

Standard Operating Procedure: IT Hardware Purchases

NC STATE

Poole College of
Management

How to request purchases for IT hardware

As of October 13, 2020

Background and Scope

Computing Services provides IT support for the faculty, staff, and students of Poole College of Management. All purchase requests for IT hardware including monitors, printers, computers, keyboards, headsets and other peripheral devices should be sent to Computing Services at poole_support@ncsu.edu for processing. The use of the combined pricing initiative (CPI) is mandatory for all campuses within the UNC system to reduce costs. Current supported CPI vendors include Dell, Apple, Microsoft Surfaces, and Lenovo. Our supported platforms are Windows 10 (PC) and Mac/Apple.

General Guidelines

Computing Services has developed a [list of recommended hardware options](#) for newly employed faculty and staff to choose from.

Equipment purchased with any university funding source is the property of the university and **must** be returned to the college at the end of the lifecycle of the hardware, or at the end of the faculty or staff appointment with the college. If you will be using the equipment off-campus, please review the [off-campus use procedure](#).

Computing Services has adopted a 5-year [computer refresh policy](#) for all desktop/laptop units, but this SOP should be utilized for purchases outside of that cycle.

To request hardware, email poole_support@ncsu.edu and provide the following:

- Full name of the faculty or staff member seeking equipment
- Indicate if this is a replacement position and if we should be reusing existing hardware if you prefer a new hardware purchase
- Make and model of hardware desired (Dell, Apple, Microsoft Surface, Lenovo, etc.)
 - If make and model are unknown, provide a description of what is needed or what task is being done and Computing Services staff will assist with the selection

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- Webpage/Link to peripheral hardware desired (printers, special mice, scanners, etc.) from our MarketPlace suppliers (Staples, Office Depot or Amazon)
- Project ID and phase (if applicable)
- Short business purpose stating why this hardware is needed

Computing Services will notify the requestor once the hardware has arrived. Depending on the type of hardware (laptop or computer), some installation of software and imaging may be required. ***The average length of time to image and set up the hardware is 3-5 business days.***

References

Marketplace - University Procurement & Business Services

<https://procurement.ofa.ncsu.edu/marketplace/>

Hardware Purchases for Poole College Employees

<https://poole.ncsu.edu/internal/computing-services/hardware-software-purchase/computer-purchase-for-new-staff/>

Equipment Refresh for Poole College Employees

<https://poole.ncsu.edu/internal/computing-services/policies-guidelines/computing-equipment-refresh-and-models-designs/>