

End-Point Procurement & Asset Tracking Overview

Information Technology Services (ITS) provides quotes to agencies to ensure requested equipment is **supported, compatible**, and aligned with **state security and interoperability standards**.

While ITS does not formally “approve” purchases, the act of providing a quote indicates that the item meets ITS technical and security requirements. **Final purchasing authority lies with the agency**, specifically the individual managing the payment source.

How to Request a Quote

1. Submit a **procurement request (REQ)** via [ServiceNow](#).
2. The REQ routes to your agency’s designated approver.
3. Once approved, it generates:
 - A **Request Item (RITM)**
 - A **Source Task (SCTASK)** for ITS Procurement Services
4. An ITS team member prepares the quote and attaches it to the RITM, triggering an **email notification** to the requester.

After Receiving the Quote

Once you receive your quote:

- Follow your **agency’s internal procurement procedures**, including:
 - Obtaining necessary approvals
 - Creating a **Purchase Order (PO)** in **Luma** or your agency’s procurement system
- Once the order is placed:
 - Add a comment to the **RITM** with your agency’s **PO number** for tracking
- If you decide **not to proceed** with the purchase, please update the RITM so the ticket can be closed.

Dell Purchases:

- Most computer equipment is sourced through **Dell**, which provides a portal for generating quotes and placing orders directly.
- Your agency must have a **tax-exempt Dell portal account**. If you don’t have one, contact ITSProcurementTeam@its.idaho.gov for assistance. Most Idaho State agencies already have a Dell portal account setup.

HP & Other Vendors:

- HP equipment is provided by a **third-party vendor**, not through a portal.
- These orders must be placed **manually** by the agency:
 - Email the **vendor directly** with the **quote and PO attached**
 - **CC ITSPurchaseTeam@its.idaho.gov** so ITS can record your agency's PO and assist with asset tracking
- Please note: HP orders may have longer lead times due to manual processing.

Hardware Asset Management (HAM) in ServiceNow

ITS uses ServiceNow's **Hardware Asset Management (HAM)** module to track IT assets. This includes:

- Location
- End-user assignment
- Serial and asset tag numbers
- Asset lifecycle and disposal

A **PO number is required** to add an asset to HAM, which is why we request agencies to update the RITM once an order is placed.

Shipping & Deployment

Desktops and laptops should be shipped to **ITS** for configuration and deployment. Please use the shipping addresses below as appropriate.

Peripherals (monitors, docking stations, etc.) may be shipped **directly to the agency** if ordered separately.

Note: ITS cannot deploy or track assets that are not entered into the HAM system.

Shipping Instructions based on Quantity:

For orders of 1-5 computers, please use the following shipping address:

EASTERN IDAHO

Department of Environmental Quality

Attn: ITS Staff

900 N Skyline Dr, Suite B

Idaho Falls, ID 83402

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

BOISE AND ALL OTHER LOCATIONS

Information Technology Service
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

For orders of 6-50 computers, please use the following shipping address:

Information Technology Service
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

For orders of 50 or more computers, please call 208-605-4144 for planning.

