



Information Technology Services

Technology Hardware /Software Application Requests

Purpose: Requests for technology hardware or software applications not included with campus standard setup; i.e. (printers, scanners, laser pointers, audio/video equipment, etc.)

NOTE: All approved technology hardware and application items are listed on the College Standards Spreadsheet on the ITS website.

1. Submit a fresh service ticket for Hardware/Software Purchase quote. Users must provide the following information on the ticket.
 - a. Department/Division chairs requesting hardware
 - b. Employee's name requesting the item.
 - c. Type of technology hardware or application requested
 - d. Location/room # where hardware is to be installed
 - e. Number of items being requested
 - f. Date needed by
 - g. Justification for request.
2. The request must be approved by the department /Division Chair.
3. ITS Technicians will verify that the technology hardware or software application will work with staff/faculty existing computer equipment.
4. Requests for hardware or software that are not on the approved standards list must go through the variance process.
 - a. Hardware /software with supporting documentation will be supplied to ITS for initial review.
 - b. Security documents must accompany requests.
 - c. All contracts must accompany the request.
 - d. Will the software be used campus wide or for a specific course area.
 - e. Plan for maintenance and replacement cost will accompany the request.
 - f. After review the request will go to the IT Standards Committee for review/approval.
5. A quote will be obtained for approved requests from the vendors.
6. A Purchase Requisition will be completed and emailed to the requesting department along with the approved quote.
7. Upon receipt of the hardware/software, the ITS Executive Administrative Assistant will have a work order created for installation. The department will be notified by the assigned technician.



Hardware/Software Purchase Qu...
Hardware/Software Purchase