**Computer Equipment Repair Service UPPS No. 04.01.03**

**Issue No. 7**

**Effective Date: 10/21/2020**

**Next Review Date: 10/01/2024 (E4Y)**

**Sr. Reviewer: Assistant Vice President Information Technology Assistance Center**

**01. POLICY STATEMENTS**

01.01 Computers and printers are significant assets to Texas State University. Maintaining this equipment in good working condition is essential to the mission of the university and enhances faculty and staff productivity.

01.02 This policy describes options for obtaining computer equipment repair services from Information Technology Assistance Center (ITAC). It also establishes the [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair), repair terms, and payment methods for services rendered.

**02. DEFINITIONS**

02.01 [ITAC](https://itac.txstate.edu/) is charged with providing repair services for eligible equipment. All forms and documents referenced in this policy are available at this site.

02.02 ITAC maintains a [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair)reflecting desktop, laptop, and printer equipment that is cost-effective to repair. This list is updated periodically and is available on the [ITAC website](https://itac.txstate.edu/).

02.03 Eligible Equipment – equipment that is eligible for repair at ITAC, and is limited to equipment that is:

a. listed on the current [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair); and

b. in good operating condition as determined by ITAC.

02.04 Covered Equipment – eligible equipment that is university-owned (with asset tag or part of a tagged system) and has been accepted for inclusion on the ITAC [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair).

02.05 Eligible Repair – a repair to correct an equipment malfunction that arose from normal, routine operation and does not include repairs resulting from improper operation, abuse, or acts of nature.

02.06 Consumable Items – include ink cartridges, paper, toner cartridges, printer maintenance kits, batteries (when not covered under manufacturer warranty), and cleaning supplies. The department bears the cost of all consumable items.

02.07 Department – any university organizational unit that wishes to obtain repair service from ITAC.

02.08 Repair Services – includes the following services:

a. diagnosing the problem;

b. replacing non-functional parts;

c. recovering data when possible (a reasonable attempt will be made with no guarantee of recovery);

d. reinstalling an operating system, if requested;

e. reinstalling the standard university operating system and software configuration (university assets only), if requested; and

f. encrypting university devices to meet requirements within [UPPS No. 04.01.11](https://policies.txstate.edu/university-policies/04-01-11.html), Risk Management of Information Resources.

02.09 Warranty – an assurance by the vendor or manufacturer of property that the equipment is free of defects and will remain functional for a specified period of time.

02.10 Extended Warranty – a warranty for an additional fee that extends protection beyond the standard warranty period.

**03. GENERAL RECOMMENDATIONS FOR DEPARTMENTS**

03.01 University employees are expected to take reasonable care of computer equipment and printers entrusted to them.

03.02 Texas State maintains favorable contracts for the purchase of computers and printers, and purchases through these contracts generally include at least a three-year warranty. Departments are strongly encouraged to utilize these contracts whenever possible.

03.03 Departments will be assessed the cost of time and materials to repair equipment that is not covered by a warranty.

**04. GENERAL OPERATING PROCEDURES**

04.01 ITAC will provide repair service only for eligible equipment, as defined in Section 03.

04.02 An [ITAC Work Order](https://itac.txstate.edu/forms/hardware-repair.html) form is required for all equipment submitted for repair.

04.03 ITAC repair service may be obtained by one of two methods:

a. manufacturer’s warranty or extended warranty; or

b. non-supported repair service (time and material costs charged to the department).

04.04 Equipment pickup and delivery.

a. It is the responsibility of the department to transport equipment to an ITAC service center on the San Marcos or Round Rock campus when service is required.

b. Departments may request pickup and delivery to and from the service center by completing the “Pickup and Delivery” section of the [ITAC Work Order Form](https://itac.txstate.edu/forms/hardware-repair.html). A pickup and delivery fee (as specified in the [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair)) will apply.

c. Equipment will be picked up from departmental offices or computer labs and returned to the same location. Standard pickup and delivery services do not include computer setup or connection.

**05. SERVICE PROCEDURES**

05.01 Eligible equipment will receive repair service on a time and materials basis. For departmental repairs, an interdepartmental transfer (IDT) of funds will be processed when repair service is completed.

05.02 For repairs that ITAC is equipped to handle, the department will be billed for parts and labor provided. A minimum labor fee will be charged for all repairs (the minimum fee varies by type of equipment, see [Supported Computer Equipment List](https://itac.txstate.edu/support/hardware-repair)).

05.03 In cases where ITAC is not equipped to perform the repair, ITAC may facilitate repair by a third party, with prior department authorization.

**06. PRIORITY OF SERVICE**

06.01 First priority is university-owned equipment under Dell, Apple, and HP manufacturer’s warranty for a repair covered by that warranty.

06.02 Second priority is university-owned, non-warranty repair service for supported equipment.

06.03 Last priority is all other supported equipment to be addressed as time permits.

**07. DELL, APPLE, AND HP COMPUTER WARRANTY**

07.01 ITAC is a Dell, Apple, and HP authorized service provider for university-owned devices. If the device is not owned by the university, it must be a Dell or Apple device to receive warranty service at ITAC.

07.02 For computers covered under Dell, Apple, or HP warranties, covered repairs will be at no charge. For repairs not covered by the manufacturer’s warranty or repairs where labor is not covered, standard labor charges will apply. Some warranty repairs require the device be sent to the manufacturer. Any charges not covered by the warranty will be at the customer’s expense.

**08. REVIEWERS OF THIS UPPS**

08.01 Reviewers of this UPPS include the following:

Position Date

Assistant Vice President, Information October 1 E4Y

Technology Assistance Center

Director, Managed Services October 1 E4Y

Director, Information Technology October 1 E4Y

Business Services

**09. CERTIFICATION STATEMENT**

This UPPS has been approved by the following individuals in their official capacities and represents Texas State policy and procedure from the date of this document until superseded.

Assistant Vice President, Information Technology Assistance Center; senior reviewer of this UPPS

Vice President for Information Technology

President