



ITSD Memo

1.15.21



Guidelines: State equipment requests for remote work

This document is intended to provide guidelines and instruction for users requesting state equipment for remote work purposes.

iTrack:

User must update iTrack to reflect the change in equipment location. Check the “remote work” box for any device taken home.

For Desktops, Laptops, and VDI Requests:

If a user is requesting to take home a desktop, laptop or a thin client/all in one for VDI, users should first enter a ticket to verify the equipment will work remotely.

If an agency has a large request, they can group the requests together and provide a spreadsheet attached to the ticket. Spreadsheet: Usernames, equipment and tag number.

1. Go to the [ITSD Service Portal](#)
2. Click on “Submit Remote Work Issues Ticket”
3. Select “Computer Equipment”
4. Select “PC/Laptop/Tablet” or “VDI”
5. Click on Submit Incident:
6. State in the provided space: the equipment and tag numbers requested for remote use. Request a CES technician verifies the equipment will work remotely. (This is only needed for desktops, laptops, and VDI requests).

Monitors:

- Monitors may be taken home.
- Monitors must be connected to State Equipment
- The agency is responsible for any additional cables.

Printers and scanners: Cannot be taken home for remote use.