

SOP: Handling User or Department Technology Purchase Requests

Purpose:

To ensure that user or department technology purchase requests are handled in a consistent and efficient manner.

Scope:

Applies to all user and department technology purchase requests.

Responsibilities:

IT Department: is responsible for receiving, reviewing, and approving or denying technology purchase requests.

Requesters: Are responsible for submitting complete and accurate technology purchase requests.

Prerequisites:

[The information, resources, permissions, etc. required to execute this procedure.]

Procedure:

Request Submission:

- Users or departments must submit technology purchase requests to the IT department.
- The request should include a description of the requested technology, the business need for the technology, and the requested delivery date.
- Any supporting documentation should also be included with the request.

Review and Approval:

- The IT department will review the technology purchase request to ensure that it meets the business need and is consistent with the company's technology standards.
- The IT department will approve or deny the request based on its review.
- If the request is denied, the IT department will provide a reason for the denial and work with the requestor to find an alternative solution if possible.

Purchasing:

- If the request is approved, the IT department will purchase the requested technology.
- The IT department will work with the requestor to arrange for delivery and installation of the technology.
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Documentation:

- The IT department will maintain a record of all technology purchase requests, including approved and denied requests.
- The record will include the requestor's name, the requested technology, the business need for the technology, the delivery date, and the approval or denial decision.

Communication:

- The IT department will communicate the status of the technology purchase request to the requestor.
- The IT department will notify the requester of the approval or denial decision and any next steps that need to be taken.

Exceptions:

- Any exceptions to this procedure must be approved by the IT department.

References:

[Amazon Business Dashboard](#)

Definitions:

Purchase Request: A formal document or process within a business setting, where an employee requests the company to purchase specific goods or services.

Purchase Request Approval: Authorizing a purchase request made within the organization, by a manager or another designated authority, ensuring that the request is necessary, within budget, and aligns with the company's policies and goals.

Revision History:

5/15/2023 -- "SOP: Handling User or Department Technology Purchase Requests"
created by Robert C

5/17/2023 – "SOP: Handling User or Department Technology Purchase Requests"
revised by Nick Van Noort