



POLICY TITLE	Computer Equipment Maintenance And Repair	Policy Number	442
Section	Facilities, Operations, and Information Technology	Approval Date	September 17, 1992
Subsection	Information Technology	Effective Date	September 17, 1992
Responsible Office	Office of the Vice President of Information Technology		

1.0 PURPOSE

2.0 REFERENCES

3.0 DEFINITIONS

4.0 POLICY

4.1 Computer systems and related equipment are maintained under the direction of the University departments and Computer Services according to outlined procedure.

4.2 Where possible, computer equipment at the University is standardized by the Microcomputer/Network Subcommittee. Standards for academic computer systems are determined in consultation with the Academic Computing Committee.

5.0 PROCEDURES

5.1 If a computer system or related piece of equipment needs repair, department personnel make the necessary repairs if possible.

5.2 If department personnel are unable to repair their computer systems, Computer Services is called.

5.3 Computer Services returns the call to the problem site as soon as possible. The expected response time is four hours or less.

5.3.1 *Simple repairs*: If the problem is simple, the equipment is repaired on site.



5.3.2 Parts required: If parts are required, the equipment is repaired on site within 24 hours. Departments are billed for the cost of parts only for equipment repaired in-house. No service or labor charges are required (at present), but charges are subject to future review.

5.3.3 Major repairs: If the repair problem is a major one and the equipment is expected to be down for longer than 24 hours, Computer Services provides a loaner (if available) and takes the equipment to the Maintenance Center. Departments may lose data on their hard drives during repairs.

5.4 Defective equipment is repaired on the Orem campus and returned to the appropriate department. Defective boards, not under warranty, are sent to the Provo Campus Electronics Technology Department for repair.

5.5 When Computer Services is unable to repair the equipment, it is sent to an authorized service center and returned to the appropriate department.

5.6 Departments are charged actual costs for repair of equipment off campus; Computer Services informs the department of costs in advance.

5.7 Permission to send equipment off campus requires prior approval from Purchasing in consultation with Computer Services.

5.8 Computer Services prepares a quarterly report of response times, repair problems, and actual costs to serve as a data base for continued assessment of the computer maintenance policy. The policy is monitored by the Computer Services Advisory Committee and the Academic Computing Committee using the quarterly reports.

POLICY HISTORY		
Date of Last Action	Action Taken	Authorizing Entity