

Supersedes Policy No: Date:	FLORIDA MEMORIAL UNIVERSITY INFORMATION MANAGEMENT AND TECHNOLOGY POLICIES AND PROCEDURES	Policy No: PN0023 Effective Date: 06/12/01 Attachment(s):
SUBJECT: Hardware and Software Selection Assistance		

Approved in Cabinet June 12, 2001
Updated 9/07
Updated 04/15

IMT services include assisting departments with the selection and implementation of office systems technology. Requests to IMT for services require completion of a Service Request form (SR) in Track-It at <http://helpdesk.fmu.fmuniv.edu>.

A representative of the IMT staff will assist in the evaluation and selection of available alternatives. A written recommendation, cost estimate and installation plan will be developed to meet the requesting department's needs.

Once the requested hardware or software arrives, a representative of the IMT staff will assist in the physical installation specifications, prepare the installation site pertaining to the work request, and install the hardware and software (outside technical assistance may be required to complete the installation).

Departments requesting office systems services should notify IMT as soon as the need is identified as there may be delays caused by equipment availability and/or site preparation. There may also be certain limitations due to current network configurations. Early notification allows IMT to plan for and overcome these problems.

The Chief Information Officer in conjunction with the Manager of Academic Computing and the Director of Client Services will examine computer hardware and software needs on an annual basis. Departments should make known their needs at this time. Recommendations for funding departmental computer requests will be discussed with the appropriate vice president prior to approval.