

CSU CHICO: PROCESS FOR REVIEW, APPROVAL, PURCHASE AND IMPLEMENTATION OF ELECTRONIC AND INFORMATION TECHNOLOGY PURCHASES

FOCUS ON EFFICIENCY

CSU Chico's Information Technology group developed an updated business procedure, the Information Technology Procurement Review, and streamlined the IT purchase authorization process.

At CSU Chico, what was once a manual process with paper forms requiring wet signatures is now fully online and paperless with built-in workflow for electronic reviews and approvals.

A partnership between divisions led to the creation of a successful best-practice model for improving technology procurement, transparency, consistency and effectiveness while managing risk and compliance. CSU Chico's Information Technology group created the Information Technology Procurement Review (ITPR) delineating the new purchase authorization process.

The project was a cross-campus collaboration of various departments – including Student Affairs, Academic Affairs, and Business and Finance – working together to construct the streamlined program. The return on the time invested to implement the system has benefited the entire campus and its auxiliary organizations.

The existing Information Resources website has become a focal point for informing the campus community about areas of accessible technology procurement, information security, technology integration and project management. The online ticket request and associated workflow provides a means for subject matter experts to ensure products and services the university procures are compliant with CSU policy.

The university now has a documented audit trail, reporting capabilities and analytics providing enhanced opportunities for campus-wide enterprise purchases while leveraging economies of scale.

MILESTONES

June 2014

- Purchase of Team Dynamix (TDx), a service-management and ticketing platform

May 2015

- Implementation of TDx software and process work flows

April 2016

- Implementation of initial Information Technology Procurement Review process

June 2017

- Launch of procurement process for software, hardware, accessibility, security, integration, implementation and ongoing support

QUANTIFICATION AND RESULTS

Procurement across multiple purchasing organizations is now coordinated for IT purchases and gifts.

90 percent of PC and laptop purchases are now made using the “good, better and best” UC/ CSU collaboration model.

All new PCs and laptops are registered into the campus’ equipment management, SCCM (System Center Configuration Manager) or Casper (Macs) databases.

All new PCs and laptops now receive routine updates for patches and virus management.

All academic and administrative software is evaluated for security and accessibility compliance.

All contract renewals are reevaluated for security and accessibility compliance.

OPPORTUNITIES

- CSU Chico’s Information Technology Procurement Review process has been adopted by other CSUs.
- The project was an important component in documenting the university’s programs during 2016-17 and supported accessibility compliance.
- The process is annually reevaluated.
- The team will continue to automate steps to include documented exceptions for hardware and software previously evaluated.

IMPACT AND BENEFITS

- An inventory of “good, better and best” models was established for rapid deployment of orders.
- Campus has now fully adopted the “good, better and best” model for PC/laptop procurement and deployment.
- A documented process was established for full accessibility compliance while also documenting alternative work plans for purchases where required.
- Requisition-processing time was reduced.

QUALITY, COST AND DELIVERY

Overall operating cost was reduced from several perspectives, including cost of acquisition and deployment.

The implementation of the Information Technology Procurement Review process was accomplished with internal resources based on the campus’ existing Team Dynamix call center application.

PROJECT TEAM

Sara Rumiano

Business and Finance

Jeremy Olquin

Student Affairs

Michael Schilling

Information Resources

Scott Kodai

Information Resources

Jason Donnell

Information Resources

LESSONS LEARNED

Critical considerations to the success of the project include:

- 1 A strong communication strategy
- 2 Collaboration across divisions
- 3 Support of campus leadership

REFERENCES

More information may be found on the CSU Chico IT Purchasing Site:

Information Resources ITPR integration:
<https://www.csuchico.edu/ires/>

ITPR Process:
<https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=10028>