

People Groups			Licenses			Local Equipment Checklist			Checklist of Local End-User Deployment Package (cont)		
<b>Local</b>	Maintains permissions for local users, specifically requestable equipment and consumables	Local to United States	1. GWBS Licenses	Provisioned by HR		4. Dell or Asus Monitor 2	Includes Power Cable & HDMI or VGA to DP cable	Capture Asset Tag	Monitor 1	Brand is Asus or Dell, includes HDMI or VGA	
			2. Phone System License	Provisioned by Helpdesk					Monitor 2	Brand is Asus or Dell, includes HDMI or VGA	
			3. AV License	Provisioned by Helpdesk to Deployed Machine					GWBS License	Configured and Distributed by HR, additional configurations post training	
			<i>AV License is deployed to the Contractor End-User Equipment, this must be removed when/if user is offboarded.</i>			5. Mouse		Consumable (no Asset Tag)			
			Local Equipment Checklist			6. Keyboard		Consumable (no Asset Tag)	Phone System License	Configured by Helpdesk for training post GWSL creation	
<b>Contractor</b>	Maintains permissions for contractor users, specifically no requestable equipment or consumables	Local to Mexico	1.	Includes Latitude 5410	Capture Asset Tag	7. Headset		Consumable (no Asset Tag)	CRM License	Rides on GWBSL, additional configs post training	
			2. Dell D6000 Docking Station	Includes Power Supply	Capture Asset Tag	<i>Consumable Items are tracked in Asset Management, will</i>			AV Software	Configured on new-user endpoint before delivery	
			3. Dell or Asus Monitor 1	Includes Power Cable & HDMI or VGA to DP cable	Capture Asset Tag	Checklist of Local End-User Deployment Package			<i>While distributing the Hardware Helpdesk will use Asset Management Software to retrieve signature for devices delivered, this includes a written and dated signature and an electronic list of devices emailed to the end-user</i>		
						Dell Latitude 5410	Includes Power Supply & Laptop Bag				
						Dell D6000 Docking Station	Includes Power Supply				
Checking Out Licenses											
			1. Configure user in Asset Management								
			2. Apply License in corresponding system								
			3. Check-out to user in Asset Management								
			4. Repeat Process until licenses are applied.								
			<i>Contractor users will not have hardware applied</i>								



### Workday Access

Workday Profile	cwops @xxx-x.com	Contact for Profile Creation
Access in Okta	helpde-sk@xxx-x.com	Contact for Okta App Add

*Helpdesk does not administer Workday*

### Policies

Ticket Creation (Helpdesk-@porcx-x.com) Users should open their own tickets, as they are given additional methods through Okta.

Ticket Creation (Helpdesk-@ac-c.com) Users should open their own tickets, given the resource as part of onboarding.

### GWSPC - Controls

Spr Admn      Sep Login



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