

GSA Software Request Checklist

Use this checklist along with the [Software Request Guide](#) on tech.gsa.gov to request software tools at GSA.

RESEARCH

- ☐ Check with your colleagues to see if an existing GSA Approved tool may work for you
- ☐ Review the IT Standard Software list in the GSA EA Analytics & Reporting (GEAR) catalog
- ☐ Talk to your supervisor about what you would like to request

Notes:

GATHER

- ☐ Function of the software as you will be using it
- ☐ Number of people who will be using the software
- ☐ Software type (desktop, server, or SaaS)
- ☐ Name, vendor and version number
- ☐ What kind of data will be stored by the software? Will there be any sensitive (PII) information?
- ☐ Link to the Voluntary Product Assessment (VPAT) document for the software from the vendor
- ☐ Link to download the software
- ☐ Name of the primary Point of Contact (POC) for the software
- ☐ Number and type (single/enterprise) of licenses that are needed
- ☐ Total cost of the software
- ☐ Business justification for the software that you are requesting

Notes:

REQUEST

- ☐ Enter the request in ServiceNow
- ☐ Check your email for the initial ticket details and for any follow-up info requests
- ☐ Promptly reply to any requests for additional information

Notes:

For any help with this process, contact the IT Service Desk at 866-450-5250 or ITServiceDesk@gsa.gov.