Repair of State-Owned Computer Equipment

Purpose
To ensure that State-owned equipment is repaired or replaced quickly, without excessive downtime for the local agency (LA). The 72-hour return policy is to ensure replacements are available for State-owned equipment.

Authority
State Policy

Policy
The state agency (SA) shall be notified immediately when any State-owned computer equipment breaks. The WIC Service Desk analyst will determine if equipment must come to Austin for repair. In this instance, equipment shall be returned to the SA within 72 hours.

Procedures
For State-owned equipment problems LA staff shall contact the WIC Service Desk at the SA immediately.

Guidelines
Agencies who do not return State-owned equipment promptly may cause equipment shortages. Equipment shortages may keep other agencies and clinics without replacement equipment for additional time.