

College of Social Sciences and Public Policy IT Purchasing Information

In the event that a department needs to make IT related purchases for faculty or staff, the process typically follows the below.

1. Either departmental staff or faculty should submit a support ticket requesting an e-quote. The ticket should detail the desired specifications and/or the intended use of the hardware, software or service desired.
2. IT staff will research and provide the quote to the faculty/staff who generated the ticket for review.
3. If the quote is deemed acceptable, then the requestor should forward that quote to the departmental purchasing agent for purchase. IT staff does not have the ability to order items.
4. Once ordered and delivered, if items require IT intervention the office staff should notify the IT staff (preferably via ticketing system) to request assistance. Typical needs include: a new computer needs software loaded.
5. Once the system is configured or IT staff has completed the tasks, the device will be delivered to the department.

If you are unfamiliar with the ticketing system you can find step by step instructions at this link:

<https://coss.fsu.edu/support/>

As always if you have questions you can contact Shawn Lewers at slewers@fsu.edu