

# Technology Purchase Approval List

Question: "What technology items need to be approved by the District Technology Department prior to purchase?"

Answer: Technology items needing approval are **any items**: designed to run on or work with an existing computer, electronic device, or connection to the district/site computer or telephone networks. This includes any item attached to (internally, externally, or wireless) or installed on (i.e., all software) an existing piece of network equipment or end-user device.

**All technology items must be approved before any purchase (including employee reimbursements, credit card purchases, online orders, purchases made on existing open POs, etc.) regardless of the funding source.**

## LIST OF ITEMS REQUIRING OR NOT REQUIRING TECHNOLOGY DEPARTMENT APPROVAL

These are some of the more common examples:

Requiring Technology Department Approval (see Technology Standards Purchasing List for up-to-date listing of various standardized equipment):

- ALL SOFTWARE (including, but not limited to: newly purchased software, upgrades, renewals and maintenance contracts for prior orders, etc.)
- All web-based applications
- Desktop computer
- Notebook computer
- Power cables
- Projectors
- Wireless telephone headsets
- Replacement Laptop/Desktop parts
- Telephones
- Faxes
- Printers (including 3D Printers)
- Scanners
- Televisions
- All repairs for broken, damaged, or non-functional equipment
- Mobile devices (iOS/Android/Chromebook)
- Carts for mobile devices
- Document Cameras
- Digital Classroom packages

NOT Requiring Technology Department Approval

- All "consumable" supplies
- Inkjet printer cartridges
- Inkjet print head replacements
- Laser printer toner cartridges
- Laser printer fusers
- Printer drum kits
- Copier toner cartridges
- Copier fusers
- Blank CD-ROMs
- Blank CD-RWs
- USB "Flash" drive/memory stick
- Media Players (non networked)
- Video cable/connector
- Coax, RCA, or S-video cables
- External speakers and headphones
- All external hard drives
- Copiers
- All repairs/maintenance contracts for all printers

If you have any questions or concerns regarding purchases of devices and peripherals being connected to a district PC, please email:

[christopher.taylor@gsd404.org](mailto:christopher.taylor@gsd404.org)

# GSD Technology Standards Purchasing List

Certain technology items must be checked for compatibility, interoperability, and accessibility with the District's computer and network systems prior to purchase to avoid or minimize incompatibilities and problems and/or delays when received and installed. It is for the purpose of attempting to accurately deploy products and perform necessary services that the Technology Standards Purchasing List has been established.

To streamline this process, we have put together the Technology Standards Purchasing List to assist you in purchasing the most common technology items requiring approval. It lists many of the frequently-purchased items that have been standardized and vetted for use on our district network. Every item on this list will be verified to work in our environment and is considered acceptable for purchase from the specified vendor only. **Purchasing from this standardized list will allow expedient processing of your technology orders, as it will not require review by Technology Services; however, regardless of whether an item is on the list, all technology purchases must follow the centralized technology purchasing process. Items not on the Technology Standards Purchasing List must follow the established approval method described on the Technology Purchasing Process Flowchart.**

*Please note that even if an item meets certain district standards, it may still be prohibited for specific reasons. Technology Services may **not** support hardware and software that have been purchased without the department's involvement, and if support is available for such systems, it will be minimal due to staff and time constraints. TSS will always provide guidance and assist staff in making purchasing decisions that comply with our technology standards and meet the district's technology needs and will allow us to create opportunities to work around potential issues ahead of time.*

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## Hardware Standards

Technology Services has compiled a district-wide standardized list of the most commonly used hardware equipment. These items include those in use by both students and staff. All orders with items from this list will be processed as approved.

- **Chromebooks –**
    - **The current standard is HP G9. This deployment standard is reviewed annually.**
  - **Printers, monitors, and other peripherals-**
    - Printers are purchased or deployed as determined by site requirements. In-house, deployable units will be first in consideration.
    - Monitors, keyboards or mice are deployed from in-house stock but can be specially ordered as needed.
  - **Document cameras, wireless presentation devices.**
    - Our current deployment for document cameras is Aver M11-8M.
    - Our current standard for wireless presentation devices is Airtame Model 2.
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## Computer Standards (includes laptops and desktops)

Technology Services has established a standardized configuration for desktops and laptops purchased through HP or Dell. Any special configuration/non-standardized purchase requests will require pre-approval by Technology Services and may cause delays in processing your order.

- Due to supportability, cost, and other issues, all laptop orders will still require review by Technology Services to determine their use by staff. However, all district-standardized desktop orders will be processed immediately.
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## Telecom Standards

Technology Services was successful in transitioning the district to an updated and more supportable phone system a few years ago. Our current hardware standard is ShoreTel/Mitel VoIP handsets. In keeping with district standards, new and replacement phone systems must be ordered directly from InFlowCX Communications by TSS

## Help-Desk Requests

**We are here to help with all of your IT needs. Generating a support request is quick and easy! Our staff is available from 7:00 am to 4:00 pm daily. You can contact us via any internal phone at extension 124. In addition, you can generate a support request simply by clicking on the**



icon

GSD Tech  
Request.url

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- Here in the Technology Support Services, the support of our students, teachers, and staff is paramount. We aim to ensure that everyone has the tools and resources necessary to accomplish our shared goals to inspire and engage all students. To achieve these goals, we need your help, so please report all issues, large and small, via our GSD Technology Support Services Web Portal.

Some of the items we can assist with are Teacher instructional laptops, student Chromebooks, printers, TVs, projectors, network connectivity, Wi-Fi access, AirTame support, internet service, content filtering (both block and unblock requests), web content, document cameras, user account access, phones, and much more.

Our primary goal is to ensure your equipment and connectivity are ready when needed. We **WANT** to hear from you!

## Submitting a support request is fast and easy.

The **quickest** way to submit a request is via the desktop GSD Tech Request Icon:

1. Click on the link.
  2. Enter your contact email address.
  3. Enter a brief summary of the problem you are having.
  4. Enter a description that adds some detail to your support request.
  5. Select a category that best encapsulates your request.
  6. You can skip the Asset Tag unless you know it.
  7. Select your location.
- Some things to keep in mind when you are making your requests –
    1. Don't forget the who, what, when, and where. Especially when reporting internet or other service interruptions, they can assist in quickly identifying and resolving your request.
    2. Submit your requests directly whenever possible. We love hearing from everyone, but receiving support requests from the person directly experiencing the problem helps us expedite your service and gives us the correct point of contact in the event we need additional information.
    3. Provide valid contact information and classroom availability. To help us work around your schedule, it's beneficial to know the schedule in which we can access your room without causing interruptions to your curriculum. If you don't mind a support representative in your room while students are present, reference that in your support request. Having that availability may result in faster service. In addition, if you'd like us to contact you via a number that isn't your assigned phone extension, please reference that to help streamline communication.
  - 2. Press the Submit button.
  - 3. That's it! You've submitted your request, which is now in the GSD Support work order system. It can be viewed by the entire IT Services staff and routed to the appropriate support representative. All communications about your request, regardless of the IT staff member, will be logged and viewable to help us provide the best service possible.

Note: As always, feel free to call our Helpdesk support line at extension x124 (available from any internal phone) to speak with a Technology Services representative. Please remember that a single staff member usually monitors this line; if you call and it goes to voicemail, they're likely helping another GSD staff member. Leave a voicemail, and someone from the IT Department will be in touch.