

# Move/Add/Change Policy and Request Form

---

## Purpose

On occasion, it is necessary for desktop computing equipment and user account information to be moved, added, or changed in some way. The goal of this policy is to outline guidelines for end-users to request a move, add, or change to their desktop computing environments. This procedure has been designed with the objective of minimizing disruptions to both the IT department and end-users.

## Eligible Items

All move, add, or change requests must be approved by a designated supervisor. Use the Move/Add/Change Request Form if you wish to do any of the following:

- Move a desktop system (e.g. PC, printer or scanner) to another location.
- Add/disable an employee account (network, e-mail, voicemail).
- Add/remove a service to/from an existing employee account.
- Add/remove a new employee desktop system.
- Add/remove software or hardware to/from an existing desktop system.
- Change an employee's name or other personally identifiable information in the system.

## Scheduling

All move, add, or change requests must be received a minimum of three business days in advance of the requested action date. However, to ensure that your preferred action date can be met, it is recommended that you submit your request as far in advance as possible, in order to minimize disruptions and maintain efficiency.

In the event of a pressing need, alternative times may be scheduled. These will be handled on a case-by-case basis. Details of the actual execution of the request will be forwarded to the request contact within one day of receipt of the request.

Most moves or changes involve system downtime for the user. Outage windows will be minimized whenever possible. If a window is to exceed 24 hours, affected users will be notified in advance.

While all approved moves, adds, and/or changes will be carried out in as timely a manner as possible, they may be delayed in the event of an IT-related problem or emergency.

## Move/Add/Change Request Form

Fill out and submit this form to [insert name and contact information].

**Request ID:** \_\_\_\_\_ **Request Date:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Supervisor Name:** \_\_\_\_\_ **Supervisor Approval:** \_\_\_\_\_

**Department:** \_\_\_\_\_ **Contact Information:** \_\_\_\_\_

**Priority (circle one):**      High                      Medium                      Low

### Directions

- Describe the item or service to be moved, added, or changed, including asset number or serial number (if applicable).
- List the location (building/room number) of the item or service affected.
- If an item is to be moved, list the location (building/room number) to which the item is to be moved.
- Provide the requested date for the move, add, or change to become effective.
- Submit this form to [insert name other submission channel].

**Is this request for a new user (circle one)?**                      Yes                      No

**Is this request for a terminated user (circle one)?**                      Yes                      No

### Move the following item

Description:	Current Location:	New Location:	Requested Move Date:

### Move the following item

Description:	Current Location:	New Location:	Requested Move Date:

**Add the following item or service**

Description:	Location:	Requested Add Date:

**Add the following item or service**

Description:	Location:	Requested Add Date:

**Change the following item or service**

Description:	Location:	Requested Change Date:

**Change the following item or service**

Description:	Location:	Requested Change Date:

**Other desktop requirements**

Description:	Location:	Requested Date: