

User Guide on “Software Request/Issues”

- Earlier users had multiple India Service Desk request forms for services on Software Installation / Uninstallation etc. This new Form is an Integrated Form for all such Requests. Access Path: India Service Desk ==> Browse => Personal Computing => Software Requests/Issues

Request Service

★ Favorites

Popular

Browse

All Categories

Personal Computing

Sub-Categories ▶

IT Infrastructure Services

Sub-Categories ▶

Communication and Messaging Services

Sub-Categories ▶

Community & Knowledge

Sub-Categories ▶

Employee Management

Sub-Categories ▶

HR Support

Sub-Categories ▶

HR Applications

Sub-Categories ▶

Facilities Support

Sub-Categories ▶

Facilities Applications

Sub-Categories ▶

Available Requests

BYOD Secure Container

Desktop

ITICS Procurement Request

Laptop

Laptop Allocation - Below Manager

Laptop Allocation Request - Managers and above

Mobile Pass

PC Antivirus

PC Backup

PC Encryption

Printer/Scanner

Safeword Token

Software Requests/Issues

Software Requests/Issues

★

Description:

Submit request for New or Change Software

Price:

One Time:

0.00 USD

Add to Favorites

Request Now

Click here to access Software Request Form

- It will allow end-user to raise Software Installation, Uninstallation, Regularization, Transfer, and Issue through India Service Desk Portal, select the request category and select Destination as Self.

SAM AIF_new

bmcsoftware

Requested By: Amit Waghela

Manager : Sachin Shelar

Business Phone:

Requested For: Amit Waghela

Site: IN-BOM-AIRYOSC

Mobile Phone:

1.Request Category

2.Destination

3.View Allocated Assets

3a. Search Product

3b. Search Catalog

☐ Click here if your product is not listed in the catalog

For any clarifications on "How to fill this form", kindly click [Help](#).

For any further queries related to submission, please contact [Asset Management](#)

Submit Request

Close

Device

Selected Product

Selected Publisher

3c. License Category

Please select the required category from here

Do not submit request for pre approved software in the freeware category, it is accessible on the Application Catalog. <http://Appstore.in.capgemini.com> Please follow the sequence while submitting request.

File Name	Max. Size	Attach
		Attachment
Add		

- It will allow end-user to select the assets tagged to his/her name. Select the device in which you wish to install the requested software. Please note software installation will be done on selected asset only.

SAM AIF_new

bmcsoftware

Requested By: Amit Waghela

Manager : Sachin Shelar

Business Phone:

Requested For: Amit Waghela

Site: IN-BOM-AIRYOSC

Mobile Phone:

1.Request Category

2.Destination

3.View Allocated Assets

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Submit Request

Close

Device

Selected Product

Selected Publisher

3c. License Category

Click here to view allocated assets

Request to install new Licensed Software on a device. Follow the field sequence while submitting request.

File Name	Max. Size	Attach
		Attachment
Add		

CAPSAM:Display Related HW SW Details - Internet Explorer provided by Capgemini

Allocated Assets

This section displays the Hardware and Software Assets that are allocated to you. Hardware and Software Assets can be selected from the below table to submit a ticket for those assets.

Hardware Assets

2 of 2 results

Host Name	Hardware Name
DIN16000217	MUMS-OTTP-000217
DIN16000217	MUMS-OTTP-000217

Report Select All DeSelect All

Software Assets

0 of 0 results

Product Name	Publisher	Hardware Name	Entitled
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Select Software Clear

Select the device

Select Device Clear

Cancel

- To search for the product enter software name for the software, if you don't find it then contact Software Asset Management and it can be reviewed. Please don't use abbreviation such as MS Office or MPP or VS etc. Please use proper names of the software.
e.g. Office or Project or Visio.

SAM AIF_new

bmcsoftware

Requested By: Amit Waghela Requested For: Amit Waghela
Manager : Sachin Shelar Site: IN-BOM-AIRYOSC
Business Phone: Mobile Phone:

Request to install new Licensed Software on a device. Follow the field sequence while submitting request.

1.Request Category: Software Install Device: DIN15000217 4.Term Required: 5.Project Code: 3b.Search Catalog

2.Destination: Self Selected Product: 3a.Search Product: Visio

3.View Allocated Assets Type here and click on Search Catalog

3b.Search Catalog

☐ Click here if your product is not listed in the catalog

For any clarifications on "How to fill this form", kindly click [Help](#).
For any further queries related to submission, please contact [Asset Management](#)

Submit Request Close

Notes

File Name	Max Size	Attach
		Attachment
Add		

- Select the required Software from the Pop-up List.

CAP:SAM:Display Product Catalog - Internet Explorer provided by Capgemini

Search Product: visio

9 of 9 results

Product Name	Publisher Name	Price	Software Categ...	Status
Office Visio Viewer	Microsoft Corporati		Default Software	Active
Visio Standard 2016	Microsoft Corporati	180	License Procured t	Active
Visio Professional 2016	Microsoft Corporati	298	License Procured t	Active
Visio Professional 2007	Microsoft Corporati	298		t Active
Visio Professional 2010	Microsoft Corporati	298		t Active
Visio Professional 2013	Microsoft Corporati	298		t Active

Report Select All Deselect All

Select Cancel

Select the Software you require

- Select the Category from the drop down list in License Category option then complete the other options such as Project code, Term, Purchase Type*.

SAM AIF_new

bmcsoftware

Requested By: Amit Waghela Requested For: Amit Waghela
Manager : Sachin Shelar Site: IN-BOM-AIRYOSC
Business Phone: Mobile Phone:

Request to install new Licensed Software on a device. Follow the field sequence while submitting request.

1.Request Category: Software Install Device: DIN15000217 4.Term Required: 5.Project Code: 3c.License Category: License Procured by Capgemini (Clear)

2.Destination: Self Selected Product: Visio Standard 2016 Selected Publisher: Microsoft Corporation

3.View Allocated Assets 3a.Search Product: Visio 3b.Search Catalog

Click here if your product is not listed in the catalog

For any clarifications on "How to fill this form", kindly click [Help](#).
For any further queries related to submission, please contact [Asset Management](#)

Submit Request Close

File Name	Max Size	Attach
		Attachment
Add		

- For Licensed Procured by Capgemini kindly provide **Purchase Type*** (details) like PO or GPS number & other mandatory option.

SAM AIF_new

bmcsoftware

Requested By: Amit Waghela Requested For: Amit Waghela
Manager : Sachin Shelar Site: IN-BOM-AIRYOSC
Business Phone: Mobile Phone:

Request to install new Licensed Software on a device. Follow the field sequence while submitting request.

1.Request Category: Software Install Device: DIN15000217 4.Term Required: Permanent 5.Project Code: A123456 6.Purchase Type*: Purchase Order# 7.PO Number: 25000XXXXX Notes: Install Visio as per PO

2.Destination: Self Selected Product: Visio Standard 2016 Selected Publisher: Microsoft Corporation

3.View Allocated Assets 3a.Search Product: Visio 3b.Search Catalog

Click here if your product is not listed in the catalog

For any clarifications on "How to fill this form", kindly click [Help](#).
For any further queries related to submission, please contact [Asset Management](#)

Submit Request Close

File Name	Max Size	Attach
		Attachment
Add		