IT Procurement

University Facilities (UF)
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Approved by: Bob Wells, updated Todd Barnette

This document establishes official Procedure purchasing IT equipment.

Summary

When assessing IT needs for our users, Support Services will provide essential solutions for day-to-day technology needs. This most commonly refers to a competent workstation or laptop (user choice, though subject to approval based on projected actual need) with a standard display to access typical applications such as e-mail, web browsing, various supported software at the University, and network resources.

Support Services will also front the cost of a shared printer along with any additional required accessories for use by a department, to be placed within an area convenient to as many users as is possible. Non-networked printers placed in individual offices will be minimized as much as possible to reduce the cost of support and supplies. However, print volume and the sensitivity of documents commonly printed will be considered as factors in determining individual printer placement.

IT costs and purchases that do not fall under the basic technological provisions described above can be procured by the budget assigned to the respective department making the request. However, Support Services will consider shared funding, in certain instances, where a user or department would prefer a more powerful computer or feature-rich printer than what is standard. To this end, Support Services will pay up to the amount of our standard options, allowing departments to pay for the difference in cost. A common example would be where a user would opt for a 19" monitor instead of the 17" display we would provide. In this case, we would cover the cost of a 17" monitor and assign the difference in cost to the budget of the requestor.

Departments that require additional IT equipment and software are required to seek approval before making purchases exclusively from their own budget. All IT purchases are to be made by the IT staff on the

IT departmental credit card, and in no circumstances should they be procured through departmental P-cards.

The following are examples of IT solutions that require approval of the IT staff, but will be funded through departmental funds:

- PDAs, such as Windows Mobile devices, Palms, and Blackberries
- Software licensing for applications that are not already provided by the
- University, or as part of a multi-department purchase (ex. Photoshop, Adobe
- Acrobat, Microsoft Project)
- Servers
- Personal printers
- Additional computers
- Peripherals such as wireless keyboards and mice, digital cameras, USB flash memory, external hard-drives, etc.
- Enhanced network connectivity (faster wiring, additional wireless hotspots deemed extraneous by Network Services)

Like all purchases within a state-operated organization, IT staff will determine if the item is on state contract.

Exceptions to this policy may be approved for certain systems that are not directly supported by the Support Services Staff. For example, departments such as Utilities work with vendors that provide and support specific IT needs (Johnson Controls). In these cases, only consultation with the Support Services IT staff is needed to ensure that there will not be any conflicts with the introduction of new software or hardware to the Clemson network.

IT Procurement Addendum

In accordance with the requirement that all equipment and software outside the standards set by Facilities IT Support be purchased through Facilities IT, the following "Service Level Agreement" (SLA) requirements must be documented and agreed to by the individual or department requesting service and Facilities IT. Documentation must include signatures of both the requester or the requester's director, along with the signature of the Facilities IT manager or an authorized delegate.

SLA Requirements

- Identifying characteristics of software or equipment, such as model number and serial number
- Vendor name and contact information
- Description of the job function supported by equipment or software Internal contact information for support of equipment or software

- Support hours expected from Facilities IT, expected lead time for initial response to issues that arise, and a rough agreement in regard to the allotted time needed to develop a full resolution
- Specific expectations of support from Facilities IT (e.g. full administration, backup and recovery, installation only)

Scope

While this addendum is intended to clarify our overall IT policy and expectations for new purchases, current software and existing equipment for which any ambiguity remains should have SLA requirements set and agreed upon as soon as possible to ensure the highest level of support.

Service Level Agreement (SLA) for University Facilities IT
Supported Equipment and Software
Effective 04/01/2008

Identifying characteristics including model and serial numbers:

Vendor or manufacturer name and contact information:

Job function supported by equipment or software:

Internal contact name, phone, and email (i.e. who will be communication with Facilities IT regarding support issues):

Support hours, time allotted for initial response, and time allotted for final resolution scaled by severity level:

Functions to be supported by Facilities IT (e.g. backup/restore, user administration, etc.)

_____ _____

Requestor IT Manager or delegate

_____ _____

Requestor Printed Name Date