

NUMBER: DLIS 1.50  
SECTION: Division of Libraries and Information Systems  
SUBJECT: Computer-Related Hardware Maintenance & Desktop  
Workstation) Support Contracts  
DATE: March 4, 1997  
Policy for: Columbia Campus  
Procedure for: Columbia Campus  
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## I. Policy

The Division of Libraries and Information Systems (DLIS) is responsible for fostering the progressive growth of campus computer resources and maintaining those resources to best fit the University's user community's needs. To do this it is necessary that DLIS recover those additional out-of-pocket costs incurred in developing, supporting and maintaining an efficient data communication system and a high level of responsive service. Computer Services has the authority to initiate diagnostic and maintenance hardware and desktop (workstation) support contracts. Desktop support contracts support the functionality of the standard internet workstation. The contract is intended to provide an efficient service that will minimize the drain on a department's resources while maximizing its networks and equipment benefits.

## II. Procedure

### A. Maintenance Contract Availability for Equipment and Desktop Support:

DLIS will provide for maintenance agreements on personal computers and peripherals owned by the University or purchased/used for University projects and or grants. Prior to placing an item on contract, it will be certified by diagnostic testing, physical inspection and inventory to ensure that it is in proper working order and can be supported under the maintenance plan. Items outside of the University system or non-standard items may be placed on contract by special agreement. If an item is not placed on contract, there will be a cost associated with the inspection/ analysis process. The initial contact for inquiry, support or trouble calls concerning contracts is the Computer Services Service Center located at 1244 Blossom Street (777-1800).

#### 1. Authorization to Enter into Vendor Contracts

No department aside from Computer Services is authorized to enter into a vendor contract that involves computers (software and/or hardware), networking, related

contracts, sales or repairs. To ensure prompt and efficient service, all questions on contracts and repairs related to computers, communications and networks must be handled by or through Computer Services. Exceptions to this policy must be approved by the Vice Provost for Libraries and Information Systems.

## 2. Warranty Service

Warranty service for new equipment will be provided free of charge (according to the specifics of manufacturer's policies and procedures) for covered items. The owner must be able to provide proof of purchase. Warranty work for repairs is for ninety days on labor and vendor's warranty for specific parts. USC warranty for software is limited to the media of distribution under proper licensing agreements and the limitations of the vendor's warranty. Questions pertaining to warranty for hardware should be directed to the Computer Services PC shop (777-8880) before a service request is initiated. Questions on software warranty should be directed to Computer Services Service Center at 777-1800.

## 3. Equipment Not Under Support Service Contract

Service support for equipment not under contract will be at the current labor rate (one hour minimum) with increments of quarter hour plus vendor price for parts, shipping and handling. The labor rate includes repair personnel travel time to and from the user's site. Non-standard components, items which are part of a piece of equipment, may be excluded from the service contract.

## 4. Software Not Under Support Service Contract

Liability for non-supported software will be strictly a responsibility of the user and will not be covered under a support service contract. A listing of supported software may be found at [HTTP://WEB.CSD.SC.EDU/SOFTWARE](http://WEB.CSD.SC.EDU/SOFTWARE).

## 5. Service Initiation

A written desktop (workstation) support contract will be forwarded by Computer Services to each Department Head for review, comment and approval. Questions concerning the contract should be routed to the Computer Services Service Center (777-1800).

When a department head reviews and signs a workstation support contract, it should be forwarded to the DLIS Business Office, Thomas Cooper Library.

## 6. Service Contract Costs

Equipment contract cost is based on a specific manufacturer's unit and a normal 12 month University fiscal year. Contract cost will be prorated for items on agreement less than a full fiscal year. Cost is due in full at the initiation of the contract. Costs are subject to evaluation and change on an annual basis. If a change in cost is necessary, a 30 day prior notice will be provided to all effected parties. A per item annual cost, as well as associated labor costs, will be reflected on each department's workstation support contract.

## 7. Service Requests

Equipment requiring hardware service may be brought to Computer Services Personal Computer Shop, 514 South Main Street, or a request may be placed for on-site service. Requests for on-site service may be placed by contacting the Computer Services Service Center at 777-1800 or addressing an E-mail request for service to SERVICES-COMPUTER@SC.EDU.

### B. Hardware Maintenance & Desktop (Workstation) Support Contract Terms

The contract provides for two separate levels of support service; hardware maintenance and desktop support. Hardware maintenance is defined to mean the physical repair of computers and related hardware for which the Department or College makes provision under this contract. Desktop support is defined to mean the diagnosis of problems for equipment and software also provisioned under this contract. This contract in no way limits a Department or College from obtaining any equipment or software they deem necessary to support their mission. The contract does limit support to those items for which Computer Services has qualified personnel or facilities to provide the necessary level of support service.

#### 1. Maintenance and Support Contract Costs and Coverage

##### a. Desktop (Workstation) Support:

The cost of Desktop Support Service is an annual fee per workstation that is set at the time of contract initiation or renewal. A desktop (workstation) is defined as a grouping of hardware designed to support a single user. A typical desktop consists of a CPU, Monitor, Cables, Printer, Keyboard, Mouse, Standard Accessories (including network connection), and institutionally-supported Software. The fee provides for the evaluation and diagnosis of problems, and repair of equipment or supported software. The cost of hardware parts that are not under manufacturers warranty are the responsibility of the contracting unit.

##### b. Hardware/PC Maintenance Only:

A unit may choose to enroll in a contract that would provide for a hardware maintenance (repair) only contract that is based on a individual piece of equipment. A

complete listing of all supported hardware and their associated costs of service is available by calling the Computer Services Service Center at 777-1800.

c. Non-Contract Repairs:

If a department's equipment is not covered under either of the above contracts, and later unforeseen circumstances require repair service, a standard per hour labor charge per call will be levied with a one (1) hour minimum charge per call. After the initial hour of service, labor cost increments of 1/4 hour will be charged. Parts required to make a repair will also be charged to include their handling, shipping and replacement cost. The current per hour labor rate can also be obtained by calling the Computer Services Service Center at 777-1800.

The charges referred to above are subject to ongoing financial evaluation and may change on an annual basis. In the event a change is required, a 30 day prior written notice will be sent to all effected parties.

2. Contract Termination:

Either party under the terms of this contract may terminate either the Desktop Support portion, or the PC Maintenance Only portion, or both. To do so will require a thirty (30) day prior written notice from the appropriate Department Head to the DLIS Business Office in Thomas Cooper Library. The Business Office in turn will provide notices of termination to the Desktop Support area or the PC Maintenance area.

3. Additional Information

Additional information on the desktop (workstation) maintenance contract process, associated costs, and sample copies of the contracts can be obtained by calling the Computer Services Service Center at 777-1800.