IT PURCHASING FAQ

IT Purchasing FAQ

- **“What items are covered under the SLA?”**
  
  Request by submitting a ticket to the IT Service Desk
  
  - Workstations:
    - Desktops, Laptops, Ultrabooks, 2-in-1s, All-in-Ones (including Apple products)
  
  - Monitors
  
  - External Storage:
    - USB/Thumb Drives, External Hard Drives used in office, lab, classroom, or field
  
  - Other Computer Peripherals
    - Keyboard, Mouse, Cables, Adapters, Dongles, Headsets (Skype for Business), Cameras (video conferencing/webcams), Docking Stations, Laptop Batteries
  
  - Workstation Upgrades
    - RAM, Internal Hard Drives
  
  - Warranty/Non-Warranty Repair Costs
  
  - AV – Classroom/Lab/Meeting/Event Space
    - Projectors and related equipment for these spaces

- **“What IT-related items are not covered under the SLA?”**
  
  Request by submitting a ticket to the IT Service Desk
  
  - iPads & iPad peripherals (keyboard, pencil, cables, adapters)
  
  - Software Licenses (new license request or renewal request)
  
  - IT equipment connected to Research Equipment (microscopes, centrifuges, chromatographs, etc.)
  
  - External Storage:
    - USB/Thumb Drives for gifts/giveaways/resale purposes
  
  - Contracted consulting services
  
  - Cable TV
  
  - 3rd Party Conference Bridge Services
  
  - Printers
  
  - Desktop/Laptop UPS & associated batteries
• **Items that are not IT and can be processed through eRequest without submitting to the IT Service Desk**
  o Cameras (DSLR, SLR, or video cameras outside of the realm of video conferencing/webcams)
  o Consumer Grade Batteries (AA, AAA, C, D, etc.)
  o Laptop Bags
  o Protective Cases (iPad or other tablets)
  o Wireless presenters (for PowerPoint presentations)
  o Furniture
  o Keyboard Trays
  o General Office Supplies
    ▪ Ink and Toner
    ▪ Laser pointers
    ▪ Canned air/air duster
  o Surge Protectors

**Other Questions**

• “How do I purchase something that is IT-related?”
  o Please contact the IT Service Desk and a tech will work with you to fulfill your order.

• “If the item I am trying to purchase is not covered under the SLA do I need to contact the Service Desk?”
  o Yes. All requests for IT-related items need to be submitted to the IT Service Desk. A tech will work with you to fulfill your order.

• “I need a new computer. What can I purchase?”
  o [http://ocio.osu.edu/KB03740](http://ocio.osu.edu/KB03740)

• “The computers listed at [http://ocio.osu.edu/KB03740](http://ocio.osu.edu/KB03740) do not meet my needs. What do I do?”
  o Please contact the IT Service Desk and a tech will work with you to evaluate your business needs and match them to a device that best matches your business case.

• “How do I purchase a new computer?”
  o Please contact the IT Service Desk and a tech will work with you to evaluate your business needs and match them to a device that best matches your business case.

• “What do I do if my device malfunctions before the 4yr refresh?”
  o Please contact the IT Service Desk and a tech will work with you to evaluate your business needs and match them to a device that best matches your business case.
• “If my device fails, can I use a pcard, county checking account, or personal funds to purchase a device and then submit a request to be reimbursed?”
  o No. We understand the criticality behind a device failure. Our IT Service Desk team is committed to resolving your issue in a timely fashion. Please reach out to us and let us know how we can help. We will acquire a replacement device for you.
• “I would really like to upgrade my machine. Who do I contact to place an order?”
  o Upgrading machines will be discussed and investigated on a case by case basis. Please contact the IT Service Desk to discuss your business needs and a tech will match them to a device or additional hardware that best matches your business case.
  o “Is there an additional cost? If so, will that cost be covered under the SLA or does my department have to cover the extra charge?”
    o Upgrading machines will be discussed and investigated on a case by case basis. Please contact the IT Service Desk to discuss your business needs and a tech will match them to a device that best matches your business case.
• “I need a specialized piece of IT equipment for research/experiment under grant funds. Can I order through eRequest?”
  o No. Please contact the IT Service Desk and a tech will work with you to evaluate your business needs and match them to a device that best matches your business case.
• “I need to order a specialized piece of equipment for research/experiment and I am not sure it if is classified as IT-related, but it hooks up to a computer for readings. Should I check with IT before I submit an eRequest?”
  o Yes. If the device you are looking at purchasing feels like it is IT-related, or if you are unsure, please contact the IT Services Desk. A tech will be able to speak with you to discuss your business needs and help direct your purchase.
• “My department uses a specific software or application and it needs to be renewed. Who do I contact?”
  o Please contact the IT Service Desk and a tech will work with you to evaluate your business needs and your business case.
• “I’ve always been able to order equipment for my department through eRequest. I submitted an eRequest for a new computer and it was denied. Why?”
  o All IT-related orders need to be submitted by contacting the IT Service Desk.
• “My printer is malfunctioning and it is not on contract with UniPrint or ComDoc. Can IT fix it?”
  o At this time, you can contact the IT Service Desk for machines that are not serviced by Uniprint or ComDoc.
• “I’d like to order a refurbished machine to save my department money. Is this an acceptable purchase?”
- No. Refurbished machines often cannot be reasonably secured, and could be a potential security issue. The lifespan of a refurbished machine is not equivalent to that of a new machine, and may need to be replaced sooner. It is best to contact the IT Service Desk to discuss your business needs. Our staff will be able to match your business needs to a device that supports your business case.

- “I am an Equipment Coordinator for CFAES. Will the changes being made to IT purchasing process impact how I track devices?”
  - Yes. OCIO will track all computers. This includes laptops, desktops, external hard drives, etc. IT-related devices over $500 will be tracked. Other items that are less than $500 that present a potential data security loss or threat will also be tracked. Users of such devices should read “responsible use of university computing and network resources policy” and the “institutional data policy”.

- “Where can I find more information about IT Policies and Standards?”
  - [https://it.osu.edu/policies-and-standards](https://it.osu.edu/policies-and-standards)

- “How do I contact the IT Service Desk?”
  - Submit a Work Request through [https://go.osu.edu/it](https://go.osu.edu/it)
  - E-mail itservicedesk@osu.edu
  - Call 614-514-IT4U (4848)