

SOP for Technology/Software Purchases and General Questions

COEHP New Hire (Faculty) Technology Purchases

1. The associate dean for administration (ADA) will email (UA email and outside email) new hires (2-3 day turn around) to start the technology selection and order process. The new hire will be provided with a laptop (Apple or windows machines), 38-inch monitor (The monitor acts as a docking station for the laptop), and printer.
2. A quote will be secured from the UA computer store once the ADA and the new hire have agreed to their tech choices. The ADA will submit the purchase request to Smartsheet. The completed purchase request will then be processed into workday by OADA.

Departmental Technology/Software Purchase Requests

1. All orders will be routed through the department or unit person that handles purchasing (Faculty and staff should not send order requests directly to COEHP IT).
2. The college is moving towards one standard that includes a laptop (Apple or windows machines) only, one Dell 38-inch monitor, and a brother all in one printer. We understand that some faculty will need a more powerful computer, which may include purchasing a desktop. These will be approved on a case-by-case basis by the ADA.
3. A quote will be secured from a vendor and/or the UA computer store - Jeff Blevins (blevins@uark.edu or orders@uark.edu). The UA computer store keeps several models of Dell and Apple laptops in stock at all times. You can use this link to see those items - <https://its.uark.edu/software-equipment/itam/dept-orders.php>. After clicking on the link, go to in-stock items. Ordering in stock items can aid in getting the item sooner. Once a quote is received, a purchase request can be submitted via Smartsheet for all hardware and/or software orders.
4. Prior to making a software order, the faculty or staff member can email COEHP IT so the user's hardware can be evaluated to determine if their computer(s) can run the software. Please email COEHP IT at edhpit@uark.edu and provide the following information – add the words SOFTWARE CHECK to the header and provide the UARK asset tag (Can be found on the back of the computer) and the link to the software (URL) in the email. Note that software orders will be reviewed by legal (Licenses and terms) and also by the UAIT HECVAT/VPAT committee. These are not immediate processes, so place orders early (Can sometime take several months). Please attach the HECVAT/VPAT (Ask vendor to supply. They may not be able to and that is ok) and terms/conditions to your purchase request in Smartsheet. This will help to speed up the review process.
5. If purchasing a personal office printer - The college is moving towards the Brother all in one (L2710DW). We will provide periodic updates when the model changes.

6. If purchasing a monitor – The college is moving towards the Dell 38-inch curved monitor (U3821DW). We will provide periodic updates when the model changes.
7. Once a quote is received, the department/unit will submit the purchase request via Smartsheet.
8. The completed purchase request will then be processed into workday. All departmental/unit purchases can be viewed via Smartsheet.

Department/Staff/Faculty Member Technology Questions

1. If you are having an issue with your technology, please submit a ticket.
2. If you have a question about a future technology purchase, staff and faculty can submit their questions via email to edhpit@uark.edu. Please identify your question topic in the header of the email (e.g., Memory upgrade, VR goggles, Cloud storage, etc.). IT will respond (2-3 day turn around) via email. A one-on-one consultation will be set up if needed.

Delivery/Pickup of Purchased Technology Equipment

1. The department (Department/ unit head, person who processed the purchase, and the person that will use the equipment) will be notified via email when the purchased technology equipment is received at GRAS (Graham South - COEHP IT office – 102 South Graham Avenue).
2. The IT techs will deliver items to offices that need to be setup (Desktop computers, monitors, etc.).
3. Laptops, iPads, etc. can be picked up at GRAS or delivered.

Standardized Laptops

Dell XPS 9530 15 inch:

<https://techstore.uark.edu/catalogs/COMPUTERS/products/101410>

12th Gen Intel® Core™ i7-12700H (24 MB cache, 14 cores, 20 threads, up to 4.70 GHz Turbo)

Windows 11 Pro, English, French, Spanish

16GB, 2x8GB, DDR5, 4800MHz

512 GB, M.2, PCIe NVMe, SSD

MacBook Pro M2 14 inch:

<https://techstore.uark.edu/catalogs/BTS/products/101087>

M2 Pro

16GB Unified memory

3 x Thunderbolt 4

1 x HDMI

1 x SDXC card slot

Headphone Jack

Force touch trackpad

Magic keyboard W/ touch ID

512 gb
Color – Space Gray

Dell XPS 9315 13 inch:

<https://techstore.uark.edu/catalogs/COMPUTERS/products/101412>

12TH GEN. i7- 1250U
12MB Cache
10 Cores
PCIe 512GB NVMe
16GB LPDDR5 5200MHz
13.4" FHD+
1920 x 1200
500 Nit Display
Non- Touch
Intel Iris Xe Graphics
2 x Thunderbolt 4 (USB Type-C)

MacBook Pro M2 13.3 inch:

<https://techstore.uark.edu/catalogs/COMPUTERS/products/100130>

Apple M2 Chip
16- core Neural Engine
13.3" Retina Diplay w/ True Tone
Touch Bar and Touch ID
512 GB of RAM
Color – Space Gray