

ZGLOBAL IT SERVICES/PROCUREMENT PROCESS

ZGlobal Support

Brandon McCorkle oversees all of ZGlobal's IT needs and works very closely with Quest on all matters relating to IT support and purchasing. If there are major issues or needs relating to IT, you may contact Brandon at bmccorkle@zglobal.biz or x1032.

Who to Contact

In the case of a major network, email or phone outage, please contact Brandon.

In the case of individual computer issues, please follow the Help Desk Support steps below.

Help Desk Support

Quest provides support for all of ZGlobal's IT needs. This includes help desk, server and email support. There are three ways to submit help desk tickets to Quest:

1. Phone: 800-443-5605
2. Email performance@questsys.com
3. Website at: <http://www.questsys.com>

Purchase Request Process for Hardware and Software

We have a standard process in place for all hardware and software orders. If you feel that you need new hardware or software, please discuss with your manager first. Once you and your manager decide the need is justified, please follow the below steps:

1. Download a purchase request form from the intranet. (for now, located at: T:\BUSINESS GENERAL SERVICES\Information Technology\Purchase Requests\Purchase_Request_Template)
2. Fill out the purchase request form with your information, the item(s) you're requesting (you do not need exact item or dollar amount, just some specifications on what you need or a link to the item), justification and whether it is billable or not.
3. Email the form to Brandon McCorkle at bmccorkle@zglobal.biz for approval process.
4. Upon approval, items will be ordered.
5. When the item(s) arrive, Brandon will submit a support request to have Quest complete the set-up.
6. All hardware items will be asset tagged and delivered to employee.

Support for Mitel Phones

If you have any issues with your desk phone or the conference room phone, please contact Angela who will work directly with Mitel to get the issue fixed.