

# ICTS Policies

## Supported hardware policy

### Document summary

<b>Effective date</b>	September 2008	<b>Last updated</b>	November 2024
<b>Policy owner</b>	ICTS		
<b>Approved by</b>	ITMT		

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### Definition

ICTS provides hardware support for UCT-owned equipment purchased via our Acquisitions Services team. ICTS will cover the cost of vendor liaison, services, replacement of faulty components, and repairs for certain hardware items.

### Conditions of support

This service only applies to hardware that:

- is owned by UCT,
- is covered by the supported hardware policy, and
- is acquired by arrangement with ICTS Acquisitions Services.

### Exceptions

1. The warranty will be voided:
  - if anyone other than an IT Helpdesk technician opens the supported computer hardware, or
  - if the hardware is exposed to abuse, fire, water damage, power surges, etc.
2. Acquisitions Services may be able to supply products that are not supported by the IT Helpdesk. We will attempt to make you aware of such cases, but it is in your best interest to check support levels at the time of acquisition.

## Data recovery

Backing up of desktop data is not the responsibility of ICTS. For information on how to secure your own data, see: Data backup in five easy steps.

## Support levels

There are five levels of support classified as follows:

### A: Manufacturers' warranty

Provided the equipment was purchased through ICTS Acquisitions, the IT Helpdesk will provide full support for the length of the manufacturers' warranty for equipment that fits into this category.

### B: Extended ICTS warranty

For certain hardware items (see supported hardware policy), ICTS tops up the manufacturer's warranty to five years. For example, supported computers carry a three-year manufacturer's warranty. ICTS adds an additional two-year warranty.

The IT Helpdesk will provide full support for the length of the extended ICTS warranty for such hardware items. This includes:

- vendor liaison
- repair and replacement (at ICTS's expense)
- installation, configuration, and troubleshooting

**NOTE:** ICTS provides no top up warranty on laptop/notebook computers. Manufacturers have various extended warranty options available for the customer to purchase at time of acquisition.

### C: Out of warranty

Provided the equipment was purchased through ICTS Acquisitions, and the equipment is less than five years old, the IT Helpdesk will provide limited support for hardware items that no longer carry a manufacturer's warranty, an extended ICTS warranty, or where the warranty was voided. This includes:

- vendor liaison
- repair and replacement (at ICTS's expense)
- installation, configuration, and troubleshooting

### D: Not purchased via Acquisitions Services

You **MUST** attempt to purchase computer equipment through Acquisitions Services at ICTS. They are able to source required equipment and are responsible for the process and the purchasing transaction.

ICTS does not support hardware purchased through channels other than ICTS Acquisitions Services. However, if these items are owned by UCT and were purchased using UCT funds, we will provide limited software support for these items.

### E: Specifically not supported

ICTS recommends that equipment in this category no longer be used at UCT due to the high maintenance cost usually associated with older hardware items. We therefore offer no support for equipment that fits into this category. This includes:

- NO vendor liaison
- NO repair or replacement
- NO installation, configuration, or troubleshooting

For example, a system not compatible with the latest Windows operating system.

**NOTE:** Privately-owned equipment also falls under this category.