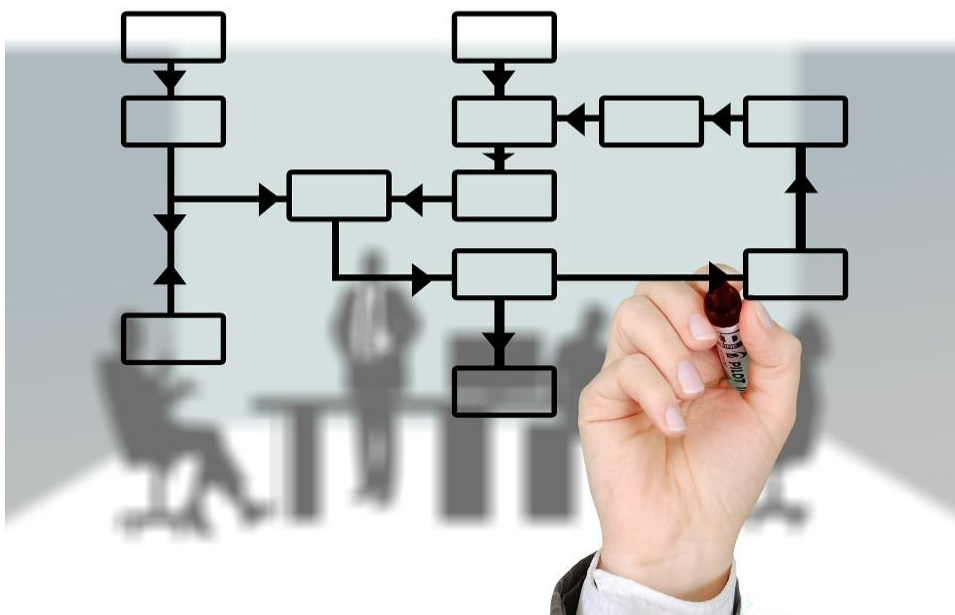
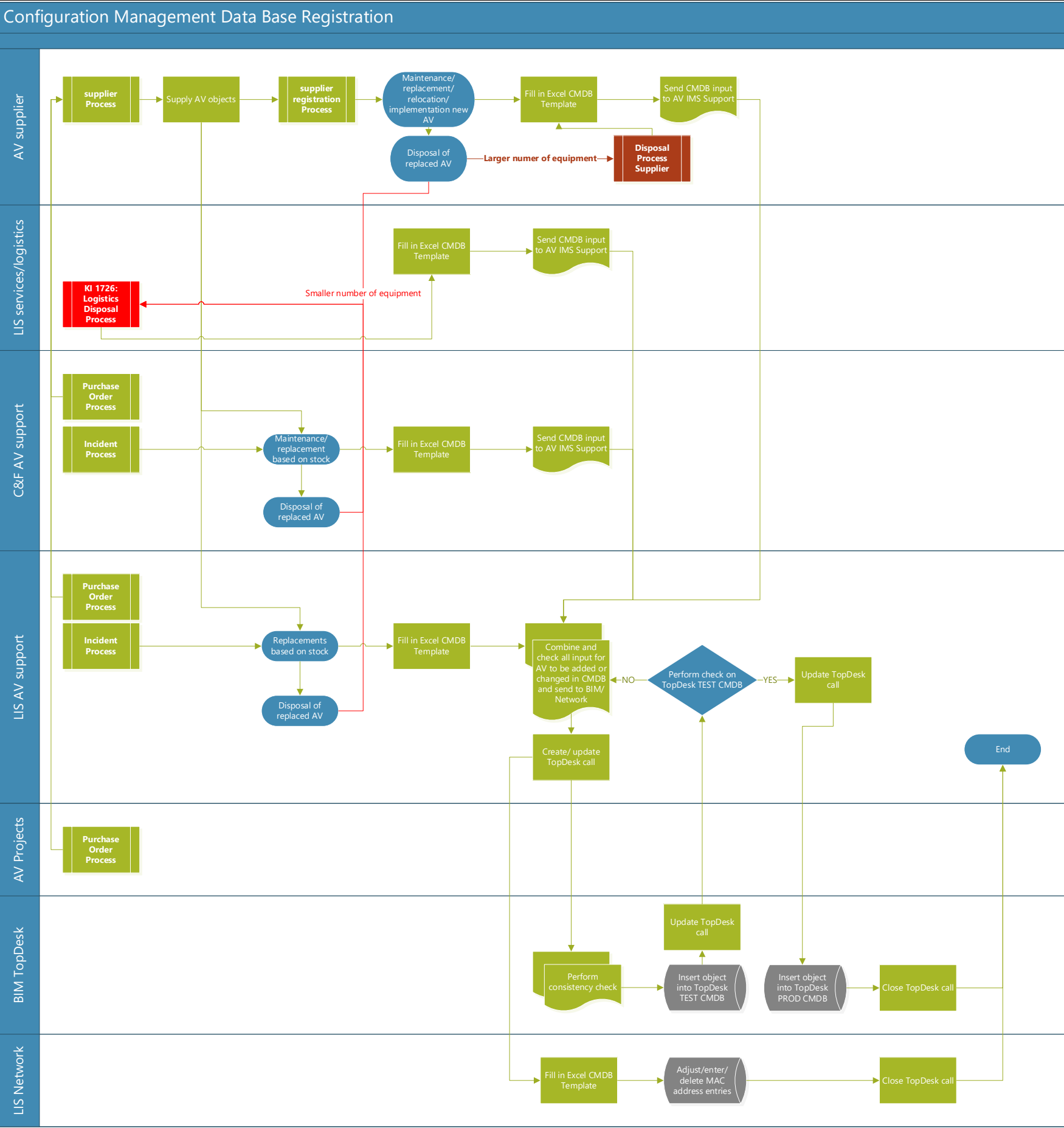


