## Appendices

### Appendix 1 – Details to provide with request for Desktop/Laptop/Workstation/Mac

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| Details required | *Why am I being asked this…?* | Response… |
| Name | *The user's full name and username if available. Required so the installation teams know who to co-ordinate with to arrange installation.* |  |
| New starter?  | *To confirm whether this device is for a new member of staff.* |   |
| Department | *The name of the department the end-user is associated to. Required to ensure delivery of goods takes place with the field team responsible for support.* |  |
| Room number  | *The installation destination, typically the user's office room number.* |  |
| Hardware being replaced? | *The hostname or any unique identifiers of equipment replaced as a result of the new request, so CIS can assess its qualification for replacement based on age and warranty expiration.* |  |
| Hardware required | *The hardware options, if standard selected from the PC and Apple hardware standards web pages here: https://www.dur.ac.uk/cis/local/hardware/* |  |
| If Laptop, specify laptop options | *If a laptop is selected, a reminder to specify the additional options as required - such as a dock, keyboard/mouse, etc.* |   |
| Business justification (centrally funded devices only) | ***Only required if ordering anything other than standard specification items****, so CIS can sense-check and interpret the request. CIS does this as the central budget for hardware is contentious; high specification equipment and Apple hardware can cost 3x more. Very often, people are unsure of their requirements, selecting something that appears suitable but doesn’t match their requirements.* |  |
| OS/Build and any specific software requirements. | *The operating system and software applications to install on the PC/Mac, so installation teams know what's required in terms of setup.* ***If nothing is specified here, a PC will arrive as Managed Windows 10 with no additional software.*** |  |
| Can an in-warranty, used device fulfil this request? | *CIS stock and repurpose devices still within warranty, acquired from leavers, premature replacements or returns. This response confirms whether or not a device such as this can be used to fulfil the request.*  |  |