IT Procurement SOP

Purpose

To establish a standardized and transparent process for requesting, approving, and procuring IT equipment, software, and services. This ensures that all acquisitions meet operational needs, security standards, budget constraints, and compliance requirements. This SOP applies to all staff and departments requesting IT-related purchases, including hardware, software, and IT services.

1. Procedure
2. Requester identifies a need and fills out the IT Procurement Request Form that includes information on item type and quantity, justification for purchase, intended user or department, estimated budget (if known), and urgency level (standard or expedited).
3. IT reviews request for compatibility with existing systems, alignment with standards, and security and compliance risks. If unclear, IT may schedule a meeting with the requestor for clarification.
4. If request meets IT standards, it is sent to the IT Lead for initial approval. Once approved, it is forwarded to Fiscal for budget review and cost approval. If approved by both IT and Fiscal, request moves to procurement.
5. IT Lead or designated procurement office sources quotes (at least 2-3 for price comparison if item is over $500), selects approved vendor(s) from pre-approved list (if available), places the order, and records order details in Procurement Log and asset inventory system.
6. Upon delivery, IT verifies quantity and quality of received items, serial numbers, and warranty information.
7. Devices are tagged, labeled, and entered into the IT asset management system.
8. IT configures the item(s) per the Device Setup and Configuration SOP.
9. Expedited Purchases

Emergency requests bypass standard timelines but still require IT Lead and Fiscal approval. A review is conducted to document the decision and validate the urgency.

1. Vendors

Only approved vendors with valid W-9 and compliance documents should be used. Vendor performance is reviewed annually or after major issues.

1. Records and Audit

All procurement records are retained for 3-5 years. Procurement activities are subject to internal audits to ensure policy compliance.

This SOP should be reviewed annually or when significant procedural or organizational changes occur.