# Sample Catalog Item – 'Report Broken Equipment'

## Item Overview

* Name: Report Broken Equipment
* Description: Use this form to report broken office equipment like copiers, chairs, or projectors. The Facilities team will respond within 1–2 business days.
* Icon: 🛠️ Wrench

## Form Fields

* Equipment Type (Dropdown: Desk, Chair, Monitor, Copier, Other, Required)
* Description of Issue (Paragraph Text, Required)
* Office Location (Text Field, Required)
* Upload Photo (Attachment, Optional)

## Visibility and Access

Visible to: All employees in office locations

## Approval Logic

* No approval required

## Fulfillment

* Fulfillment Group: Facilities Maintenance
* SLA: Triage in 1 day, resolution in 3–5 days.