

GUIDELINE
FOR AOM WORK ORDER MANAGEMENT
-ASSET CATEGORIZATION-

Effective January 1, 2026, for reporting purposes, please follow the procedure below for all Work Orders assigned to you.

Note that for reporting purposes all WOs should be properly categorized with a valid asset, corresponding to an existing application managed by ASU/AOM. Although more than one asset can be registered in the WO, the reporting process will only consider the first listed asset that matches a correct application name.

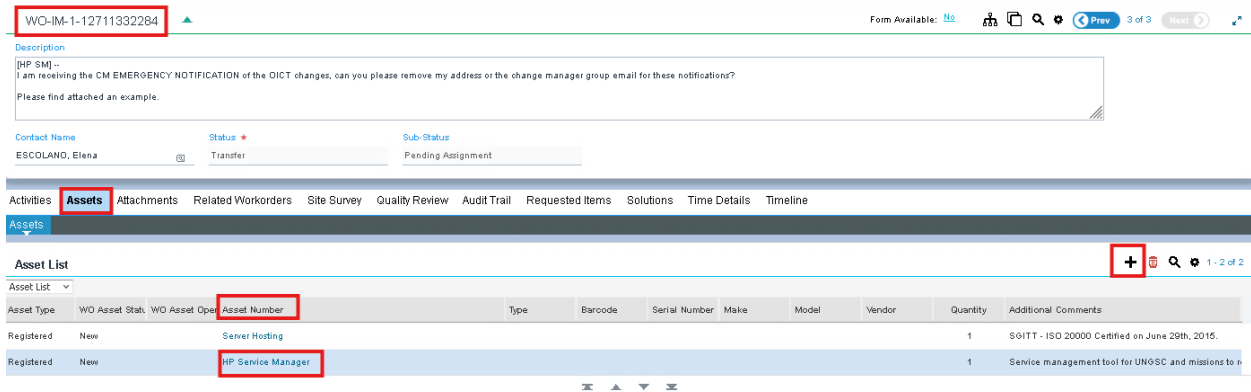
With respect to the compliance of this process, we are preparing a daily alert to inform AOM teams about those WO without correct asset or missing.

How to Verify and Insert the Correct Asset Number in a Work Order

Before beginning work on each Work Order, ensure you complete the following step (as per screenshot below):

Step 1: Check the Asset Setup

- Open the assigned Work Order.
- Go to the **Assets** tab.
- In the **Asset Number** section, confirm that the correct asset is listed.



Step 2: Retrieve the Correct Asset Number

If the asset number is missing or incorrect, follow these steps:

1. Log into VDI
2. Connect to the [Dashboard | Alert Reporting System](#)
3. Go to the “Reports” section

Select “uCMDB Applications” from the available reports.

| uCMDB # | Business Application | Criticality | Unique App ID | RPD | RTD | Active Location | Team |
|---------|----------------------|-------------|---------------|------|-----|-----------------|------|
| 138 | HP Service Manager | NO | UNGSC-0151 | 24 | 4 | Brno | ASU |
| 143 | HP uCMDB | NO | UNGSC-0134 | 0.25 | 24 | Valencia | ASU |

4. Filter the “Team” column by “ASU”
5. In the “Business Application” search bar, look for the correct asset number
6. Copy the retrieved asset number and paste it into the **Asset Number** field in your Work Order.

Note: To add an “Asset number”, please click the “+” button and ensure you enter the asset number obtained from the **uCMDB Applications** report.

| Asset Type | WO Asset Stat. | WO Asset Oper. | Asset Number | Type | Barcode | Serial Number | Make | Model | Vendor | Quantity | Additional Comments |
|------------|----------------|----------------|--------------|--------------------|---------|---------------|------|-------|--------|----------|---|
| Registered | New | | | Server Hosting | | | | | | 1 | SOITT - ISO 20000 Certified on June 29th, 2015. |
| Registered | New | | | HP Service Manager | | | | | | 1 | Service management tool for UNGSC and missions to 6 |

Please adhere to these guidelines consistently to ensure accurate and standardized reporting. Upon completion of all required steps, you may proceed with executing the assigned Work Order.