

ICTS Policies

Supported hardware policy

Document summary

Effective date	September 2008	Last updated	July 2016
Policy owner	ICTS		
Approved by	ITMT		

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Definition

ICTS provides desktop 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 (see Supported hardware list).

Conditions of support

This service only applies to desktop hardware that:

- is owned by UCT,
- is included in the supported hardware list, 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 desktop computer hardware
 - 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 at UCT.

Support levels

There are five levels of support classified as follows:

A: Manufacturers' warranty

The IT Helpdesk will provide full support for the length of the manufacturers' warranty for equipment that fits into this category. This includes:

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

B: Extended ICTS warranty

For certain desktop hardware items (see supported hardware list), ICTS tops up the manufacturer's warranty to five years. For example, supported desktop 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 the manufacturer's expense)
- installation, configuration, and troubleshooting

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

C: Out of warranty

The IT Helpdesk will provide limited support for desktop 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 the manufacturer's expense)
- installation, configuration, and troubleshooting

D: Not purchased via Acquisitions Services

NOTE: 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.

For equipment that is purchased through Acquisitions Services, the IT Helpdesk will provide limited support for the length of the manufacturer's warranty for equipment that fits into this category. This includes:

- vendor liaison
- repair and replacement (at the manufacturer's expense)
- installation according to manufacturer's instructions
- configuration of supported functions
- limited troubleshooting

For equipment that is purchased through Acquisitions Services that no longer qualifies for manufacturer's warranty, the IT Helpdesk will provide the following:

- vendor liaison with our approved service provider
- repair and replacement (at the customer's expense)
- installation according to manufacturer's instructions
- configuration of supported functions
- limited troubleshooting

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

NOTE: Privately-owned equipment also falls under this category, even if purchased via Acquisitions Services.