



Technology Purchasing

FREQUENTLY ASKED QUESTIONS

How long until I receive the equipment after a PO is submitted?

For most equipment, it takes 2 to 4 weeks with the exception of Laptops, which can take up to 6 weeks.

Is this equipment part of the ITS lease stream?

Equipment for projects or initiatives:

Departments will be responsible for the full cost of equipment.

Equipment for new positions:

Information technology services will provide a single standard client-computing device for new positions. If the department requires a computing device that differs from this standard, the department will be responsible for the difference in cost.

Additional computing devices

Departments will be responsible for the full cost and future replacement cost of additional computing devices.

Replacement:

Information Technology Services will replace standard client computing devices during the lease replacement cycle. Standard client computing devices have a useful life of 5 to 7 years.

The cost to replace other computing devices, including laptops and tablets will be the sole responsibility of the department.

If our department purchases an Administrative laptop, does the user have to give up their desktop?

Yes, returning the desktop computer and peripherals as a unit to ITS is required in favor of the new laptop. Purchasing a Monitor, Keyboard and Mouse is the responsibility of the requesting department if the intended user requires it.

What are the differences between Administrative, Academic and Training computers?

- Administrative – Support the Administrative image that allows Faculty/Staff to login to their Network account and have access to all the applications they need to perform their jobs.
- Academic – Support the Academic image that allows Students to login using their Snumber ID and password and have access to all the applications they need for class.

- Training – Support the WCED/Corporate College image and the Information Technology student configuration, allowing customers and students access to all the applications they need for class.

Who are our Primary Vendors?

Ohio Collaborative Learning Solutions

Certified HP reseller

CDW-G

Certified HP reseller

Apple Store for Education

All Apple products and devices

Business Smarts

Certified HP reseller

MCPC

Certified HP and IGEL resellers