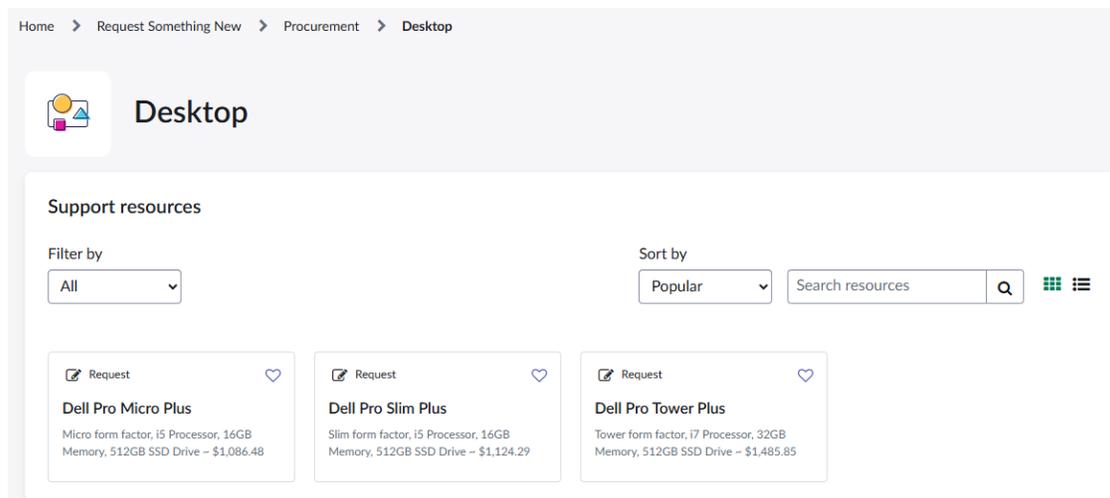
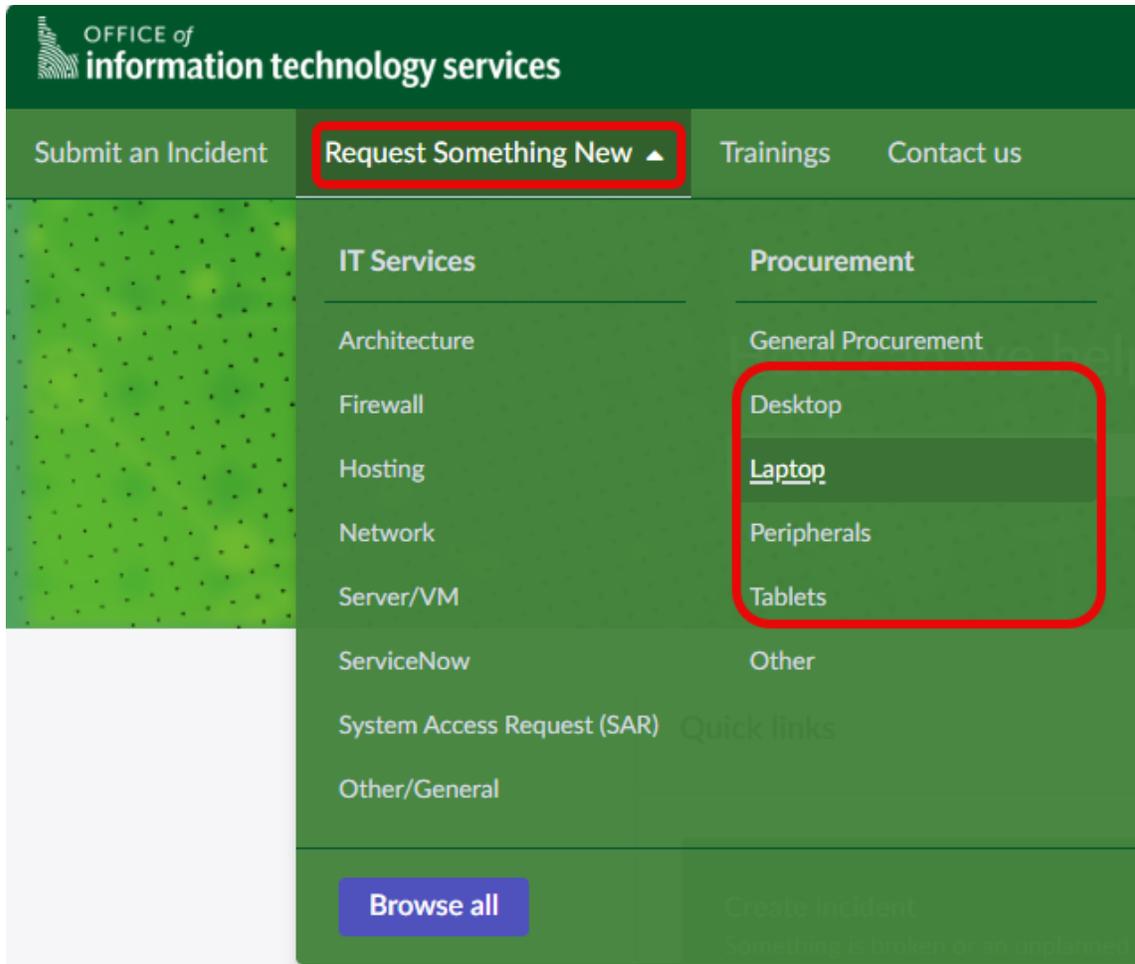
Direct Agency Orders

If an agency purchases equipment **without an ITS Procurement ticket:**

- ITS must manually create the HAM asset using the **PO number** provided by the agency
- A **manual deployment task** will also need to be created

To streamline asset tracking and deployment, we strongly recommend submitting all procurement requests through ITS.

