

Software and IT Property Purchasing FAQ

1. Why is ISS becoming the College's Purchasing Authority for IT Property and Software?

With increasing interest from central administration on various aspects of compliance in our day-to-day business activities, the College is making some changes and considering others related to how Information Technology (IT) property is purchased, inventoried and maintained.

Managing the College's equipment and software inventory is an important job. Being able to track purchased equipment is required during an audit. In order to place the College in the best position possible to respond to an audit and win, a central database of equipment purchased is needed. One central authority should maintain this database, and that will now be ISS.

Software vendors reserve the right to audit the University for contract compliance, which could result in lost work time, resources, and, of course, funds. Software has its own set of parameters to be managed. These include restrictions on usage and installation, transfer rights, quantity restrictions, upgrade restrictions, export control, home use rights, and second installation rules. Proper licensing of software is vital to our College's health. The College needs to be able to show that all software is being used as specified in the EULAs (End User License Agreements). Most EULAs are different, so understanding the terms of the EULA is important. A central authority needs to have a record of the software purchased, how it is licensed, and how it is being used in the College. That authority will now be ISS. By maintaining these records we place ourselves in a better position to save money on purchases as well as assuring that the College will survive and flourish after an audit.

2. What types of IT Property will ISS be responsible for purchasing?

Please call us when contemplating the purchase of any of these controlled items:

- Computers including laptops and tablets
- Computer Peripherals (printers, disk drives, scanners, etc.)
- Multimedia Projectors
- TVs and Smart TVs
- Video Monitors (for computer use or wall mount)
- Audio/Video systems
- Video Conference Systems (i.e. Polycom)
- **All software**
- If in doubt, call us (865-INFO)

3. I plan to purchase an “Acme Widget”. It is not on your list of IT property items. What should I do?

Please call our IT Consultants or drop us an email at iss-helpdesk@psu.edu when contemplating any purchase not on our controlled equipment list. Our equipment list will never be all-inclusive. It is meant to be just a guideline. We still want to talk with you to assist in any way we can. We may have an alternative for you to consider.

4. I understand that we are to have all software used in the College purchased by ISS. Can you explain the steps I need to follow when I need software?

Sure! Once you identify the software you need, you can either call one of our IT Consultants (see contact info below), email your software info to us at iss-helpdesk@psu.edu, or provide the info to your ISS Liaison (not all areas have a Liaison) and request that they submit the info to us. Once we are notified, we will make sure there are no open seats on an existing license which can save you money. If there are no open seats we can purchase the software using the most economical method available and direct bill to your budget. Your financial assistant will be included in the process as needed. Once the purchase has been started, most times we can proceed with the software install immediately versus waiting for a license to arrive. This gets you working sooner!

The proper/approved method to buy software in HHD is via a consultation with ISS first.

5. How many consultants are there to assist us with **software** purchases?

We have two : Matt Harter and Charles Halcomb. Matt can be reached at mah455@psu.edu or by calling 863-2319. Charles is crh17@psu.edu and his telephone is 865-4719. If you have difficulty reaching either Consultant you can email iss-helpdesk@psu.edu or give our main line a call at 865-INFO

6. How many consultants are there to assist us with **IT Property** purchases?

Two. Matt and Charles concentrate on assisting research projects in identifying software and equipment for project use, as well as all other day-to-day consulting tasks.

7. I am not sure if the “Acme Widget” can be purchased using research funds. Who can help me make that decision?

Our Consultants can!

8. Are home offices and employees who work from home exempt from this purchasing requirement?

Home offices and employees who work from home whose computer equipment and software licenses are purchased with University funds, will still need to have ISS make the purchases for them. While this equipment is still on campus it will need to be tagged and forms completed for it to be removed from campus.

9. What happens if a University-owned home office printer or computer stops working on the weekend or over a holiday break? Can I purchase a new machine?

If this occurs, it is suggested to use their office machine and work with ISS when they are available to purchase the needed home office equipment.

10. Are “off-site” servers exempt from this purchasing requirement?

Any “off-site” servers not purchased, tagged or maintained by ISS are excluded from this process. The original purchase of that equipment should have been made as a purchased service or through a consultant.

11. I use laptops between labs on two campuses and need complete control over the system (root privileges) for my programming capabilities. How will this new procedure affect my ability to do this?

ISS will not be removing root privileges as part of this effort, so this should not be a concern.

12. Not only do I need personal computers on my research project, but I also have a need for specific equipment that is not on your list. What should I do?

Please call Matt Harter (see earlier contact info) to discuss your situation. Matt can help you understand any compatibility questions you may have or work through operational issues with the vendor, and possibly suggest ways to better use the equipment you currently own.

13. We only budgeted enough to purchase the IT Property we need from *Last Buy* or online at *Bamazon*. Now what do we do?

For starters, next time consult with us so that you can add more accurate budget information to your research proposal! But for now, give us a call. We may be able to provide IT property to you at little to no cost to help you meet your need or point you in the direction of additional funding.

14. Today I had an immediate need for software. I learned that the ISS IT Consultants were out of the office. What should I do? I need this software soon.

Call our main number, 865-INFO. Our staff assistant will help you.

15. I saw a great deal on a computer recently while shopping at *Last Buy*. Should I buy it and save money?

What appears to be a cost savings on initial glance can come back to haunt you as a multi-factor headache. Negative factors surrounding this deal can be: not having warranty coverage when needed, not being able to get product support in a timely fashion, and not being able to use your purchase in our IT environment without spending additional money.

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16. These are all great questions but I have one you did not answer. What should I do?

Email us at iss-helpdesk@psu.edu. We would love to talk with you about your IT needs and concerns.

IMPORTANT: Under no circumstances can a University Purchasing Card (Pcard) be used to purchase controlled IT hardware or ANY software. You must consult with ISS on these purchases before proceeding.