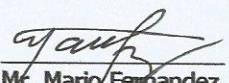


Policy No:	ADM-POL-ITC-0005
Policy Title:	Hardware Management Policy
Implementation Procedure:	
Date of Issuance:	S.Y.2010-2011
Effectivity:	S.Y. 2010-2001 to present
Page Number:	One (1)
Office of Origin: (Policy Expert)	
"Supersedes" Notification:	
Purpose of Policy:	Hardware Management refers to all activities that involve technical support, computer laboratory and preventive maintenance.
Detailed Policy Statement:	<p>Technical Support</p> <ul style="list-style-type: none"> • The ITC Office provides technical support to all hardware related problems experienced by offices. • All offices who are in need of technical support should submit a Service Requisition Form approved by the Department Head. • Technical support assistance is served on a first-come-first-serve basis. However, hardware that are under warranty are returned to the supplier. • Recommendation for hardware acquisition will be on the entry level except for Systems Analyst Programmers and Graphic Artists among others. • Basic network troubleshooting is handled by the ITC personnel. <p>Computer Laboratory Maintenance</p> <ul style="list-style-type: none"> • Maintenance of computer units in laboratories of the different academic departments is sub-contracted to a specific service provider. • The service providers are under the supervision of the. Network and Technical Support In Charge. <p>Preventive Maintenance</p> <ul style="list-style-type: none"> • The ITC Office schedules preventive maintenance twice a year. • Each office is required to surrender their computers for maintenance on the scheduled date. • Offices are informed a month before their schedule for preventive maintenance.
Applicability:	Students and Employees
Policy Approval Authority:	ITC Director
Related Policies or References	
Definition:	
Approved by:	 Mr. Mario Fernandez
Date of Approval:	3/14/2012

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