

## COMPUTER / PRINTER REPAIR

	ACTIVITY	DEPARTMENT (Position) RESPONSIBLE	SUPPORTED BY	FUNDED BY
<b>A) PURCHASE COMPUTER FROM VENDOR</b>				
A1	Establish specification for new purchases	IT		
A2	Price comparison process with at least two vendors	Purchasing	IT	
A3	User submits requisition with specs	User	IT	School Fund
A4	Provide cost of equipment	Purchasing	IT	School Funds
A5	Order from vendor	Purchasing		
A6	Deliver equipment to site	Warehouse	Purchasing	
<b>B) OVERALL/ONGOING ACTIVITIES</b>				
B1	Schedule preventative maintenance by Site Techs on out of warranty items	Site Tech	IT	
B2	Input district inventory of computers to track warranty expiration dates	Purchasing/Accounting	IT	
B3	Procure Extended Service Agreements and offer options to sites	Purchasing	IT	School funds
<b>C) IF COMPUTER IS NOT WORKING</b>				
C1	Report to Site Tech	User	Site Tech	
C2	Site Tech evaluates	Site Tech		
C3	User reports to IT via work order. Report must include all of the following: <ul style="list-style-type: none"> <li>a. Brand Name</li> <li>b. Serial Number and/or Service Tag Number</li> <li>c. District Tag Number</li> <li>d. Requester's Name/Room Number</li> <li>e. Site</li> <li>f. Warranty Status</li> <li>g. Problem Description</li> </ul>	User	IT	
<b>D) COMPUTER REPAIR UNDER WARRANTY</b>				
D1	Coordinate with Site Tech and Vendor	IT		

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D2	Track warranty repair to completion	IT		
D3	Close out Track-It work order	IT		
<b>E) OUT OF WARRANTY COMPUTER REPAIR WHEN REPAIR IS &lt; 50% OF THE VALUE OF COMPUTERS</b>				
E1	Evaluate problem	Site Tech	IT	
E2	Deliver parts to site	IT		IT
E3	Replace parts	Site Tech	IT	
E4	Test the system	Site Tech	IT	
E5	Requisition spare parts	IT		IT/Categorical/Dept
E6	Procure replacement items	Purchasing		
E7	Close out Track-It work order	IT		
<b>F) OUT OF WARRANTY LARGE/NETWORK PRINTER REPAIR</b>				
F1	Submit on-line work order via Track-It with repair PO number	Site Tech	IT	School Funds
F2	Contact vendor if repair does not exceed 50% of replacement. Consider replacement of local printer to network printer.	IT		School Funds
F3	Schedule repair with vendor and site tech	IT		
F4	Close work order upon completion	IT		
F5	Sign off invoice	IT		
G)	<b>SURPLUS/DISPOSAL OF OBSOLETE EQUIPMENT –</b> Please see Surplus Equipment Disposal Procedure			