

### **Policy about IT equipment repairs for research**

All the repairs of IT equipment bought with research funds have to be paid with research funds that do not involve the ENCS-AITS operational budget.

The following policy describes the repair procedure to be followed when a piece of equipment needs service and is no longer covered by a support contract.

#### **IT equipment repairs guidelines**

Any IT equipment out of warranty coverage and requiring a repair must be paid using research funds. The repairs will include all the parts and could possibly include the time of an external technician as well as any delivery fees. A repair cannot be authorized unless the appropriate fund number is provided.

To accelerate the process for having equipment repaired and avoid delays it is important to provide any relevant information that might be needed.

Because of the large volume of equipment installed at ENCS, the following guidelines are proposed:

At purchasing time, any major IT equipment should be bought with a warranty of 3-5 years (having such a contract will ensure the access to genuine parts during the expected life).

AITS should be contacted to provide advice and technical recommendations for all research fund requests for large systems such as server or cluster.

#### **IT equipment management guidelines**

IT equipment should be replaced after a number of years (the current life cycle is about 4 to 5 years after which a request for funds should be made to replace aging equipment). The number of years is a good indicator to be used but in some cases the technology obsolescence factor should be taken into account. AITS should be contacted to provide advice at the time and provide technical recommendations for a research fund request.