

IT POLICIES AND PROCESSES

College of Business

Subject: Requesting Information Technology Resources

Policy:

Each faculty/staff member is responsible for keeping administration informed as to his or her needs for information technology resources. Each faculty/staff member should consult with technical support for advice and guidance on information technology solutions. All information technology needs should be communicated to your department/unit head. The department/unit head is responsible for approving or disapproving the request and for shepherding the request through the rest of the process.

The unit head for Technical Support (Associate Dean for Undergraduate and Finance) will be responsible for maintaining a prioritized list of Information Technology needs for the college. The College of Business IT Committee will review this list quarterly to advise on prioritization.

Due to limited Technical Support resources, the college cannot provide technical support (installation, maintenance, trouble-shooting, etc.) for IT items (hardware and software) that are not approved by the Technical Support.

Process:

1. Faculty/staff member recognizes a need for information technology resource.
2. Faculty/staff member consults with Technical Support to see if a solution already exists and if not, to get guidance on configuration and design of a solution.
3. Faculty/staff member makes written request to department/unit head. **A request can be submitted at any time, but the topic of IT needs should be discussed each spring when the faculty/staff member meets with their department/unit head for evaluation.** Requests should be detailed enough so that reviewers (department/unit heads, IT committee members, etc.) can evaluate the value of the acquisition to the College. The request should include configuration and pricing information gained by consulting with Technical Support in step 2.
4. Department/unit head will consult with Technical Support to get technical advice on feasibility and impact of acquisition. Department/unit head assesses whether the request is justified by the scope and responsibilities of the requestor. Department/unit head then approves or disapproves request. If the request is disapproved, the department/unit head will report that to the faculty/staff member.

Purchase made with department funds:

5. If purchase will be made with department funds, then the departmental assistant will create a purchase requisition or purchase with purchasing card. Technical Support should be consulted for final configuration information.

Purchase made with college funds:

5. If purchase will be made with college funds, the department/unit head should forward the request to the unit head for Technical Support to be appended to the College IT Needs list. The department/unit head should keep the requestor informed as to the status of the request.

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6. The College of Business IT Committee will review the IT Needs list quarterly to re-assess priorities and merge any pended items.
7. When funds are available, and the purchase will be made by Dean's office, then department assistant will create a Purchase Requisition to be approved by Dean or Associate Dean. Technical Support should be consulted for final configuration information.
8. Purchase will be completed by finance secretary or forwarded on to the Purchasing department for further processing.

Purchase made with outside funding:

5. Anyone (faculty/staff member, department/unit head, dean, etc.) may seek outside funding (grants, student technology fee funding, etc.) for an IT need. This may change the steps for executing the purchase. Advice on configuration and solution design are available from Technical Support.