

# REQUESTING COMPUTER EQUIPMENT OR SOFTWARE

## Overview

Liberty has replaced the “paper” / pdf form for ordering computer equipment, software, etc. with online forms within Liberty’s Zendesk helpdesk and ticketing system.

To request computer equipment or software, please follow this process:

1. Log on to Zendesk – <https://libertyhealth.zendesk.com>
2. Select the appropriate form (e.g., *Equipment Purchase Request*, *Software Purchase Request*, *New Employee/Staff Technology Provisioning*)
3. Complete the form with all necessary information, ensuring shipping address, contact information (email and phone) are included.
4. Submit...
5. Monitor status of the request through update emails generated by changes in the request status.

## Authorization

**Program Directors, Department Directors or above** (or their documented designee, as described below) are “authorized approvers” and can submit equipment and purchase requests. Request from anyone not authorized to approve purchases will be returned / rejected. Cost associated with purchases will be charged to the program or department.

If you are an authorized designee submitting on behalf of a Program Director, Department Director, etc. – ensure the authorized approver is copied on the requests to assist in communication and avoid delays in processing. Requests submitted by anyone other than Program Director or Department Director (or above), or a documented designee, will be returned / rejected – resulting in avoidable delays.

Technology Solutions maintains a list of authorized designees – requests from these individuals will be accepted as having come from an authorized approver. Each authorized purchaser may have up to two (2) authorized designees. Designees may be added or removed at the request of the authorized approver.

## Standard Lead Times

**10 business days** - for planning purposes, standard lead time – order to receipt. This includes the time to order, configure and ship the requested equipment.

In many cases equipment can be obtained on shorter timeframes. The ordering forms include the ability to identify a desired delivery date.

Processing of orders will be tracked through the Zendesk system – allowing status, delays, etc. to be documented and communicated via email notifications from Liberty’s Zendesk system.