

New Software Requests

Chief Technology Office - GSA IT

IT Standards

Agenda

→ Help, I need software!! What should I do?

- ◆ Identify your Technology Need
- ◆ GEAR - Check it out
 - Search GEAR

→ What Information is needed?

- ◆ Software Information
- ◆ Business Justification
- ◆ Voluntary Product Accessibility (VPAT)

→ Time to fill out the New Software Request form!

- ◆ Where is the [New Software Request](#) form located?

Agenda

→ What happens when my New Software Request form is submitted?

- ◆ The IT Standards Team reviews your request
- ◆ The 508 and Security Teams review your request
- ◆ Submitted for a final decision to the CTO

→ My Software Request is Approved, Now what?

- ◆ Go to ServiceNow
- ◆ Order Something
- ◆ Select Approved Software

→ Resources

Who is the IT Standards Team?

Meet your IT Standards Team:

Gokul



Cindy

Kehinde

Our fearless Leader:



Navin Vembar



Created by Dev Patel
from Noun Project

- **Housed in the Chief Technology Office in GSA IT**
- **Manage and oversee all of GSA's New Software Requests**
- **Maintains GSA's list of approved technology in GEAR**

Help, I need Software !! What should I do?

Identify Your Need

- Talk to your Supervisor about your technology need.
- Talk to team members or other employees.
- Check the **GEAR IT Standards list** to see if the technology you need is already approved for use.
 - ◆ *You can also search this list for any alternative technologies that may fit your needs!*

GEAR - Check it Out!!

GEAR stands for **G**SA **E**nterprise Architecture **A**nalytics and **R**eporting. GEAR is GSA's business-focused approach to provide Business and IT data to everyone at GSA.

- ☐ Authoritative list of approved and denied COTS software within GSA.
- ☐ There are two minute tutorial videos available right within GEAR to help with learning how to use the application.

Search GEAR

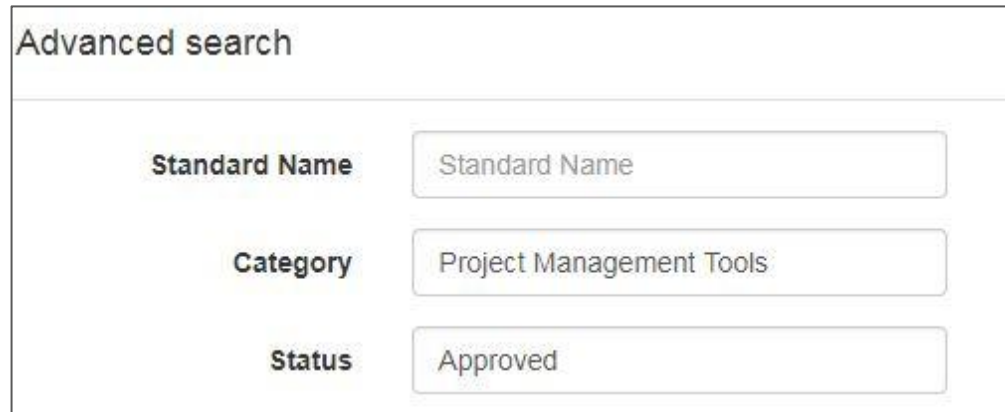
Click on the magnifying glass in the upper right hand side to do an Advanced search



A search bar with a text input field containing the word "Search". To the right of the input field are three icons: a magnifying glass, a grid icon with a dropdown arrow, and a zoom icon with a dropdown arrow.

Search by Category:

→ ***Standard Name / Category / Status / Deployment Type / Comments / POC / Reference Documents / Approval Expiration Date***



Advanced search

Standard Name	<input type="text" value="Standard Name"/>
Category	<input type="text" value="Project Management Tools"/>
Status	<input type="text" value="Approved"/>

Provide the software/technology information:

- The name of the **technology tool**, the **company/vendor name**, a company **point-of-contact** or company **email address**.
- Provide the **link to download** the technology.
- Identify the **category** of the technology.
- You can view the list of categories in the GEAR IT Standards list.
- Identify your **Technology type** (Desktop, Server, SaaS, Other, 'I don't know').

