

# Standard Operating Procedure

SOP Number:	Title: <b>INFORMATION TECHNOLOGY PROCUREMENT</b>	Effective Date: <b>5/01/2025</b>	Page 1 of 3
-------------	---	-------------------------------------	-------------

REVISION HISTORY		
Date of Revision Approval	Effective Date	Description

Approved by:	
Trevor Garrett, Interim VP Finance & Administration	Date – <b>04/28/2025</b>

## 1. Purpose

This SOP establishes a centralized process for all IT-related procurement at KGI to promote cybersecurity and data security, ensure system compatibility, eliminate redundancy, support vendor consolidation, and improve budgeting and support services across academic and administrative units.

## 2. Scope

This SOP applies to all purchases of information technology-related hardware, software, services, and subscriptions, regardless of funding source (operating, capital, grant, gift, or discretionary funds). This includes, but is not limited to:

- Laptops, desktops, monitors, and mobile devices
- Servers, networking, and storage equipment
- Licensed software, SaaS solutions, and cloud-based platforms
- IT and software-related professional services
- Audio/visual equipment with computing or network capability
- Security tools (endpoint protection, MFA, encryption)

**A list of items IT will be responsible for procuring is in Appendix A.**



### 3. Responsibilities

Role	Responsibility
IT Department	Reviews, approves, and manages all IT procurements; ensures compliance with KGI IT standards, cybersecurity policies, and licensing agreements.
Finance Office	Collaborates with IT to process purchase orders and vendor contracts; ensures alignment with KGI procurement and finance policies.
Departmental Requesters	Submit IT procurement requests and funding information; coordinate with IT before contacting vendors or making purchases.
Departmental Managers	Verifies funding availability, provides budget oversight, and ensures grant compliance where applicable.

### 4. Procedure

#### Step 1: Submit IT Procurement Request

- All technology purchases must be initiated through KGI IT's support portal (<https://my.kgi.edu>) or e-mail ([helpdesk@kgi.edu](mailto:helpdesk@kgi.edu)). Copy your supervisor on all purchase requisitions sent to IT.
- **Requests must include:**
  - Description and purpose of item/service
  - Proposed funding source
  - Purchase justification
  - Timeline or urgency
  - Point of contact

#### Step 2: Vendor and Quote Coordination

- IT will advise whether the IT department will make the purchase or if the requester will be responsible.
- For purchases made by the IT department, IT will manage vendor communication and quotes.
- For purchases made by the individual departments, the purchaser will coordinate with vendors for quotes.

#### Step 3: IT Review and Approval

- The IT team will:
  - Validate compatibility, standards, and security compliance
  - Recommend alternatives if more suitable institutional solutions exist
  - Consolidate requests where centralization is advantageous



- Reject requests that pose institutional risk or lack strategic alignment
- **Allow 48 – 72 hours for IT review and approval**

#### **Step 4: Procurement and Fulfillment**

- Once IT provides final approval:
  - For items or services not shown in Appendix A, the initiator or requestor can proceed with the purchases. If a purchase order is needed, submit a request to Workday for approval.
  - For purchases made by IT, the department will work with the Finance Office to initiate purchase orders.
  - IT will receive, configure, and distribute purchased technology, as appropriate
  - Devices, software, and licenses will be tracked centrally by IT

#### **Step 5: Inventory and Asset Management**

- IT will record and tag all qualifying assets in KGI's inventory system.
- IT will maintain software license usage, renewals, and compliance records.

### **5. Exceptions**

Exceptions must be submitted in writing and approved by the IT Director or the VP of Finance & Administration. Exceptions may be considered for:

- Time-sensitive research equipment (with sponsor-mandated configurations)
- Specialized instructional or lab software (with documented need)
- One-time pilot or testing purchases (subject to risk and compatibility review)

### **6. Non-Compliance**

Procurements made outside of this process may result in:

- Denial of reimbursement and support
- Inability to install, connect, configure, or secure the purchased technology
- Delay or return of non-compliant items
- Escalation to divisional leadership or the Finance Office

### **8. Questions or Support**

Office of Information Technology  
Email: [helpesk@kgi.edu](mailto:helpesk@kgi.edu)  
Phone: 909 607 2670

