

Form Completion Instructions

- This form must be completed for each new request:
 - Section 1 is mandatory and must be completed
 - Section 2 is mandatory if Data Centre Access is required. Omit if Data Centre access is not required.
 - Section 3 is mandatory if Bell Aliant will complete the work.
- Complete all fields as specified in each section. Mandatory fields are marked with an asterisk*.
- Additional space is provided at the end of this form. Any additional information may be added to the Notes section if required.
- Once the form is filled in; Click on the Submit by Email button to send to the Service Desk.

Section 1 - Requester Contact Information

This section is mandatory and must be completed by the Requester.

****Requester must be authorized to make requests.*

Requester Company*

Requester First Name*

Requester Last Name*

Requester Business Email*

Business Telephone* 999999999

Ext

Cell* /After Hours 999999999

Customer Reference #

Section 2 - Data Centre Visit Details

This Section is Required if Data Centre Access is required.

If Data Centre access is not required, continues with Section 3

If any devices will be delivered to Data Centre in advance, and you require a Data Centre Operator to receive/rack units prior to your visit, **please also complete section 3**

*****Note-** *Equipment deliveries should not arrive more than 2 weeks prior to the date of the equipment install*

Data Centre Location*

Requested Date*

Requested Time*

AM PM

AST
(NB, NS) **NLT**
(Allandale)

Will the Requester require access?

Approximate Duration of Visit* (min)

Visitor Contact Details

Please provide information for any person(s) requiring access to the Data Centre for this request.

This section may be omitted if the person in section 1 is the only person requesting access to the Data Centre.

*****The first person identified in this section will be considered the primary contact person for the group.**

Primary Contact First Name*

Primary Contact Last Name*

Organization/Company*

Business Telephone* 999999999

Ext

Cell* /After Hours 999999999

Primary Business Email*

Visitor 2 First Name*

Visitor 2 Last Name*

Visitor 2 Organization/Company*

Visitor 2 Business Telephone* 999999999

Ext

Visitor 2 Cell* /After Hours 999999999

Visitor 2 Primary Business Email

Visitor 3 First Name*

Visitor 3 Last Name*

Visitor 3 Organization/Company*

Business Telephone* 999999999

Ext

Cell* /After Hours 999999999

Visitor 3 Business Email*

Section 3 - Request for Data Centre Operator Assistance

This Section is Required only if you will require the assistance of a Bell Aliant Data Centre Operator.

It is mandatory to fill in all of the information in a section below for the activity your are requesting. The others may be omitted.

1. Reboot a device

| | | |
|----------------------|--|--|
| Rack Number* | Device Name* (Server Name, Router Name...) | Specify any special procedures that may be required* |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

2. Inspect/Investigate/Verify the status of any device in the Data Centre

| | | |
|----------------------|--|--|
| Rack Number* | Device Name* (Server Name, Router Name...) | Specify any special procedures that may be required* |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

3. Sending Equipment to the Data Centre

***Note- Equipment deliveries should not arrive more than 2 weeks prior to the date of the equipment install

Who will be shipping the device*

When will device arrive at DC

Please enter the following details for each device. An example of a server and switch follows.*

Example:

| Device | Product | Model # | Serial # | Hostname | Source Rack | Rack Position |
|--------|----------------|-----------------|-------------|------------------|---------------------|---------------|
| Switch | Cisco | WS-C3552X-48T-S | FDO1357P5YM | SW-HFX-STACK-3-5 | (HAL-NW3) 4-924AH14 | 13 |
| Server | Dell PowerEdge | DPE123456 | DPE123456 | BA Hostname | 440.0 | 11 |

| Device | Product | Model # | Serial # (Mandatory) | Hostname | Source Rack | Rack Position |
|--------|---------|---------|-------------------------|----------|-------------|---------------|
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Additional Details

Add any additional notes pertinent to the request