How to Submit an ICT Procurement Request

Getting to the form:
Navigate to the Service-Now portal by visiting the ICT Procurement Form and sign in with your SacLink credentials. The ICT Procurement Form should appear.

Requester Information:
Input your Full Name, Department, and Division.

Product or Service Information:
Enter the product or service information, and how and where it will be used with as much detail as possible. Select Yes or No in response to whether this product has been previously reviewed through the ICT Procurement Request form. If “Yes” is selected, an additional field will appear, “Previous Reference ID”. By clicking on the dropdown field under “Previous Reference ID”, you can search through previous requests to auto-populate the request form with a previous request’s information. You can search previous requests by RITM (Number) or by a keyword (Short description). If searching by a keyword, put an asterisk (*) before the keyword (i.e. *iPad) and then click on the previous RITM Number to have your request auto-populated with the previous request’s information. You will then just need to make any changes since the previous request.
Enter the product/service name, product/service type, the vendor’s name and contact information, the cost, and whether the product/service will be required for student use.

Enter the Product/Service Categories (Select at least one, check all that apply).

Enter how and where the product will be used. If the product/service has not been requested before, you will be asked what alternative products/services were considered and why the product/service being requested best meets your business needs.
Diversity, Equity, and Inclusivity Evaluation:

If requesting a tool that may require users to create an account and/or provide personal information like Cloud Services, Mobile Applications, Software Applications, and/or User Accounts, you will be prompted to respond questions about the product’s support for inclusive practices.

Accessible Technology Initiative Impact Criteria:

Select whether this product will potentially be used by large audiences (50 or more people) and who the end-users may be.

Depending on the type of product/service being requested, one or more of the following three documentation sections may appear. Respond to the applicable section(s) below.
Resourcing and Integration Information:

Respond whether IRT resources will be needed to implement the tool, what resources would be needed, and what (if any) existing systems the tool will integrate with.

**Will this product/service require IRT resources to implement or support?**
- Yes
- No

What type of resources or integration is needed?
- Single sign-on (SSO)
- University data feed
- Long-term technical support
- Canvas
- Other

What system(s) will this product/service integrate with? (e.g., Office 365, Zoom, etc.)
- Canvas

**If requesting a Canvas integration:**

If you are requesting a tool that would be integrated with our learning management system, Canvas, there will be additional questions specific to Canvas integrations.
Information Security:

Complete the Information Security questions about the product/service’s use of University/campus data, whether it uses a SacLink account, whether it will be integrated with campus systems, and/or send emails.
Additional Comments:

To provide additional information related to your request, please type them in the Additional Comments box.

If you have any additional comments, please enter them here

Read the acknowledgement statement, and check the acknowledgement box.

Signature

*Acknowledgement

By checking this box, I acknowledge that I have made every effort to understand the ATI responsibilities and Information Security requirements associated with university purchases.

Please attach the quote or contract, if available, through the Add attachments link, at the bottom of this form.

To include an attachment, such as a quote, Accessibility Conformance Report (completed VPAT), or HECVAT, click on the “Add attachments” link at the bottom of the form, attach the document, and click Submit.
Confirmation/Approval Process:

You will be directed to a screen that shows your request responses and states “Your request has been submitted”.

You will also receive an email from the IRT Service Desk stating "You’ll hear from us soon". You can click on the RITM Number link at any time and scroll to the bottom of the screen to view the Approvers list that indicates which reviewer(s) the request has been sent to, and whose review/approval is pending.

Once all applicable reviewers have approved, you will receive an email stating “The review of your ICT Procurement Request RITM0012345 has been approved.” This email will include a link to download your Approval PDF; this PDF will need to be attached to your requisition or emailed to Procurement at procard@csus.edu prior to making a purchase with a Procurement Card.