



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

1) New equipment requests for Desktops, Laptop, Printers, Scanners, 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

The screenshot shows the UCLA Health Information Services & Solutions (ISS) website. At the top, there is a 'System Status' section with various service indicators. Below this is a navigation bar with 'ALL SERVICES', 'I WANT TO ...', 'FORMS', 'POLICIES', and 'ABOUT US'. A search bar is also present. The main content area features a 'WELCOME' banner and several service icons. The 'Computing & Hosting' icon is highlighted with a red box, and a red arrow points to it with the text 'Click Here'. Other visible icons include Messaging, Pagers, Phones & Mobile Devices, Multimedia, Identity & Security, Network Connectivity, Project Management Office, Applications, and CareConnect. On the right side, there are sections for 'My Tickets' with a 'LOG IN HERE' button, 'Announcements' (04/01 Coming Soon Microsoft Office 365!), and 'Outages' (Please log in to view).

STEP 2

System Status:

- Applications
- CareConnect
- Email
- Identity Management
- Infrastructure
- Network
- Paging, Phones, Mobile Devices
- Facilities/Utilities

ALL SERVICES I WANT TO ... FORMS POLICIES ABOUT US Search...

- Computers**
- Desktops & Laptops
- Software
- Systems Management
- Storage, Backup & Recovery
- Printers
- System Maintenance
- Computer & Printer Database
- FAQ
- Hosting**
- Server Hosting
- Computing Training**
- Tutorials & Demos

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, and 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.

System Updates

To maintain peak performance and protection, ISS conducts preventative system maintenance on the following schedule:

- Desktops, ClinNets & Wows**
Microsoft Windows
Date: Fourth Wednesday of every month
- Antivirus Software**
Date: Weekly
- Servers**
Date: Monthly as requested
- [System Maintenance Info](#)

Please select/click either one of these hyperlinks

We're here to help!
Let us assist with your purchase:

- Computers
- Software
- Printers

Feedback

How are we doing? [Let us know.](#)



STEP 3



ISS | Information Services & Solutions

System Status:

- Applications
- CareConnect
- Email
- Identity Management
- Infrastructure
- Network
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- Facilities/Utilities

ALL SERVICES I WANT TO ... FORMS POLICIES ABOUT US Search...

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Computing & Hosting > Computers

Click Here

Desktops & 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

Get a Computer, Printer or Software

- Submit a Request +
Complete and submit a Desktop/Software/Printer Request form to start the process.
Need help?
- Place Your Order +
- Submit Your PO Number +

Need to move your computer/printer?

Submit a request to move computers and printers. [Click here](#) to learn how to submit a request.

b) Also located in the **Forms** section of the **ISS Website**. Click on the **Forms** Tab located on top of **ISS Website**.

The screenshot shows the top navigation bar of the UCLA Health ISS website. The 'FORMS' tab is highlighted with a red box and a red arrow. A 'Click Here' callout is positioned over the 'FORMS' tab. Below the navigation bar is a welcome banner for 'LEISA' and several service icons: 'REPORT AN ISSUE', 'REQUEST A SERVICE', 'Messaging', 'Pagers, Phones & Mobile Devices', and 'Computing & Hosting'. A secondary navigation bar at the bottom of the screenshot also shows the 'FORMS' tab highlighted with a red box and a red arrow, with a 'Click Here' callout pointing to it.

DNS Request Form

Use this form to request a DNS record. DNS records are used to resolve the names of computers, applications, websites, etc.

Hardware & Software Request Form

ISS supported departments can use this form to request additional Computers, Printers, Peripherals or Software.

Click Here

- 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