None --

* Location

Hardware | MSU IT Service Desk - Google Chrome

montclair.service-now.com/ess/alm_hardware_list.do?sysparm_target=IQ:9f77911bdbdf81107abde59b8a9619

Hardware New Search Asset tag Search

1 to 1 of

All

Asset tag Assigned to Model category Model Substate

Search Search Search Search Search

PF2S9MSQ Meredith Cohen Laptop Lenovo ThinkPad T14 Gen 1 Primary

1 to 1 of

5. Once you have selected the Asset type of your choosing, you will need to scroll down to read them and acknowledge our policies. (**Please Note:** If you request a non-standard computer, the justification process will need also need to be completed. Directions for non-standard can be found below.)

Please read the following policies and acknowledge below that you have read them:

- Computer Lifecycle Policy
- Nondefault Workstation Request Process
- Protocol for Workstation Approval
- Data Retention Policy

☐ I have read the Policies listed above and agreed to the terms.

6. Once you finish completing the location, select Request this Asset. and it will start the approval process.
7. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.

Thank you, your request has been submitted
✕

Order Placed: 01/28/2022 10:08:27 AM
 Request Number: REQ0208208 ☆

Estimated Delivery Date of Complete Order: 01/29/2022

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Use this catalog item to request an asset.	01/29/2022	▶ ✔ ✔ ○ ○ ○	-	-	-
Total					-

8. You will also receive an email confirmation that your request has been submitted as shown below.

Dear John Osmak,

Your request RITM0182625 has been successfully submitted. You will be notified once this request has been advanced to the next step of the process.

If you have any questions, please feel free to contact the IT Service Desk at 973-655-7971, option 1 and reference this request.

Thank you,

IT Service Desk

Ref:MSG2269403

9. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.

Please Note: After approvals, the computer replacement will be based on what we have in stock and how long it takes to image and deploy. Please request at least 2-4 weeks before your end date.



Submitting a Justification for Non-Standard Computer

You will need to provide justification for anything outside of a standard PC laptop. You must do this even if you have a non-standard computer. Examples of non-standard are PC Desktops, Ultraportable PC Laptops, Apple equipment, tablets.


1. To specify the requested device, click on the drop-down menu for **Device**. A justification is required for all fields outside of standard PC Laptops. The additional field will appear and you can either manually type in the justification or upload/attach a document to the request.

* Device

Standard Apple Laptop ▾

* Location

* Please provide justification for the chosen device type request.

Use the paperclip  if you would like to attach justification document/s to this request.



For the security of the devices and our network, we require all department purchased equipment to have our secure windows or Apple image on them. Please use the below process to request your devices to be imaged.

Department Purchases:

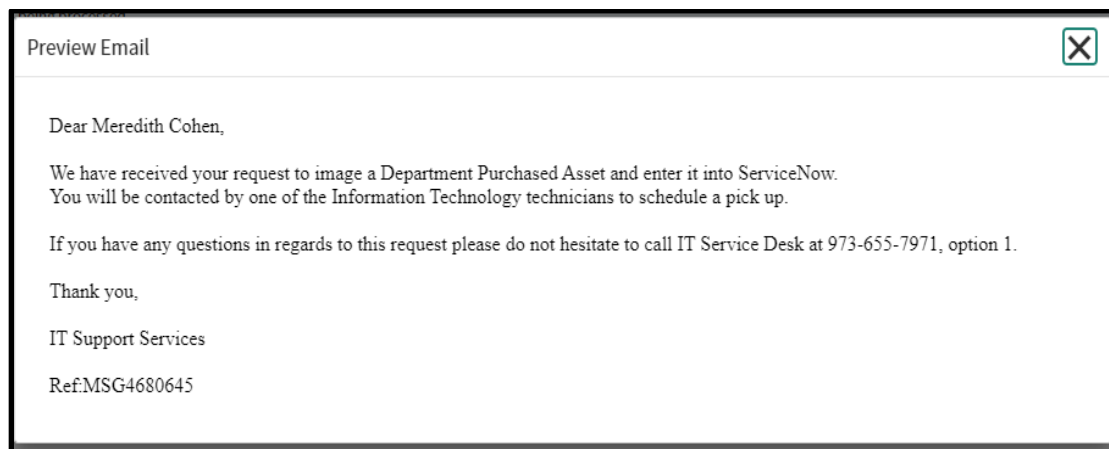
1. Go to: <https://montclair.service-now.com/ess/>
2. Select “**Hardware Requests**” on the Service Now page.

3. Click on “**Department Purchased Asset**”.
4. Fill out the form with the Asset Information and Submit the Request.

5. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.

