Purpose: To engage a representative group of high volume users in the future direction of the IT Service Portal software procurement process.

Current Plans:

1. Add “Request Software” button to Service Portal home page.
   Benefit – faster and easier to navigate Service Portal

2. Direct “Request Service” button on software sub-category page to appropriate ServiceNow form, IT website or external website.
   Benefit – Faster, sometimes immediate, request fulfillment

3. Replace “Request this service” button on the service description page with button(s) or link(s) to appropriate ServiceNow form, IT website or external website.
   Benefit – allows for one or more buttons/links for ordering, based on individual service

4. Develop specific forms within Service Portal for the following software items:
   • Adobe Acrobat - Faculty/Staff UAB Owned
   • Adobe Creative Cloud - Faculty/Staff UAB Owned
   • GraphPad Prism Software
   • Microsoft Windows 7/8/10
   • Microsoft Other
   • OriginLab Software
   • Qualtrics Research Suite

   Benefits – improved customer experience
   1. Customer is not directed to an external form
   2. All required information is captured upfront and included in the ticket
   3. Ticket automatically assigned to IT Procurement, bypassing Help Desk

Process & Design Suggestions:

1. Software subcategories – group consensus is to change them to “Personal Use” and “UAB Use”.

2. Review existing request process to ensure that software is procured and delivered/installed in a timely manner - investigate possible disconnect between the IT Procurement task and Desktop task.

3. The need to renew free software annually is a burden on department IT staff - is there any alternative?

4. Moving renewal away from Oct 1 will eliminate lapse in license due to fiscal year constraints by allowing PO to be processed more than 2 weeks prior to renewal date.

5. Possibly change renewals to one year from order date instead of standard renewal date – will distribute workload throughout the year.

6. GraphPad – Install email is sent to the user, but individual installing software is not copied – investigate potential solution.
7. Review current software installation processes – some users are Desktop customers, some users have department IT support but have admin rights to their machines, some users have department IT support and do not have admin rights to their machines...do we have the most effective process(es) in place based on these differences?

8. Suggestions for specific software request forms – Specific fields (mandatory and optional) will be displayed AFTER requestor selects option from each of the categories below:
   - Select software for “Individual” or “Lab”.
     - If “Individual” is selected, provide option for requestor to include more than one customer name.
   - Select Desktop customer “Yes” or “No”.
     - If “No” is selected display note that customer may need to contact their department IT representative for installation.
   - Microsoft Other form – List most commonly ordered items (around 5) and “Other” as final item where requestor can enter the name of the desired product.
     - Include link to spreadsheet of all available titles.
     - If possible, include product number.
   - Include “Additional Comments” box at the bottom of the form for special install instructions, etc.