



NEW TECHNOLOGY RESOURCE REQUESTS FREQUENTLY ASKED QUESTIONS

WHAT SOFTWARE DOES THE COLLEGE CURRENTLY OWN THAT IS AVAILABLE TO FACULTY/STAFF THAT DOES NOT REQUIRE A NEW TECHNOLOGY RESOURCE REQUEST?

- All OTC computers have a Software Center with common software that may be useful to an OTC employee and can be installed without Information Technology's (IT) assistance or approval.
- More information is located at Installing Applications Through Software Center - OTC Knowledge Base - Confluence (atlassian.net).
[<https://otchd.atlassian.net/wiki/spaces/OTCKB/pages/756056347/Installing+Applications+Through+Software+Center>]
- Software examples include Camtasia and Snagit for screen recording and Foxit for working with pdf documents.
- The college may also have software used in another division or department that would fit your needs. Examples may include software to schedule meetings or to track event participation. Contact the Help Desk (helpdesk@otc.edu) with the details of your need, and they will help you find a current solution, or research a new technology solution, to meet your needs.

WHAT IS THE PROCESS IF OTC DOES NOT HAVE EXISTING SOFTWARE THAT MEETS MY NEEDS?

- Contact the Help Desk (helpdesk@otc.edu) with details on the software needs.
- The IT department can help find a current solution or research third-party solutions.
- After the software has been selected, IT will work with the program/department to obtain a quote from the vendor.
- All software requests should be submitted as new technology resource requests for IT review and approval. Funding for the software will depend on the type and use of the software.

WHAT ARE THE REQUEST AND PURCHASING GUIDELINES FOR INDIVIDUAL OFFICE TECHNOLOGY, SUCH AS KEYBOARDS, MICE, WEB CAMERAS, IPADS, LAPTOPS, ETC.?

- The IT department maintains a supply of computer peripherals, including (but not limited to) mice, keyboards, and webcams.
- Paid versions of software, such as Adobe Creative Cloud and Visio, will be handled on a case-by-case basis (IT will verify a need and work with the program/department to handle funding).
- Larger technology items, such as new iPads, laptops, etc., will be paid for by the requesting program/department. Technology item quotes must be obtained from IT. **The IT department must approve all technology purchases on a departmental P-card.**

WHEN AM I SCHEDULED TO GET A NEW COMPUTER/LAPTOP?

- The IT department maintains the life cycle management for all OTC computers and laptops.
- The normal life cycle for a computer/laptop is five years.
- You may contact the Help Desk to inquire about your machine.



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HOW CAN I GET BOTH A DESKTOP COMPUTER AND A LAPTOP?

- The college has been moving towards a mobile-first technology strategy for several years.
- All positions will move to a laptop-only technology setup unless the Chief Technology Officer has made an exception.

WHAT ARE MY OPTIONS FOR A COMPUTER OR LAPTOP?

- The IT department has several models of laptops to select from, including various sizes and power levels.
- IT will replace a current laptop with a similar model (size and power) as currently utilized.
- An individual may contact the Help Desk (helpdesk@otc.edu) to inquire about a different model.

CAN I GET A BIGGER OR DIFFERENT MONITOR?

- The IT department standardizes dual monitor setups.
- Different-sized monitors or alternative setups will be handled on a case-by-case basis and may require program or departmental funding.

CAN I HAVE A PRINTER?

- The college has placed copiers in convenient locations to provide secure and cost-effective printing.
- Individual or program or departmental printers will be handled on a case-by-case basis and may require program or departmental funding.

CAN I GET AN IPAD?

- iPad requests will be handled on a case-by-case basis and may require program or departmental funding.

HOW LONG WILL IT TAKE ME TO GET MY NEW COMPUTER, ETC.?

- A typical computer order takes 4-6 weeks to purchase, receive, and install.

WHAT IS THE PROCESS FOR PURCHASING SOFTWARE OR TECHNOLOGY FOR MY PROGRAM, DEPARTMENT, OR CLASSROOM?

- The program or department director should first discuss with their respective Dean or Vice Chancellor how the software or technology would be funded if approved.
- IT should then be contacted for review and assistance in developing the request.
- Finally, requests should be submitted as part of the Integrated Planning process.