Equipment Ordering Guidelines

Purpose

Standardize guidelines for ordering computers, printers, and telephony.

Scope

This document applies to the Central campus, Fort Hood, Gatesville, and the service area campuses.

Procedure

1. Submit a memorandum (via this link or campus mail), approved by the employee's Dean or Division Director, to the Director of IT Customer Service requesting equipment. Include the following:
   - Type of equipment requested (computer, telephone, or printer).
   - Equipment specifications.
   - Date equipment is required.
   - Quantity required.
   - Location (building and room number).
   - Employee's position code. (Equipment is associated with position for IT inventory purposes.)
   - New equipment or replacement equipment.
   - Account number to charge for equipment.
   - Availability of furniture, data ports, electrical outlets, and telephone ports prior to installation.

2. The Director of IT Customer Service will review the memorandum for completeness and then forward it to the IT Help Desk Manager.

3. The IT Help Desk Manager will create a service ticket for tracking purposes and assign it a pending status.

4. Depending on the equipment requested, either the IT Desktop Technology Services Manager or the IT Network Manager will review the request and search for products to meet the customer's needs.

5. The IT Desktop Technology Services Manager or the IT Network Manager, whoever is appropriate, will e-mail a price quote to the customer.

6. If the customer wants to purchase the equipment, he/she will e-mail the IT Desktop Technology Services Manager or the IT Network Manager confirmation that funds are available in the account number provided. If the customer does not want to purchase the equipment, he/she will e-mail the IT Desktop Technology Services Manager or the IT Network Manager to terminate the request. The IT Desktop Technology Services Manager or the IT Network Manager will close the service ticket.

7. The IT Desktop Technology Services Manager or the IT Network Manager will submit a purchase order for the item within 24 hours of confirmation.

8. The equipment will be delivered to CTC Shipping and Receiving and then forwarded to Information Technology at which time the equipment will be added to the inventory database.

9. The IT Help Desk Manager will contact the customer to schedule an installation date and update the service ticket to "scheduled."

10. The IT Technician will install the equipment on the scheduled date.

11. The IT Technician will close the service ticket and place the closed ticket in the IT Desktop Technology Services Manager or the IT Network Manager's box.

12. The IT Desktop Technology Services Manager or the IT Network Manager will update the inventory database.