

Convert Departmental Computers Prior to IT Field Services Onboarding?



Kristina Mariscal on January 23, 2020

1. Customer opens a ticket in ServiceNow ^[1] with **ITFS_Engineering** for access to images.
2. Customer checks hardware specifications and gets familiar with ITFS image, process, and documentation. The supported hardware on the *Converting computers to ITFS standards* page refers to Device Supportability Criteria ^[2]. The steps are outlined on the ITFS wiki *Customer Conversion/Onboarding* under the section Converting computers to ITFS standards ^[3].
3. Customer opens a ticket in ServiceNow ^[1] with one of the site teams (**ITFS_LH-MTZ**, **ITFS_MBAY**, **ITFS_MCB**, **ITFS_PAR**, or **ITFS_SFGH**) for training and QA from a Field Technician. The training may be waived if the customer has already imaged machines using the UCSF standard image.
4. ITFS Field Technician trains customer, usually within 5-10 business days.
5. Customer images some machines.
6. ITFS technician QAs work. This is a spot check of 5-10 machine, using the QA Checklist ^[4]
7. ITFS Desktop Engineering runs a BigFix report to confirm that all machines meet ITFS supportability requirements.

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

[Suggest an IT Improvement](#) | © UC Regents

*//-->

Source URL: https://it.ucsf.edu/how_do/convert-departmental-computers-prior-it-field-services-onboarding

Links

[1] <https://ucsf.service-now.com/navpage.do>

[2] <https://wiki.library.ucsf.edu/display/ITFieldServices/Device+Supportability+Criteria>

[3] <https://wiki.library.ucsf.edu/pages/viewpage.action?pageId=180683181>

[4] <https://ucsf.app.box.com/shared/static/nwjyt6ydcxl30gucal1f.docx>