**SERVICE REQUEST INSTRUCTIONS**

**USER INFORMATION:** This section is information about the person receiving the services. Complete the user information requested. Please include as much information that is currently known about a user (no nicknames) and verify the correct spelling of all entries.

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| *Select one of the following:* | (1) Existing user – Established user with existing credentials  (2) New User – Previously unknown to the system  (3) Departing User – Customer no longer requires services. |
| *EDIPI* | This is the number on the BACK of user’s CAC – this is MANDATORY for all personnel type actions |
| *Effective Date:* | Date the service request will be active or when service is required |
| *Last Name:* | Enter last name of person receiving service |
| *First Name:* | Enter First name of person receiving service (no nicknames) |
| *MI (Middle Initial):* | Enter Middle Initial of person receiving service. |
| *E-Mail:* | Enter email address of user receiving service. |
| *Code:* | Enter organizational code where the person receiving the services is assigned to perform work. |
| *User Id: (ZM0/ZAP/CON/EXT)* | If known, enter user id of person receiving service. This user id will be used for legacy access. If there is no requirement for non-NMCI access, do not enter a value. |
| *Rank:* | If military personnel, enter rank of person receiving service. |
| *Current Phone Number:* | Enter person receiving service Current Phone Number (include Area Code) |
| *Designation:* | Select appropriate employment designation of person receiving service (Civil Service, Contractor, Military or Foreign National) |
| *Contractor’s Company Name:* | If the requestor is a contractor, include company name. |
| *Contract End Date:* | If the requestor is a contractor, include end date of contract. |
| *BLDG:* | Enter building number of the person receiving the services. |
| *Floor:* | Enter floor of the person receiving the services. |
| *Room (bay):* | Enter Bay location of the person receiving the services. |
| *Cubicle (Seat/Desk ID):* | Enter the Seat ID of the person receiving the services. The Seat Id is found on the floor plan for the building and bay. |
| *Network Jack ID* | Enter the network Jack Id of the person receiving service. The Jack Id is located on the grey or blue box found under the desk  where the computer line is installed. |

**PURPOSE OF REQUEST:** Provide a general overview of what services are required. If for a specific project, provide the project name. If this is an Exchange Server Request, provide the functional mailbox or distribution list name associated with this request.

**COMPUTER/PHONE:** This section is used for identifying equipment currently assigned to user and used for a move of computer and/or phone. All Existing or Departing Users should have current computer information designated in this section. A phone request will also be generated if the current custodian is moving. If the computer is being moved to a different location without the current custodian, the move is for the computer equipment only. The location information entered in this section is the new location of the equipment.

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| *Projected Date:* | Select the desired date for the computer and/or phone move. Requests may take 14 days to process. |
| *Current or From Computer Name:* | For existing or departing user, provide computer name(s). Computer name is found on an NMCI computer under Start - “COMPUTER” (lower left-hand corner) |
| *Asset ID:* | For existing or departing users, if NMCI machine(s), provide Asset Number from the HP tag located on computer. For non-NMCI machines, provide the serial number. |
| *To Network Jack ID:* | Enter the ‘to’ network Jack Id of the person receiving service. The Jack Id is located on the grey or blue box found under the desk where the computer line is installed (Make sure the Current Network Jack ID is filled in under User Information – this would be the “from” network jack) |
| *Select one of the following:* | (1) Computer Move – The computer is being moved to a different location. Current custodian is not impacted.  (2) Computer Move w/Phone– Custodian is moving. A phone request will also be generated.  (3) Phone Move ONLY – The phone is being moved to a different location. Current custodian is not impacted.  (4) New Phone Install – requesting new phone installation. |
| *New Location Information* | This is the location information where user/computer is moving “to” |
| *BLDG:* | Enter the new building number of the person receiving service. |
| *Floor:* | Enter the new floor number of the person receiving service. |
| *Room (bay):* | Enter new bay location of the person receiving service. |
| *Cubicle (Seat/Desk ID):* | Enter the new Seat ID of the person receiving the services. The Seat Id is found on the floor plan for the building and bay. |

**NMCI Account:** This section is used to request an NMCI User Account.

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| *Select one or more of the following:* | A Developer Account is NOT required in MECH or PHIL if only needed for Software install because we have local support to load software. All Regional Sites, users with Developer Machines (DD or DL) should have a Developer Account.   1. NIPR Regular 2. NIPR Developer 3. SIPR Regular 4. SIPR Developer 5. NNPI Regular 6. NNPI Developer   Developer Accounts MUST be accessed monthly or they will be deactivated. Notify NAVY311 for reactivation. |

**MODIFY USER NAME:** Select this option when a name change is required. A name change can be a change in first or last name or a change in email address.

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| *Last Name:* | Enter the new last name of person receiving service. |
| *First Name:* | Enter the new first name of person receiving service. |
| *MI (Middle Initial):* | Enter the new middle initial of person receiving service. |
| *E-mail:* | If known, enter the official email of person receiving service. |

**SOFTWARE:** Select software section to obtain software. The technicians will determine the best method of obtaining the software and will contact the user if additional information or funding is required. Standard configuration rules for DADMS, NMCI and IA will be considered when providing the software. If the software is being transferred, please include the destination computer information.

