

Sanford School Computer Support Policy

The intent of this policy is to establish a baseline support model for faculty and staff computers in the Sanford School. This policy will provide guidelines for what level of support users should expect for various types of computers.

1. Hardware Support and Purchasing Policy

For this policy it is necessary that we group computers into three categories;

Primary Computers – Desktop or Laptop computers provided by the School or your center

Secondary Computers – Desktop or Laptop computers purchased with discretionary or research funds

Personal Computers – These computers were purchased with personal or non-Duke funds

Primary and Secondary computers should be purchased by the IT staff or in consultation with the IT staff from our approved vendors (Apple, Dell, and Lenovo). Primary and Secondary computers purchased from non-standard vendors or without consultation with the IT staff **may not** receive support.

Computer type	Imaging/Setup	Maintenance	Priority for support
Primary Computer, during warranty period	Full support	Full support	High
Primary or Secondary Computers out of warranty	None	30 minutes best effort support; support fees may apply thereafter. All replacement parts must be purchased by the user.	Low
Secondary Computers, on list of supported hardware, during warranty period	Full support	Full Support	Medium
Secondary Computers, not on list of supported hardware, during warranty period	Setup fees may apply	30 minutes best effort support; support fees may apply thereafter. All replacement parts must be purchased by the user.	Low
Personal Computers purchased by user	No support	No support	n/a

2. Software Support

- Work related software will receive a high priority of support
- Non-work related software will receive a low priority of support and may not be supported at the discretion of the IT staff

3. Exceptions

- Operating systems that are no longer supported by the vendor will not be supported by the IT staff, except in rare cases where outdated systems are required in order to use hardware or software critical to faculty and/or staff work.
- The Sanford School IT Staff reserves the right to refuse service on computers purchased with personal funds for any reason.

4. Additional Notes

- The Sanford IT staff will charge \$50/hr for work performed on non-standard or out of warranty equipment
- All computers that are connected to network ports in the Sanford School are subject to the [Trinity College IT Security Policy](#) and the [University Security Policies](#); this includes computers purchased with Duke funds and personal funds.
- Support for secondary computers will be provided on a “Best effort” basis and can be discontinued if the technician deems the problem to be un-repairable or cost prohibitive.
- The Sanford School IT Staff will make every effort to preserve user data. However we cannot be held responsible for files lost either by damage, corruption, or the repair itself. It is the user’s responsibility to save all work related materials to the Sanford School file server on a regular basis.
- Users must arrange for all computers located off campus to be transported to campus for service.