PROCESS DESCRIPTION



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



Process Summary

Justification - What is the reason this process description exists

1. Making sure that all stakeholders whom are responsible for the maintenance, support of AV assets work accordance to this process to provide Correct information on the AV assets all the time
2. When adding assets, maintenance/replacement (even when guarantee is in order), relocation or disposal the CMDB needs to be updated



Scope of the process

Maintenance of AV landscape by supplier
Replacement of AV resources by supplier/AV Support
Relocation of AV resources by supplier/AV support/LIS logistics
Incident support on AV resources by supplier/AV support



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

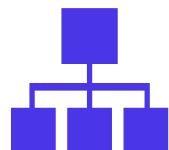
The process enables:

1. Up-to-date TopDesk CMDB
2. Base for continuous improvement life-cycle process



Main roles and stakeholders

1. AV support (CAMPUS & FACILITIES+LIS)
2. LIS Logistics
3. AV project
4. Supplier (including AV on site support)
5. LIS BIM
6. LIS network
7. Product Owner AV



Resources needed in the process

1. AV experts
2. LIS experts (BIM, Network)
3. Supplier



Key Success Factors

1. Up to date TopDesk CMDB



Key Performance Indicators

1. Correctly filled in CMDB template



Relationships with other processes

- [Purchase Order Process AV](#)
- [Incident Process](#)
- [Supplier Registration Process](#)
- [LIS logistics disposal process \(KI 1726\)](#)
- [AV network registration guidelines](#)



Documents and/or information which governs the process

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COBIT Objective	Process Owner

1. Process details

The objective of this process is to ensure an up-to-date and coherent CMDB in TopDesk.

2. Process description

The CMDB process applies to all actions by either supplier, LIS services/Logistics, CAMPUS & FACILITIES- and LIS AV support. Based on either a purchase order, a demand for maintenance, relocation, replacement or implementation of new AV the CMDB template needs to be filled in in order to keep the CMDB in TopDesk up to date.

