OCIO IT Orders

CFAES IT Transformation Project: A service level agreement (SLA) has been signed to form a formal partnership between CFAES IT and OCIO.

A key focus is to provide quality and efficient IT services to our faculty, staff, students, and clientele/customers. This includes support for desktops, classrooms, and research. Also, a goal of this project is to identify networking needs and acquire the best service at the best rates.

As part of the agreement with OCIO, existing computers will be refreshed every four years.

OSU wireless will be installed in each location – This will allow for better connection speeds, easier mobility between locations, and instant file sharing.

The Process
There is a new standard process for purchasing computers and other technology equipment for all CFAES departments and units. This includes equipment purchased with grant funds. Choose one of these options:

1) Submit a work request through [http://ocio.osu.edu/help](http://ocio.osu.edu/help) then choose “Self Service” link top right column
Or [http://go.osu.edu/IT](http://go.osu.edu/IT)
Or [https://cfaesits.osu.edu/](https://cfaesits.osu.edu/)-“Submit a Work Request” button REDIRECTS to OCIO Help Desk

2) Call 614-688-4357

*When in doubt, submit through IT and let them determine if it’s covered under the agreement.*

You should NOT submit an eRequest or purchase IT items/ equipment directly.

The IT Service Desk team will work with you to determine specific requirements and find the best option. Based on the joint determination, the IT team will initiate the purchasing transaction.

IT Purchasing FAQ
ALL requests for IT-related items need to be submitted to the IT Service Desk- including items listed that are IT but NOT under the SLA. A tech will work with you to fulfill your order. See this link for a full list of IT items continually updated: [IT Purchasing FAQ](https://it.osu.edu/policies-and-standards)

PCard/Personal Reimbursements:
- Department PCard purchases and employee reimbursements **do not** cycle through OCIO.
  - CFAES service center processes all IT-related department PCard purchases and reimbursement requests.
- An electronic exception form must be completed and submitted to workflow.
- The purchase can be denied, and the item requested can be returned.

eStores orders:
- If the selected eStores vendor is IT-related (Dell, HP, CDW, etc.) or a listed item is IT-related, do not process through eRequest, the order must process through a service request to OCIO.

**Approvers are asked to deny any IT orders not done through OCIO.**

Please note that some items are NOT covered by the refresh program. Examples include iPads, some software and services. The IT Service Desk in conjunction with the district tech professionals, will work with you to order these items.

Internal Vendor (OCIO) Software Licenses and Renewals

- OCIO owns the university-wide rights to various software packages (SigmaPlot, NVivo, etc.).
- If a department/area submits an internal vendor eRequest for OCIO to renew software licenses, it is OK to process.

➤ More information about IT Policies and Standards: [https://it.osu.edu/policies-and-standards](https://it.osu.edu/policies-and-standards)
**Ordering Process**

Identify the need; communicate that need to OCIO through the help desk or phone call. They will determine if and how the order will be processed and communicate back to the requestor.

Go to [http://go.osu.edu/IT](http://go.osu.edu/IT) and log in...

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**OCIO Desktop Support Standard Hardware Configurations**

**Items covered under the SLA:** (see FAQ for full list)

- Required through IT Service Desk at NO Additional Cost to Units:
  - Computer
  - Skype or Zoom related equipment
  - Wireless Router
  - Computer Peripherals including external Hard Drive, Keyboard, Mouse, DVD Drive, Speaker
  - Adapter / Cable Charger for the standard devices

- IT Items not covered under the SLA still need a work request with IT Service Desk: [https://cfaesits.osu.edu](https://cfaesits.osu.edu)
  - Required through IT Service Desk with Full Cost Charged back to Units:
    - Software and license renewals (if not currently available through OCIO Self-Service)
    - Tablets or iPad, Digital Flagship Bundle (DFB)
    - Domains, Web Services, Web Applications, Web Storage
    - AV-related items including digital signage, projector, TV

- Items that are not IT and can be processed through eRequest without submitting to IT:
  - NOT Required through IT Service Desk
  - bags/cases or furniture for laptops/tablets
  - Wireless clickers/Presenters
  - Screen protectors
  - Printers/printer parts/ink/toner (ComDoc for toner)
  - Batteries/Universal Power Sources/Power Strips
  - general office supplies
  - Flash drives & SD/Memory Cards
  - Check OCIO Self-Service site for Site Licenses

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**Operations**

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