****Software Request Form

**This form is used to request the installation of Computer Software. \*Denotes mandatory fields or sections.** **Incomplete forms will be returned to sender. All sections can be completed by typing the required information in Microsoft Word and using the TAB key to move from field to field. The form must be completed by the requesting user and their Senior Line Manager or budget holder. Please ensure you include any license confirmation correspondence with this form.**

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| **Before completing this form, please ensure you have read and carried out any actions specified from the following HSENet page in relation to software installations and pre-requisites prior to logging a National Service Desk ticket. All new Microsoft application installation requests must have the relevant Vendor Confirmation document included with this form.**  |
| 1. **\*User Details**
 | **HSE** **[ ]  1TUSLA [ ]**  | **Agency / Contractor [ ]**  | **HSE Funded agency:**       | **\*2HSE Personnel or Agency Number:**       |
| **\*First Name:**       | **\*Middle Name:**       | **Last Name:**       |
| **\*Grade / Job Title:**       | **\*Email address:**       |
| **\*Full Location / department work address:**       | **\*Contact Telephone number:**       |
| **\*Logon Username:**        | ***Logon username:*** *Name format used for logging onto PC or laptop to access the HSE network* |
| 1. **\*Computer / Software Details**
 |
| **\*Asset Tag(s) of PC, laptop or tablet:**       | **[ ]** New Software Installation **[ ]** Transfer Existing Software  **[ ]** Upgrade Existing Software  |
| 1. **\*Software Category**

**Complete 3a, 3b or 3c** | **Please tick and complete details of which Software category you require installed.** **Ensure you include the Purchase order Confirmation file /email (for Microsoft products), when sending this form to the National Service Desk. In some cases, you may be required to provide the license key details for some software installations.**  |
| **3.a** | **Microsoft Office suite / single application: [ ]**  | **Current version:**       | **Product / suite name and version for install:**       | **Note: If MS Office standard version, no license is required** | **Licensed purchased: Y [ ]  N [ ]**  |
| **Is your role a Project Manager, or are you OoCIO, HBS, NCHG, UHL or UGH staff:**       | **Do you know if a O365 subscription / license is required or in place to cover this product?**       |
| **3.b** | **Non-standard Software name:**        | **License required: Y [ ]  N [ ]**  | **If Y, license and proof of purchase available:** **Y [ ]  N [ ]**  |
| **New Singe install: [ ]  or Multiple installs [ ]**  | **Project related: [ ]  or Business purchased [ ]**  | **License Key (if applicable):**       |
| **3.c** | **Transfer of software to another machine with an existing license: [ ]  \*Original install will be removed** | **License Key (if known):**       | **Software name:**       |
| 1. **\*User Declaration (HSE ICT policies)**
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| **I have read and understood the HSE policies governing the use of its ICT resources. I understand that I may be subject to the HSE’s disciplinary procedures should I fail to comply with these policies. I agree to be bound by the terms therein** **[ ]**  | **HSE National IT Security Policies link**[HSE ICT Policies](https://www.hse.ie/eng/services/publications/pp/ict/) |
| 1. **\*Approval**
 | **If licensed software purchase required, this has been approved by my Department Budget holder - Yes [ ]**  |
| **[ ]**  **I confirm that I will get the specified account holder to sign the** [**User Declaration**](#User_Declaration) **form (page 2 of this document). I will retain a copy of the signed declaration for audit purposes.** **The User Declaration form is not required to be sent to ICT.**  |
| **I am this users Budget Holder [ ]  Manager [ ]**  | **Name:**       | **Contact number:**       |
| **Email address:**       |  **Date:**       | **GL / Cost code (General Ledger):**      **\*Required if OoCIO Business Operations (Admin) must create PO (Purchase Order)** |
| **I authorise the purchase, install and necessity for this software for the specified user and device(s) in this request: [ ]**  |

**1 Tusla must purchase their own software which requires a license and provide proof of purchase i.e. software confirmation from vendor**

**2If your Personnel number is unavailable, specify ‘TBA’ in this field.**

**Please update the National Service Desk once your Personnel number has been advised**

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| **Once completed and authorised, please include this form in a Self Service Request ticket -** [**Link**](https://bit.ly/3qLRR4h) |



This form (page 2) is not required to be sent to ICT. The following relates to Line Manager’s responsibilities when new software is requested to be installed and should be completed, signed and filed by your department.

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User Declaration

I have read and understood the Health Service Executive’s policies governing the use of its ICT resources.

I agree to be bound by the terms therein.

I understand that I may be subject to the HSE’s disciplinary procedures should I fail to comply with said policies.

https://www.hse.ie/eng/services/publications/pp/ict/

Tick to denote agreement: [ ]

Name:

Date:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note: This form must be retained by the user’s Line Manager for audit and control purposes**