

# Equipment Maintenance Procedures

ITS is responsible for routine maintenance and repair of College owned equipment, including equipment that is assigned to employees. ITS will assess the operational state and value of problematic equipment to determine if a repair is feasible and cost effective, or if the equipment should be replaced. Equipment that is not reparable may be replaced with either new or previously used equipment of equal or better quality. ITS assumes the responsibility for repair and/or replacement costs that result from normal use of any equipment that was purchased from the ITS budget. Costs and maintenance associated with equipment purchased from other departmental or office budgets may be the responsibility of the original purchasing department or office.

ITS will install hardware upgrades as necessary to resolve computer performance related problems. Employee requests for non-required upgrades will be reviewed in advance to determine cost/performance effectiveness. Responsibility for expenses associated with the non-required upgrades will be determined on a case-by-case basis. ITS will install new software and software upgrades as necessary to resolve security issues, performance related problems, version support, etc. Employee requests for software upgrades will be reviewed in advance to determine cost/performance effectiveness. Responsibility for expenses associated with the software upgrade will be determined on a case-by-case basis. Please see the [Hardware and Software Acquisition Policy](#) for more information regarding purchases of new computing resources.

Employees are responsible for reporting service and support related issues to the ITS HelpDesk. Once reported, the issue will be escalated to the appropriate ITS staff member. The employee will receive regular progress updates from ITS, and will be notified when the issue is resolved.