Thank you, your request has been submitted		
Order Placed: 02/02/2022 04:53:36 PM		
Request Number: REQ0208217 ☆		
Estimated Delivery Date of Complete Order: 02/02/2022		
Description	Delivery Date	Stage
Add department purchased asset to ServiceNow.	02/02/2022	▶ ✓

6. You will also receive an email notification letting you know your request has been submitted like below:

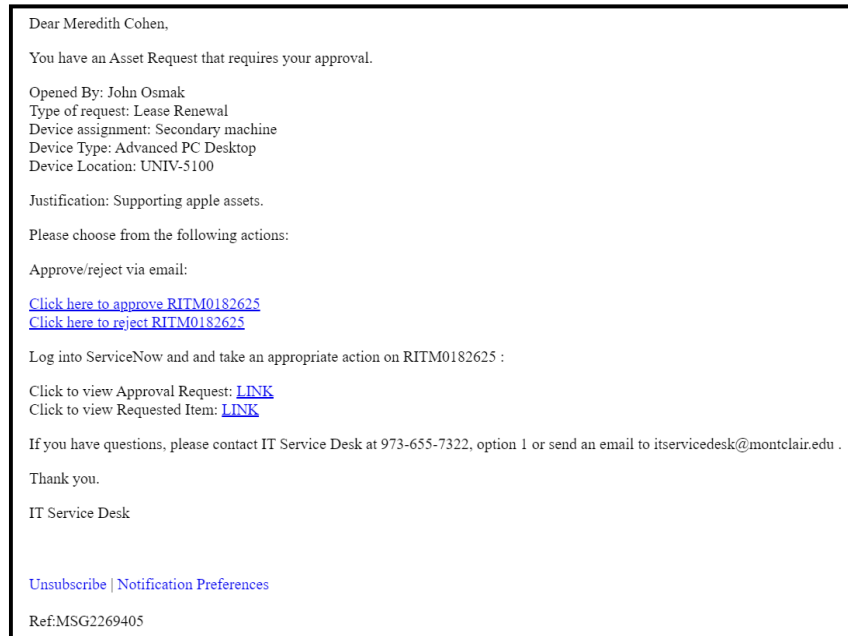


1. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.

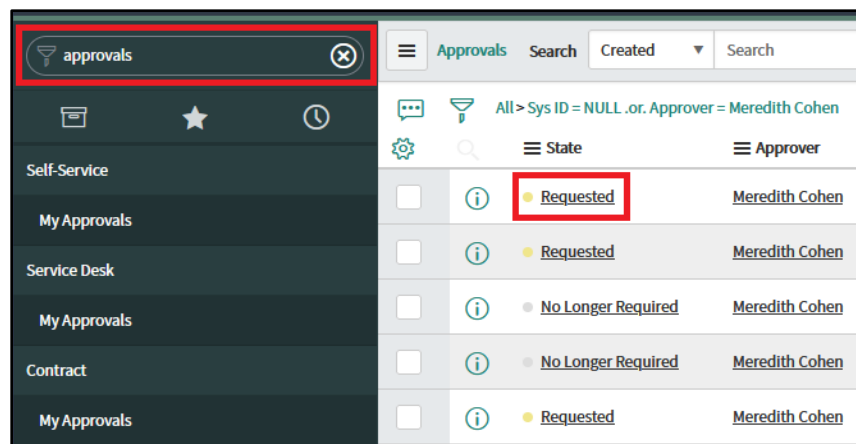


Asset Approvals (For Approvers)

1. If a client requests anything besides a standard PC laptop, the request will need to be approved by either the TC Group, the Dean, an Immediate Supervisor, or the VP. Final approval must be provided by TSS. A notification will be sent to the approver. Notifications that are emailed to the approver will have an option to approve via email or via a link to the approval record in SNOW portal (as shown below).



2. If you choose not to use the link, the approver can go to the “**My Approvals**” area in ServiceNow to locate the RITM. A user can reach this area by typing “Approvals” into the filter navigator in the left-hand column and then selecting the appropriate option under the Service Desk category. Click on the “**Requested**” state to enter the request item and either approve or reject the request.



- Once inside the RITM, review the request and justification that was provided. Please expand the link under the **Description** section to view the full details of the request. The **Approve** and **Reject** buttons can be located in two spots: either on the top right corner of the window or the bottom left. Both locations work as intended.

Approval
Requested Item: RITM0208209

Save Update **Approve** **Reject**

Meredith Cohen Requested Item: RITM0208209

State
Requested

Summary of Item being approved:

Description	Price	Quantity	Total
Use this catalog item to request an asset.	\$0.00	1	\$0.00

Comments

Comments

Post

Activities: 1

MC Meredith Cohen Field changes • 01/28/2022 09:49:21 AM

Approver Meredith Cohen
State Requested

Save Update **Approve** **Reject** Delete

- If approved by the TC Group, the Dean, an Immediate Supervisor, or the VP, the RITM will be forwarded to TSS for final approval.
- If the request is approved by TSS**, a TASK will be generated and assigned to the IT Desktop Team.
- If the request is rejected**, the workflow will end and the client will receive a final rejection notification.