



جامعة زايد
ZAYED UNIVERSITY

IT Business Case User Manual

Staff > IT Business Case

IT Business Case

Start

IT Business Case (IT 001)

Information Last Updated Jun 27, 2018

Service Time
As per defined SLA, currently Requests are delivered with SLA of 72 Business Hours (9 working days). • If it needs to be procured, the delivery period will be as per Contracts & Procurement.

Service Fee
N/A

Service Card Rating
★★★★★ (5 / 5)

Transactions: 0
Other Transactions: 0

Service Channels
[Mobile] [Laptop] [Location]

User guide and tools
[Video] [Help] [Print]

Description
Request for New Hardware & Software

Procedures
Target Audience
Required Documents
Service Contact
Terms and Conditions

- Login using ZU username and password

Log in to zuportal.zu.ac.ae:443
Your login information will be sent securely.

User Name

Password

Remember this password

[Cancel](#) [Log In](#)

- Fill in the form and submit.

Business Case Request

Service Desk #: Request Status: << New Request >> Request Date: 7/17/2018

PERSONAL INFORMATION

Full Name: Staff ID:

Email: Campus:

Department/College: Unit:

Dean/Director:

Click on the checkbox if the above name is **NOT** your Dean/Director name, then browse.
Make sure to add the correct name to avoid repeating the process again.

BUSINESS CASE DETAILS

Financial Year:

Is it budgeted for?

Yes

No

REQUIREMENTS: *(Please specify the details of the requirements)*

JUSTIFICATION: *(Please justify the case in details)*

ADDITIONAL EVIDENCES: *(Please attach any evidences to support your case - Optional)*

Insert item

For enquires or technical issues, kindly log a call in <http://servicesdesk.zu.ac.ae>
For better viewing use Mozilla Firefox / Google Chrome browsers