

1 DIRECTIVE

- 1.01 All purchased or leased hardware must be scheduled for preventive maintenance according to the vendor's recommendations.

- 1.02 All computer equipment must be considered for repair or replacement coverage under a service contract. The purchase of service contracts must be cost-justified or required to provide adequate protection to critical business processes.

2 PURPOSE

- 2.01 The purpose of this Directive is to ensure that risks from hardware failures are minimized, warranty requirements for hardware are satisfied and the resale value of hardware is maintained.

3 SCOPE

- 3.01 This directive applies to all operations employees for host and server hardware and to users in control of a GNB provided computing device.

4 RESPONSIBILITY

- 4.01 The Information Technology Service Delivery Organization (IT SDO) is responsible to schedule all required preventive maintenance for host and server hardware.

- 4.02 The IT SDO management is responsible, for any new or existing equipment, to evaluate the cost justification with regards to purchase of a service contract for the equipment to provide timely repairs in the event of breakdown. Purchase of service contracts should be coordinated with the IT SDO to establish volume pricing for candidate equipment.

5 DEFINITIONS

None

6 RELATED DIRECTIVES

- OCIO IT 2.02 – System Acquisition
- OCIO IT 2.05 – Warranties and Support
- OCIO IT 3.04 – Standard Application Fixes