



**IT PROCESSES
ASSETS**



- How do I add a request?
And why does it take so long?
- What is the SLA on time frames?
- Help is on the way

A close-up photograph of a white computer keyboard. A single key is highlighted in a vibrant blue color, standing out from the other white keys. The keys are slightly raised and have a soft shadow. The background is a blurred view of the rest of the keyboard.

HOW DO I ADD AN ASSET REQUEST?

With the loss of the Avamere Ticketing System, requests have been coming in multiple ways, causing delays and missed requests.

What do we do NOW?!

- **LINK FOR ASSET REQUESTS-** [Infinity IT Asset Request Form](#)
- Fill out the form of which device and accessories are needed for this request; specify whether this is a new or replacement request
- Once submitted, this will notify Infinity IT that a request has been added to the queue; we will work on requests in the order they are received

SLAS FOR REQUEST:

- New equipment: laptops, iPads, cellphones, printers – 2- 4 weeks
- Re-deployed devices: devices that need to be reimaged-- 1-2 weeks
- Accessories: keyboards, mouse, iPad cases – 1-2 weeks

Time frames are approximate and can vary.

ADDITIONAL IT UPDATES



Weekend coverage for NetHealth password resets will be provided by Prime Care.

**THANK
YOU!**



INFINITY IT



971-412-1971



InfinityITSupport@infinityrehab.com