UNIVERSITY OF MIAMI
INFORMATION
TECHNOLOGY & SYSTEMS

BUSINESS OPS REQUESTS APPLICATION

Hardware Request Guide

This guide provides operational instructions for how Academy and UHealth Information Technology & Systems (ITS) managers should submit replacement computer and accessory requests for existing ITS employees. This process replaces prior email-based and SNOW-ticket-first submissions to provide better visibility and consistent processing.

Access the Business Ops Requests App

Log in to the Business Ops Requests application, then select the ***Hardware*** tab.

Submit New Hardware Request

1. Hardware Request Process Overview

Replacement computer and accessory requests for existing IT employees should be submitted through the dedicated *Hardware* tab when the request is for end-of-life, out-of-warranty, job-function, or approved additional equipment needs. If a device is not working, do **not** use this form; open a ServiceNow ticket so the Desktop Support team can assess the issue first.

- **Simplified Submission:** No pre-submission SNOW ticket is required. The *Hardware* tab form itself is the kickoff, and the Desktop Support team assesses on the back end.
- **Entity-Based Routing:** Requests route automatically based on the Academy or UHealth selection, so managers do not need to know internal routing details.
- **Status Visibility:** Real-time status tracking (In Progress, Under Review, Complete, Denied, Canceled, On Hold) gives managers immediate insight into request progress.
- **Processing Efficiency:** Standardized intake accelerates verification, fulfillment, and delivery turnaround.

2. Routing Guidelines & Request Scope

Note: Vendor quotes, purchase orders, and other purchasing-related requests must continue using the established, standalone Quotes tab process.

✓ *What to Submit via the Hardware Tab:*

- Replacement computers for end-of-life, out-of-warranty, or job-function needs for existing IT employees.
- Computer accessories, including monitors, mice, headsets, docks, webcams, and keyboards.
- Additional equipment or devices; *approval required.*

✗ *What NOT to Submit:*

- If your device is not working, do NOT use the *Hardware* tab. Open a ServiceNow ticket so the Desktop Support team can review the issue and determine the appropriate next step.
- New employees needing equipment.
- Individual software requests.

3. Completing the Request Form Fields

The form enforces specific required data fields to ensure seamless automated routing. Please review the breakdown of required fields below:

Note: All laptop/PC replacement requests require manager approval, along with an assessment from the Desktop Support team clearly stating the need for replacement.

- **Funding Source:** The Academy or UHealth designation for the requesting manager, selected via the dropdown menu. This determines where the request is routed.
- **Requesting Supervisor:** The manager submitting the request on behalf of the employee.
- **End User:** The existing ITS employee who will receive the equipment. Select the person from the directory or use the manual-entry option to input the user's name directly.
- **End User Email:** Auto-populates when the End User is selected from the directory or may be entered manually if the person isn't listed.
- **Hardware Requested:** The type(s) of equipment needed. Multiple hardware items can be selected on the form.
- **Justification:** A written explanation of the business need for the request.
- **Reason for Request:** Select the reason from the dropdown.
- **Service Tag Number:** Appears when "Replacement" is selected as the Reason for Request. Enter the service tag of the device being replaced, if applicable, to help identify the specific unit.

4. Critical Processing Rules

- **No Pre-Submission Ticket:** A SNOW ticket is not required before submitting the *Hardware* tab form; the form itself is the kickoff, and the Desktop Support team assesses on the back end.
- **Data Integrity:** Ensure all fields are fully populated before submitting. Missing information may delay processing.
- **Manager-Only Submission:** Requests must be submitted by the employee's manager; ITS employees should not self-submit.
- **Status Tracking:** Monitor request status directly within the *Hardware* tab (In Progress, Under Review, Complete, Denied, Canceled, On Hold).

5. Escalation Protocols & Support Matrix

If a request requires high-priority processing due to an imminent deadline, please adhere to the following workflow:

- **Matias Troncoso** (Enterprise ITS) – mtroncoso@med.miami.edu
- **Amado Salazar** (Enterprise ITS) – asalazar@miami.edu
- **Marcos Menendez** (Academy: Computer Refresh) – mxm194837@miami.edu
- **Franklin Herrera Rodriguez** (UHealth) – frh23@med.miami.edu
- **Terrynce Jones** (UHealth) – tjones@miami.edu

In addition, please contact the resources above if you need PowerApps access to submit hardware requests.