



ServiceNow

Information and Communication

Technology Purchasing Guide

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Overview

The Information and Communication Technology (ICT) Acquisition Authorization Process allows for reviews of all ICT-related acquisitions (purchased or obtained at no cost) to comply with [CSU Accessible Technology Initiative](#) and [University Information Security Requirements](#).

The CSU mandates all campuses make its programs, services, and activities accessible to persons with disabilities. This includes students, faculty, staff, and the general public who visit or attend a campus sponsored event.

Section 508 of the Rehabilitation Act of 1973 requires the University to consider accessibility standards for all ICT products and services that it buys, creates, uses and maintains regardless of cost or funding source.

This guide will assist you in initiating a Purchase Request.

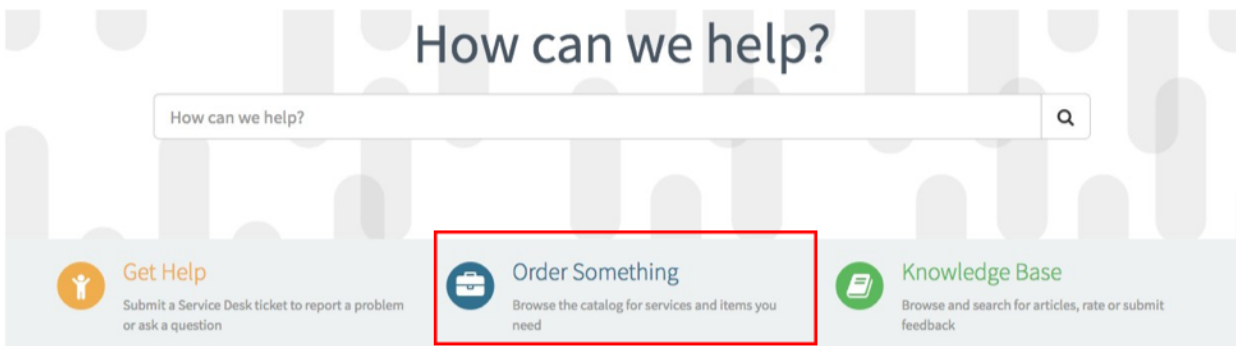
For full details about the ICT purchase process, please refer to the ICT website at <http://www.csueastbay.edu/ict/>.

How to Initiate a Purchase Request

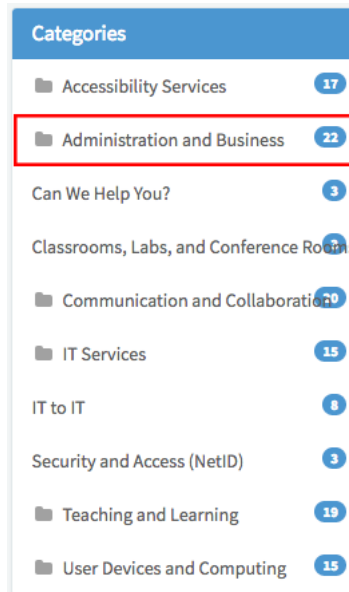
Log into the Service Portal webpage found here:

<https://csueastbay.service-now.com/sp>

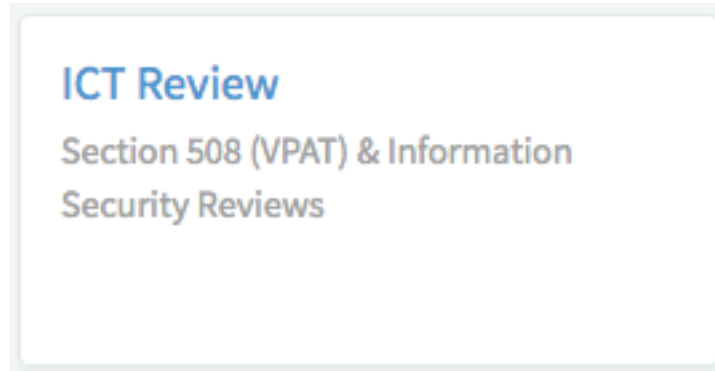
On the Service Portal page, click the link **"Order Something"**.



From the Categories column on the left side of the page, select **"Administration and Business"**.



On the Administration and Business page, click the option for “**ICT Review**”.

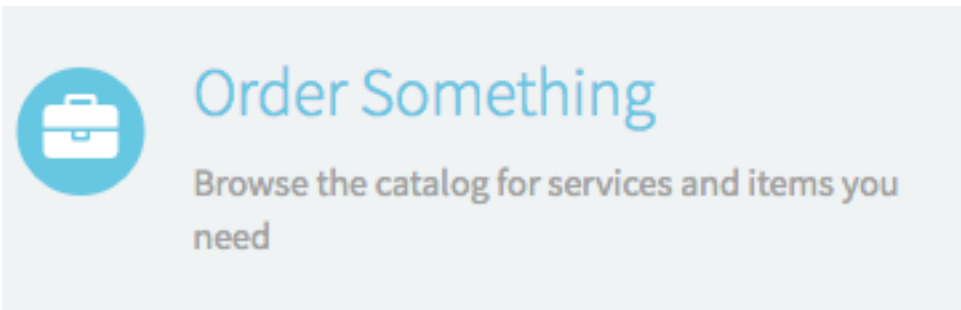



On the ICT Review form (previously known as the “Pre-VPAT form” or “Pre-Acquisition Questionnaire”), please fill out as much information as possible.

Please Note: Fields with an asterisk represent mandatory fields that need to be properly filled. These asterisks relate to the red messages in the “Required information” section at the bottom of the page. Once these requirements are satisfied, you may click the Submit button at the bottom of the page.

How to View the Status of your Purchase Requests

From the [Service Portal](#) page, see the section titled “My Open Requested Items”.



 **Order Something**
Browse the catalog for services and items you need

My Open Requested Items
Section 508 (VPAT) & Information Security Reviews RITM0039590 • 2m ago
Section 508 (VPAT) & Information Security Reviews RITM0039588 • 3h ago

Clicking any open ticket will show you additional information about the requested product(s), as well as the status of the request.

Section 508 (VPAT) & Information Security Reviews

Type your message here... Send

GF

7m ago

RITM0039590 Created

Start

Your request has been submitted

Number	State
RITM0039590	Open
Priority	Created
4 - Normal	7m ago
Updated	Quantity
7m ago	1

Options

Tickets are picked up within 4 hours (M-F 9-5)

Attachments 📎

Drop files here

If you did not attach any documentation when you first submitted this request, you may do so at any time by either replying to the email you received, or, on the lower-right side of this page, you will be able to drag-and-drop the files directly into the “Attachments” window.

Additionally, you can include comments from this page by clicking in the text box where “Type your message here...” is displayed.

Please note: the “RITM” number (in the example above, “RITM0039590”) is the number that will correspond with this purchase request. Please use the specific RITM number whenever you are inquiring about a purchase request.