## Procurement Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Procurement Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides support for timely procurement from information technology-related equipment, software, and services from 3rd party suppliers that will be used to support ITS and University faculty and staff.</td>
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</tbody>
</table>

### Eligibility

<table>
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<tr>
<th>How to Request Service</th>
<th>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</th>
</tr>
</thead>
</table>

| Initiated              | Requests escalated from the IT Service Center  |
|                       | Contact from ITS colleague           |

### Availability

- 8:30 am - noon and 1:00pm - 5:00 pm M - F except for campus holidays and shutdowns

### Charges

- If hardware or software purchase is not provided by ITS budget, customer will pay actual charges

### Service Line

- ITS Administration

### Features

- Provide services to purchase and receive goods/services used to support ITS and University faculty and staff
- Proactively identify opportunities for lower pricing by consolidating procurement requests and identifying short lists of desired suppliers
- Refer new requests to CIO for approval per Furman University policies
- Coordinate procurements to have the components delivered in a timely fashion
- Enter and track purchases in ITS Track-It Purchasing module
- Create Track-It work order for delivery of goods and services when necessary
- Tracks new maintenance charges to assist with operating budget planning.

### Owner

- Shirley Haines

### Pre-requisites

- Purchase must be for use at University or University supported program
- Purchase must meet defined guidelines of ITS and Furman University policies and processes.

### VP Customer

- Vice President of Finance and Administration

### Delivery Channels

- Completed procurement requests
- Delivered goods and services

### Service Targets

- Initial contact with user within 1 business day.
- Provide anticipated delivery date.
- Minimum technology-related purchases or leases not meeting University policy requirements (e.g., purchases without approval of CIO or delegate.)