



Information Technology Service Level Agreement (SLA) Hardware Support Agreement

Support Issue	Hardware Repairs Including Computer Peripherals – CCSU Owned Equipment
Sponsoring Office	Information Technology (IT) / Client Support
Sponsoring Office Contact(s)	Lynn Bonesio-Peterson, Chief Information Officer 860-832-1848 Mary Rinaldo-Ducat, Administrative Assistant 860-832-2553 Amy Kullgren, Director of Client Support Services 860-832-1719
Help Desk Contact(s)	Help Desk: 860- 832-1720 Tina Rivera, Help Desk Manager 860-832-1789
Launch Date	January, 2011
Customer Base	Users of CCSU/state owned computer related equipment
Hours of Support	Monday through Thursday 7:30am – 8:00pm Friday 7:30am – 5:00pm
Types of Support	<p>Telephone</p> <ul style="list-style-type: none">The Help Desk should be contacted to coordinate repairs of CCSU owned computer related equipment. If repairs are deemed necessary, the Help Desk will dispatch a service technician. <p>Pricing</p> <ul style="list-style-type: none">The Help Desk may be contacted to obtain pricing on computer hardware and peripherals. <p>Computer Repairs</p> <ul style="list-style-type: none">Hardware repairs will be determined on a case by case basis depending on the severity of the problem, the cause and the cost. IT will provide the labor but not all hardware parts can be funded by IT.Please note that 2020 bond funds can no longer be used to purchase extended warranties with new computer purchases (4 year or CompleteCare). IT will fund the cost of AppleCare for computers purchased with bond funds, however it is up to the requesting department to fund the cost of any extended warranties on any computers funded by individual departments.

	<ul style="list-style-type: none"> • For Dell & Apple computers that do not have a warranty or the warranty has expired, IT will provide the labor and coordination of repairs. However if the computer requires a part that must be ordered, the requesting department will be required to fund that cost. If the repair is determined to be cost prohibitive (i.e., more than \$300 for out of warranty or accidental damaged equipment), the best available used equipment will be used to replace the failed equipment. • For non-Dell & Apple computers, IT will assist in diagnosing the problem. Minimal technical expertise and support is available on non Dell/Apple computers. If the computer needs to be sent out to the manufacturer for repair or a replacement part purchased, the requesting department will fund those costs. • CCSU technicians are certified to perform warranty repairs on the Dell Optiplex and Latitude lines and nearly all Macintosh computers. • For non desktop equivalent computers & peripherals including netbooks, iPads and other mobile devices, limited hardware support is available. IT may be able to assist in coordinating repairs with the vendor, but any costs for the repair must be funded by the requesting department. Support for loading software on these devices is available through "Face-to-Face" support. <p>Additional Peripherals</p> <ul style="list-style-type: none"> • Clients requesting additional equipment not included with the original purchase of the equipment including larger or double monitors, will need to provide funding for the purchases. <p>Printer Repairs</p> <ul style="list-style-type: none"> • IT Technicians are trained in supporting HP printers only, therefore minimal support can be provided on non-HP printers. • Minor repairs such as pick-up rollers, will be provided by IT at no cost to the requesting department. • Printer consumables including toner, fuser kit, drum kits and transfer kits are the responsibility of the requesting department. IT can assist with the installation of these consumables. • IT is unable to repair complex large printers including HP MFPs and duplex printers. Departments should have an annual service contract for these devices. • Repairs on printers older than 5 years will need to be funded by the requesting department. • For repairs that cost more than \$300 or represent more than half the cost of a replacement, the requesting department will need to fund the amount over \$300. <p>Web Support and Documentation</p> <ul style="list-style-type: none"> • http://www.ccsu.edu/it/ and click on IT Services.
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Reporting	Help Desk statistics are available upon request. Contact the Help Desk 860-832-1720.
SLA Review Schedule	This agreement will be reviewed annually.
Approved by Sponsoring Office	
Approved by Client	