

# CSS Provisioning Hardware / Software Exception Request Form

## Instructions:

**Requestor/Primary user:** Complete this form providing your digital signature. Form **MUST** also have approval from supervisor of primary user.

**Supervisor:** Review the document (including "Reason for Request" area). If you approve, provide digital signature, open ticket in Cherwell ticketing system and attach fully completed form to ticket.

The request will be reviewed by CSS management. The requestor and supervisor will be informed of decision.

**Note:** If a computer is being replaced due to end-of-lease, please email form directly to **Provisioning.PCUpgrades@kingcounty.gov**.

## Choose a Request

Customer Device Special Order

Non-Standard Sized Monitor

Early PC Replacement (includes Lease Buyout and Labor fees)

Printer (Personal Printers / Non Multi-Functional Device)

Software

Other

Date

Requestor Name

Supervisor Name

Department / Division

E-mail / Phone

## Reason for Request: Please explain the technological and/or business justification for this request.

Printer - Why are you not able to use your areas multi-functional printer instead of a personal printer?

Software - Why is this particular software required?

Provide as much information as possible to justify this request.

## Signatures

(see [Electronic Signature Instructions](#))

Requester (Electronic Signature)

Date

Printed Name

Supervisor (Electronic Signature)

Date

Printed Name

## Customer Support Services Use Only

CSS Supervisor or Manager (Electronic Signature)

Date

Printed Name

Rejected

Approved

Please explain reason for approval or rejection