

Policy Title: Hardware Maintenance

Policy Type: Technology **New/revised:** Revised

Old Policy #: Hardware Maintenance

Approval level: ☐ Board of Trustees
☒ President
☐ Vice President
☐ Other (specify here)

Purpose: Establishes a process for the hardware repair of all University-owned laptop and desktop computers peripheral equipment (i.e., printers, scanners, optical drives, network cards, multimedia equipment, etc.). Exclusions to this would be equipment that is already under an existing service contract, monitors costing more than \$1,000 and any non-standard equipment.

Policy:

Procedure

When ETSU faculty or staff detects a hardware problem with computer equipment, an initial phone call or email should be made to Information Technology Services (ITS) Help Desk. Data for a maintenance service call will be collected from the customer (ETSU number, brand & model number of equipment, and description of problem) and entered into the ITS Help Desk ticket system.

Upon receipt of the service request, Information Technology Services will respond and make an initial inspection of the equipment. If it is determined that the problem is a hardware component Information Technology Services will resolve the problem. Any questions or status checks can be directed to the Director of Computing Technology Services at Information Technology Services. For tracking purposes, all supported University computer/peripheral equipment must be assigned an ETSU inventory number. The intent of this maintenance is to ensure timely, efficient, and accurate repair / replacement of supported ETSU computers, laptops, and printers.

Miscellaneous Information

The University's preference is that all parts will be new and of the same brand and model number (like parts) of the unit being repaired. However, when new parts are not available, (i.e., discontinued, long back order, etc.) compatible used/refurbished or generic parts will be used.

Supply items (i.e., toner cartridges, image drums, etc.) are not be replaced by ITS and are the responsibility of the customer.

ITS recommends that any desktop or laptop computer (and associated peripherals) that are over 6 years of age be removed from active use and surplus through ETSU's Department of Central Receiving.

Support needs will be evaluated on a case-by-case basis, but ITS cannot support these systems if it is impractical, unreasonable, or cost-prohibitive to do so. If ITS determines it cannot support the equipment the department will be responsible for obtaining and funding such support. The Chief of Staff and Associate Chief Information Officer will address any concerns related to this policy.

Information Technology Services owns and maintains a spare parts inventory to conduct in-house repairs when appropriate.

Notes:

Approved: Information Technology Governance Council

Reviewed: February 2017

3/24/2017 – approved by the Board of Trustees.