Submitting an [ITS Service Desk](#) procurement ticket:



Home > Request Something New > Procurement > Laptop

Laptop

Support resources

Filter by: All

Sort by: Popular

Search resources

<p>Request</p> <p>Dell Pro 14 Plus</p> <p>PB14250 - 2in1, 14" Display, I7 Processor, 16GB Memory, 512GB SSD Drive -...</p>	<p>Request</p> <p>Dell Pro Max 16</p> <p>MC16250 - 16" Display, I5 Processor, 16GB Memory, 512GB SSD Drive -...</p>	<p>Request</p> <p>Dell Pro Max 14</p> <p>MC14250 - 14" Display, I5 Processor, 16GB Memory, 512GB SSD Drive -...</p>	<p>Request</p> <p>Dell Pro Rugged 14</p> <p>Rugged, 14" Display, I7 Processor, 16GB Memory, 512GB SSD Drive - \$2,439.85</p>
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Home > Request Something New > Procurement > Peripherals

Peripherals

Support resources

Filter by: All

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Search resources

<p>Request</p> <p>Dell 24"</p> <p>Dell Pro 24" Plus Monitor - \$132.04</p>	<p>Request</p> <p>Dell Pro Thunderbolt Dock</p> <p>Pro Thunderbolt 4 Smart Dock - \$222.75</p>	<p>Request</p> <p>Dell 27"</p> <p>Dell Pro 27" Plus Monitor - \$158.00</p>	<p>Request</p> <p>Dell 32" USB-C Hub</p> <p>Dell 32" USB-C Hub Monitor - 300.83</p>
<p>Request</p> <p>Dell UltraSharp 27"</p> <p>Dell UltraSharp 27" Monitor - 274.31</p>	<p>Request</p> <p>Dell UltraSharp 38" Curved USB-C Hub</p> <p>Dell UltraSharp 38" Curved USB-C Hub Monitor - \$833.61</p>	<p>Request</p> <p>Dell UltraSharp 43" USB-C Hub</p> <p>Dell UltraSharp 43" 4K USB-C Hub - \$781.94</p>	<p>Request</p> <p>Dell UltraSharp 49" Curved</p> <p>Dell UltraSharp 49" Curved Monitor - \$1021.94</p>

Home > Request Something New > Procurement > Tablets

Tablets

Support resources

Filter by: All

Sort by: Popular

Search resources

<p>Request</p> <p>iPad Air 13"</p> <p>Apple iPad Air (8.3"), Space Gray, 256GB, Wi-Fi Only - \$849.00</p>	<p>Request</p> <p>iPad Pro 13"</p> <p>Apple iPad Pro (13"), Space Black, 512GB, Wi-Fi only - \$1399.00</p>	<p>Request</p> <p>iPad 11"</p> <p>Apple iPad (11"), Silver, 256GB, WiFi Only - \$429.00</p>	<p>Request</p> <p>iPad Mini 8.3"</p> <p>Apple iPad Mini (8.3"), Space Gray, 128GB, Wi-Fi Only - \$449.00</p>
<p>Request</p> <p>Galaxy Tab 10.1"</p> <p>Samsung Galaxy Tab (10.1"), 128GB, Wi-Fi Only - \$543.41</p>			

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Dell Pro Max 14

MC14250 - 14" Display, i5 Processor, 16GB Memory, 512GB SSD Drive - \$1,501.52

Follow these links if you need to add 24" or 27" monitors or a docking station

Standard config

- 14" Display, i5 Processor, 16GB Memory, 512GB SSD Drive



Ports and slots



Left side

1. Universal audio port
2. USB 3.2 Gen 1 Type-A with PowerShare
3. RJ-45 Ethernet (1Gbps)
4. Wedge-shaped lock slot

Right side

5. HDMI 2.1
6. USB 3.2 Gen 1 Type-A
7. Thunderbolt™4 with Power Delivery & DisplayPort 1.4 (USB Type-C)
8. Thunderbolt™4 with Power Delivery & DisplayPort 1.4 (USB Type-C)
- 9.

Quantity: 1

Add to Cart

Save as Draft

Order Now

Locations required

*Requested for Agency:

Office of Information Technology Services

*Requested for:

Danny Warn

*Requested for Location:

Other Location (not listed)

Requested by:

Danny Warn

Additional Comments:

What is your role and why do you need this device?

Approval Info

*Select Approver

Add attachments

The agency requesting the asset

The person that should at the agency that the asset should be assigned to

The address the asset(s) should be deployed to

The person at your agency that should receive the request for approval

Add up to 10 at a time. (to order 15, add 10 to your cart, Change to 5 and add to cart again)