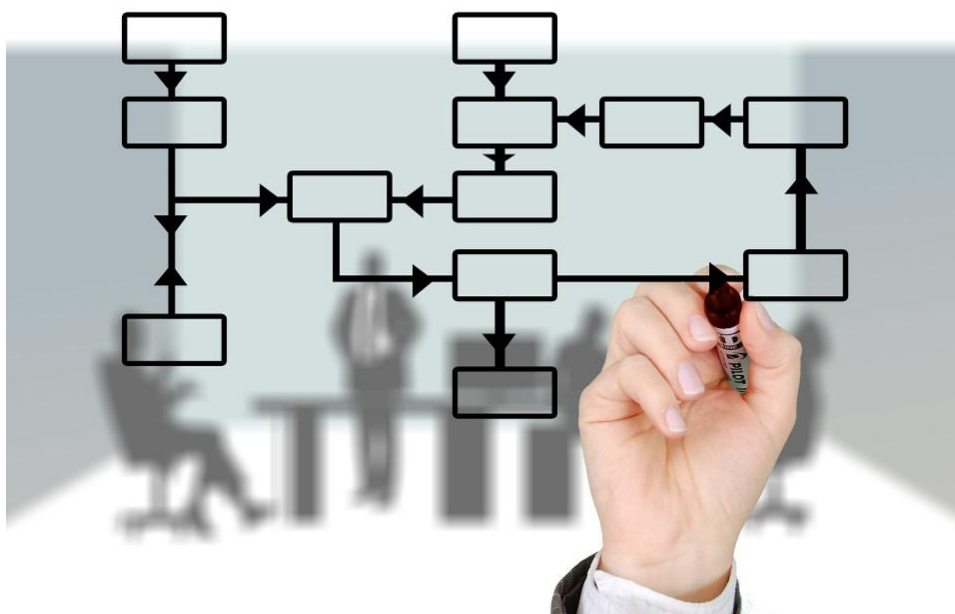


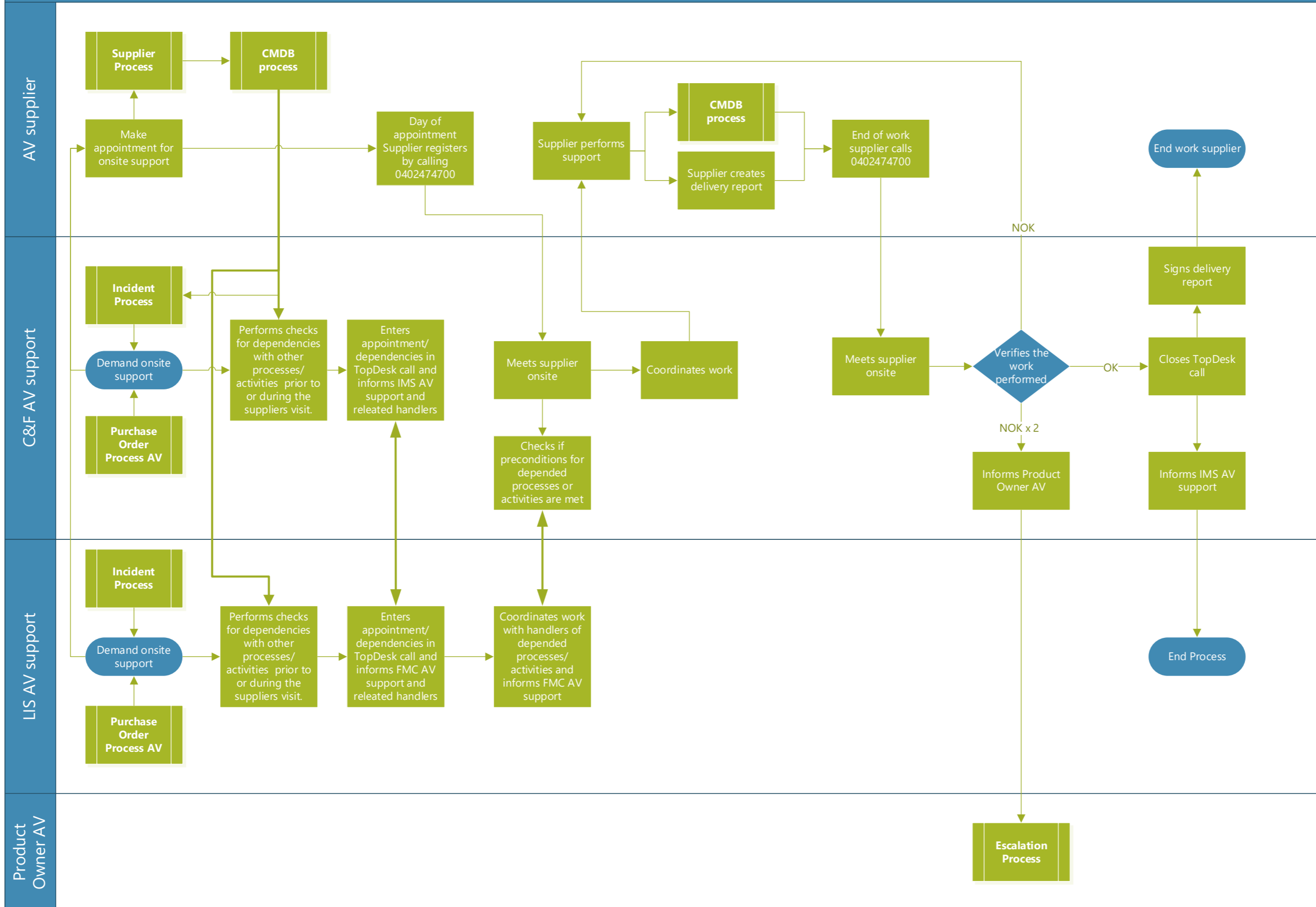
# Supplier Registration Process

## PROCESS DESCRIPTION



Document information	
Version	1.1
Date	2025-08-10
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Author(s)	Miguel Van Herck - Bressers
Document owner	

## Supplier Registration Process



# Process Summary

## Justification - What is the reason this process description exists

1. Provide insight in workprocess for AV suppliers
2. Contributes to a solid processchain PDCA



## Scope of the process

Maintenance of AV landscape by supplier  
 Replacement of AV resources by supplier  
 Relocation of AV resources by supplier  
 Incident support on AV resources by supplier



## Goals - What is the aim of the process / why is the process in place

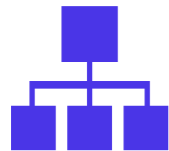
The process enables:

1. To get grip on work performed by external parties and ensure that the work is performed accordingly agreed quality.
2. To maintain the consistency between the CMDB and the locations/items in the AV landscape
3. Avoid discussions on work performed vs invoiced



## Main roles and stakeholders

1. Task Force AV employees (CAMPUS & FACILITIES + LIS + ESA)
2. AV supplier (technicians, SLM/accountmanager)



## Resources needed in the process

1. AV experts
2. Supplier



## Key Success Factors

1. Completely filled in CMDB template and delivery report
2. Work checked and approved by AV employee



## Key Performance Indicators

1. Delivery conform pre agreed standards/SLA with supplier
2. CMDB template correctly filled in



## Relationships with other processes

- [Incident Process](#)
- [CMDB Process](#)
- [Purchase Order Process AV](#)
- [Escalation Process](#)



## Documents and/or information which governs the process

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COBIT Objective	Process Owner



# 1. Process details

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The objective of this process is to ensure a qualitative AV environment that is well maintained and serviced. In order to do so and also to be able to have a grip on the performed support and dependencies with other processes or activities which are preconditional for good support, consistency of our ticket registration system (TopDesk), a coherent CMDB which reflects the reality, we have established this process. To ensure the delivered support is conform pre-agreed standards a check and approval will be performed by a AV support employees.

## 2. Process description

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Based on an incident, request for relocation, or request for maintenance, an appointment will be made either by a CAMPUS & FACILITIES AV support officer or an LIS AV support officer. This appointment will be confirmed in the ticket registration system. If an LIS AV support officer makes the appointment he/she will inform the CAMPUS & FACILITIES AV support officer and vice versa. Prior to the appointment a check needs to be performed by the LIS AV support team in order to exclude dependencies with either other processes or necessary activities, planned activities in the room and that there is ample room for a check of the system afterwards to ensure that the replaced or relocated AV resources are kept in working order (eg. Network, streaming etc...). The supplier will send prior to the appointment an update of the CMDB.