## APPENDIX A

### Items & Services Requiring KGI IT Procurement

CATEGORY	EXAMPLES INCLUDE	WHY KGI IT PROCURES
COMPUTING AND COMMUNICATIONS DEVICES	<ul style="list-style-type: none"> <li>- Laptops, desktops, workstations, servers</li> <li>- Tablets, iPads</li> <li>- Chromebooks</li> <li>- Smartphones</li> <li>- Conference systems and telephones</li> </ul>	Store/process institutional data; require centralized configuration, security controls, support, and standardization; may benefit from negotiated pricing.
IT-MANAGED PERIPHERALS	<ul style="list-style-type: none"> <li>- USB and storage devices (if approved)</li> <li>- Docking stations</li> <li>- Specialty input devices (e.g., pen tablets)</li> <li>- Web cameras</li> <li>- Monitors/displays</li> </ul>	May store/process data or require compatibility with centrally managed devices; require standardization and support; may benefit from negotiated pricing.
SOFTWARE & APPLICATIONS	<ul style="list-style-type: none"> <li>- Software/applications (e.g., Adobe, Word)</li> <li>- SaaS tools (e.g., Calendly, Grammarly)</li> <li>- Web-based platforms</li> <li>- Software subscriptions</li> <li>- Multi-seat licenses and campus-wide agreements</li> <li>- Communications software (e.g., Slack, Hangouts)</li> </ul>	Process/transmit institutional data; require licensing management, security review, and integration; often subject to regulatory compliance (e.g., FERPA, GLBA), may benefit from negotiated pricing.
WEB-BASED SERVICES	<ul style="list-style-type: none"> <li>- Survey tools (e.g., SurveyMonkey, Formstack)</li> <li>- Productivity, business tools (e.g., Word, Adobe)</li> <li>- Media tools (Adobe, Canva)</li> <li>- Cloud storage (e.g., Dropbox, Box)</li> <li>- CRM, SIS, LMS platforms, and integrations</li> <li>- Generative AI Tools (e.g., ChatGPT, Perplexity)</li> <li>- Software/infrastructure as a service (SaaS, IaaS)</li> <li>- Communications platforms (e.g., Slack, Hangouts)</li> </ul>	Process/transmit institutional data; require licensing, access control, security review, and integration; often subject to regulatory compliance (e.g., FERPA, GLBA).
NETWORK INFRASTRUCTURE	<ul style="list-style-type: none"> <li>- Wireless access points</li> <li>- Network switches, firewalls, gateways, routers</li> <li>- Structured cabling</li> <li>- Virtualized network devices</li> <li>- Networking/Infrastructure as a service (IaaS)</li> </ul>	Transmit data, critical to network security and availability.
SERVER EQUIPMENT & HOSTING	<ul style="list-style-type: none"> <li>- Physical/virtual servers</li> <li>- Cloud infrastructure (AWS, Azure, GCP, IaaS)</li> <li>- Network-attached storage (NAS) and backups</li> </ul>	Store institutional data; require centralized management and secure configuration
AUDIO-VISUAL EQUIPMENT	<ul style="list-style-type: none"> <li>- Projectors</li> <li>- Televisions, screens/displays, projector screens</li> <li>- Webcams</li> <li>- Microphones</li> <li>- Speakers, soundbars</li> <li>- Interactive whiteboards</li> </ul>	Provide AV functionality for instruction, collaboration, or events; require standardization, compatibility, and centralized support.
REMOTE ACCESS TOOLS	<ul style="list-style-type: none"> <li>- VPN clients or services</li> <li>- Remote desktop platforms (e.g., TeamViewer)</li> <li>- Cloud VDI or virtual desktop subscriptions</li> </ul>	Transmit institutional data; require centralized access control, secure configuration, and monitoring to support remote access.
SECURITY & COMPLIANCE TOOLS	<ul style="list-style-type: none"> <li>- Antivirus software</li> <li>- Backup and recovery tools</li> <li>- Password managers</li> <li>- Anti-virus/endpoint protection</li> </ul>	Protect institutional data; support regulatory and security compliance (e.g., FERPA, GLBA); require centralized deployment and management.
TECHNOLOGY SERVICES	<ul style="list-style-type: none"> <li>- Data migration services</li> <li>- Third-party audio-visual or IT service providers</li> </ul>	Services that affect institutional systems or data require IT oversight for integration, support, and contractual alignment with institutional security and technical standards.