How to order Desktop hardware and software  
(Desktop, Laptop, Printers, Scanner, Software, and Peripherals)


a) Please use the ISS Website: https://uclahsprod.service-now.com/iss-portal/ under Computing and Hosting to place a catalog order in Service-Now.

Please follow the steps below:

STEP 1
Computing & Hosting

ISS provides UCLA faculty and staff with a comprehensive computing acquisitions program, a robust computing platform, and timely training and support for effective delivery of services supporting the mission of UCLA Health.

The Benefit of Standardized Technology

We offer a standardized set of servers, desktops, laptops, kiosk workstations, operating systems and printers to ensure hardware compatibility with supported ISS applications. With an efficient response time for identifying and resolving issues, by constantly evaluating and certifying our hardware standards, we are able to provide UCLA Health with the latest technology to address our growing needs.

Hours of Operation

- Desktop Support:
  - Monday - Friday: 6:00 am - 7:00 pm
  - Saturday - Sunday: 8:00 am - 5:00 pm

- IT Operations Systems Management:
  - Monday - Friday: 6:00 am - 6:00 pm

- Supplies Management:
  - Monday - Friday: 8:00 am - 5:00 pm

Please contact ISS Customer Care at x7CARE (267-2273) to report any incident outside of normal operating hours.

Please select/click either one of these hyperlinks:

- Computers
- Software
- Printers

We're here to help!

Let us assist with your purchase:
STEP 3

Desksops & Laptops

On This Page:
- Standard Models & Support
- Computer Purchasing
- Computer Refresh Cycle

STANDARD MODELS & SUPPORT

ISS offers the convenience of choosing a computer complete with enterprise functionality to meet your UCLA business needs. The computers are preconfigured with ISS standard image and encryption software.

Standard Desktop Model
- HP Small Form Factor
- HP All-In-One (AIO) Computer

Standard Laptop Model
- HP Laptop
- HP Light-weight Laptop

Standard Tablet Model
- HP Touchscreen Tablet
b) Also located in the **Forms** section of the **ISS Website**. Click on the **Forms** Tab located on top of **ISS Website**.
2) Acquisition Analyst will review your Service Request and get an assessment from ISS Desktop Services within 48hrs.

3) ISS Desktop Services will provide an assessment review before Acquisition Analyst will provide the Order Recharge Form.

4) Acquisition Analyst will obtain and provide the client with Standard hardware/software Order Recharge Form.
   a) This is be provide 48 hrs after the return of Desktop Services assessments.

5) Client must complete Order Quote Recharge Form and approval signatures before Acquisition Analyst can process the recharge.
   a) Recharge forms must be completed with correct FAU, all questions answered and approval signature
   b) Non-standard purchases are final and non-returnable.
   c) All Standard equipment purchased through the recharge process has a 15-day from the day you turn in the Recharge Form to Acquisition Analyst (not date of equipment delivery) to cancel this order and return equipment to stock.
      i. Returned equipment must be in a box so that we may properly restock it. Equipment without the box will not be accepted.

6) Once a completed Recharge Form has been return to the Acquisition Analyst, your order will be process for the next Tuesday or Thursday delivery date to Desktop Services.
   a) Non-Standard / Special request equipment will take longer because we have to wait for the equipment to be ship from our vendor. This can range between two weeks to a month.

7) For status updates check through Service-Now, call the ISS Help Desk (310) 267-CARE (2273) or email ISSCustomerCare@mednet.UCLA.edu