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| *Select one of the following:* | (1) Installation – New software not currently associated with the user.  (2) Removal – Remove previously installed software.  (3) Transfer – Transfer licensed software from one computer to another – Include destination computer information. |
| *Computing Environment:* | Select the computing environment. Select NMCI if the equipment is NMCI. Select Legacy for Legacy equipment. |
| *Project:* | Enter specific Project associated to software request (e.g. ERMS, ERP, etc.). |
| *Title:* | Enter full name plus acronym if known of software requirement. |
| *Version #:* | Enter the version of the software required. If you need a particular version other than the most current version available, enter the version required. If the most current version available is sufficient, enter “Current.” |
| *Recipient or To Computer Name:* | If “Transfer” was selected, enter the name of the computer receiving software. If “Transfer” was not selected, entry may remain blank. Computer name is found on an NMCI computer either under the “MY COMPUTER” icon on the START menu or in the upper left-hand corner of the desktop screen (GREEN line). |
| *Asset ID:* | If “Transfer” was selected, enter the Asset ID of the computer receiving software. If “Transfer” was not selected, entry may remain blank. For NMCI machines, provide Asset number from the EDS tag located on computer. For non-NMCI machines, provide the serial number. |
| *No .dev Account - need assistance to load SW::* | User has an S&T seat (DD or DL) but does not have a .dev (S&T) account or ADMIN rights to be able to load software. Need to check YES if user needs assistance with downloading/installing software. Otherwise leave blank or select No or n/a. |
| *Recipient Last Name:* | For transfers, enter last name of person receiving the equipment. |
| *Recipient First Name:* | For transfers, enter first name of person receiving the equipment. |
| *Recipient MI (Middle Initial):* | For transfers, enter middle initial of person receiving the equipment. |
| *Reason for Removal and/or Transfer:* | Enter the reason for removal or transfer. |

**HARDWARE:** This section is used for the acquisition of additional hardware. Peripheral devices include printers, external hard drives or items that connect to a computer. Request changes to your current computer configuration or request a new computer. You should request either an NMCI asset or an asset from the Legacy inventory. NMCI equipment will contain the current contents of the NMCI Standard Gold Disk. Standard NMCI seats will not have the ability to modify the computer configuration. NMCI Science and Technology (S&T) seats will be able to modify the configuration of the equipment. Legacy equipment is used when connection to the NMCI environment is not required.

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| *Select one of the following:* | (1) Peripheral Device – Select if you are adding peripheral equipment to your current hardware configuration.  (2) Computer – Select if you are requesting a new computer or making changes to the current configuration of your computer  (3) Computer Access – Select if you are requesting Developer User access to a Developer (S&T) seat (associate S&T seat to .dev account). |
| *Peripheral Device Type:*  *(if more than one is needed, type in manually and divide by comma)* | Select the type of desired hardware requested by the user. Can type in if more than one or not shown on dropdown list. |
| *Seat Type:* | Select either “Laptop” or “Desktop” (justification for seat choice is required). If a laptop is not available, you will be provided a desktop and your name will be added to a waiting list. |
| *Legacy Computer (non-NMCI)* | Select this option if requesting a Legacy Computer for Development, special Network Connectivity or special Software Requirement (specific justification is required in box located to the right on Service Request form) |
| *Regular NMCI Computer* | Select this option if requesting a “Regular” NMCI seat (non S&T). |
| *NMCI Science & Technology Computer (S&T)* | Select this option if requesting an NMCI S&T seat. S&T seats are required for Development, special Network Connectivity or special Software Requirement (specific justification is required for both seat and the developer S&T (.dev) account. NOTE: If the account requirement is specifically for loading software, then the .dev account is NOT required at MECH and PHIL -- user will need to contact NAVY311 for software installation by one of our local Seat Administrators (software restrictions include any software that is DADMS approved but not NMCI Certified) |
| *NMCI Enhanced Science & Technology Computer (S&T)* | The Enhanced S&T seat is commonly referred to as the “Super S&T” Seat. Select this option if requesting an Enhanced NMCI S&T seat (special Department 94 justification review/approval required). Enhanced S&T seats are required for heavy Development usage. |
| *Legacy Return Date:* | If the request is for Legacy equipment, enter the estimated return date of the equipment. |
| *NMCI User current .dev account* | This is required if you need to assign a specific user to an S&T computer. For S&T seats, first the user is assigned to the seat, then the seat to the port. User should have a .dev account, please provide on blank line provided (example [John.A.Doe.dev@navy.mil](mailto:John.A.Doe.dev@navy.mil) = john.a.doe.dev) |

**EXCHANGE SERVER REQUEST:** Select this option when a change to email functional mailboxes or distribution lists is required. A functional mailbox may be used by more than one person for email receipt and distribution. The members of the group may send and receive mail on behalf of the entire group and share a common email account. A distribution group is a list of email users. The group does not share a common email account. An explanation of the group and a list of requested users should be included in the Justification Section at the top of the form. The current functional mailbox or distribution group should also be included if a modification is requested. The technician responsible for creating the account will contact the requestor with further instructions.

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| *Select one of the following:* | (1) Create New Functional Mailbox  (2) Modify Existing Functional Mailbox – Include the current full name in the justification section.  (3) Create New Distribution Group  (4) Modify Existing Distribution Group – Include the name in the Purpose of Request section |

**SUPERVISOR/GOVERNMENT SPONSOR:** The sponsor is the civilian employee with the authority to approve this request.

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| *Last Name:* | Enter last name of person approving this request. |
| *First Name:* | Enter first name of person approving this request. |
| *Digital Signature:* | Digital signature is required for all requests. |

**TECHNICAL SOLUTIONS DEPARTMENT APPROVALS:** The remaining part of the form is completed after submission to the help desk.It is for Technical Solutions Department use only. Service requests are reviewed for accuracy and compliance with current infrastructure. The Technical Solutions Department will coordinate the solution with the requestor. The Department Director approval is required for ENE equipment requests longer than 3 months.

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| *Technical Solutions Department Director:* | Digital signature of the Department Director, if required. |
| *Technical Services Review Board Agent:* | Digital signature of the review board agent who certified request to be within acceptable system parameters, if required. |