

# Missing Hardware Asset Request

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**Contents:** This documentation describes how to enter a missing hardware asset into ServiceNow. The information entered will be forwarded to the Asset Management team to address.

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**Responsibility:**

- Receivers, Auditors, anyone else who finds equipment without an asset tag affixed to it.

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**What You Need:**

- Access to ServiceNow
- The serial number and other identifying information about the hardware.

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**Applications:**

- ServiceNow - <https://intuit.service-now.com/>

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**Uses:** Use this procedure when equipment is found on the floor or other locations without an asset tag and a search of the serial number does not bring up a record in ServiceNow.

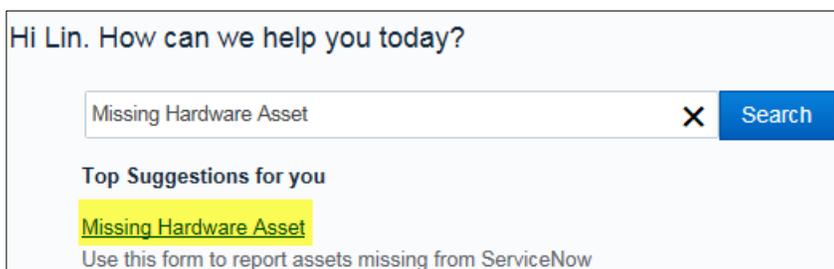
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## Procedure: Entering a new Hardware Asset into ServiceNow:

1. Open ServiceNow's EasyCare request: <https://intuit.service-now.com/easycare>.
2. Enter "Missing hardware asset" in the search box, and click Search.



3. Select the Missing Hardware Asset form from the Top Suggestions list that appears.



4. Complete the fields in the Request Form to the best of your ability.

Field Name	Description
Asset Hostname*	If the device is a server, enter the network host name associated with the asset. This is the label used to identify the device.
PO (if known)*	If you know the purchase order number used to purchase the item, enter it here.
Hardware Type*	Enter the type of hardware found, for instance, Laptop, server, etc.
Manufacturer*	Enter the equipment manufacturer of the device.
Model*	Enter the model number of the device.
Part Number*	Enter the part number of the device if it is on the equipment or if it available.
SKU (Software)	Skip this field as we are implementing Aspera for software licensing.
Number of licenses	Skip this field as we are implementing Aspera for software licensing.
Asset Number*	This is the asset tag number if there is one on the equipment. If not, ask for one from your site receiver or from Asset Management and enter that number in this field.
Assigned to:*	If the device is a laptop, enter the name of the person to whom it is assigned. You can begin typing to search for their name from the list of employees.
If not a PO purchase, how was it bought? (I.e., PCARD, Fry's, Best Buy)	If the item was not purchased using a purchase order (you can find this out by searching through purchase orders using the serial number), then enter how it was purchased. Use this free-form text field to enter the source of the purchase.
Current Location (Site, Room, Rack, RU, Slot)	Enter the location of the device in the following order: Site-Room-Rack-Rack Unit-Slot
RMA #	If the device is supposed to be returned, enter the Return Merchandise Authorization number in this field.
If RMA: Replacing which asset?	If this device is replacing a returned item, what is the asset tag number of the item it is replacing?

5. Click Submit to enter your request.

Your request will be forwarded to the Hardware Asset Management team, who will create the Asset record in ServiceNow. You will receive a message when your request has been completed.