On the day of the appointment the supplier support officer registers by calling 0402474700. A CAMPUS & FACILITIES AV support officer will join the suppliers employee at the place where the work needs to be performed.

The supplier technician will perform the pre agreed work and fills in the CMDB template(if not possible to send it prior to the appointment) and a work/delivery report. At the end of the work the supplier technician will call 0402474700 to unregister. The CAMPUS & FACILITIES AV support officer will perform a check on the delivered work, CMDB template registration and the work/delivery report. When the work is done in accordance pre agreed standards the CAMPUS & FACILITIES AV support officer will approve by signing the work/delivery report. If the work is not done in accordance with pre-agreed standards the supplier technician needs to adjust what hasn't been approved. Afterwards a recheck will be done after which the work/delivery report will be signed. If the work is still not accordance the pre-agreed standards, the work/delivery report will not be signed and the CAMPUS & FACILITIES AV support officer will consult and inform the Product Owner AV whom will start the escalation procedure.

Prerequisite to the Delivery Report:

The following subject should be mentioned on the Delivery Report by the Supplier

- Start time
- End time
- Name of the technician (employee supplier)
- The work performed (detailed)
- Used materials (invoice based on post calculation)

## 3. Roles and Responsibilities

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Within this process the following roles are involved:

Role	Description
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<b>CAMPUS &amp; FACILITIES AV support officer</b>	Responsible for the first line support on the AV domain
<b>LIS AV support officer</b>	Responsible for the second line support on the AV domain
<b>Supplier technician</b>	Responsible for the maintenance, replacement, installment or relocation of AV resources based on request from TU/e
<b>Product Owner AV</b>	Accountable for the total AV domain
<b>Handlers for depended processes or activities</b>	Responsible for the applications and or network which are preconditions for the AV resources to work properly at TU/e
<b>Service Level manager/account manager Supplier</b>	Accountable/Responsible for the account and service delivery from the Suppliers side

Which leads to the following RASCI overview for the process:

**R = Responsible.** Responsible for execution of process or activity. Reports to the person that is accountable. Each process or activity has at least one responsible person.

**A = Accountable.** The overall responsible person, also approves the result of a process. Each process or activity must have one (and only one) accountable person.

**S = Supported.** Person that supports the responsible person in executing the process and performs the actions required in that process.

**C = Consulted.** The person that needs to be consulted, needs to approve (part of) the process or delivers input to the “responsible” person before a specific step in the process can be taken.

**I = Informed.** Person that is informed about decisions, progress and obtained results so a next step can be taken in the process.

	Technician Supplier	CAMPUS & FACILITIES AV Support	LIS AV Support Officer	Depended handlers (network, BIM)	Product Owner AV	SLM/Account manager supplier
Demand onsite support (based on incident or purchase order process AV)	C	R	R		I	
Supplier delivers prior to the appointment an updated CMDB template (based on the purchase order process) is send to the LIS AV support officer	R	I	I			
Make appointment with the supplier		R	R			
Inform AV support (CAMPUS & FACILITIES → LIS and vice versa)		R/I	R/I			
Perform dependencies check		R	R		C	
Update Topdesk call		R	R			

Coordinates work with handlers depended process/activity			R			
Performs needed depended work		I	C/I	R		
Registration start time of the technician	R	R				
Coordinates work performed by supplier		R				
CMDB template registration/delivery report	R	C/I				
Verification of performed support	C	R			A/I	
Rework after verification	R	C/I				
Registration end time of the technician	R	R				
Escalation	I	R	I/C		A/R/I	A/R/I

## 4. Links with other processes

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[Purchase Order Process AV](#)

[CMDB Process](#)

Incident Process (under construction)

Escalation Process (under construction)

## 5. Document history

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Date	Version	Details of change(s)	Author(s)	Reviewed by	Approved by	Approved date	Status
08-04-2022	0.1	First draft	Miguel Van Herck - Bressers				draft
14-4-2022	0.2	Based on comments of Taskforce AV	Miguel Van Herck-Bressers	Robert van Ginkel, Ruud Vercoulen, Boudewijn Henskens		14-4-2022	Draft
19-4-2022	1.0	Final version	Miguel Van Herck-Bressers			19-4-2022	Final
10-8-2025	1.1	Review	Miguel Van Herck-Bressers			10-8-2025	Reviewed