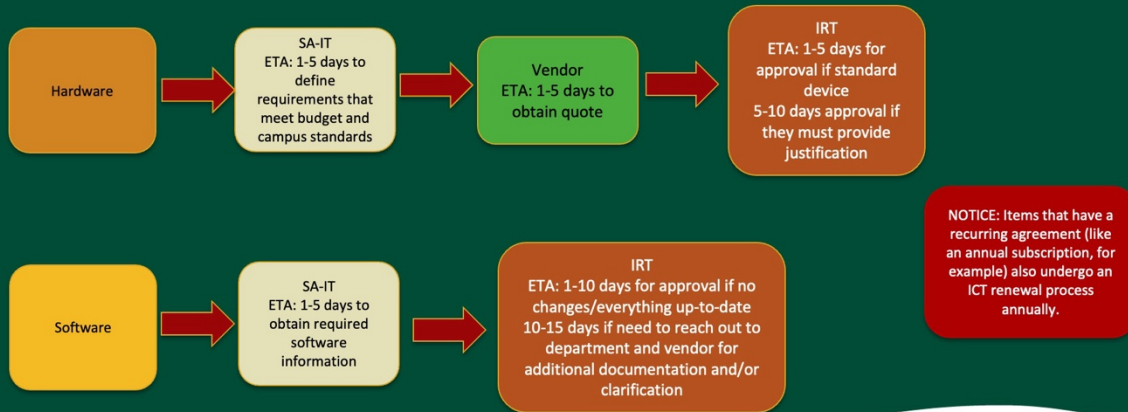# Know the Process – ICT

Notice: Items that have a recurring agreement (like an annual subscription, for example) also undergo an ICT renewal process annually.

Hardware

1. SA-IT ETA: 1-5 days to define requirements that meet budget and campus standards
2. Vendor ETA: 1-5 days to obtain quote
3. IRT ETA: 1-5 days for approval if standard device, 5-10 days approval if they must provide justification

Software

1. SA-IT ETA: 1-5 days to obtain required software information
2. IRT ETA: 1-10 days for approval if there are no changes and everything is up-to-date, 10-15 days if need to reach out to department and vendor for additional documentation and or clarification