

Office of the Chief Information Officer Directive: IT 2.05	Published: 02/2020
Chapter: System Acquisition, Maintenance, and Disposal	Last Review: 02/2024
Subject: Warranties and Support	

1 DIRECTIVE

- 1.01 All hardware, system and standard application failures must be referred to the Information Technology Service Delivery Organization (IT SDO) for diagnosis and resolution.
- 1.02 All hardware, system and standard application failures must be logged for problem tracking.
- 1.03 All hardware failures must be investigated for warranty coverage with IT SDO before repairs or replacements are ordered.
- 1.04 All system and standard applications leased or purchased must be considered for additional cost, vendor supplied technical support and user education at time of purchase.
- 1.05 All system and standard application issues and failures that require vendor technical support must be investigated for available vendor-supplied or purchased technical support contracts.
- 1.06 All custom application issues or failures must be referred to the IT SDO for problem determination and repair.

2 PURPOSE

- 2.01 The purpose of this Directive is to ensure that:
 - (a) All hardware, system and standard application issues and failures are handled by trained technical personnel who are best equipped to resolve these as promptly and efficiently as possible.
 - (b) Expenses associated with hardware repair or replacement should be kept to a minimum while considering the urgency of the repair.
 - (c) There are no unnecessary expenses or in-house efforts associated with software issues or failures that may be handled easily through purchased technical support contracts.

3 SCOPE

- 3.01 This directive applies to all employees.

4 RESPONSIBILITY

- 4.01 The IT SDO is responsible for handling all hardware issues and failures on host and server systems and for reporting all host and server systems and batch applications issues and failures.

- 4.02 The IT SDO is responsible for handling all host and server systems and applications issues and failures.
- 4.03 The IT SDO is responsible for handling all custom application issues and failures.
- 4.04 Each user is responsible for reporting all applications issues and failures and all personal computer hardware and system failures.

5 DEFINITIONS

None

6 REFERENCES DIRECTIVES

OCIO IT 2.02 – Systems acquisition