

# Elevating the Device and Software Purchasing Experience

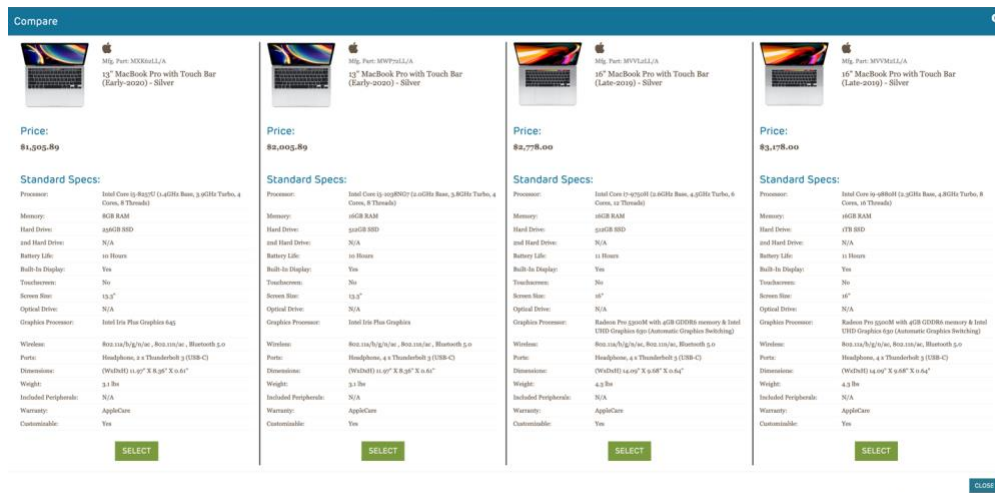
Based on direct feedback from [Children’s Hospital of Philadelphia \(CHOP\) Research Institute](#) researchers and administrators using ServiceNow for device and software purchasing requests, and [Research Information Services \(RIS\)](#) support agents managing the purchasing process of computing hardware and software, RIS leadership determined a growing need to find a much better solution for what users clearly found to be a confusing, frustration, and delay ridden workflow.

A CHOP Research Institute team comprised of three of the RIS Technology Teams, [RIS Application Services \(Applications Services\)](#), [RIS End User Technology Services](#), and [RIS Web Services \(RWS\)](#), came together to plan, design, develop, and support this new application. [Research Creative Services \(RCS\)](#) provided graphic asset support for the project. Members of the team included Mike Liberatore, Web Application Developer, Applications Services, who developed the application; Lindsay Cowen, Senior [User Experience](#) Designer/Developer from RWS, who designed an improved user interface for making informed device purchasing decisions; and Bob Del Campo, RIS Assistant Director and Manager [RIS End User Technology Services](#), who provided direction on how the process previously worked and recommendations for improvements.

## Necessary Features:

- Bring user interface and experience in line with the new CHOP Research Institute branding and the Web Presence Project
- Must collect full device specifications to reduce or eliminate the need for follow up
- Gather grant funding and cost center numbers to correctly assign and charge costs

In developing the new application, Liberatore wanted to recreate a purchase experience similar to the ones found at Apple® or Amazon®, focusing on including functionality to provide users the ability to configuration their product settings and compare up to four products side-by-side. An important new feature of the application is its ability to communicate purchase details directly into ServiceNow, all without human intervention.



# Elevating the Device and Software Purchasing Experience

Gaining the trust and buy in from the ServiceNow Information Services (IS) support staff in order to set up the necessary communications between the application and ServiceNow was key to the successful development and implementation of the application. Shazad Mansoor, of Research IS Infrastructure Services, proved invaluable in utilizing their VRO technology\* to communicate with ServiceNow. The lessons and knowledge gained from the development of the [Research Device & Application Request](#) application resulted in similar improvements to ServiceNow's device purchasing interface ([Employee Service Portal](#)), which was completed in the summer of 2020. The relationship built between RIS and CHOP IS during these two projects will likely lead to even further integrations and improvements of IS support enterprise wide.

## Additional Information and Resources:

In addition to being a valuable member of the Application Services team, Liberatore, the soul IT representative for web presence and web development for [The Children's Oncology Group \(COG\)](#), develops and maintains an entire suite of web applications for the Research Institute Administration departments. Application Services receives many requests for converting complex manual processes and workflows using paper into streamlined, automated, interactive online applications. For example:

1. <https://cogent.research.chop.edu> – COGent is a COG back office financial tool which generates invoice and feeds them directly into Workday for processing. This tool serves as the middle man between COG and Accounts Payable.
2. <https://pmo.research.chop.edu> – The CHOP Research Institute Project Management Office requested an application to track the 150+ NCURA recommendations through their remediation. The application allows designated personnel to outline solutions to the outlined issue.
3. <https://resadmpool.research.chop.edu> - This application manages approvals to utilize [Research Administration](#) funds for services including travel, food and subscriptions. This was once handled via email approval which resulted in delays and made it almost impossible to keep track of all requests. The application serves as a central place to submit requests, gather approval and calculate available funds.
4. <https://postdoc.research.chop.edu> - This is an annual review form for PostDocs to complete along with their mentors. This was once a paper form that wasn't trackable, nor could you run reports on the data entered.

Application Services team assists faculty and staff of Research Institute by providing advisory, planning, development, and support for a their line of [application development services](#) and [productivity applications](#). They can assist researchers and administrators with a wide variety of application solutions. They also welcome the evaluation of existing CHOP solutions for potential improvements, including vetting and customization of third party solutions.

# Elevating the Device and Software Purchasing Experience

- [Research Information Services](#)
- [RIS Application Services](#)
- [Research Device Request System](#)
- [Research Device & Application Request System](#)

## \* [What is vRealize Orchestrator?](#)

vRealize Orchestrator is a modern workflow automation platform that simplifies and automates complex data center infrastructure processes. vRealize Orchestrator delivers consistent remediation of issues, extensibility, and IT agility.



## Research Device & Application Request System

[HOME](#) Hello Nick ▾

Please select a category:



### Please Note

This service is provided strictly for computing hardware and software purposes. All other items, including mobile phones and remote access, should be handled by visiting the [Service Portal](#).

### Need Help?

The Research IS End User Technology Services team is responsible for supporting the diverse technology needs of all Research Institute staff, which includes all PI's, Lab and Research Institute Administrative staff.

For assistance, please call the help desk at 215-590-4357 (4-HELP)

