

## Information Technology Purchases for Computer Hardware, Software, and Printing Devices *for...* State and RF/UF Organizations

Information Technology for the campus community is complex and requires a variety of support resources. To better facilitate the acquisition, deployment, support, repair, and replacement of this technology, Information Resources (IRES) worked with the Chancellor's Office, and CSU Chico Procurement & Contract Services (P&CS) to develop the following standards and procedures supporting Information Technology at Chico State.

Working with the Chancellor's Office and P&CS (CSU, Chico Procurement and Contracts), IRES has facilitated procurement agreements with Dell, Apple, and SHI for the purchase of desktop and laptop computers, monitors, software, and supporting components. In addition, IRES has contracted with a local vendor to provide repair and support for both desktop and network printers.

The intention of utilizing these agreements is to:

- Standardize equipment models to improve service and reduce IT support costs.
- Consolidate purchases to negotiate better pricing with CSU vendors.
- Manage procurement lifecycles including imaging, deployment, maintenance, and disposal.
- Ensure that purchased software and equipment meets the requirements of CSU policies.
- Ensure that purchased software and hardware meets CSU, Chico IT security standards.

To ensure compatibility with the CSU, Chico technology environment, IRES is required to review all proposed technology hardware and software purchases.

If your purchase is non-standard, you may be required to complete an IT Procurement Review (ITPR) prior to purchase. The purpose of the review is to document that the product meets usability, accessibility and security standards, or has a properly approved and documented exception to these standards. The ITPR request form is located here:

<https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=10028>.

If you don't know if your purchase requires an ITPR, simply fill out one of the purchase request forms and ITSS will help make that determination.

### **CSU Chico Information Technology Standards**

#### **Desktop/Laptop Standards**

The link below reflects the outcome of our collaborative work with the CSU Chancellor's Office in developing a good, better, and best procurement strategy for CSU, Chico. The standard configurations for desktops and laptops are evaluated quarterly and revisited to determine the optimal pricing and features. Many optional configurations are available within these standard models; please check with ITSS for specifics. The configurations serve to support required CSU desktop security practices, standards, and procedures.

Link to standards: <https://support.csuchico.edu/TDClient/KB/ArticleDet?ID=8727>

## **Printer Standards**

It is recommended that departments purchase HP printers, to streamline support. ITSS will be available to consult with you to determine the best options for your printing needs, gather quotes, process purchases, install, and support your new printer. The lowest cost solution is to utilize department multi-functional device copiers/printers.

## **Printer Service**

The campus has contracted with Ray Morgan to provide printer repair services for all (networked and desktop) campus printers (including non-HP printers). Contact ITSS via the Service Catalog (<https://support.csuchico.edu>), by email at [itss@csuchico.edu](mailto:itss@csuchico.edu), or by phone at x4357 to report a malfunctioning printer.

## **Software Purchases**

If you would like to purchase software, please start the process by filling out a request in the Service Catalog. The direct link to the software purchase request is <https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=8034>. Once the request has been received, ITSS will determine whether or not an IT Procurement Review (ITPR) is required for the purchase; some items have already been reviewed and will not need to be reviewed again. There are also many software packages for which the campus already has a license. For items where the campus does not have an existing license, ITSS can take advantage of system-wide contracts for software licensing with SHI and will often get better pricing based on the overall purchase volume of the CSU system.

## **Procurement Process**

### **State Purchases**

As of July 1, 2017, University information technology purchases shall be processed through IT Support Services (ITSS). This includes desktops, laptops, monitors, printers, software, and related items. ITSS will provide consulting services, process purchases on behalf of departments, and assist with configuration, deployment, and eventual surplus/disposal.

To initiate a state purchase please use the IRES Service Catalog, located at <https://support.csuchico.edu>. The direct link to the services involved in purchasing are located here: <https://support.csuchico.edu/TDClient/Requests/ServiceCatalog?CategoryID=3784>. Once your purchase request has been received, an ITSS staff member will assist in clarifying your needs, providing recommendations, and obtaining quotes, as necessary.

ITSS now maintains a small inventory of computers and laptops for purchase. You may be able to get your purchase within a few days, instead of a few weeks. Once you (and your budget contact) have approved the purchase, ITSS will take care of purchasing, receiving, and deploying the items.

### **RF and UF Purchases**

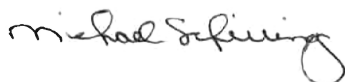
As of July 1, 2017 purchases shall be facilitated through IT Support Services (ITSS). These include desktops, laptops, monitors, printers, software, and related items. The process shall be the same as above with initial consulting and quoting through ITSS. The purchase for RF and UF organizations will be handled by RF and UF procurement staff. RF and UF foundation staff will facilitate the deployment of the items once they arrive.

### **Cost Recovery**

Hardware purchases (state and RF/UF organizations) are assessed a 5% cost recovery fee to cover the costs of asset lifecycle management (procurement, deployment, maintenance, repair, and disposal). Nonstandard purchases may be assessed an additional one-time cost recovery fee.

### **Reimbursements for State & Foundation Purchases**

Reimbursements using state and RF/UF funding will no longer be processed for personal purchases of IT related supplies and equipment (e.g. iPads, computers, laptops, software, printers, etc.). This includes purchases made at Costco, BestBuy, or other retail stores or via the web (including Staples and Campus Marketplace) without written pre-approval. Pre-approvals will require the signature of the Vice Provost for Information Resources. Please contact ITSS if you need to pursue pre-approval and they will assist you with the process. If you purchase IT related supplies and equipment with your own funds, be sure to keep your receipts so you can return the item if necessary.



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Reference: Draft CSU, Chico Information Resources technology project requirements:

Direct link to file:

[http://www.csuchico.edu/ires/\\_assets/documents/dashboards/ires-tech-project-requirements.pdf](http://www.csuchico.edu/ires/_assets/documents/dashboards/ires-tech-project-requirements.pdf)