Submit CSS IT Equipment Borrowing Request form

Review information on form, and route to appropriate zone

Contact client to confirm equipment/delivery information

Deliver equipment or hand off at 4th Street location, update record keeping log

Pick up or receive equipment, update record keeping log

Use equipment

This process document is current effective 06/11/2014
If you have questions about this document please contact pti maps@lists.berkeley.edu
**Responsible:** owner of the task.
**Accountable:** the one ultimately answerable for the correct and thorough completion of the task.
**Consulted:** provides information and/or expertise necessary to complete the task.
**Informed:** needs to be notified of results

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<th>Client</th>
<th>CSS IT Service Desk Tech</th>
<th>CSS IT Tech</th>
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<tr>
<td>Submit CSS IT Equipment Borrowing Request form</td>
<td>A/R</td>
<td>I</td>
<td>A/R</td>
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<td>Review information on form via ticket</td>
<td>A/R</td>
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<tr>
<td>Assign ticket to appropriate zone, depending on delivery location</td>
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<tr>
<td>Contact client to confirm handoff logistics</td>
<td>I/C</td>
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<td>Give equipment to client (either via drop off on campus or pick up at CSS)</td>
<td>I/C</td>
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<td>Update record keeping log when equipment is handed off</td>
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<td>Use borrowed equipment</td>
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<td>Return equipment to CSS IT (either via drop off at CSS or pick up from tech)</td>
<td>A/R</td>
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<td>Update record keeping log when equipment is returned</td>
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</table>
CSS IT – Internal CSS Equipment Borrowing

**Client**

Start

Submit CSS/IT Equipment Borrowing Request form

Review information on form

Assign ticket to Provisioning

Equipment to be picked up at 4th Street location

Assign ticket to appropriate zone

Contact client to confirm equipment handoff information

Prepare equipment

Handoff equipment to client

Update loaner calendar with loaned equipment information

Use equipment and prepare for return

Return equipment (either via drop off at 4th Street or pick up by tech)

End

**Service Desk Tech**

Start

Review information on form

Assign ticket to appropriate zone

Contact client to confirm equipment handoff information

Prepare equipment

Handoff equipment to client

Update loaner calendar with loaned equipment information

Receive equipment

Mark ticket ‘resolved’

End

**Provisioning Tech**

Start

Contact client to confirm equipment handoff information

Prepare equipment

Handoff equipment to client

Update sign in/sign out sheet with loaner information

Receive equipment and update sign in/sign out sheet

Mark ticket ‘resolved’

End

**Zone Tech**

Start

Contact client to confirm equipment handoff information

Prepare equipment

Deliver equipment to client

Update sign in/sign out sheet with loaner information

Receive equipment and update sign in/sign out sheet

Mark ticket ‘resolved’

End

**Legend**

Process Step

Subprocess Step

Decision Point

Client

CSS

**Guidelines**

Shared document

Form

Ticket is Created
Borrowing Equipment from CSS

Laptops, desktops, projectors, and accessories

What is available to borrow?

- Apple or Dell laptops
- Dell desktop computers
- Projectors
- Cables (e.g., video cable, power cable, etc.)
- Adapters (e.g., Thunderbolt adapter, Mini DisplayPort to VGA Adapter, etc.)
- Accessories (e.g., mouse, keyboard, presentation remote, etc.)

What to do in order to borrow equipment?

- Complete the CSS IT Equipment Borrowing Request form and email to itcsshelp@berkeley.edu
- Call 664-9000 x1
- Submit a ticket via http://blu.berkeley.edu (CSS tab)

How will equipment be received?

- On the CSS IT Equipment Borrowing Request form, indicate if you would like to pick up the equipment or have it delivered to you.
  - If you would like equipment delivered, please indicate the specific information (e.g., building, room number, time, etc.)

Visit the Procurement and Provisioning Support website for additional information.

The client is responsible for the cost of repair or replacement in the event that loaned equipment is damaged or lost.