

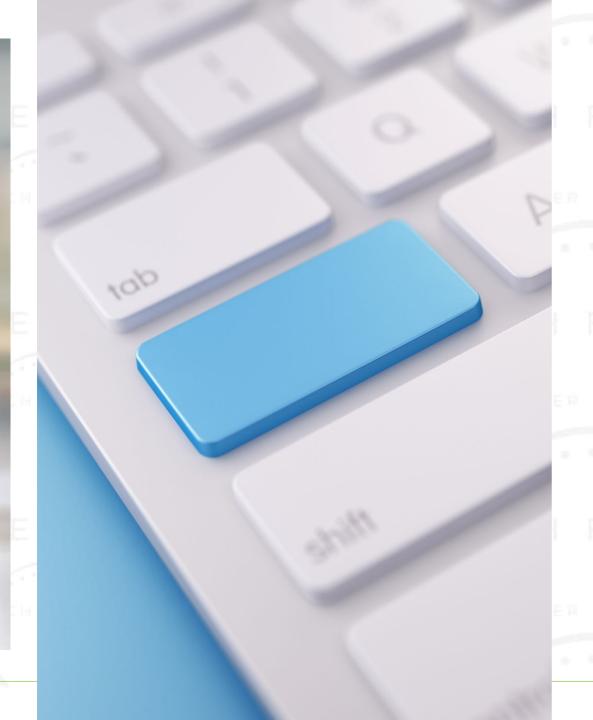


IT PROCESSES ASSETS



- 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





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.





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



THANK YOU!



INFINITY IT





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