Workflow (UPMC Network):

1. From the Policies & Forms website, labs will be instructed to review the current list of UPMC Standard Desktops, Monitors, and Laptops and submit a General IT Issue/Request through the HCC IT Help Form if the device(s) being requested are not listed on the form (to discuss the device needs of their lab and acquire a quote prior to submitting their request form).
2. Lab will complete/submit UPMC Computer Purchase Request Form via DocuSign where they will be asked to attach the quote provided by HCC UPMC IT (if applicable).
   a. For 04 accounts listed on the form, please use the following: UPCI0-93900-827550
   b. For 05 accounts listed on the form, HCCPurchasingForms will include the corresponding UPMC account code in the "Additional Comments" section of the form
3. Once submitted, the request form will be automatically sent to UPMC HCC IT (Dan Oliver) to confirm approval of the request.
   a. If the device should instead go on the Pitt Network, select "Other Actions" and then Void the request. Please cite the reasoning as "Must go on the Pitt Network".
4. After UPMC HCC IT signs off on the request, it will be sent to the HCCPurchasingForms inbox to acquire Fiscal approval.
   a. If the request was voided, HCCPurchasingForms will also be sent an email informing them of this and will resubmit the request via the Pitt Computer Purchase Request Form.
5. HCCPurchasingForms will Reassign the DocuSign request to the appropriate Fiscal Approver to acquire signature of approval.
6. After Fiscal approval is granted, HCCPurchasingForms will submit an IT ticket for the request via the HCC IT Help Form with the completed Computer Purchase Request form attached.
7. Once the Service Request email with Ticket # is received, HCCPurchasingForms will send a follow up email to the requestor with any relevant documentation attached.
8. HCC UPMC IT will then be responsible for placing the order for requested devices on their end and communicating with the requestor to provide any necessary updates.