
How to Install, Move, Add, Change or Delete (IMAC-D) EUC/Service Desk Services

All requests to add, move, remove, or change EUC devices and their associated Resource Units and charges are submitted via the online Remedy Service Request Catalog.

- The agency submits a catalog request for the addition, move, change, or removal of up to 40 devices in one location. If the request requires a desk-side visit, a one-time IMAC charge will be generated.
- The agency submits a Request for Solution via the Remedy Service Request Catalog for the addition, move, change, or removal of more than 40 devices. A Custom Solution Proposal (CSP) will be generated that specifies a lower per unit charge for the IMAC services for multiple devices if desk side visits are required.

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