Service Description

Updated as of 2015-07-24

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>End-Point Computing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>Computer Hardware and Software Procurement Support</td>
</tr>
<tr>
<td>Aliases:</td>
<td>Non-IT procurement, department purchasing, specialized requests</td>
</tr>
<tr>
<td>Service Owner:</td>
<td>Director of Service Management and Campus Technology</td>
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<tr>
<td>Process Manager:</td>
<td>Manager of Technology Support Operations</td>
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</tbody>
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**Description:**

This service provides support for the procurement of new computer hardware for use by University faculty and staff.

**Features and Benefits:**

- Choice of technologies supported by the university and compatible with campus infrastructure
- Volume Purchase Discounts
- Assistance with Budget Planning
- Compliance with Software License Agreements

**Included:**

- Apple and Windows Based Computers
  - Desktops
  - Laptops / Notebooks
  - Tablets
- Apple and Windows Compatible Software

**Eligibility:**

- Faculty and Staff

**Prerequisites:**

- Purchase must be for use by a University employee or University supported program.
- Purchase must meet defined guidelines of ITS and applicable Framingham State University policies and procedures.

**Requesting the Service:**

Requests for computer hardware procurement support can be submitted by entering basic information into the Service Management system ([https://framingham.cherwellondemand.com/CherwellPortal/IT](https://framingham.cherwellondemand.com/CherwellPortal/IT)), including quotes for use in budget planning.
## Related Documentation:
- University Policy on Provisioning Computers and Related Support Services to Faculty and Staff

## Fulfillment Target:
- Initial response within 1 business day by contacting the person originating the request.
- Orders placed within 10 business days of when the P.O. requisition is approved.
- Communicate the anticipated delivery date within 3 business days of the order being placed.