DemoCorp Lab Procurement Guidelines

Standard Operating Procedure

April 15, 2024

Purpose

The purpose of this document is to outline the standard processes of obtaining licenses, software, and other materials through DemoCorp.

Scope

This document offers guidance to the DemoCorp Lab team members and stakeholders in procuring needs in support of the Sample Federal Contract program.

Procurement Process

1. Inquiries regarding procurement requests will be directed to the Security Solutions Office Manager.
   a. Jane Doe - jane.doe@democorp.com
2. Purchases made without prior authorization by the Security Solutions Office Manager may not be eligible for reimbursement by DemoCorp.

Licensing Process

1. Inquiries regarding obtaining required software licenses will be directed to the DemoCorp IT Department, by submitting a DASH ticket.
   a. On the DASH landing page, select "Request Something".
   b. Locate the category labelled "IT Services & Support".
   c. Select "IT Services & Support (I don't see what I want)" from the dropdown menu.
   d. Complete the associated form and select "Add to Cart".
   e. Select "View Cart" and select "Checkout" to complete the request.

Subdomain Process

1. Inquiries regarding obtaining a Fully Qualified Domain Name will be directed to the DemoCorp IT Department by submitting a DASH ticket.
   a. On the DASH landing page, select "Request Something".

b. Locate the category labelled "Security" and select "Enterprise Security" from the dropdown menu.

c. On the associated form, select "DNS Requests" from the dropdown menu labelled "Action".

d. Complete the remainder of the form and select "Add to Cart".

e. Select "View Cart" and select "Checkout" to complete the request.

2. The DemoCorp IT Department will provide a subdomain of the DemoCorp domain.

Subdomain Certificate Process

1. Inquiries regarding obtaining an SSL certificate for a subdomain will be directed to the DemoCorp IT Department by submitting a DASH ticket.

   a. On the DASH landing page, select "Request Something".

   b. Locate the category labelled "IT Services & Support".

   c. Select "Certificate Request" from the dropdown menu.

   d. On the associated form, select "Digicert/Others" from the dropdown menu labelled "Certificate authority".

   e. Select "New" from the dropdown menu labelled "Request Type".

   f. Complete the remainder of the form and select "Add to Cart".

   g. Select "View Cart" and select "Checkout" to complete the request.

2. The DemoCorp IT Department will provide a new SSL certificate for the provided subdomain.

Additional DASH Categories Request Process

1. In some instances, DASH categories such as "IT Services & Support" may not appear accessible to the user. Inquiries regarding access will be directed to the DemoCorp IT Department by submitting a DASH ticket. The DASH ticket may be submitted by one employee on behalf of a coworker.

   a. On the DASH landing page, select "Request Something".

   b. Locate the category labelled "IT Services & Support".

   c. Select "IT Services & Support (I don't see what I want)" from the dropdown menu.

   d. Complete the associated form and select "Add to Cart".

   e. Select "View Cart" and select "Checkout" to complete the request.

Please see the related documents:

- DEMOCORP TRANSACTION APPROVAL MATRIX