



# Placing an Order with IT Services Technical Orders

## Decision Guide

The first question is “Do I need to place an order via OrderIT?” Some orders don’t go through OrderIT. Do not use OrderIT for:

- Software Purchasing – <http://software.stanford.edu/>
- SUNet Sponsorship – <http://sponsorship.stanford.edu/>
- Webex Licensing – <http://services.stanford.edu/webex/>
- Techport Registration – <http://techport.stanford.edu/>
- Dell Hardware Purchases – <http://dell.stanford.edu/>
- BaRS for Desktop Systems – <http://bars.stanford.edu>  
Request new service via HelpSU: <https://remedy-prod.stanford.edu/cgi-bin/helpsu?pcat=BaRS>
- Iron Mountain Desktop Backup – <http://www.stanford.edu/services/backup/ironmt.html>  
Request new service via email as described on the site above
- Firewall Rule Changes – <http://firewall.stanford.edu>  
Request changes via <https://netmgmt.stanford.edu/fwrequest>
- CHaMPs – <http://champ.stanford.edu>  
Request assistance via HelpSU: <http://helpsu.stanford.edu/helpsu.cgi?pcat=CHaMP>
- SSL Certificates – <http://www.stanford.edu/services/ssl/index.html>

These orders are placed using instructions found on the websites above.

The second question is “What kind of order do I place via Order IT?” Some common technical orders are listed below.

<b>Network Business</b>	Use this service type to order net-to-jack service.	<b>Tips:</b> Enter the jack number in the Jack field as quad, building, TSO number, and port (example: 14 200 1583V).
<b>SLA</b>	Use this to request data center services if you have existing data center services: - Firewall set up - BaRS for hosted servers - External storage requests for hosted servers (examples: SAN, NAS) - Data Center Facility Requests for racking, cabling, etc. - Systems Administration (UNIX, Windows, etc.) - Other time & materials requests for the above services	<b>Tips:</b> Always place as a Change Order Search by your PSA number for fastest results. PSA should be entered in ALL CAPS. Describe the order completely using the Any additional information field.
<b>Wiring/Construction Projects</b>	Use this service type to request rewiring services, building renovations, new building wiring projects, and jack installations not associated to a Voice service request.	<b>Tips:</b> Assign the Department as the subscriber. Clear all information in the New Location Information fields. Use Any additional information to clarify anything about the request.

If you’re not sure, feel free to contact your IT Services Account Manager, submit a request for assistance online through HelpSU or by calling 5-HELP and pressing 2 to contact the Ordering and Billing Service Desk.

For all problems and issues with existing service, submit a HelpSU request at <http://helpsu.stanford.edu>.

