CVM central IT ordering Process

Computers purchases pertain to BMS, VCS, VPTH, and VMPM

Request submitted by department, faculty or staff to CVMsupport@iastate.edu or, person brings in completed form if ordering a computer

Request received by Academic IT and ticket with requesting information included (by auto-ticketing system)

Account number is requested by IT personnel to verify order

Quote is created (by a full-time IT person) and submitted for approval to requestor and department admin

Quote denied, Returned for editing

Quote is approved or sent back to IT for revision (by the ticket creator)

Quote approved

Ticket updated in system with "Approved By" + account # + attached paperwork. Assigned to be ordered.

Product ordered from vendor

Item arrives from vendor and delivered to 2257

Package opened, items reviewed and packing slip removed

Slip is noted with date/time received, ticket # and signed . Person ordering does not receive item.

Packing slip scanned, attached digitally in system AND emailed to requesting dept admin.

Original is filed by month

Item entered into inventory, and any setup done and is then delivered and installed, if applicable

Step 1

- Call, email, or personally talk to a full-time staff member in Computer support about what you wish to purchase. Preference is to email to cvmsupport@iastate.edu
  - During this communication, the staff member may request an account number and a budget for the item desired. The staff person may not formally configure a computer until this information is obtained because this step is necessary to the ordering process.

Step 2

- Either a ticket was automatically created with the email to cvmsupport, or it is created by a full-time staff member of the IT group that specifies the wishes of the customer.

- Please include any desired specifics (PC verses Mac, laptop vs. desktop, etc.) which need to be entered into this ticket and forwarded to a full-time person in IT at which time a ticket is created.

- Only certain models of each manufacturer are allowed by ISU policy, so choices may be limited.

Step 3

- The IT person creating the ticket requests an account number from the requestor.

Step 4

- The quote is sent to the requestor for approval

- If approved, go to step 5

Step 5

- The quote is assigned to Melody with the account number, the department of requestor, and the quote included in the ticket

Step 6-7

- Melody orders the item(s) after confirmation from requesting department's admin for the account number.
- The ticketing system will update the requestor as to the status of the request

Step 8

- Item arrives and is delivered by the dock personnel to Desktop support room (2257)

Step 9

- Item arrives from vendor and package is opened and inspected for damage and backordered items.
- Packing slip is removed

Step 10

- Packing slip is noted with date/time, issue number and then signed by receiver
- Ticket is updated to "received"

Step 11-12

- Packing slip is scanned and file is attached to ticket
- Original is filed by month

Step 13

- Item is added to CVM inventory
- Any configuration and setup required is assigned through the ticketing system and then performed
- Delivery of item (or notification is made to requestor for pickup) is made by computer support personnel and installed, if applicable
- Issue is closed by deliverer

Non-computer items

- Other items that are required to be purchased through cvmsupport include network switches, IP telephones, IP cameras, and printers. Basically, anything that is connected to the network here at CVM or ISU must be purchased through cvmsupport. Ordering other peripherals through CVMIT are recommended if these need to interact with these network devices.

- Many items may not need configuration and/or may not need installation by IT personnel and these may be picked up from the help desk when they arrive.