Provide a Business Justification:

- Ask the following questions when writing your justification.
 - ◆ *'Why do I need this technology?', 'How will my organization implement this technology?'*

Example of a Business Justification:

As part of the Macintosh Endpoint Management Project, this next phase of the project requires PIV-Card login and 2-factor support for these endpoints in the enterprise. EC-PKI is an Apple product for this exact purpose in AD domain environments. Implementation will be facilitated by Apple engineers initially with 3 days on-site support. This software does not require Servers and can be installed on all of our mac endpoints using our current Mac management service JamfPro.

What is a Voluntary Product Accessibility Template (VPAT):

→ What is a Voluntary Product Accessibility Template (VPAT):

- ◆ The Voluntary Product Accessibility Template (VPAT) is a document which evaluates how accessible a particular product is according to the Section 508 Standards. It is a self-disclosing document produced by the vendor which details each aspect of the Section 508 requirements and how the product supports each criteria.

→ It's the Law:

- ◆ Section 508 requires that when federal agencies develop, procure, maintain, or use electronic and information technology, federal employees with disabilities must have access to and use of information and data that is comparable to the access and use by federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Where can I find a VPAT?

- Review the Vendor's webpage for a VPAT
 - ◆ Search using terms such as: **Accessibility** or **VPAT**
 - ◆ See if there is a 'Contact Us' link, or an email address

- Open Source tools - Usually do not have a VPAT

Time to fill out the New Software Request Form!

Where is the New Software Request?

→ Standards and Modernization > [IT Standards](#)

GSA InSite	Agency Topics	Organization	Directory	PBS	FAS	Directives	Locations	
ABOUT GSA	HR, PAY, & LEAVE	INFORMATION TECHNOLOGY	NEWS	PROCUREMENT & PAYMENTS	REFERENCE & RESOURCES	SAFETY & SECURITY	TRAINING & DEVELOPMENT	TRAVEL & EVENTS

Agency Topics > Information Technology > Standards and Modernization >

Information Technology

Overview

For GSA IT Professionals

Help Desk / IT Support

IT Insider News

IT Self Help

Planning, Policy and Governance

Services and Staff Offices - Enterprise IT

Standards and Modernization

▶ **IT Standards**

Tech Talks at GSA IT

Data to Decisions D2D Program

IT Standards

Before you request software you'll need to determine if it is listed on the [IT Standards list](#) ([learn more](#)), and has been approved by [GSA's Chief Technology Officer \(CTO\)](#). In aligning with the CTO's vision, the Solutions Strategy team has implemented changes to make it easier for customers to request new software, as shown below.


1. Review the [IT Standards list](#) of approved software. If the software you need is listed, go to [ServiceNow](#), click on 'Order Something' then choose 'Software Request'. For additional help, go to [How to Request Approved Software](#).
2. If you can not find the software you want on the [IT Standards list](#), discuss your needs with your supervisor and colleagues, and re-examine the [IT Standards list](#) to determine if any of the approved software listed there can meet your needs.
3. If the software you want has business needs not met by approved software on the [IT Standards list](#), you will need to submit a new software request for unapproved software. Contractors who need unapproved software must ask GSA employees to make the request for unapproved software on their behalf. Employees can make requests for unapproved software following the steps below:
 - Go to [New Software Request Form Checklist](#) for quick instructions.
 - Go to [How to Request New Software](#) to review instructions, FAQ's, and checklists.
 - Complete the [New Software Request form](#).

After you submit the New Software Request form, you will receive an email with a Request Tracker (RT) ticket number so you can track the request.

Bookmark this page:

→ For easy access, you can bookmark this page!


TECHNOLOGY REQUEST FORM



Welcome to the New Technology request form!

Please answer the following questions and provide as much information as possible. After reviewing your request, if additional information is needed, you will be contacted by the Solutions Strategy IT Standards Review team located in the Office of the Chief Technology Officer (GSA IT CTO).

We are committed to processing your request in a timely manner. If you have any questions, feel free to contact us at it-standards@gsa.gov.

