How to Submit an ICT Procurement Request

Getting to the form:

1. Navigate to the Service-Now portal by visiting [ICT Procurement Request Form](https:// ICTProcurementRequestForm) in ServiceNow.

2. Sign in with your SacLink credentials.

3. The ICT Procurement request form should appear.

Requester Information:

4. Input your **Full Name**, **Department**, and **Division**.

![Requester Information](image)

Product or Service Information:

5. 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 the magnifying glass under “Previous Reference ID”, you can search through previous requests and select a previous request in order to auto-populate the request form with a previous request’s information. You can search by the previous request’s RITM **Number**, the previous requester’s name **(Request Requested for)**, or by keyword **(Short description)**.

**NOTE**: If searching by **Short description**, put an asterisk * before the keyword (i.e. *iPad). Click the previous RITM Number link, and your request will be auto-populated with information from the previous request. You will then just need to update any changes since the previous request.
**Product or Service Information**

- Has this product or service been previously reviewed through the ICT Procurement Request form?  
  - Yes
  - No
  - Not Sure

Previous Reference ID (if known)

RIKM0068291

- Is this a renewal?  
  - Yes
  - No
  - Not sure

**Product or Service Name & Model/Version**

CONTENTdm

**General Product or Service Type (e.g., software, laptop, consulting, cloud, web service, etc.)**

library digital content management system

**Product or Service Vendor Name**

OCLC

**Dollar Amount (not including tax)**

9000

Will this product or service be required by students?

- Yes
- No

**How and where will this product or service be used?**

Library patrons will use this application to access digital web collections.
6. Enter the **Product/Service Categories** (Select at least one, check all that apply)

Accessible Technology Initiative Impact Criteria:

7. 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 of the following documentation sections may appear. Respond to the applicable section below.
Access to Accessibility Documentation

For computers, copiers, network printers, software/mobile applications, telecommunication products, web content, and other self-contained products.

- Click on the "paperclip" attachment icon at the bottom of this form.

- Yes—Accessibility Conformance Report is attached.
- Yes—Working with vendor to obtain the Accessibility Conformance Report.
- No—This product will not be used by students, the public, or large audiences.
- Not sure—ATI Procurement will contact you for a consultation.

Use the button below to attach any files to this form.

Upload Attachment

Access to Accessibility Documentation

For video and multimedia materials

- Digital multimedia contains captions
- Digital multimedia does NOT contain captions
- I don’t know if digital multimedia contains captions

Access to Accessibility Documentation

For IT Consulting or IT Services

- Yes—Section 508 Acknowledgement is attached
- Yes—Working with consultant to obtain Section 508 Acknowledgement
- Not sure—Check this box to have ATI Procurement contact you

Use the button below to attach any files to this form.

Upload Attachment
If adding an attachment:

If you are including an attachment, such as a quote, Accessibility Conformance Report (VPAT), or HECVAT, click on the ‘Upload Attachment’ icon at the bottom of the Accessibility Documentation section. Click the “X” close button to go back to the request form, and you should now see the attachment listed at the top of the form.

To add an attachment AFTER the request has been submitted:

To add an attachment AFTER the request has been submitted, go back to the request by clicking on the link in your confirmation email (e.g. “Request REQ00112345 has been opened on your behalf”), OR by going to the ServiceNow portal at https://csus.service-now.com/service and selecting “My Requests” from the bottom menu.

Resourcing and Integration Information:

- 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.)
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.

**Canvas LTI Integration**

Please provide the informational website about the app/tool or a login page (if available):

Can you provide any contact information for the company/organization that offers the app/tool?

Do you know other faculty who are interested in using this app/tool in Canvas? Please provide an estimate based on your personal knowledge.

Approximately how many courses/sections would use this app/tool in Canvas?

Approximately how many students would use this app/tool in Canvas?

Please provide a brief description of how you plan to use this app/tool in your Canvas courses.

Do you know of any costs associated with this app/tool for faculty, students, or the university?

- Yes
- No
- Not sure

If there are university costs, does your department or college have an existing license for the app/tool?

- Yes
- No
- Not sure
Additional Comments

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

Additional Comments:
If you have any additional comments, please enter them here

Signature Acknowledgement and form submission

9. 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.

You will receive a response email from the IRT Service Desk that we've received your request "ICT Procurement Request for a(n) xxxxxxxxxx" and that you may "View This Request" at any time in relation to the status. Some requests may require a lengthy approval process while others may be rather quickly. We will respond with the completion of your request as soon as possible. Please be sure to check your email in case more details about your request are necessary.
Confirmation/Approval Process

You should be directed to a screen that reads “Thank you, your request has been submitted”.

If you click “View this Request”, the Approvers section at the bottom of the screen will indicate which reviewer(s) the request has been sent to, and whose review/approval is pending.

At this point, you should also receive an email from the IRT Service Desk stating "You'll hear from us soon". You can click the "View Details" button within this email at any time to review the status of the request. Some requests may require a lengthy approval process while others may be rather quickly. We will respond with the status of your request as soon as possible. Please be sure to check your email in case more details about your request are necessary.
Once all applicable reviewers have approved, you will receive an email that your request has been completed in addition to an approval email stating “Your ICT Procurement Request RITM0012345 has been approved.” This email will include a link to open your Approval PDF; this PDF will need to be attached to your requisition or emailed to Procurement prior to making a purchase with a Procurement Card.