When maintenance, relocation, replacement and implementation of new AV by the supplier is in order, the CMDB template provided by the TU/e will be send prior to the on premise appointment to the LIS AV support officer (also see AV supplier registration process). If in case of maintenance parts need to be replaced by the suppliers technician the CMDB template needs to be filled in after the maintenance is done in accordance with the AV supplier registration process.

When maintenance, replacement and implementations are handled by CAMPUS & FACILITIES/LIS AV support, the CMDB template needs to be filled in and send to the LIS AV support officer. This also applies on the disposal process of LIS services/Logistics.

The CMDB template needs to be filled in according to the guidelines provided within the CMDB template. It is very important to be accurate and to read the manual before filling in the template.

When the template is completely filled in according to the guidelines the LIS AV support officer will gather all CMDB templates and will merge these CMDB templates in a template for ADD/CHANGE and a template for DELETE/ARCHIVE. The LIS AV support officers registers a TopDesk ticket for the BIM TopDesk to perform an import on the one hand and on the other for Network to register the appliances' MAC addresses.

The BIM TopDesk will import the files via a script into the Test environment and informs the LIS AV support officer. The LIS AV support officers performs a check on the consistency of the data after which the data will be adjusted or approval will be given. When the data are adjusted the process repeats. When the data are OK the LIS AV support officer will give a GO towards BIM to import the dataset into TopDesk's production environment.

Both BIM TopDesk and LIS Network will close the TopDesk ticket after finishing there work and inform the LIS AV support Officer.

3. Roles and Responsibilities

Within this process the following roles are involved:

Role	Description
CAMPUS & FACILITIES AV support officer	Responsible for the first line support on the AV domain

LIS Services/Logistics	Responsible for logistical support (smaller AV items)
LIS AV support officer	Responsible for the second line support on the AV domain
Supplier technician	Responsible for the maintenance, replacement, installment or relocation of AV resources based on request from TU/e
Product Owner AV	Accountable for the total AV domain
BIM TopDesk	Responsible for the maintenance of the TopDesk application
LIS Network	Responsible for maintaining the TU/e network environment
AV projects	Responsible for the Real Estate and continuous improvement projects

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.

	Supplier	LIS Services/ Logistics	LIS AV Support Officer	CAMPUS & FACILITIES AV Support	AV Project manager	BIM TopDesk	LIS Network	Product Owner AV
Demand onsite support / place a purchase order	C	R	R	R	R			I
Prior to the activities by the supplier (Maintenance, replacement, relocation or implementation) the filled in CMDDB template is send to the requestee	R	I	I	I	I			
When ad hoc replacement is done by the suppliers technician the technician will fill in the template on premise in accordance with the AV Registration Process	R	I	I	I	I			

Maintenance, relocation, replacement or implementation by the TU/e employees based on stock the CMDB template needs to be filled in.		R	R	R				I
All filled in CMDB templates are send to the LIS AV support officer	R	R	I	R	R			
A consistency check is performed	C	C	R	C	C			
A TopDesk ticket is registered for an initial import in TopDesk			R					
A TopDesk ticket is registered for the adjustment/creation of MAC-addresses by Network								
Import of CMDB items in Topdesk (Test)			C/I			R		
Adjustment/creation of network items			C/I				R	
Check on the consistency of CMDB TopDesk Test			R			C		
Adjustment of import/ approval of import			R					
Import of CMDB items in TopDesk (Prod)						R		A/I
Close TopDesk ticket				I		R	R	

4. Links with other processes

[Purchase Order Process AV](#)

[Supplier Registration Process](#)

Incident Process (under construction)

LIS logistics disposal process (TopDesk KI 1726)

5. Document history

Date	Version	Details of change(s)	Author(s)	Reviewed by	Approved by	Approved date	Status
19-4-2022	0.1	First draft	Miguel Van Herck-Bressers				Draft
26-4-2022	1.0	Final version	Miguel Van Herck - Bressers	Robert van Ginkel, Boudewijn Henskens, Ruud Vercoulen		26-4-2022	Final
10-8-2025	1.1	Review	Miguel Van Herck – Bressers			10-8-2025	reviewed

