


<b>Category</b>	IT Infrastructure and Services	<b>Policy Number</b>	SUP-ITS-704	 جامعة زايد ZAYED UNIVERSITY
<b>Classification</b>	Public	<b>Version</b>	1.1	
<b>Responsible Office</b>	CAFO	<b>Policy Owner</b>	ITD Director	
<b>Date Approved</b>	22 April 2025	<b>Effective Date</b>	22 April 2025	
<b>Date Last Reviewed</b>	15 November 2024	<b>Due Date for Next Review</b>	22 April 2028	

## PROCEDURES

### Stolen, Lost, or Damaged IT Equipment

#### 1. Reporting Process

- 1.1 IT Equipment users (employees and students) are responsible for reporting any lost, stolen, or damaged IT equipment to the IT Department (“ITD”) within 48 hours of the incident. The report must be submitted by using the IT Incident Report Form that is available from the ITD Service Desk.
- 1.2 The Incident Report Form needs to be filled with a proper explanation of the incident, and the form needs to be signed by the employee’s/student’s immediate supervisor.
  - 1.2.1 A report from the Campus Physical Development and Services Department is required if the equipment was lost or stolen on Zayed University (“University”) premises.
  - 1.2.2 A police report is required if the equipment was lost or stolen off the University premises.

#### 2. Damage Assessment

The ITD will send damaged equipment to the manufacturer’s service center to determine if the fault/damage was caused by normal wear and tear, a manufacturer’s defect, or user neglect or mishandling.

##### 2.1 Repair Costs

- 2.1.1 If it is determined that the fault/damage was due to normal wear and tear or a manufacturer’s defect after the warranty period has expired, the repair costs will be borne by the ITD.
- 2.1.2 If it is determined that the fault/damage was caused by the user’s negligence or mishandling, the repair costs will be attributed to the user.

#### 3. Reimbursement for Lost, Stolen, or Damaged Equipment

- 3.1 The user (employee or student) is responsible for reimbursing the University for the costs associated with stolen, lost, or damaged IT equipment that was in their care, depending on the nature of the incident, and as assessed by the University in line with the General University Insurance Policy.

- 3.2 Payments are to be made to the Financial Resources Department, Cashier’s Section.

#### 4. Revision History

Date	Revision	Ver.
22 April 2025	Approved by the CAFO.	1.1
15 November 2024	Non-substantive updates: <ul style="list-style-type: none"><li>• Updated the formatting.</li><li>• Reworded for greater clarity.</li></ul>	
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-15 to SUP-ITS-704.</li></ul>	
6 January 2020	Updated policy number from SUP-ITS-17 to SUP-ITS-15.	
17 July 2019	New procedures approved by the Vice-President (VPD#108 of 2019).	1.0