



# Device Ordering Process during Covid-19 Emergency

The following is the default device allocation and deployment process for all IT devices until further notice.

For Urgent COVID 19-related Device Requests please start the subject line of your mail with COVID and the relevant Priority tag **P1-P2-P3**.

	DEVICE REQUIREMENT	ACTION	Minimum info needed
<b>P1</b>	<b>URGENT COVID-19 CLINICAL CARE 5+ DEVICES</b>	Send email with <b>P1 COVID-19</b> in Subject line to <a href="mailto:todevicerequests@hse.ie">todevicerequests@hse.ie</a>	Include main contact persons' email + phone number; Location for devices; types and number of devices; peripherals/ Software Required
	<b>URGENT COVID-19 CLINICAL CARE 1-4 DEVICES</b>	Please complete the <a href="#">Covid Device Request Online Form</a> – one form per device	
<b>P2</b>	<b>All other COVID related requests – e.g. possible future need to work remotely</b>	Please complete the <a href="#">Covid Device Request Online Form</a> – one form per device	We will contact you to understand how we can support you whilst managing urgent and priority requests.
<b>P3</b>	<b>All other Regular / BAU requests</b>	Please complete the <a href="#">Covid Device Request Online Form</a> – one form per device	These will be queued for action once the immediate priority requirements have been addressed and the change freeze is complete.