

CCIE Technology Purchasing Process

Placing an order

1. Department contact works with requester to identify an item that meets requester's needs and is supported by UCF IT
 - The [UCF IT Product Catalog](#) includes items supported by UCF IT
 - **Hardware requests:** If the requested item is not listed in the product catalog, contact UCF IT [via a service request](#) to ensure compatibility and request quotes
 - **Software requests:** Consult with UCF IT [via a service request](#) when considering software purchases to ensure compatibility
2. Department contact prepares order form and places order
 - Delivery address should include contact information of the department contact
 - For UCF Technology Product Center (TPC) orders:
 - [Use this form](#) and email signed form to TPC via TPC@ucf.edu
 - [The IRR Form](#) must accompany TPC orders over \$20K
 - Check the [status of TPC orders here](#)

Once item is received

1. TPC or other carrier delivers item to department contact
2. Items valued at \$2,500+ must be tagged. Department contact requests the tag from CCIE Facilities (cciefacilities@ucf.edu; 3-2140) prior to giving the item to the end user. Complete the CCIE Property Tag Request form and submit to CCIE Facilities to provide the following information:
 - **Make/model**
 - **Serial number**
 - **Purchase date**
 - **Account number**
 - **Assigned user**
 - **Location (Building/room)**
3. If the item requires setup or installation, request UCF IT service:
 - **Hardware requests:** Submit a [service request](#) including the end user's contact information, pick up location of the item, and the location where it should be deployed
 - **Software requests:** Submit a [service request](#) including the end user's contact information, and details (make/model, serial number, location) about the device on which the software should be installed
4. For tagged items stored off campus, the department contact provides to the end user the [Authorization for Off-Campus Use of State-Owned Property form](#) to sign when the item is picked up
 - The department contact maintains the form in the unit files and the user maintains a copy with the equipment
 - The department contact renews the form with the end user each fiscal year

5. For untagged items, use of a [Receipt of Goods form](#) or similar method is encouraged to document item pick up
6. Department contact maintains record of any product warranty information and submits warranty claims as needed
7. When purchasing equipment with sponsored research funds, the department contact notifies the CCIE Research Administrative Services team. RAST will provide details on the notification process.

Item returns

1. When employees leave UCF, they are to return all assigned technology items to their department
2. When an item is returned, the department contact can submit a [hardware request](#) to UCF IT
 - **To re-assign an item to another user:** Choose type of Hardware request: Repurpose existing computer equipment for a different user
 - **To return an item to UCF IT if no longer needed:** Choose type of Hardware request: Move existing computer equipment to another location
3. If an item valued \$2,500+ is re-assigned to a new user, department contact informs CCIE Facilities so the asset management system can be updated accordingly