

NEW DEVICE PROCUREMENT PROCESS

EFFECTIVE 09/01/2025

In alignment with UTA's goal to centralize and streamline management of all UTA employee computing devices, OIT is changing and improving the way University devices are purchased.

Starting Sept. 1, 2025, all device requests will go through a new process designed to provide cost savings, faster delivery, and improved security compliance.

OIT is hosting two virtual listening sessions next week to provide additional information and answer your questions.

- **Aug. 27, 2:00-3:00pm, join [here](#)**
- **Aug. 28, 3:00-4:00pm, join [here](#)**

Beginning Sept. 1, device purchase requests must be made by creating a ticket in ServiceNow. The Apple and Dell punchouts will no longer be available in the Mav eShop. OIT will maintain an inventory of approved devices and will manage the procurement process for University computers. [The OIT website](#) contains additional information, including a full list of devices available for request and what to do if you need a device not found on the list.

To request a device, departments will follow these steps:

1. [Submit a ServiceNow ticket](#) requesting a device. **This form requires custodian information, cost center, device selection, and intended device use: employee, research or lab.**
2. OIT reviews the ticket and communicates, if needed, with the requester about the device's intended use and other specifics, such as the model or number of devices needed.
3. OIT schedules delivery or pickup with the new device custodian via a Microsoft Bookings appointment.
4. The requesting department's cost center is charged for the purchase.

For lab or research devices, OIT staff will work with the requester and assign a shopping cart to the appropriate administrative or designated employee to complete the purchase. [Visit our FAQ](#) for more details.

OIT will manage the procurement process only for computers; accessories can still be purchased in Mav eShop.

If you have any questions about the process, please contact the OIT Endpoint Lifecycle Management team at OIT-EndpointLM@groups.uta.edu.