Blue Mountain Community College
Administrative Procedure

Procedure Title: ITR Hardware Support
Procedure Number: 04-2004-0002
Board Policy Reference: IV.A.

Accountable Administrator: AVP, Information Technology
Position responsible for updating: AVP, Information Technology
Original Date: April 8, 2004
Authorizing Signature: *signed original on file*
Dated: 04-13-04; 11-04-13
Revised: 11-04-13

Purpose: The purpose of this procedure is to establish the implementation and maintenance standards for computer-related hardware at all BMCC locations.

Definitions: Technical Services Technicians refers to all Information Technology personnel.

Institutional Hardware
- **Defined**: The standard system as defined and approved by the Information Technology (IT) Department. All computer lab equipment purchased by the IT department for the computer labs and workstations (PCs laptops, desktops, hand held devices) at Pendleton, Boardman, Baker City, Hermiston, and Milton-Freewater. Other equipment that IT has explicitly agreed to maintain.
- **Support:** The IT technicians will install or direct the installation of all equipment and may attach security devices to prevent tampering or theft. IT will budget for the ongoing repair and maintenance of this equipment until it is replaced or removed from service.
- **Priority:** IT will make their best effort to keep the down time due to a failure, update, or replacement of this equipment less than 48 hours.

Alternate Hardware
- **Defined**: Any computer equipment or peripherals that the AVP, IT agrees are valid alternatives or extensions to the standard desktop system.
- **Support:** The IT department will purchase, install or direct the installation of this equipment, and will ensure proper warranty registration and record keeping. In the case of failure IT will arrange for warranty repair for the user.
- **Priority:** TS will make their best effort to minimize the down time due to a failure, update, or replacement of this equipment.

Departmental Hardware

- **Defined**: Any computer equipment that has been purchased or modified without the approval of IT. IT must approve the user's modifications or purchases or it will not be supported as institutional hardware. Typically this would include computer equipment placed in a lab for connection to various other equipment that is installed, operated, and maintained by user departmental personnel.
- **Support:** With adequate advance notice the IT technician(s) will assist in the installation of this equipment. IT technicians will arrange for warranty repair for the user upon receipt of warranty records (Copy of Warranty Registration, Purchase order, and Invoice) from the user.
- **Priority:** IT will make their best effort to schedule installation of equipment installation within a month of request. IT will make a best effort attempt to diagnose problems as quickly as possible, and will advise user regarding its repair. Outsourcing the repair at the expense of the user's department may be required for complex or time-consuming repairs.

Non-Supported Hardware
- **Defined**: Any computer equipment where IT has notified the user of non-supported status. This includes obsolete equipment that has been removed from service and equipment that IT has advised against purchasing.
- **Support:** IT will provide recommendation for the installation, maintenance, repair, or replacement of such equipment upon request.
- **Priority:** IT will not attempt to repair this equipment and will spend no more than 30 minutes diagnosing problems before recommending the outsourcing of its diagnosis and repair.