

Hardware and Software Purchase Procedure

Educational Technology Services

When a need for new technology arises, such as software or computer office equipment (desktops, laptops, printers, faxes, etc.), the following outlines the proper procedure* to ensure the highest level of satisfaction is attained, the best support can be provided, and the college's fiduciary obligations are met.

Hardware:

1. Identify what type of hardware is preferred (ie: desktop or laptop, Windows or OSX, etc.)
2. Work with the designated departmental/office coordinator to secure funding
3. The coordinator will contact the Director of Information Technology (IT) with funding information and hardware preferences
4. The Director of IT will decide the best specifications necessary to meet the needs, expectations, and budget; per request: a cost estimate, including a spec-sheet or hyperlink, can be provided
5. The order will be placed as a workflow:
 - pending head of department/office approval
 - if a grant: it will flow to Auxiliary Enterprises, then to Grants and Contracts for review
 - Auxiliary Enterprises will process order with vendor
6. Once ETS receives the product directly from the shipper a work order will be opened on behalf of the customer
7. ETS will process the work order and inventory the product

Software:

1. Identify software (make, title, version number, etc.)
2. Work with the designated departmental/office coordinator to secure funding
3. The coordinator will contact the Director of IT with funding information and software details
4. The Director of IT will decide, based on the following sub-bullet points whether the software needs to be put through Office of Information Technology's (OIT) Product Review Process:
 - uses University resources (general, designated, and/or grant funding, etc.)
 - manages data containing FERPA, HIPAA, or PI
 - integrates with core business functions or existing infrastructure systems
5. If a Product Review is required, Director of IT will work with requester through the process; including legal review of contract
6. Once/if software passes all marks, the order will be placed (same as listed above section: Hardware)
7. ETS will install and support it; ETS will not be responsible for use of knowledge nor training of said software

* Any purchases made without Director of IT consultation may result in limited, if any, support from ETS; including, but not restricted to: setup, installation, diagnosis, repair, etc.

September 13, 2018

Expired Equipment Procedure

Educational Technology Services

All technology purchased with University and/or grant funds used in conjunction with and at the discretion of the College of Education and Human Development (CEHD) must be returned to Educational Technology Services (ETS) once the original intent of the equipment has expired. The Director of Information Technology (IT) will decide whether the equipment will be repurposed, sold or deemed surplus.

- Replaced Equipment – If an item has been replaced with newer technology that item will be returned to ETS.
- Broken Equipment – If technology no longer works/works properly. Call ETS and open a work order. A technician will be dispatched to determine the state of the product. If it is not under warranty, the Director of IT will contact the department with a repair and/or replacement cost estimate. The “dead” equipment will be returned to ETS.
- Employee Separation – When an employee leaves CEHD, their University owned equipment is retained by the college under direction of ETS. If the employee has University owned equipment at their residence, it is the responsibility of the reporting Dean, Chair or Director to work with the [former] employee to return the technology; the equipment will be returned to ETS.
- Defunct Units – When a division within the college closes (example: grants), the technology therein will be returned to ETS.

All technology is owned by the College and not by departments, offices, centers, etc. As such, whether equipment can be repurposed and, if so, where it will be repurposed is determined by the Director of IT.

September 13, 2018

Equipment Inventory Procedure

Educational Technology Services

Technologies purchased with University and/or grant funds used in conjunction with and at the discretion of the College of Education and Human Development (CEHD) must be inventoried.

Once the item has been secured, Educational Technology Services (ETS) inventories the following information:

- Department
- Last Name
- First Name
- Room
- Machine Type
- Serial Number/Service Tag
- MAC Address – hardwire
- MAC Address – wireless
- Date Purchased
- Platform
- Type
- Operating System
- Processor Speed
- Memory
- Comments
- FCC

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