Seattle University
Hardware Support Policy

February 1, 2000

INTRODUCTION

As hardware technology rapidly advances, it becomes increasingly important for the University to remain as up-to-date as possible. As we move to increase parity of hardware across campus we began to move toward greater efficiency and greater ability to collaborate.

Although there may be some usefulness for legacy machines, computer systems older than three years should be seriously considered for replacement. Older systems are often more expensive in the long run than purchasing a new replacement machine. This is due to the cost of maintenance and the replacement of non-warranty parts.

ALTERATION OF COMPUTERS

Computer equipment is easily damaged, destroyed or rendered inoperable due to incorrect installation of hardware. Even the simplest modification may turn out to be an expensive disaster. Employees of Seattle University must contact the Information Technology Help Desk for all computer hardware changes. Alteration includes, but is not limited to (1) adding components (2) removing components (3) rearranging components. Upon inspection, if Information Technology finds computer hardware to be in an altered state, the person who changed the computer must return it to the original configuration before any work can be performed.

PURCHASING HARDWARE

All hardware components installed in a University owned machine must be purchased through the campus technical buyer. The Director of Academic Computing, in conjunction with the campus technical buyer, will maintain a list of acceptable hardware components available for purchase. In addition, a list of "target" computer systems will be provided to aid those departments with new system purchases.

After June 30, 1999, complete upgrades (logic board, memory, cpu, fan & hard drive) will no longer be available. Only hard drive, memory and multimedia (CD-ROM, sound card & speakers) related components will be available for purchase and installation.

INSTALLATION OF HARDWARE

The process of setting up and configuring various systems is vitally important to the overall operation and reliability of your computer. Although the difficulty or ease of an installation process may vary dramatically, the Information Technology staff is responsible for all installations. Users and departments installing components on their own will not be able to obtain support from Information Technology when the

installation does not work. Under no circumstance will the Information Technology Department install components belonging to an individual and/or not purchased by the University.

EQUIPMENT REPAIR

Information Technology staff will make every effort to repair broken or malfunctioning equipment on site at no expense to the departments. Within this framework, there are certain instances where IS cannot accept responsibility to have equipment repaired.

1. Information Technology considers the life cycle of computer systems to be three years. Any major component failure after three years from the date of installation will not be repaired at the expense of IS if the value of the machine is less than one and one-half times the cost of the repair. Information Technology will make every attempt to salvage parts from similar surplus machines, but this will not always be possible. If a department wishes to have an outdated machine repaired, Information Technology will provide a list of qualified repair facilities, but will not become involved with the arrangements or the expense of the repair. Computer batteries are excluded from this time limitation.
2. For economical reasons, all ink jet printers as well as any other type of printer having an original purchase price of $350 or less will not be repaired by Information Technology once the factory warranty expires. Repairs on low-end printers are not "economically feasible" due to the labor costs associated with diagnosing the problem.
3. If Information Technology staff is unable to repair equipment internally, it may choose to either send the component out for repair, or to have someone come on site. If it is found to be "not economically feasible" to repair, the department owning the equipment will be responsible for its' replacement. This includes equipment such as laser printers and monitors. As a general rule of thumb, any HP LaserJet printer series II or III will not be repaired due to the age of the equipment.
4. If a product requiring repair under warranty is covered under a "carry in" policy, it will be the responsibility of the department in possession of the broken equipment to send or take the component to the shop. Information Technology will facilitate this by locating a suitable repair shop and providing this information to the person with the broken equipment.
5. If equipment or components not purchased from the "approved list" fail, Information Technology will not pay for replacement or repair.
6. Any laptop, color printer, scanner or fax machine cannot be repaired at the expense of Information Technology after the expiration of the factory warranty.