



State of Utah  
PRODUCT DESCRIPTION

Product Number: 3131.06.10

Purchasing

---

**Effective Date:** July 1, 2009  
**Revision Date:** April 9, 2009  
**Version:** 1.0.0  
**Product Manager:** Sharon Thomas  
**Phone:** 801-538-3795  
**E-mail:** [skthomas@utah.gov](mailto:skthomas@utah.gov)

The DTS Procurement Office provides a range of functions for the purchase of products by DTS employees. Procurement responsibility is to see that the purchase of product is completed in an accurate and timely manner and that purchases made are in accordance with state policies and procedures.

To facilitate this process, the Remedy IT Service Management Program is the accepted format for ALL Technology acquisitions.

Product Features and Descriptions	
Feature	Description
Remedy Purchasing	All IT Purchases are to be made using the Remedy Program. This program is designed to receive appropriate approvals from management prior to the purchase of product.
State FINET System	All IT purchases will be entered into the State FINET System using the applicable policies and procedures for that program. This includes FINET Training.
Procurement Training	Training is provided to the Agencies on an ongoing basis – this provides continued support and allows the completion of duties in a timely manner.
Troubleshooting	The procurement office assists management in troubleshooting and resolution of issues in the procurement process – providing education to the Remedy users on acceptable procedures
Accuracy and timeliness	The procurement office strives for 100% accuracy in final product. This department operates under the BSC measure of completion of purchase orders after approvals are completed within 3 days or less.
Federated Operations	DTS has DTS Agency personnel that process purchase requests per the instructions provided via DTS Administration. Supervision of employees remains in the DTS Agencies
Approval Path	DTS creates and maintains the approval paths in the Remedy system.
Agency Purchases	DTS Procures all IT products for Agencies. DTS Procurement will receive, process, and forward all invoices to the DTS Accounting

	Department.
Billing	DTS Procurement handles IT billing issues.
Inventory	DTS will assist

### Features Not Included

Feature	Explanation
Accounts Payable	DTS Procurement Department does not include the paying of the invoice/bill provided by the Vendor. This process is completed by the Finance Department of DTS.
Employee Reimbursements	The DTS Procurement Department does not process employee reimbursements. Reimbursements are completed through the Payroll System.

### Rates and Billing

Feature	Description	Base Rate
N/A		

### Ordering and Provisioning

New procedures for procurement have been implemented in order to provide the most efficient and user-friendly process possible. In order to place a purchase request with DTS, employees should proceed as follows:

You can either submit a Purchase Request (PR) directly into Remedy, or complete the DTS Purchase Requisition Form, and submit to the DTS Procurement Team via [email](#). The [DTS Purchase Requisition Form](#) is available on the DTS Services Web site.

1. Upon receipt of product, notify the DTS Procurement Team via [email](#) on the day of receipt. Please include a copy of the Packing List.
2. If you receive an invoice for the purchase, please forward to the Procurement Team through Interoffice Mail:
  - DTS Procurement
  - State Office Building
  - 6th Floor

### DTS Responsibilities

It is the responsibility of the procurement department to ensure that products requested are ordered in a timely fashion – the goal: order the product within an average of three working days of approval to order.

### Agency Responsibilities

It is the responsibility of the DTS Procurement office to ensure that all agencies/requestors ordering product are following State Purchasing Policies, which includes proper use of State Contracts.

### Service Levels and Metrics

DTS Procurement Department or designee is available Monday through Thursday between the hours of 7:00 am to 6:00 pm.

DTS Procurement Department or designee will make all purchases within an average of three working days of approval to order.