**Intake Computer Loan Process**

1. Department Needs a computer
   - Can dept wait?
     - Yes: Dept Purchases computer → Out of Purview Done
     - No:
       - Who to contact?
         - Local TSS
         - Help Desk
       - Dept sent to Loaner Request Web form
       - Intake creates HEAT Ticket under Asset #.
       - Intake receives Request
       - Intake Stores request on network
       - Intake sends system to local TSS from PPD
       - TSS certifies system and readies it for Department
       - TSS places computer with department
       - Placement Web form submitted to Intake

2. Intake Loarer Database updated with current location
   - Timer starts with department loaner system (6 Months Max.)

3. Intake Updates HEAT Ticket and closes ticket
   - Banner Updated
   - Property Control updated with location

4. Transfer/Disposal/ Missing document sent to Property Control

5. Goal Happy Customer