Process steps

Title:	DHS|OHA 070-014-01 Information Technology Asset Management Acquisition Process
Related to:	DHS|OHA 070-014 Information Technology Asset Management Policy
Effective date:	02/04/2019

Purpose

This process establishes the steps necessary for the Department of Human Services (DHS) and Oregon Health Authority (OHA) staff to request information technology (IT) assets from the Office of Information Services (OIS). DHS|OHA follows their own internal process for approval prior to submission to OIS. OIS is responsible for acquiring, managing, tracking, and reporting on IT assets for DHS|OHA.

Process

1. DHS|OHA staff submits the completed DHS|OHA IT Purchase Request/Acquisition Form for IT assets to their approving manager with appropriate delegated purchasing authority.
2. The manager reviews the request to ensure the specific business requirements justify the request.
   a. If approved, the manager forwards the acquisition form to OIS IT Asset Management (ITAM) via email to computer.request@state.or.us.
   b. If denied, the manager notifies the requestor.
3. Upon receipt, OIS IT Asset Management (ITAM) reviews the request.
4. If the request is not on the IT Standards and Approved Products List, OIS ITAM refers the request to the OIS IT Standards Exceptions Coordinator. Refer to the Information Technology Standards Exception Process.
5. For requests that are on the IT Standards and Approved Products list, OIS ITAM:
   a. Assigns an acquisition tracking number to the request.
   b. Notifies the requestor of the acquisition tracking number.
   c. Completes the acquisition packet.
   d. Submits the order to OIS Financial Services.
6. OIS Financial Services completes the procurement process and places the order for the requested item.
7. OIS ITAM tracks the shipping and receipt of the hardware or software.
8. When the request is received for hardware, OIS ITAM:
   a. Opens a Service Desk ticket.
   b. Submits the request to the assigned OIS Customer Services and Support (CSS) field technician.
9. The OIS CSS field technician configures and installs the hardware, closes the Service Desk ticket, and updates the acquisition tracking number.

10. When the request is received for software, OIS ITAM opens a Service Desk ticket.
11. For installation of electronic software, OIS ITAM:
    a. Deploys the electronic software via Software Center Configuration Management (SCCM).
    b. Closes the Service Desk ticket, updates the acquisition tracking number, and notifies the requestor.
12. For installation of physical software, OIS ITAM transfers the software to the assigned OIS CSS field technician for deployment.
13. The OIS CSS field technician:
    a. Configures and installs the physical software.
    b. Closes the Service Desk ticket, updates the acquisition tracking numbers, and notifies the requestor.

References
Oregon Revised Statutes (ORS) 276A
ORS 279A
ORS 279B
Oregon Administrative Rules (OAR) 125-50-0200
DHS|OHA 070-007-01 Information Technology Standards Exception Process
DHS|OHA 070-007-02 Information Technology Standards Exception Process Map
DHS|OHA 070-014-02 Information Technology Asset Acquisition Process Map
IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies
Statewide Information Security Standards March 2017
Center for Internet Security Top Twenty Critical Security Controls
IT Standards and Approved Products List

Forms referenced
MSC 0075 DHS|OHA IT Purchase Request/Acquisition Form

Related policies
DAS 107-004-010 Information Technology Asset Inventory & Management
DAS 107-004-050 Information Asset Classification
DAS 107-004-110 Acceptable Use of State Information Assets
DAS 107-004-130 Information Technology Investment Oversight
DAS 107-011-050_PR Sustainable Acquisition and Disposal of Electronic Equipment (e-waste/recovery)
DHS|OHA 010-018 Record Retention and Management Policy
DHS|OHA 070-007 Information Technology Standards Policy
DHS|OHA 070-014 Information Technology Asset Management Policy
DHS|OHA 090-009 Administrative, Technical, and Physical Safeguards Policy

Contact
Office of Information Services
Service Desk: 503-945-5623

ois.servicedesk@dhsoha.state.or.us

Process History
Version 1 DHS-070-014-01 established 11/12/2002
Replaced by joint process
Version 2 DHS|OHA-070-014-01 established 06/07/2016
Version 3 Revised 02/04/2019

Keywords

Acquisition, asset, computer, information, purchase, technology

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