State Agency Requester

The State Agency Requester is an individual responsible for ordering the IT hardware, software, and services that a State Agency's employees will use to perform their job.

Our research showed little difference between the core concerns and needs between individuals who had little understanding of computer hardware and those we would consider proficient.

Jobs

1. Provide hardware and software for an Employee to do his/her job
2. Understand employee need
3. Meet government standards and protocol
4. Find appropriate vendor
5. Justify costs
   a. "People constantly feel that government wastes money. As a manager wasting time is money. Research costs money. You have to watch all that stuff." - Dennis Baker
6. Look good with colleagues
7. Work in an effective environment
   a. "If the person's annoyed & waiting based on lag, they're not going to be as effective." - Robert Lee

Pains

1. Lack of the sufficient knowledge
   a. "The biggest pain was having to do research into something I knew nothing about." - Dennis Baker
2. Lack of time
   a. "When you're trying to run a department, you don't want to waste time on figuring out what to buy." - Dennis Baker
3. Lack of clear request from employee or business
   a. "They…[the business] asked me to get a new computer for a new hire, with 2 weeks warning. They didn't give any help on the specifics…'just the standard MBP' they said" - Robert Lee
4. Too many options
   a. "[PCs have] Too many variables, I have to look at price sometimes to understand the level of machine's capabilities" - Robert Lee
5. Delivery times
   a. "This new hire had to use a loaner computer on day one because the computer I ordered arrived on his start day"
6. Vendor's goals may not be aligned with the Agency's
   a. "Vendors come in and show you--they have their own biases." - Dennis Baker
7. Keeping track of equipment & order history
8. Responsibility for ultimate cost of goods
   a. "You're using public money. A big factor is cost based on value not just initial cost. The government gets in trouble for paying too much. But the quality is an issue." - Dennis Baker

Gains

1. Focus on primary activities of one's job
2. Can submit IT hardware/software/service requests with confidence
3. Help when stuck
4. Leads to happier colleagues

5. Feel supported by a community who has similar needs and challenges
   a. "State agencies do a lot of the same tasks, you'd think they'd draw on experience of other people in other agencies."