


<b>Category</b>	IT Infrastructure and Services	<b>Policy Number</b>	SUP-ITS-703	 جامعة زايد ZAYED UNIVERSITY
<b>Distribution</b>	External	<b>Version</b>	1.1	
<b>Responsible Office</b>	CAFO	<b>Policy Owner</b>	ITD	
<b>Date Approved</b>	4 October 2020	<b>Effective Date</b>	4 October 2020	
<b>Date Last Reviewed</b>	4 October 2020	<b>Due Date for Next Review</b>	4 October 2023	

## **PROCEDURES**

### **Equipment and Software Replacement**

#### **A. Replacement of Outdated/Obsolete Devices**

1. Users' outdated/obsolete devices are updated/refreshed according to the ITD Equipment and Software Replacement policy.
2. In any other case, the user needs to formally request to change the device. The request must first be approved by the user's manager/dean.
3. ITD will then update the user on the replacement as per availability of stock.
4. Once availability is confirmed and approved by the IT management, a service request will be logged in the Service Desk system.
5. The ITD Service Desk will prepare the replacement and notify the user.
6. In the case of laptops, the user must return the device to the Service Desk, with the accessories and bag, before taking the replacement. In the case of desktops, the ITD Service Desk will replace the device at the user's office/location.
7. Items returned will be marked as outdated/obsolete and marked in the ITD Inventory system for disposal.

#### **B. Replacement of Damaged Devices (Laptops) due to Normal Wear and Tear and/or Hardware Failure**

1. The Service Desk will open an incident based on the update from the user.
2. The Service Desk will provide an immediate replacement for the damaged device.
3. The Service Desk will then contact the vendor to have it repaired, if feasible, or the device will be marked for disposal on the ITD Inventory System.

#### **C. Damage due to Negligence**

1. The Service Desk will open an incident based on the update from the user.
2. The Service Desk will provide an immediate replacement for the damaged device.
3. The user will be asked to complete the Incident Form, which is available from the Service Desk, and to get the signed approval of the College/Department Dean/Director.
4. The user will be asked to pay the vendor repair charges based on the Material

Disposal Committee recommendations.

5. The Service Desk will contact the vendor to have it repaired, if feasible, or the device will be marked for disposal on the ITD Inventory System.

**D. Exclusions**

1. The data on a device is the sole responsibility of the user and should be backed up before returning the outdated/obsolete/malfunctioning device to the Service Desk.
2. The user will not hold the Service Desk responsible for any data loss due to the malfunctioning of machine parts or events beyond the control of the Service Desk.
3. Returned devices will be wiped clean of any data before proceeding with further steps of redeployment after possible repairs, upgrade or disposal.

**E. Revision History**

<b>Date</b>	<b>Revision</b>
19 February 2023	Administrative change: <ul style="list-style-type: none"><li>• Updated the information header and policy numbers to be in line with the new format.</li><li>• Updated the policy number from SUP-ITS-14 to SUP-ITS-703</li></ul>
4 October 2020	Non-substantive change approved by CAFO: <ul style="list-style-type: none"><li>• Added Internal Distribution</li></ul>
6 January 2020	Updated the policy number to SUP-ITS-703 from ACA-INF-07.
26 October 2017	New procedures approved by the Vice-President.