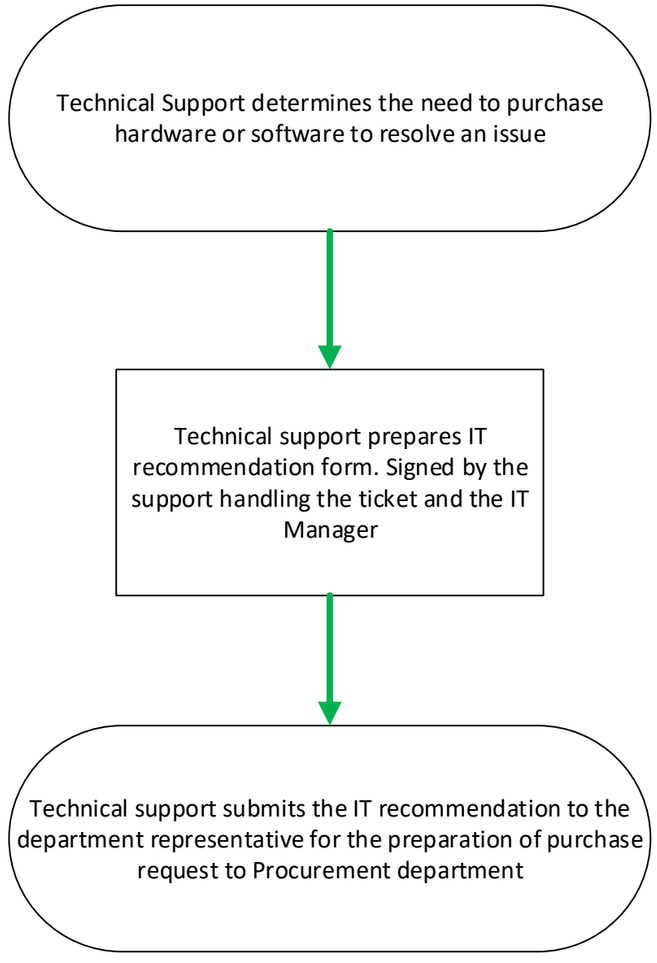

Technical Support determines the need to purchase hardware or software to resolve an issue
Technical support prepares IT recommendation form. Signed by the support handling the ticket and the IT Manager
Technical support submits the IT recommendation to the department representative for the preparation of purchase request to Procurement department