Purchasing in ServiceNow and Luma

The advent of ServiceNow and Luma has significantly changed the procurement process and the roles ITS, SCO, and ITS-supported agencies play in that process. Below are the steps agencies should follow to request the purchase of hardware, software, and other goods and services.

Getting a Quote

1. In ServiceNow, create a procurement request for the item or service you want. Be sure to note the ticket number of the procurement request. If your agency will be processing the Purchase Order, you'll need it later.
2. ITS will return a quote for your item and close the procurement request.
   - If the item you are ordering meets the following criteria, your agency will process the purchase. Proceed to Step 3.
     - The item(s) will not incur ongoing fees/charges after purchase, Examples include computers and network equipment.
     - The item(s) will only be used by your agency, or are under a contract exclusive to your agency
   - If the item you are ordering meets the following criteria, ITS will process the order on behalf of your agency and intercompany bill you. Proceed to Step 7:
     - The item(s) will incur ongoing fees/charges that will be passed along to the agency via passthrough (intercompany) billing. Examples include network circuits, telecom services, and licenses to enterprise software such as M365 and Acrobat.
     - The item(s) will be purchased through an ITS exclusive contract
   - If you are unsure whether there will be ongoing fees/charges for your item, please e-mail ITSprocurementteam@its.idaho.gov.

Ordering the Item

For items where your agency will place the order/issue the PO directly to the vendor:

3. Create a **requisition request and process your purchase order in Luma.** As you create the request, it is critical that you add:
   a. Select "**ITSA**" from the drop-down selection in the "**PO Code**" field by either typing or using the search function.
   b. Enter the ServiceNow ticket number of the original request for a quote (Step 1, above) in the "**Reference 1**" field.
      - Without those two pieces of information we won't know what equipment belongs to which agency when it is delivered.
4. The Luma requisition process gives you everything you need to place your order directly with the vendor. *The Luma requisition process does not place your order with the vendor.*

5. If you are ordering any hardware from Dell, please skip to Step 10 for instructions on how to place an order.
6. For questions about requisitions requests in Luma, please contact SCO.

   If your agency does not use Luma, you may process your purchase through the system or process you normally use.

For items ITS will purchase on your behalf and intercompany bill your agency:

7. Create a new **procurement request in ServiceNow**. As you create the request, be sure to include:
   a. The quote provided to you (Step 1, above).
   b. The ticket number for your original request for a quote (Step 1, above).
8. ITS will complete the purchase process with the vendor on your behalf.
9. For questions about procurement requests in ServiceNow, please e-mail ITSprocurementteam@its.idaho.gov.

Ordering Equipment from Dell

Dell no longer accepts orders via e-mail. Once you have a quote from ITS, all orders must be placed on the Dell Premier Portal. To be added as a user within Dell Premier, please e-mail ComputerOrders@its.idaho.gov .

10. Log into the Dell Premier Portal.
11. From the welcome page, click on "Quotes" and add the quote number provided in Step 1, above. Confirm the items and total cost match the quote provided in Step 1, above.
12. On the checkout page, confirm the billing address and order contact name is correct (should be the billing address and contact name of someone in your agency).
    a. Please add ComputerOrders@its.idaho.gov as an additional contact so ITS can help track your order.
13. For orders of 1-5 computers, please use the following shipping addresses as appropriate:
    a. **Eastern Idaho**
       Department of Environmental Quality
       Attn: ITS Staff
       900 N. Skyline Dr., Ste B
       Idaho Falls, ID 83402

    b. **Northern Idaho**
       Department of Environmental Quality
       Attn: ITS staff
       2110 Ironwood Pkwy
       Coeur d'Alene, ID 83814

       Idaho Department of Fish and Game
       Attn: ITS Staff
       3316 16th St
       Lewiston, ID 83501

     c. **Boise and all other locations**
       Information Technology Services
       Attn: ITS Procurement Team (Ticket number from Step 1)
       11351 W. Chinden Blvd.
       Building 6
       Boise, ID 83714
       (208) 605-4135
       ITSprocurementteam@its.idaho.gov

14. For orders of 6-50 computers, please use the following shipping address:
       Information Technology Services
       Attn: ITS Procurement Team (Ticket number from Step 1)
       11351 W. Chinden Blvd.
       Building 6
       Boise, ID 83714
       (208) 605-4135
       ITSprocurementteam@its.idaho.gov

15. For orders of 50 or more computers, call 208-605-4144 for planning.
16. Complete the order in the Dell Premier Portal. As you create the order, it is **critical** that you add:
     a. The purchase order number generated by Luma.
     b. The ticket number for your original request for a quote (Step 1, above).
        o Without those two pieces of information we won't know what equipment belongs to what agency when it is delivered.
17. When the product(s) arrive, ITS will notify the agency and create deployment ticket(s) as needed on your behalf.
18. For questions about ordering from the Dell Premier Page, please e-mail ITSprocurementteam@its.idaho.gov.