Information Services & Technology Procurement Policy

Purpose
The purpose of the IS&T equipment purchasing policy is to abide by PASSHE policies and procedures and provide cost-effective standards for all end user computer hardware, software, mobile devices, printers, storage, servers, and cloud services for West Chester University. These standards allow Information Technology to leverage economies, streamline operations, minimize downtime and provide for a higher quality service.

IS&T Hardware & Software Procurement Guidelines
- Information Services & Technology is the sole authority for purchasing IT hardware, software, and services for the University. These include laptops, desktops, tablets, phones, mobile devices, printers, storage, servers, and cloud services.
- A department or individual must purchase computer hardware and software through IS&T.
- Hardware or software not purchased through IS&T may not be eligible for reimbursement.
- Items purchased using any university funds including individual grants, remain property of the University and not the individual or department.
- All equipment $2000 or more must be tagged as an asset for inventory and tracking purposes.

IS&T's Commitment to the Process
- Providing consulting services including designing the optimal specifications, which meet the individual or department requirements.
- Obtaining the best price and/or service.
- Prompt delivery and installation of equipment and software.
- Installing University licensed software.
- Providing access to University assets including the Internet, cloud storage, networked drives and printers, wireless and wired networking.

If a specific requirement cannot be met by University standards then non-standard items (including but not limited to a major project) will be considered on an individual basis and require the approval of the AVP for Information Services & Technology. Justifications should be sent to VPIS@wcupa.edu.

Purchasing will only process payment with approval from Information Services & Technology
Information Services & Technology will only proceed with the requested approval of the party's immediate supervisor and the AVP/Provost. Upholding these standards and regulations is a joint effort between Purchasing and Information Services & Technology.

- Specific product details can be found on the ServiceNow Service Catalog.
- Requests can be made through ServiceNow.
- Any item over $2,000 MUST be processed as an electronic request (E-Req).
- Apple products cannot be purchased on a credit card from retail locations, or Apple.com, they MUST be ordered through a PO, and therefore may take longer to process than those items that are in stock.
- Non-approved app purchases on University-Owned Wireless Communication Devices will be the financial responsibility of the assignee.

- Questions concerning items being purchased should be directed to the IS&T Help Desk at (610)-436-3350 or ServiceNow at https://www.wcupa.edu/servicenow.

Technology Request Workflow
This workflow is critical for WCU to inventory, image, configure, and service the equipment. In situations that require rapid response, the IS&T Help Desk will do everything it can to expedite requests. Technology requests that are specific to the needs of faculty/staff can be submitted through the ServiceNow Service Catalog. Requests for technology that will be utilized by students for educational purposes should be directed to the Coordinator of Tech Fee Projects tfproject@wcupa.edu.

After the order in the ServiceNow Service Catalog has been submitted, the IS&T Help Desk will generate a quote from the provided specifications and forward it to the party's immediate supervisor for approval. Once approved, the IS&T Help Desk will then submit a requisition for the equipment. The IS&T Help Desk will then notify the department after the equipment has arrived, and has been configured to meet university standards.

NOTE: When an individual is no longer affiliated with university, it is the responsibility of the department to ensure the return of ALL assigned University-Owned equipment, and to notify the IS&T Help Desk to update equipment records.

Requests for Supported Equipment and Software
The list of university supported Software, Desktops and Laptops (Windows/ Mac), Tablets (iPad/ Surface), printers, and monitors can all be found on the ServiceNow Service Catalog and will be purchased through approved university vendors. Standardized Lenovo Desktops, Laptops and monitors are all in stock. Through the ServiceNow Service Catalog, departments may also request other equipment and peripherals.

Cell Phones and other Wireless Communication Devices
Converged Communications will be the central billing and issuing agent of any University-Owned Wireless Communication Device with carrier services. Converged Communications will bill back departments using the campus charge-back procedures for all equipment and recurring monthly service and usage costs.

Departments will be responsible for monitoring the use of and paying for any carrier service charges for any University-Owned Wireless Communication Device assigned to their department or department employees.