

Arkansas State University - Jonesboro

Effective Date: 07/01/93

Number: 08-03

Section: Computer and Information Services

Subject: Computer Maintenance Support

Information and Technology Services provides maintenance support for Arkansas State University computing equipment, terminals, printers and associated equipment. Information and Technology Services does not support computing equipment that does not belong to ASU. The following information describes the procedures for obtaining service and the associated costs.

Procedure to Obtain Service

Call the Information and Technology Services help line for services (3933) or [submit](#) a work order through the Help Desk. A work order will be established in Information and Technology Services to monitor and consolidate all the service activities associated with the call for help. A technician will be assigned to the work order.

Warranty

Information and Technology Services performs designated warranty work on supported systems. Additionally, Information and Technology Services provides assistance in the preparation of the devices for shipping.

Cost for Parts and Labor

There will be no Information and Technology Services personnel labor charges for diagnosis or service rendered. The requesting department will pay for the cost of all required parts.

Used Parts

Occasionally, used parts will fulfill service needs. These parts, if available, will be provided free of charge. Examples of used parts are memory chips that have been removed from an inoperative motherboard, or a hard disc drive that has been replaced by a higher performance disc. Most of these used parts are donated to Information and Technology Services. No credit allowances or other considerations are granted for used parts. The used parts are simply passed on to other departments to defray costs to the university.

Revised 08/08/2019.