 **GEAR IT Standards - Technology tools list**

The 1st step to complete in our new process is to review the current list of technology contained in the GEAR IT Standards list.

Please click on the GEAR link (<https://ea.gsa.gov#!/itstandards>) to check if your technology already exists on the IT Standards list, or if a similar technology can fulfill your need. Review the status of your technology and take the appropriate steps below:

What happens when my New Software Request is submitted?

The Review Process - IT Standards

- The IT Standards team reviews every request:
 - ◆ If a form has any missing or incomplete information, the IT Standards team will contact the requester.

 - ◆ If this is a duplicate request or GSA has a tool that may meet the needs of the user, we will suggest that tool to the user!

- If the request is complete and the IT Standards team has determined that it is not a duplicate request, it moves onto the next step!

The Review Process - 508 and Security

→ 508 Compliance

- ◆ Enforces Congress' Rehabilitation Act of 1973 (29 U.S.C. 794d) requiring federal agencies to make their electronic and information technology public content accessible to people with disabilities.

→ Security (BMC and ACISSO)

- ◆ Reviews all potential technology at GSA to ensure IT safety measures and protocol.

The Final Step

→ Chief Technology Officer

- ◆ Once the IT Standards team, 508, and Security team review the new software request, it goes to the Chief Technology Officer for the final decision.

My Software Request is Approved, Now What?

Getting the Approved Software Installed

→ Go to [ServiceNow](#) > Click on Order Something

How can we help?

How can we help?

IT Service Desk has new hours of operation. Receive IT assistance over the phone, email, or live chat Monday - Friday (excluding federal holidays) from 6 a.m. until 9 p.m., Eastern Time.
If you need to report a critical service outage or a security incident outside of normal business hours, please call the IT Service Desk at 866-450-5250 and select the appropriate option.

Attention Known Issue

There is a known issue with the Video Teleconference (VTC) Request in the self service portal. Please use the link to the right to place a VTC request until the issue is resolved. The request has been temporarily removed from the catalog and is only accessible from this page.

VTC Work Around

Order Something
Browse the catalog for services and items you need

Get Help
Contact support with chat or incident form

My Profile
Contact Information and Delegates

Quick Links
Helpful Links to other resources

Contact Info
Phone, email and hours for GSA related Desks

Getting the Approved Software Installed

→ Click on Software

The screenshot displays the 'Service Catalog' page. On the left is a navigation menu with categories and counts: Cloud Services (2), Data Enterprise Services (9), Employee Change Requests (2), Employee Moves (1), General Requests (6), Google Groups/Sites (1), GSA Asset Management (1), Hardware Requests (9), Horizon(VDI) Services (1), Mobile Device Requests (3), New Account or Access Requests (11), and On-Boarding/Off-Boarding (4). The 'General Requests' category is highlighted with a red circle. The main content area features a search bar and a note: 'Note: Please select the name of the person the request is for in the box below BEFORE selecting a Catalog Request'. Below the note are several request cards: 'Software' (Request Software to be installed on your IT GFE), 'DNS' (Network Request = DNS), 'Mobile Device Request' (Mobile Device Request), 'GSA Network Account(s) Delete' (This Network Account Delete Request should be used to request an associate's existing network/email), 'Approval Delegates' (Approval Delegates), and 'Report a Lost Item' (I Lost Something). Each card has a 'View Details' button at the bottom.

Getting the Approved Software Installed

→ Select the Approved Software from the dropdown list:

Software Questions

* Enter Software Name Here

▶ More Information

- Bluebeam Revu 2016 (DESKTOP): Exception
- Bluebeam Revu 2017 (Extreme): Exception
- Bluebeam Vu 2015 2015: Exception

Resources

- New Software Request Form:
 - ◆ <https://gsa--c.na21.visual.force.com/apex/TechnologyRequestForm>

- Insite page for New Software requests:
 - ◆ <https://insite.gsa.gov/portal/content/500499>

- [‘How to Request New Technology’](#) guide.

- [ServiceNow](#) Request Approved Software

- IT Standards email: it-standards@gsa.gov
 - ◆ **Note** - Please send questions/inquiries to our team email address.

QUESTIONS