



Updated Technology Ordering Protocol

1) Software (Please do not use the Tech Service Request System)

All software orders are handled by Zeke. LHS staff can obtain a Tech Order Form located on E-lhs: <http://www.lawrencehallofscience.org/staff/>.

- Please complete and email **Tech Order Form** to Zeke at lhstechpurchasing@lists.berkeley.edu for your purchase.
- Zeke then will research for best prices and have an **estimated item cost** that may slightly change at time of purchase based on tax, shipping, and vendor pricing.
- After the researching process is done, Zeke will then email the Tech form back from the lhstechpurchasing@lists.berkeley.edu email to the authorize approver (P.I. or Dept. Director) for final approval.
- Once the Tech Order form is approved by the P.I. or Dept. Director and the Financial Analyst, email the form back to Zeke at lhstechpurchasing@lists.berkeley.edu. A wet signature will not be required, if P.I. or Dept. Director and Financial Analyst sends written approval via email.
- Once an order is complete, the user will place a Tech service request for installation of software.
- The user will receive an email from Zeke from the lhstechpurchasing@lists.berkeley.edu email, which will contain the completed order document, receipt, and a Business Office ticket number for reference.
- The user will then be contacted by CTI to setup an appointment for installation of the software.

2) All Non-Computer Tech Equipment (Please do not use the Tech Service Request System)

For all non-computer tech equipment purchases, Zeke will be the ordering contact. He will initiate orders with the user and consult with CTI if necessary. Once again, please use the Tech Order Form as described above.

- Please complete and email **Tech Order Form** to Zeke at lhstechpurchasing@lists.berkeley.edu for your purchase.
- Zeke then will research for the best prices and have an **estimated item cost** that may slightly change at time of purchase based on tax, shipping, and vendor pricing.
- After the researching process is done, Zeke will then email the Tech Order form back to the authorize approvers (P.I. or Dept. Director and Financial Analyst) for final approval.
- Once the Tech Order form is approved, email the form back to Zeke at lhstechpurchasing@lists.berkeley.edu. A wet signature will not be required, if P.I. or Dept. Director and Financial Analyst sends written approval via email.
- After an order is placed, Zeke will send out a email with a ticket number, Tech Order form with signatures and a receipt that the vendor generates.



- When orders arrive, Zeke will contact requester to schedule a pick up time. If the user needs assistance from CTI, a tech service request can be placed **AFTER** the order is in hand. All updates on the status of an order can be obtained from Zeke.
- Non-computer tech equipment includes: **Monitors, Scanners/Printers, Projectors, External Hard Drives, Wireless or Networking Devices, and Webcams.** Please remember, minor items such as mice, keyboards, flash thumb drives and power strips can be ordered through your normal purchasing channels (please see the LHS Tech ordering matrix).

3) Computers (Please use the Tech Service Request System)

- Users will review LHS approved standard computer list located at the LHS intranet for available options.
- Users will see Roberto for computer consultation. Roberto will prepare the Tech Order Form
- User will collect appropriate approval signatures and deliver Tech Order form to Zeke.
- Equipment will be delivered to CTI for setup and delivery. This also covers **Computer Memory, Internal Hard Drives, and any other internal computer component.**
- All computers will be tagged for inventory purposes. Please do not remove tag if computers is reassigned, CTI and Zeke must be notified of this change.

4) Printers (Please use the Tech Service Request System)

- For printer problems please place a service request.
- Requesting a new printer- LHS is moving towards eliminating desktop printers and utilizing the Ricoh multifunction machines. Ordering a new printer will require exceptional approval from the CTI Director.

5) Actual Ordering

- Zeke places orders on Tuesdays and Thursdays **only**, unless there is an emergency.
- Overnight orders generally take 2-3 business days.
- Overnight shipping does not begin until the vendor has processed the order on their end.
- To check status of your order departments order, please email Zeke.

Zeke's contact information:

Phone- 642.2995

Email- eg415@berkeley.edu

Office- B-level room 208